



**Cardiff
Caerdydd**

Cardiff Well-Being Plan
2018–2023

Annual Report
2019/20





Contents



Foreword	4
Introduction	5
Covid-19: Partnership Response	6
Cardiff's Well-being Objectives	
1 - A Capital City that Works for Wales	10
2 - Cardiff grows in a resilient way	16
3 - Safe, Confident and Empowered Communities	22
4 - Cardiff is a great place to grow up	29
5 - Supporting people out of poverty	35
6 - Cardiff is a great place to grow older	41
7 - Modernising and Integrating Our Public Services	47

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Together we can make Cardiff
a great place to live for all our
residents”

Foreword

Following the emergence of Covid-19, public services in Cardiff have worked together on a scale never seen before. There has been the delivery of the new Dragon's Heart Hospital and the repurposing of hotels to house and protect the homeless. The 'Together for Cardiff' volunteering initiative ensured that food and medical supplies reached the most vulnerable and Park Rangers have patrolled with officers from South Wales Police to maintain social distancing in the city's parks.

Such strong partnership working does not just happen but is based on relationships built through Cardiff's Public Services Board (PSB) over a number of years. This report sets out the PSB's response to the Covid-19 crisis and its work in the year that preceded it. Recent successes include the PSB's pioneering of a new Staff Healthy Travel Charter and the overseeing of measures to tackle air pollution in the city centre. And this year saw the launch of the 'Move More, Eat Well Plan, 2020-2023' with the associated Director of Public Health's report being nationally recognised.

2019/20 has also seen progress towards integrated health and social services that are local and strength based moving apace, and equally, progress towards an Age Friendly city reflected in the PSB's visit to the new Grand Avenue Day Centre for specialist dementia care. Links are being made between the

prison service, the Council's Into Work Services and housing to reduce reoffending following the PSB's meeting at HMP Cardiff. There is the continued success with ensuring no one needs sleep one night on the street. And there is the establishment of the PSB's Climate Change Partnership Board, a central coordination point for action to mitigate the impacts of climate change.

The pandemic has had a major impact on all aspects of city life and public services. However, as we look towards recovery, partnership working will continue to deepen, laying the foundations for a "new normal". What will also remain a constant will be working together to build a stronger, fairer and greener future for Cardiff.



Huw Thomas
Huw Thomas
Chair of the Cardiff
Public Services Board



Charles Janczewski
Charles Janczewski
Vice Chair of the Cardiff
Public Services Board

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As we look towards recovery, partnership working will continue to deepen, laying the foundations for a “new normal” ”

Introduction

About the Annual Report of the Cardiff PSB

This annual report outlines the work that the Cardiff Public Services Board undertook over the 12 months, June 2019 to June 2020, to progress delivery against the Cardiff Well-being Plan 2018-23.

The publication of the report has been delayed due to Covid-19, and includes an overview of the partnership response to the crisis.

What is Cardiff's Public Services Board?

Cardiff's Public Services Board (Cardiff PSB) brings together the city's public service leadership and decision-makers, including those from the Local Authority, Health Board, Natural Resources Wales, Welsh Government, the Third Sector and the Fire, Police and Probation services. The purpose of the PSB is to improve the economic, social, environmental and cultural well-being of Cardiff by strengthening joint working across the city's public services.

What is a Well-being Plan?

The Well-being Plan sets out the Cardiff PSB's priorities for action for 2018-2023 and beyond. The plan focusses on the areas of public service delivery which fundamentally require partnership working between the city's public and community services, and with the citizens of Cardiff.

The Well-being Plan should therefore be seen as a complementary document to the strategic plans of each PSB member, focusing on delivering

'collaborative advantage' in areas of city life and public services which cut across all public and community services.

The Plan contains Well-being Objectives, high-level priorities that the Cardiff PSB have identified as being most important. It also contains 'commitments,' or practical steps that the city's public services, together, will deliver over the 5 years of the plan. The PSB's Well-being Objectives are:

1. A capital city that works for Wales
2. Cardiff grows in a resilient way
3. Safe, confident and empowered communities
4. Cardiff is a great place to grow up
5. Supporting people out of poverty
6. Cardiff is a great place to grow older
7. Modernising and integrating our public services

How is the Well-being Plan being delivered?

The PSB has put in place a number of programmes of work in order to deliver in these areas where delivering improvement fundamentally requires partnership working across the public services.

How is progress measured?

The progress made in the delivery of the Well-being Plan will be reported in two ways:

- An update of the progress made in the delivery of the commitments or joint projects identified in the Well-being Plan, contained in this Annual Report.
- An update of how the city is performing against a series of outcomes indicators identified by the Cardiff PSB in the Well-being Plan, contained within this document and in the Cardiff in 2020 report.

Covid-19

Leading a city-wide response to Covid-19

A crisis of the magnitude and nature of Covid-19 cannot be met by one public service acting alone. It demanded – and continues to demand – a whole-system response from the city’s public services. From the very beginning of the crisis, Cardiff has adopted such a partnership approach:

- On 13 March 2020, the Director for Public Health in Cardiff and the Vale convened a joint meeting of the Cardiff and Vale PSBs, alongside other key stakeholders including the city’s higher education institutions, to outline the nature of the disease, its potential impact and to begin to shape a cross-city response.
- Throughout March and April joint meetings of an operational group of the Cardiff and Vale PSBs continued to meet, chaired by the Director for Public Health, to ensure a joined up approach to the crisis.
- From 12 May 2020, the Leader of Cardiff Council and Chair of Cardiff PSB reconvened the Cardiff PSB to manage the city’s transition from lockdown to a co-ordinated ‘restart’ of the city’s public services. The PSB will continue to meet on a monthly basis to oversee the partnership’s response to the crisis.

The initial wave of infections and fatalities has passed and the city is now in a different phase of the pandemic, with city life and public services returning to a form of “normality”.

The Cardiff PSB has been clear that the city is far from out of the crisis and that a collective effort will continue to be required to tackle the suppression of the disease, to respond to the impact of the economic crisis and to lead the city’s long term recovery and renewal.

The response to the crisis has seen partnership working on a depth and scale never seen before in Cardiff. Examples of the joint working between Cardiff PSB members can be seen below.

Ysbyty Calon y Ddraig – the Dragon’s Heart Hospital

In just over two weeks, a temporary emergency hospital was constructed in the Wales Millennium stadium to prepare the communities of Cardiff and the Vale of Glamorgan and other Health Boards for a surge in cases. Cardiff and Vale University Health Board worked in collaboration with Cardiff Council, South Wales Police, the Welsh Government, Welsh Rugby Union, Cardiff Blues and a range of other partners, planners and contractors to prepare the new facility.



[Dragon Heart Hospital time-lapse video of construction](#)

The Pink Army

Cardiff's First Contact Hospital Team within Independent Living Services worked with clinicians, patients and families to enable safe discharge from the Dragon Heart Hospital. Through "What Matters" conversations, the Pink Army provided advice and support to meet the patients' wellbeing needs, promoting independent living and delivering preventative interventions to reduce the risk of readmission.

The Pink Army is just one notable example of the partnership approach taken to integrating the Health and Social Care systems over the course of the crisis.



The Pink Army marches into the Dragon's Heart Hospital

Community safety incident reporting

Covid-19 has meant that more than ever safeguarding is everyone's business. PSB partners are working closely together to support and protect the most vulnerable and to keep people safe. Community safety incident reporting arrangements were introduced to help partners working in the city's communities spot and report the signs of danger or abuse. Areas of focus included the homeless, public spaces including anti-social behaviour, looking out for domestic violence and abuse and vulnerable migrant groups.

Cardiff Family Advice & Support

The Family Gateway, a single point of entry to information, advice and services for children, young people and their families took over 1,000 calls and responded to more than 300 emails during lockdown. Family Help Advisers worked with over 318 families whose cases came through the Gateway or through the Multi-Agency Safeguarding Hub (MASH) or the Support4Families teams in Children's Services. These teams worked with partners such as RISE, South Wales Police and the Barnardo's Well-Being Service on referrals to other services. Early Help Police Community Support Officers helped undertake welfare checks and support the delivery of PPE to childcare providers and resource packs to families.

A radical partnership approach to supporting the city's homeless and rough sleepers

Following the onset of the crisis, services needed to respond rapidly to protect and support the city's homeless and rough sleeping population. By repurposing hotels, those living in emergency accommodation and those living on the street were housed, cared for and could self-isolate. As well as providing security and food, substance misuse services were quickly adapted to meet need. The multi-disciplinary partnership enabled services to be brought into the hotels and hostels to take the opportunity to address drug dependency. More than 140 clients were housed and only five very entrenched rough sleepers remained on the streets. Cardiff PSB is committed to building on this success – there can be 'no going back'.

‘Together for Cardiff’

The Volunteer Cardiff website provided the platform for the ‘Together for Cardiff’ volunteering initiative’ enabling over 1000 people to help ensure much needed food and medical supplies reached the most vulnerable. The website has also become a vital source of information and support bringing mutual aid groups and other local organisations such as Cardiff Third Sector Council together in one place. The website received over 40,000 views in one month. To complement and further support the rapid increase of volunteering across the city, partners developed a network of trusted community groups or Anchor Organisations to enable key messages and resources such as e-learning to be disseminated to newly-established volunteer groups. The network also provides an avenue for the food response coordinated by Food Cardiff.



Park patrols

During the lockdown period, access to parks and green spaces were increasingly important for mental and physical well-being, particularly for residents living in flats and other properties with no outdoor space. The Council joined forces with the police, undertaking independent and joint patrols seven days a week to maintain social distancing in Cardiff’s parks and targeting areas of high use.



Test, Trace, Protect

Across Cardiff and the Vale of Glamorgan, ‘Test, Trace, Protect’, the national programme to limit the spread of Covid-19 in the population and protect communities is being led and delivered by Cardiff and Vale UHB, Cardiff Council and Vale of Glamorgan Council with partners. Alongside the development of a Covid-19 surveillance dashboard, clear, timely data is informing decisions on how best to address the spread of the pandemic, ensuring a continued focus on prevention, diagnosis and treatment.



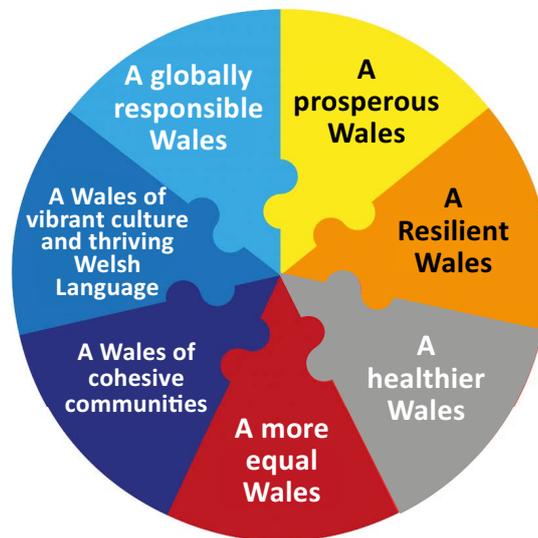
Well-being Objective 1

A Capital City that
Works for Wales

Introduction

Cardiff is the economic, political and cultural capital of Wales. As well as playing a vital role in creating jobs and attracting investment into Wales, it is the home of Welsh sport, politics, music and the arts, hosting major international sporting and cultural events, and provides specialist public services for the people of the wider Capital Region.

A successful Wales needs a successful capital city. PSB members are committed to working together to ensure Cardiff can respond to and recover from the Covid-19 crisis, meet the challenges of Brexit and ensure that the capital city continues to play a leading role in the Welsh economy.



Measuring Progress:

City Level Outcome Indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline	
Unemployment rate	6.1 %	5.2 %	4.1 %			
GVA per head	£29,723	£30,629	£32,310			
Gross Disposable Household Income per head	£16,237	£16,558	£17,095			
Employee jobs with hourly pay below Real Living Wage	20.7 %	21.5 %	17.6 %			
Population (16-64) qualified to NVQ4+	47.8 %	46.8 %	46.4 %			
% Been to any Arts Event in Wales*	66 %	79 %	80 %			
% Visited any historic places in Wales*	66 %	71 %	71 %			
% Visited a museum in Wales*	54 %	58 %	63 %			
% Attended at Least One Cultural Activity in last 12 months	Most depr	80.3 %	85.7 %	87.2 %		
	Next most depr	88.0 %	92.6 %	90.8 %		
	Middle	92.2 %	92.6 %	93.7 %		
	Next least depr	94.1 %	94.5 %	94.7 %		
	Least depr	93.6 %	94.9 %	94.5 %		
% Adults that Speak Welsh	9 %	9.6 %	9.8 %			

*measurement definition changed between years

Overview of PSB work in 2019-20

Five out of every six new jobs in Wales have been created in Cardiff over the past five years. **Cardiff had the second lowest unemployment rate out of the UK's Core Cities at the end of March 2020.** The city's economic strategy, 'More and Better Jobs', developed with input from the PSB, has continued to drive forward significant investment and employment opportunities, such as the Capital Quarter and Central Quay Development.

However, achieving **inclusive growth**, where those furthest from the labour market have the opportunity to access good quality work that improves their living standards, remains a significant challenge.

Crucial to meeting this challenge are jobs that provide the living wage. PSB members including prominent employers joined forces this year to launch a **3 year action plan to increase the number of accredited Living Wage employers** to 150 and the number of people working for accredited Living Wage employers to 48,000 by 2022. The majority of PSB members are now paying the living wage or are working towards becoming accredited. Over the last year, the percentage of jobs paying above the Real Living Wage has increased from 78.5 % to 82.4 %.

The emergence of Covid-19 has required partnership working on a level not seen before. As well as the PSB coming together to help ensure essential services were able to adapt and continue to operate during lockdown, the Council, South Wales Police and FOR Cardiff have worked closely to manage **the safe reopening of the city centre**, enabling cafes, restaurants and businesses to open their doors and begin the city's recovery.

This level of partnership working will also be key to addressing the **potentially significant impacts of Covid-19 on the economy** - a rise in youth unemployment in the short to medium term and increased inequalities over the longer term. Employment in the UK fell by the largest amount in over a decade between April and June 2020. The unemployment claimant count has doubled in Cardiff between January and July 2020 and with the 'furlough' scheme due to end in September, the numbers of people out of work are expected to rise significantly, particularly impacting the youngest and oldest workers and those in manual or temporary occupations.

Added to this, **Brexit** poses a particular threat to Cardiff's economy as it is amongst the top five British cities most reliant on EU markets and presents a serious risk to community cohesion, including the potential increase in participation in far and extreme right wing groups and activities. Over the last 3 years, **Cardiff PSB has played a leading role in ensuring a coordinated response** with its 'Brexit: Implications For Cardiff' report on the implications for the economy and public services and Brexit Preparedness Group supporting organisations, staff and service users. The last 12 months has seen the publication of the city's **Community Cohesion Action Plan** and support put in place to assist EU nationals to secure their immigration status through the EU Settlement Scheme.



Progress against steps:

Steps / Commitments	Update
<p>Strengthen Cardiff's role as the economic, cultural capital city of Wales, supporting the development of the Capital Region and ensuring that the City Deal and the Cardiff Metro deliver for the people of Cardiff and Wales.</p>	<p>The PSB has continued to support the delivery of the city's economic strategy, 'More and Better Jobs'.</p>
<p>Seek to make sure that Cardiff has the funding and fiscal powers it needs to lead the Welsh economy and deliver capital city infrastructure and services on behalf of the people of Cardiff, the Capital Region and Wales.</p>	<p>One of the critical issues identified by the Cardiff PSB in its report 'Brexit – Implications for Cardiff' is the future of regional funding in Wales, which remains an ongoing cause of uncertainty. Given the nature and scale of the disadvantage in parts of Cardiff, Cardiff will make representations to ensure future funding arrangements reflect more accurately inequality across the region and the levels of deprivation within the city.</p>
<p>Understand the impact of Brexit on Cardiff's economy, public services and communities and develop the city's response, including the shape of any successor programmes for European Funding streams in Wales.</p>	<p>Following the publication of the PSB's 'Brexit: Implications For Cardiff' report and launch of the 'Cardiff and Brexit' webpage signposting businesses, EU residents and individuals to guidance and support, the last 12 months has seen the publication of the city's Community Cohesion Action Plan and support put in place to assist EU nationals to secure their immigration status through the EU Settlement Scheme. Meeting the challenge of Brexit will continue to be a priority for 2020/21.</p>
<p>Continue to deliver major events in the city, building on the success of the Champions League Final, in partnership with Welsh Government and the private sector.</p>	<p>PSB members contributed evidence to the 'Events in Cardiff' Scrutiny Task and Finish Inquiry report and will respond to its recommendations to support development of the Cardiff Events Strategy. A PSB Task and Finish group is currently working on a review of financial pressures and funding options for major events in Cardiff.</p>
<p>Aim to double the number of Welsh speakers in Cardiff by 2050 through supporting the delivery of the Bilingual Cardiff Strategy.</p>	<p>In line with the Welsh Governments vision for an additional million Welsh Speakers by 2050, Cardiff will need to increase the number of Welsh Speakers in Cardiff by 15.9% by 2022. The Progress will not be known until publication of the 2021 Census.</p> <p>A full report on progress against the objectives in the Bilingual Cardiff Strategy Action Plan will be included in the Council Annual Welsh Standards Report 2019-2020.</p>

Priorities for 2020/21

The PSB will:

Continued **cross-public service response to the challenges raised by Covid-19**, particularly responding to the emerging economic crisis and leading a long term, sustainable and inclusive recovery.

Ensuring a cross-public service response to the challenges raised by **Brexit**, including the reform of regional funding in the UK and Wales, and supporting all Cardiff citizens and staff with the European Citizen Settlement Scheme.

The PSB will continue to support the delivery of the **Bilingual Cardiff action plan**.



Caerdydd

Ddwyieithog





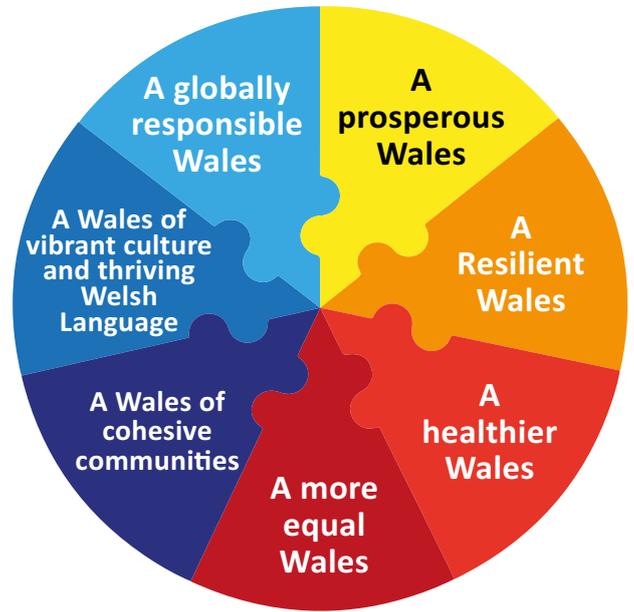
Well-being Objective 2

Cardiff grows in a
resilient way



Introduction

Cardiff is one of Britain’s fastest growing cities, and is by far the fastest growing local authority area in Wales. Successful cities are those in which people want to live and this growth is welcomed and a sure sign of strength for the city. However, this growth will bring challenges too, putting pressure on both the city’s physical infrastructures and its natural environment. Managing the impacts of this population growth, of climate change and of air quality in a resilient and sustainable fashion will be a major long term challenge for Cardiff. Lockdown showed the impact less cars on the road and increased active travel can have on air quality. As the city emerges from the Covid-19 crisis, there is the opportunity to deliver a green recovery.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline
Per capita CO2 emissions (t)	5.2	5.0	4.5		
% travel to work by sustainable transport	45.8 %	48.1 %	51.2 %		
Average NO2 concentration at residential locations	21	17	16		
Green Flag accredited parks	12	13	15		
Properties registered to NRW Flood Warning Service	8,480	8,204	10,027		
% municipal waste reused/recycled/composted	58.1 %	58.3 %	59.2 %		

Overview of PSB work in 2019-20

In March 2019, **Cardiff Council declared a Climate Emergency**, recognising the conclusions of the Intergovernmental Panel on Climate Change that limiting global warming to 1.5°C would require the city to lead on rapid and far-reaching transitions in land, energy, buildings and transport.

To support the Council's One Planet Cardiff Strategy (to be launched in Autumn 2020), the **PSB's Climate Emergency Partnership Board** is driving forward a city wide conversation about what the city and its residents could be doing to tackle the emergency and will act as **a central coordination point** for any future collaborative actions and projects. Through this Board, PSB members will share best practice and work together to pursue Welsh Government's **ambitions for a carbon neutral public sector**.

As part of the response to the Climate Emergency, the PSB has been engaged in the development of **Cardiff Council's Transport White Paper, published January 2020**, setting out an ambitious 10-year plan to help tackle the climate emergency, reduce congestion and improve air quality through a multi-billion pound investment programme into rail, bus, cycling and walking.

Natural Resources Wales has published its Area Statements. Updated each year, each Area Statement outlines the key challenges facing that particular locality and how natural resources can be better managed for the benefit of future generations. The South Central Area Statement covers Cardiff, Bridgend, the Vale of Glamorgan, Merthyr Tydfil and Rhondda Cynon Taff. The focus is on building resilient ecosystems, bridging the urban and natural environments - connecting people with nature and the importance of the environment to improving our health. Area Statements will help PSBs to put the local environment at the heart of decision making.



**One
Planet
Cardiff**



Progress against our commitments for Cardiff:

Steps / Commitments	Update
<p>Adopt an integrated approach to the planning and delivery of public services in the city's new communities.</p>	<p>The PSB has commissioned its Partnership Asset Management Board to develop principles for developing/ utilising spaces in partnership and will report back to the Board.</p> <p>Next steps include further development of the master planning of new communities and a public services assets/land review.</p>
<p>Aim for 50% of all journeys in Cardiff to be by sustainable travel by supporting the development and delivery of the Cardiff Sustainable Transport Strategy.</p> <p>Take a city-wide response to air pollution through supporting the development and delivery of a Cardiff Clean Air Strategy.</p>	<p>Cardiff's Transport White Paper – 'Transport Vision to 2030, Changing how we move around a growing city' was published in January 2020, with the foreword by Councillor Wild, Cabinet Member for Strategic Planning and Transport and Fiona Kinghorn, the Director of Public Health.</p> <p>The PSB also led on the development of the Staff Healthy Travel Charter, identified as a best practice initiative by Future Generations Commissioner.</p> <p>The PSB has also supported the development of the Council's Clean Air Strategy, published in June 2019, targeting improvements to the active travel infrastructure in the city centre and some of the worst polluted areas across Cardiff.</p> <p>Nextbike provision continues to expand across Cardiff, with stations located at key public sector locations and discounted membership available to public sector employees.</p>
<p>Ensure that the city is prepared for extreme weather events associated with Climate Change, including raising awareness and encouraging behavioural change amongst residents, businesses and visitors to the city.</p>	<p>Storm Dennis (February 2020) was a major flooding event, damaging homes and businesses and causing landslides and power cuts across many areas of South Wales. Natural Resources Wales briefed the PSB on the challenges faced and will report back to the PSB on lessons learnt.</p>
<p>Seek to reduce the carbon footprint of the city's public services by working to ensure that all public buildings are energy and waste efficient</p>	<p>PSB partners are working together to review existing assets (buildings and land) and design the future specification of public services including the reduction of the city's carbon footprint.</p>
<p>Explore the potential for divesting public investments from fossil fuel companies.</p>	<p>Cardiff Council's Pensions Committee has considered a Climate Change Investment Policy in consultation with the Pension Fund's independent advisers and the other LGPS funds in Wales. Work is ongoing to develop the policy in response to the comments of Committee and Board members. The outcomes of this work will be brought to the PSB for consideration in 2020/21.</p>

Priorities for 2020/21

The PSB will:

Lead a cross-city response to the challenges of climate change, aligned to the launch of the Council's One Planet Cardiff vision and delivery plan

Respond to the recommendations and findings of Natural Resources Wales **Area Statement** for Central South Wales.

Continue to implement and monitor progress set under the **Staff Healthy Travel Charter**.

Progress discussions on exploring the potential for **divesting public investments from fossil fuel companies**.

Consider the impact of flooding on Cardiff, and the lessons learnt from the 2020 flooding events.



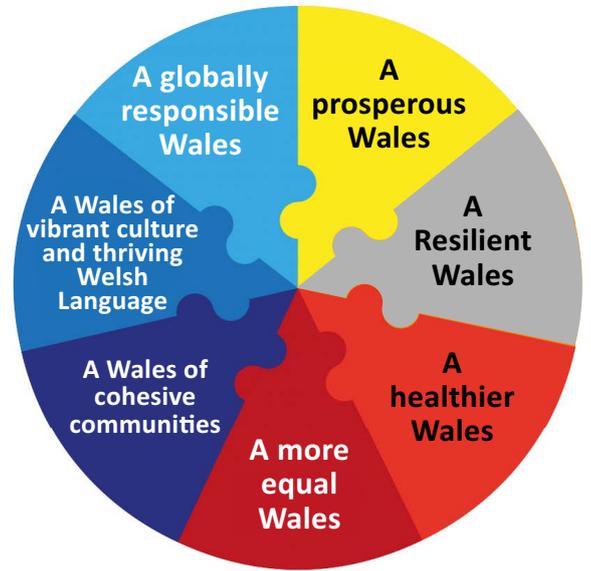
Well-being Objective 3

Safe, Confident
and Empowered
Communities



Introduction

Safe, confident and empowered communities are at the heart of well-being. They have a unique role to play when it comes to much of what we most value – our environment, safety, welfare, health and happiness. Communities often possess the knowledge, skills, passion, creativity and an understanding of the local area that service providers simply do not have. And, in times of adversity, such as the challenge of Covid-19, strong communities have proven to be invaluable in helping services support the vulnerable. Ensuring that local communities are safe and empowered is therefore a fundamental component of a successful city.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline
% agreeing that they belong to the area; that people from different backgrounds get on well together; and that people treat each other with respect	53 %	-	56 %	Green	Green
% able to influence decisions affecting their local area	28 %	-	21 %	Red	Red
% agreeing people in Cardiff are safe and feel safe	54.2 %	48.8 %	-	White	White
% offenders who reoffend	37.3 %	38.4 %	-	White	White
% clients of substance misuse services who reported improvement in quality of life	77.7 %	77.1 %	79.2 %	Green	Green
% adults (aged 16+) who volunteer	30 %	28 %	26 %	Red	Red

“ Safe, confident and empowered communities are at the heart of well-being ”

Overview of PSB work in 2019-20

In September 2019, Cardiff Community Safety Leadership Board held a **cross-public services conference to further develop partnership working** around its priorities. Over 100 staff from across the city's public services attended, with keynote speeches from the Chairs (Police Crime Commissioner, Alun Michael and Councillor Thorne) and workshops dedicated to the Leadership Board's priorities for 2019/20, City Centre and Street Sleepers, Violence Prevention, Prevent and CONTEST and Area Based Working. A Community Safety network has been established, with over 195 members.

The locality based working pilots have progressed. In Splott /Tremorfa, multi-agency working groups are now working with the community to identify the issues that matter most to their locality and to harness local resources to not only take a targeted approach to tackling crime but to provide opportunities for communities (and young people) to make their areas better places to live.

The past year saw the **launch of the South Wales Violence Prevention Unit**, a new approach to preventing violent crime, including knife and organised crime. Working in partnership with public health, the unit will bring together South Wales Police, local authorities, community leaders and other key partners **to understand the root causes of violent crime and deliver a co-ordinated response.**

In October 2019, Cardiff hosted the **Inclusive Cities Conference** at which leaders of British and European cities discussed how to ensure cities continue to be inclusive and cohesive. As a founding city of the Inclusive Cities Programme, Cardiff has been working to ensure the inclusion of newcomers, including EU citizens,

refugees and asylum seekers and has developed its **Community Cohesion Action Plan** to work with partners to actively monitor community tensions, build resilience to hateful extremism and provide support to witnesses and victims of hate crime.

This year also saw the development of a **joint Child and Adult Exploitation Strategy** to reflect new and emerging themes of child and adult exploitation such as modern slavery. Developed by the Cardiff and Vale Regional Safeguarding Board and adopted by the PSB Community Safety Delivery Board, links have been made with the Youth Offending Service and Early Help service. Attention will now turn to working with partners to develop the idea of **contextual safeguarding**, recognising that outside of the family unit the different relationships that young people form in their neighbourhoods, schools and online can feature violence and abuse.

A revised **'Tackling violence against women and girls Joint Strategy' for South Wales** has also been published, developed jointly by the Police & Crime Commissioner and Chief Constable with partners. The focus going forward will be to deliver on the aims of the strategy at a local level and across a range of services e.g. children services and work around domestic violence and substance misuse.





Cardiff's Prevent Strategy and Programme Delivery Plan 2019/21 has been published, approved by the CONTEST Board with key risks identified as international terrorism, increased far right activity, potential lone actors becoming radicalised and anti-Prevent feelings in communities. The Prevent Team supports the delivery of projects in schools and communities and the multi-agency Channel Panel that looks to safeguard vulnerable individuals at risk of exploitation through extremism and radicalisation.

Last year, Volunteer Cardiff (www.volunteercardiff.co.uk) was launched, signposting Cardiff residents to all the opportunities, organisations and support available to enable volunteering in the city. It is now being used as the platform for '**Together for Cardiff**', an initiative to unlock the volunteering potential across the city as residents look to support each other during the Covid-19 outbreak. Over 1000 people volunteered to help ensure much needed food and medical supplies reached the most vulnerable. This work is also being promoted through the national volunteering website <https://volunteering-wales.net/>

Covid-19 has meant that more than ever **safeguarding is everyone's business**. PSB partners are working closely together to support and protect the most vulnerable and to keep people safe. **Community safety incident reporting arrangements** have also been set up so that partners working in the city's communities can help spot the signs of danger or abuse. Areas of focus to date have been the homeless, safeguarding public spaces including anti-social behaviour, domestic violence and abuse and vulnerable migrant groups.

Volunteer
Cardiff

Progress against our commitments for Cardiff:

Commitments	Update
<p>Invest in and involve communities in the delivery of integrated, locally-based public and third sector services in Community and Wellbeing hubs.</p>	<p>Major projects progressed in collaboration with partners include the second phase of the Maelfa scheme which is near to completion and the domestic abuse one-stop shop in the Cardiff Royal Infirmary and a new Butetown Creative Youth Hub which is ready for occupancy. New Community Hubs are planned in Whitchurch, Rhydypennau, and Maelfa as well as expanding the provision at Ely & Careau Hub which is particularly aimed at meeting the specific needs of the city's growing elderly population.</p>
<p>Give people a greater voice in shaping public services through developing and delivering co-created Community Involvement Plan/s.</p>	<p>A new approach to locality working is being piloted in Splofft/Tremorfa, working with communities to develop a targeted approach to tackling crime and to empower local people to improve the area in which they live. County lines, off road motorcycle annoyance and diversionary activities for young people have been identified as priorities.</p>
<p>Promote volunteering and social action, including development of a city volunteering portal.</p>	<p>Volunteer Cardiff (www.volunteercardiff.co.uk) has become an established portal for civic activity, signposting Cardiff residents to all the opportunities, organisations and support available to enable volunteering in the city. It is now being used as the platform for 'Together for Cardiff' as residents support each other during the Covid-19 outbreak. 900 volunteers came forward in the first week of lockdown. Opportunities in Cardiff are also promoted through the national volunteering website https://volunteering-wales.net/</p>
<p>Protect our most vulnerable citizens, adopting integrated approaches to tackling trafficking, child sexual exploitation and domestic abuse.</p>	<p>The Cardiff and Vale Regional Safeguarding Board has developed a joint Child and Adult Exploitation Strategy to reflect new and emerging themes of child and adult exploitation such as modern slavery. This was adopted by the PSB Community Safety Delivery Board.</p> <p>A revised 'Tackling violence against women and girls Joint Strategy' for South Wales has also been published, developed jointly by the Police & Crime Commissioner and Chief Constable with partners.</p> <p>During lockdown, Community safety incident reporting arrangements were set up so that partners working in the city's communities could help spot the signs of danger or abuse.</p>
<p>Tackle radicalisation in our communities by building cohesion and trust, and promoting an environment where people have the confidence to report extremist behaviour.</p>	<p>A new Cohesion and Community Engagement team in Cardiff Council has been established and a Community Cohesion Action Plan has been developed to work with partners to actively monitor community tensions, build resilience to hateful extremism and provide support to witnesses and victims of hate crime.</p> <p>Cardiff's Prevent Strategy and Programme Delivery Plan for 2019/21 to stop people becoming terrorists or supporting terrorism was, has been approved by the CONTEST Board.</p>

Commitments	Update
<p>Reduce offending and improve life opportunities for the 18-25 age group by developing an integrated, locally-focused, approach to offender management.</p>	<p>In June 2020, the Cardiff PSB approved 'All our Futures', a new partnership strategy for driving improvement in the city's Youth Justice Service, with refreshed governance including a new independent Chair in place to drive the strategy forward.</p>
<p>Reduce levels of drug use and substance misuse, and levels of reoffending, through delivering a jointly-commissioned substance misuse service.</p>	<p>Joint commissioning of substance misuse services is now in place, led by the Area Planning Board and reporting into the Community Safety Leadership Board. Cardiff's Community Safety Leadership Board has responded to recommendations made by the Cardiff Council Scrutiny inquiry 'Preventing Young People's Involvement in Drug Dealing', and has commissioned further analysis on the issue of drug related litter in Cardiff.</p>
<p>Make sure that newcomers from the UK and overseas are welcomed and can build new lives in Cardiff, including delivering the 'Inclusive Cities' project.</p>	<p>An action plan was published by COMPAS in Spring/Summer 2019 and an Inclusive Cities Framework providing a best practice guide for UK cities for supporting migrant communities was published at the conference hosted by Cardiff in October 2019. Cardiff Safeguarding team has worked in partnership with local churches, mosques and partners to advise on safeguarding policies with regard to Community Sponsorship schemes for refugees.</p>
<p>Deliver a safe and vibrant night time economy, working in partnership with the Business Improvement District.</p>	<p>In January 2020, Cardiff retained its Purple Flag status following the mid-term assessment. The Purple Flag standard allows members of the public to quickly identify town and city centres that offer an entertaining, diverse and safe night out.</p> <p>Following lockdown due to Covid-19, the Council, South Wales Police and the private sector have worked closely to manage the safe reopening of the city centre and begin the city's recovery. A memorandum of understanding between the Council and South Wales Police has been agreed to ensure effective management of public spaces.</p>

Priorities for 2020/21

The PSB will:
<p>Continue to develop the city's wellbeing and community hubs.</p>
<p>Further develop the new model of locality working for Community Safety</p>
<p>Continue to support EU citizens to access the EU Settlement Scheme and the inclusion of newcomers in Cardiff through the Inclusive Cities Programme.</p>
<p>Deliver the Cardiff's Prevent Strategy and Programme Delivery Plan 2019/21</p>
<p>Support the delivery of 'All Our Futures', a new partnership strategy for the city's youth justice services.</p>
<p>Respond to the recommendations of the Welsh Government's BAME Covid-19 Advisory Group report on racial inequalities.</p>



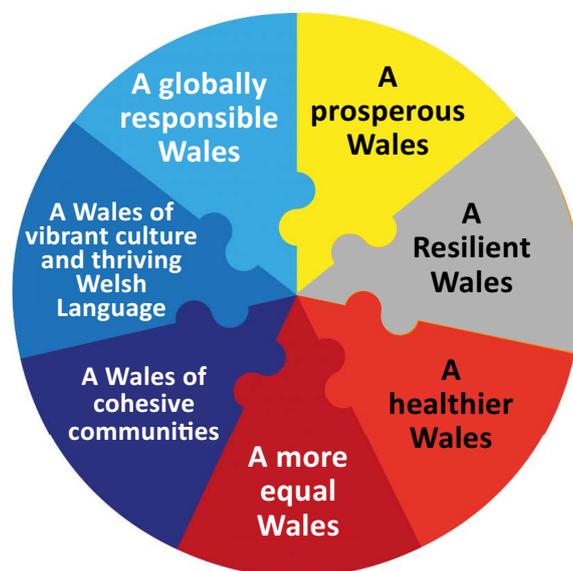
Well-being Objective 4

Cardiff is a great
place to grow up



Introduction

Cardiff is already a good place for many of its children and young people to grow up, with a fast improving school system alongside the advantages that a capital city can bring such as an extensive range of leisure, sporting and cultural opportunities. However, the inequality evident in Cardiff can have a profound effect on the lives of children and young people and their families, and children who are disadvantaged - whether through disability, poverty, family circumstances, illness, neglect or abuse - will require particular help and support from across the public and third sector services and from within their communities. In particular, the city needs to address educational inequality and with the disruption to education due to Covid-19, access to good quality schools and the effective coordination of services around the child will be essential to closing the inequality gap.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline
% children in low-income families*	17.9 %	18.5 %	18.2 %		
% children aged 4 to 5 who are a healthy weight	76.1 %	77.6 %	-	-	-
% uptake of MMR2 by age 4	83.0 %	84.2 %	87.4 %		
Mental well-being: children & young adults and adults	10.9 (Wales)	-	10.5 (Wales)		
Key Stage 2 Pupils Achieving the Expected Level (L4+) in the Core Subject Indicator	% achieving	89.4 %	-	**	
	FSM gap	13.0	-	**	
Key Stage 4 Pupils Achieving the Level 2+ Threshold including English/Welsh & Maths	% achieving	58.5 %	60.4 %	58.2 %	
	FSM gap	32.8	30.5	32	
% Year 11 and Year 13 school leavers that are not in education, employment or training	Year 11	1.6 %	1.7 %	1.8 %	
	Year 13	2.4 %	2.0 %	1.9 %	
% children cycling/walking to school	49.6 %	50.2 %	51.3 %		

* Measure changed. Children aged under 20 changed to children aged under 16. 2018 and 2019 figures amended

** Indicator no longer published

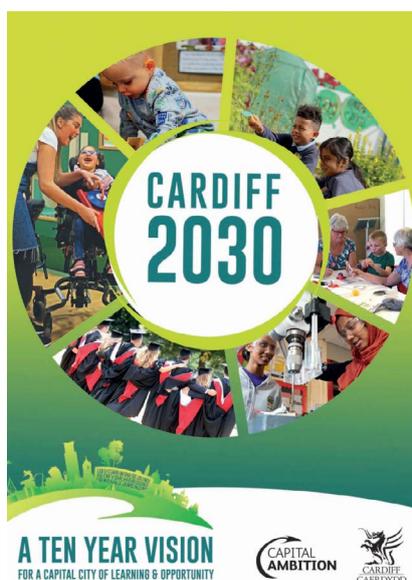
Overview of PSB work in 2019-2020

A new **2030 vision for Education** in Cardiff was launched in November 2019, to drive forward ambitious, innovative and learner-focused education, ensuring all children and young people benefit from **a good education regardless of background**. The vision is centred around two themes – **partners working together and taking shared responsibility** for making sure children and young people are ready and able to learn and **recognition of the rights of children and young people**. This includes easy access to support for their emotional, mental and physical well-being.

Partners have committed to improving the emotional health and wellbeing of children and young people through the Child Friendly Cardiff Strategy. Work is now underway to create **a single point of access for emotional wellbeing and mental health services**. This includes developing a joint assessment process across the Early Help teams and services accessed through the Family Gateway, working with Cardiff and Vale University Health Board to develop referrer pathways. This will support schools to **help children affected by multiple adverse childhood experiences**.

The new **Cardiff Family Advice and Support (CFAS)** service was also launched in November 2019, bringing together information, advice and assistance services for children, young people and their families through **a single point of entry - the Family Gateway**. Every child should grow up with an equal chance of reaching their potential - leading safe, happy and healthy lives. However, a significant number of children experience Adverse Childhood Events such as abuse, trauma neglect. As well as helping families to access services including money advice, childcare and welfare benefits, the Gateway can arrange **referral to Cardiff's early intervention services and support services** to help address family issues and reduce the number of children who experience poor outcomes in childhood and into adulthood.

A **Child Friendly City Pupil Survey** has also been completed by over 5000 pupils of all ages across Cardiff, establishing a baseline for young people's views about their rights across the city. This will be used to ensure that children and young people are given a voice and can help influence decisions about where they live, the services that they receive and the future development of the city.



Cyngor a Chymorth i Deuluoedd Caerdydd

Cardiff Family Advice and Support



Progress against our commitments for Cardiff:

Commitments	Update
<p>Place the voice and experience of young people at the heart of public services in Cardiff through adopting a Child's Rights approach and becoming a UNICEF 'Child Friendly City.'</p>	<p>A Child Friendly Cardiff and Vale Symposium was held in March, involving young people and a range of partners across Cardiff and the Vale to discuss how to further involve young people and develop a more rights based approach to services. The feedback will inform future work.</p> <p>Both PSBs have had discussions with their local Youth Forums about increasing engagement with the PSB. A Child Friendly City Pupil Survey was completed by over 5000 pupils of all ages across Cardiff. Participation in Local Democracy Week saw the rollout of VocalEyes Digital Democracy Platform across schools in Cardiff.</p> <p>'Child Friendly' versions of strategic documents have been produced to inform children and young people of decisions being made – for example Cardiff Council's 'Covid-19 Recovery Strategy'.</p>
<p>Adopt a 'Think Family' approach, making sure that public services are joined up and that children and families are given the right support, in the right way, at the right time, including:</p> <ul style="list-style-type: none"> • Development of an Early Help Single Point of Access • Commissioning a new Families First Programme • Develop a joined up approach to the first 1000 days of a child's life 	<p>Following consideration by the PSB, the new Cardiff Family Advice and Support (CFAS) service was launched in November 2019, bringing together information, advice and assistance services for children, young people and their families through a single point of entry - the Family Gateway, with a focus on preventative support.</p>
<p>Develop placed-based approaches to integrating public services for children and families in the city's most deprived communities through a 'Children First' pilot in Ely and Caerau.</p>	<p>Cardiff's 'Children First' pilot was absorbed within the work to develop the new delivery model for family advice and support services. (See Think Family commitment above)</p>
<p>Develop innovative approaches to identifying those at risk of Adverse Childhood Experiences (ACEs), putting in place multi-agency response to support children and families before they reach crisis point.</p>	<p>Innovative approaches to identifying those at risk of Adverse Childhood Experiences will be progressed through the development of the Child Friendly Cardiff Strategy, Family Help and Support model and Community Safety engagement model. Referrals will be jointly risk assessed by social services and the police making use of their databases to best identify safeguarding issues and appropriate interventions.</p>
<p>Work with communities and across partners in the public and private sector to tackle Child Sexual Exploitation.</p>	<p>A joint Child and Adult Exploitation Strategy has been developed and will be led by Cardiff and Vale Safeguarding Board. A 'Think Safe' team has been established to ensure that those children in need of specialist Child Sexual Exploitation (CSE) intervention are receiving the right level of support.</p>

Commitments	Update
<p>Improve mental health and emotional wellbeing for young people by delivering an integrated approach to Children and Young People Emotional and Mental Health Support.</p>	<p>Through the Child Friendly Cardiff Strategy, partners have committed to “improve the emotional health and wellbeing of children and young people”. This will include creation of a single point of access for emotional wellbeing and mental health services, and activities aimed at raising awareness and reducing the stigma associated with these services.</p>
<p>Support young disabled people and their families through the delivery of the Disabilities Futures programme.</p>	<p>Cardiff Council, the Vale of Glamorgan Council and Cardiff and Vale University Health Board launched their first Joint Commissioning Strategy for Adults with a Learning Disability during Learning Disability Week in June 2019. It provides a clear direction for the planning and delivery of adult learning disability services across the region, supporting people with learning disabilities and mental health issues to be more independent. Funded by the Integrated Care Fund and part of Action for Children, the Ymbarel Service is continuing to support parents with additional learning needs and have adapted their services to work with families online, helping to learn and embed essential tasks for parents to care for their children at home and reduce the risk of their child entering the care system.</p>
<p>Make sure young people are prepared for and given opportunities to participate in the world of work through delivery of the ‘Cardiff Commitment’, in partnership with the private and third sector.</p>	<p>The ‘Cardiff Commitment’ is helping to ensure that every child has access to training, employment or further education when leaving school. Over 219 businesses have engaged to date and 150 have made specific pledges to support schools and young people.</p>

Priorities for 2020/21

The PSB will:
<p>Deliver the Child Friendly City action plan and make progress towards UNICEF accreditation including its goal to adopt an integrated approach to children and young people emotional and mental health support.</p>
<p>Embed the new preventative delivery model for Family Support across the public services, and undertake further research on outcomes for vulnerable children.</p>
<p>Support schools to implement a core set of actions aimed at improve the food offer, food consumption and physical activity to deliver on the priorities in the Director of Public Health’s Annual report, Move More, Eat Well.</p>



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Well-being Objective 5

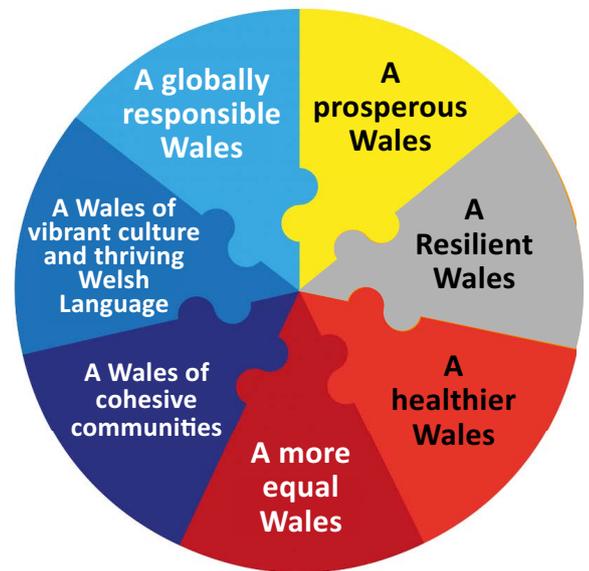
Supporting people
out of poverty



Introduction

Cardiff's strong performance across a range of well-being indicators disguises deep and entrenched inequalities across the city. Over 60,000 people in Cardiff live in the 10% most deprived communities in Wales.

Living in poverty can cast a long shadow over people's lives – life expectancy and other health indicators are lower in the more deprived wards of Cardiff, air quality is poorer, there is less access to green space and crime in the city is concentrated in these areas. Covid-19 has had a bigger impact on more deprived communities in terms of fatalities, and the economic impact, in the short, medium and long term is likely to hit poorer communities harder.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline
Percentage of households in poverty (i.e. below 60% of median income) by MSOA (after housing costs)	16%	19%	16%* 13%*		
Long-term JSA Claimants (i.e. over 12 months)	1,210	1,005	565		
Healthy life expectancy at birth (male & female)	Male	-	61.2	61.7	
	Female	-	61.1	61.7	
Percentage of low birth weight babies	5.3%	4.9%	4.7%		
Percentage of adults eating 5 or more portions of fruit and vegetables a day	31.5%	31.7%	33.9%		
Percentage of adults active for less than 30 minutes in a week	24%	27.4%	30.7%* 29.4%*		
Percentage of adults who are current smokers	14%	15.7%	16.2%* 14.2%*		
Housing Affordability: Ratio of house price to median gross annual salary	6.58	6.74	6.73		
Rough sleepers per 10,000 persons	2.5	2.8	2.5		
Food poverty**	-	-	-		
Fuel poverty	23.81	-	9		

*two figures available since Cardiff in 2019 published

**Food Cardiff Partnership developing measure through ASK Cardiff

Overview of PSB work in 2019-20

In 2019, the primary focus of the PSB's Inclusive Growth Board has been introducing the new Into Work Service Model, providing a single point of access to employment support services in Cardiff. Renamed the **Tackling Poverty and Inclusive Growth Board**, the Board is now shifting its attention to oversee a wider range of areas that are key to tackling poverty. These include education, health, family support, youth services and homelessness. Socially responsible procurement and employment will also remain a priority.

Vital to tackling poverty is providing the Living Wage. In November, **Cardiff was recognised as a Living Wage City** and the majority of PSB members are paying the living wage or applying to become accredited, encouraging businesses and other major employers to follow suit.

Health inequalities is also a key determinant of poverty. Following a review in April 2019, Public Health Wales was further commissioned by the PSB to undertake **detailed analysis of key local health issues**, mapping local data/intelligence and interventions already in place. The report identified existing actions and potential opportunities for closer partnership working around smoking, immunisation, screening, physical activity and healthy eating to prevent poor health outcomes. Going forward, the **PSB will develop a set of commitments for tackling health inequalities in Cardiff**.

In October 2019, Welsh Government published its 'Healthy Weight: Healthy Wales' Strategy, aimed at preventing and reducing obesity across Wales. In response, Cardiff and Vale PSBs together with the Regional Partnership Board have published the **'Move More, Eat Well Plan, 2020-2023'** to support behavioural change toward a healthier and more

active population. The Plan is structured around 10 priorities centred round improving and promoting the food and physical activity offer, creating healthy environments, an informed population and encouraging active travel.

Many cities have experienced a significant rise in the number of homeless or rough sleepers. The **adoption of a multi-disciplinary approach since 2018, has significantly reduced the number of individuals sleeping rough** to the lowest level for six years (March 2020). However, the response to the Covid-19 crisis, which saw the repurposing of hotels to protect and support the homeless and enable them to self-isolate has seen significant progress made in supporting people off the city's streets. Bringing services into the hotels and hostels as a part of a multi-disciplinary partnership provided the opportunity to address drug dependency. More than 140 clients were housed and only five very entrenched rough sleepers remained on the streets. To build on this success, **a new vision for homelessness services** is now being developed centred around a **'No Going Back'** approach to supporting vulnerable individuals. The focus will be on delivering a single coordination point for multi-agency needs assessment, direct referral to rehousing provision with appropriate support and better accommodation with 24/7 intensive support provided onsite.

As a direct means of addressing inequalities and supporting people out of poverty, Cardiff's Community Hubs have been working with Public Health Wales to increase the take-up of free school meals, deliver the "Food and Fun" school holiday enrichment programme and Healthy Start Vouchers initiative. **The launch of Cardiff's Hub & Library Strategy 2019-2023** will continue the development of this programme including the development of specialist Youth Hubs and working with Health to deliver new Health and Wellbeing Hubs. Priorities will include supporting volunteering, acquiring skills for life, health and well-being and providing digital training and advice services.



Progress against our commitments for Cardiff:

Commitments	Update
<p>Aim to provide more well-paid jobs in Cardiff through acting as an advocate for the Real Living Wage initiative across the public, private and third sector employers, and including its consideration in commissioning and funding decisions.</p>	<p>In November 2019, Cardiff was recognised as a Living Wage City and the majority of PSB members are paying the living wage or applying to become accredited.</p>
<p>Support people who are adversely affected by welfare reform by providing an integrated approach, locally delivered in Community and Well-being Hubs.</p>	<p>All frontline staff within Community and Well-being Hubs have been trained to identify when families will be required to claim Universal Credit. Tailored support, advice and guidance is available in all Hubs and outreach locations across the city. Over the course of 2019/20 over £15.8m of additional benefits were sourced.</p>
<p>Develop an integrated approach to employment services in Cardiff, helping people to find work, stay in work and progress at work, working in partnership with Welsh Government, DWP and training providers.</p>	<p>Cardiff Into Work Service, has brought around 40 employment services together in one place to help support people to get and keep a good job, whilst supporting those affected by Welfare Reform and the roll-out of Universal Credit.</p>
<p>Ensure that the Welsh Government’s flagship anti-poverty programmes (Communities First Exit Plans, Families First, Flying Start and Supporting People) are designed and delivered in a co-ordinated way.</p>	<p>An independent evaluation of the Welsh Government’s Flexible Funding Programme in November 2019 supported its continued use and development. The programme enables local authorities to take a strategic approach to early intervention, prevention and support through the flexible use of different grants, particularly in respect of joint planning and commissioning, to better support outcomes for local residents.</p>
<p>Seek to end rough sleeping in the city and tackle the causes of homelessness.</p>	<p>The adoption of a multi-disciplinary approach since 2018, has significantly reduced the number of individuals sleeping rough to the lowest level for six years as at March 2020. However, the use of hotels during lockdown to accommodate the homeless saw only 5 very entrenched rough sleepers remain on the streets and unprecedented numbers entering treatment for drug addiction. To build on this success, a new vision for homelessness services is being developed to improve prevention, assessment of need and ensure the right accommodation pathways are in place.</p>
<p>Seek to increase the impact of public services as anchor employers on tackling poverty through adapting employment policies and exploring cross-public service approaches to ‘Social Responsibility’ policy and ‘Community Benefits.’</p>	<p>In September 2019, the PSB was briefed on the publication of the Council’s Modern Slavery Statement. The statement focuses attention on investigating supply chains to ensure there is no involvement with modern slavery, and encouraging staff and employees of suppliers and contractors to whistleblow on unethical employment, exploitation and trafficking. The Cardiff and Vale Multi-Agency Anti-Slavery Forum is taking this work forward.</p>

Commitments	Update
Support a city wide Food Partnership to ensure citizens have access to sustainable, healthy and affordable food.	In November 2019, Cardiff agreed its Food Strategy. The core aim will be to work with partners to promote access to healthy and local food with a low carbon footprint. This will support the delivery of the Cardiff and Vale ‘Move More, Eat Well Plan’ adopted by the PSB in January 2020, delivering an improved food offer in educational settings and communities across the city.
Undertake additional research on how best to tackle health inequalities and reduce the healthy life expectancy gap.	In October 2019, the PSB received a report from Public Health Wales on health inequalities in Cardiff and the Vale of Glamorgan . The report identified existing actions and opportunities for closer partnership working to address inequalities around smoking, immunisation, screening, physical activity and healthy eating. The report’s recommendations were agreed by the PSB.
Work to support delivery of Cardiff’s Sport and Physical Activity Strategy to increase participation of current and future generations in sport and physical activities, particularly in our city’s most deprived communities.	To address the obesity epidemic and develop resilience to health crises such as Covid-19, the Cardiff and Vale ‘Move More, Eat Well Plan, 2020-23 has been launched by Cardiff and Vale PSBs and the Regional Partnership Board to support behavioural change toward a healthier and more active population. To help deliver this plan, Cardiff’s Sport, Health and Physical Activity Strategy will be developed to maximise participation in physical activity helping to deliver healthy communities.

Priorities for 2020/21

The PSB will:
Work towards all its members being Living Wage accredited .
Lead on the delivery of Cardiff and Vale’s ‘Move More, Eat Well Plan’ 2020-2023
Help deliver the Cardiff Hub & Library Strategy 2019-2023 , further developing wellbeing and community hubs as vehicles for integrated public services aimed at improving health outcomes and tackling inequalities.
Help promote and develop approaches to ‘Social Responsibility’, ‘Community Benefits’ and ‘Ethical Employment’ delivering on Cardiff’s Social Procurement strategy



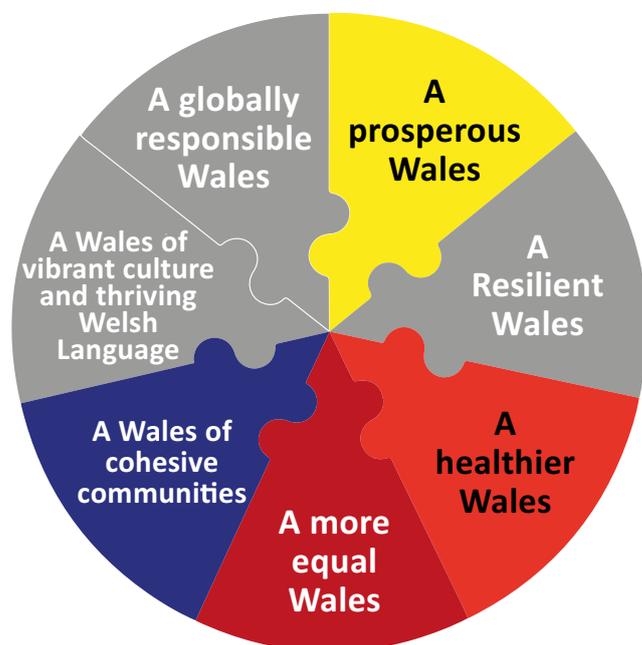
Well-being Objective 6

Cardiff is a great
place to grow older



Introduction

How a society treats people as they get older reflects its values and principles, and sends an important message to future generations. The Covid-19 crisis has highlighted the link between isolation and mental/physical health and how important access to services and community networks are, especially to the health and wellbeing of the older generation. Cardiff's ambition is for the city to be a great place to grow older, where older people are more empowered, healthy and happy, supported by excellent public and community services and integrated within all areas of community life.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline
Percentage of people aged 65+ who reported their general health as being very good or good		58.8	56.1		
Percentage of people aged 65+ reporting they felt involved in any decisions made about their care and support	76.8	78.4	78.9		
Percentage of people aged 65+ reporting they received the right information or advice when they needed it	82.5	80.2	77.7		
Percentage of people aged 65+ reporting they live in the right home for them	89.2	86.2	86.7		
Percentage of people aged 65+ reporting loneliness	83.5	86.0	84.8		
Life satisfaction among older people	-	79.5	84.6		

Overview of PSB work in 2019-20

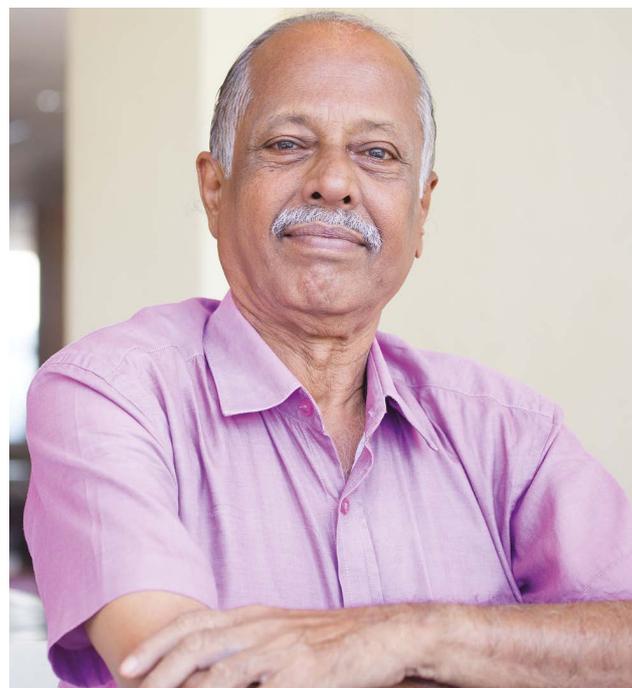
Age friendly cities are places where older people are valued, included and respected in all areas of city life. The Older Persons Commissioner for Wales attended the PSB in January 2020, held at the newly refurbished Grand Avenue specialist dementia centre, and set out the ambitions for Age Friendly Communities in Cardiff and across Wales. The PSB is now exploring potential routes towards meeting the standards for age friendly cities set by the World Health Organisation. The Director of Public Health's Annual Report 'Reimagining Ageing' will inform this work.

The PSB's Improving Outcomes for Adults Board has made significant progress towards delivering **integrated health, social care and well-being services that are locality and strength based**. In particular, domiciliary care provision is being remodelled into community teams, each team being assigned to develop a managed network for coordinating care and building capacity in a GP cluster locality.



The **Accelerated Cluster Model Pilot** is now up and running in the Caerau/Ely/Canton/Riverside GP cluster. GPs, social care and the 3rd Sector are helping to provide **non-medical/holistic help to residents to avoid unnecessary re-admissions to hospital**. The integrated community hub is informed when a patient is discharged from hospital and weekly multi-agency meetings are then held to ensure that the patient is fully supported with regards to both their physical health and overall wellbeing.

A focus for adult services has also been on **community-led wellbeing** through the wellbeing connector service. The introduction of five new community based activities has resulted in a significant percentage of participants accessing mental health services and feeling that they can get the support they need. A **Mental Health Task and Finish Group** has also been set up to look at multi-agency solutions for people who fall through the gap between primary and secondary mental health services.





Progress against our commitments for Cardiff:

Commitments	Update
<p>Building on the First Point of Contact and Single Point of Access services, further develop easily accessible telephone, online and face-to-face access points for the region, for both professionals and the public.</p>	<p>‘Get me home’ is now a well-established First Point of Contact hospital service at University Hospital Wales. Working in partnership with Health, Social Care and Third Sector, the team provide holistic tailored support that meets the wellbeing needs of the individual, supporting independent living, patient discharge and reducing risk of admission. During Lockdown, the service supported patients into appropriate settings having been discharged from the Dragon’s Heart Hospital.</p>
<p>Develop resilient communities with local services, infrastructure and strong community networks to meet local needs where older people live.</p>	<p>Cardiff Older Persons Strategy was approved in March 2019. Implementation of the strategy will be overseen by the Cardiff and Vale Health, Housing and Care Programme Board.</p> <p>Domiciliary care provision is being remodelled into community teams, each team being assigned to develop a managed network for coordinating care and building capacity in a GP cluster locality.</p> <p>The Accelerated Cluster Model Pilot is now up and running in the Caerau/Ely/Canton/Riverside GP cluster. GPs, social care and the 3rd Sector are helping to provide non-medical/holistic help to residents to avoid unnecessary re-admissions to hospital.</p> <p>The introduction of five new community based activities as part of the wellbeing connector service has resulted in a significant percentage of participants accessing mental health services and feeling that they can get the support they need.</p>
<p>Develop and provide a range of future accommodation options to meet demand and enable people to remain at home.</p>	<p>Implementation of the Older Persons Housing Strategy continues to be implemented across Cardiff by the Cardiff and Vale Health, Housing and Care Programme Board. Planning permission has been secured at the Maelfa and St.Mellons older person schemes to deliver over 100 ‘care-ready’ flats. The development of a care-ready specification has set a high standard for adaptable, attractive and well-designed older person housing options.</p>
<p>Develop improved assessment, diagnosis and care planning practices which are built upon genuine collaboration with older people and their carers and families, so that their plan reflects what is important to them and achieves the outcomes they seek.</p>	<p>A Single Point of Access for Discharge has introduced multi-disciplinary triage approach for expediting safe hospital discharges for people who may need some support or care to return home.</p>

Commitments	Update
<p>Make Cardiff a dementia friendly city</p>	<p>Dementia Friend training continues to be rolled out across PSB organisations.</p> <p>Having met with the Older Persons Commissioner for Wales in January 2020, Cardiff PSB is exploring the required standards for age friendly cities set by the World Health Organisation.</p> <p>A website is being developed for those with dementia, carers, families as well as businesses who want to better support those with dementia. Consultation included 266 responses from people living with dementia. The website will provide links to advice and services such as Social Services, Telecare, Independent Living Services, Hubs and Meals on Wheels.</p>

Priorities for 2020/21

The PSB will:
<p>Help implement the Cardiff Older Persons Strategy - Implementation of the strategy will be overseen by the Cardiff and Vale Health, Housing and Care Programme Board.</p>
<p>Develop a partnership approach to the well-being, health and care workforce.</p>
<p>Reform pathways for adult mental health services, from protection to acute provision.</p>



Well-being Objective 7

Modernising and
Integrating our
Public Services

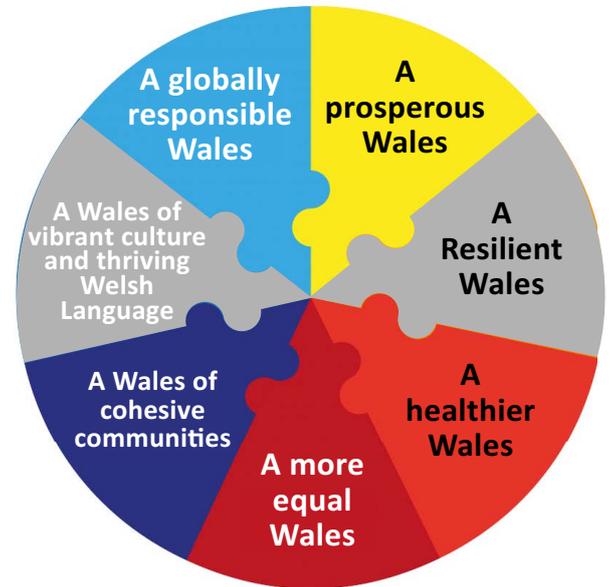


Introduction

Public services in Cardiff are undergoing a period of rapid change. Services are having to adapt in response to the rapid growth in population, the changing expectations of citizens, the consequences of poverty and significant and ongoing resource constraints.

No single service can meet the challenges they face alone. New, integrated approaches to service delivery are needed, characterised by a drive to break down and reshape organisational boundaries, systems and cultures around the needs of those receiving the service and the communities in which they live.

The response to the emergence of Covid-19 has shown what is possible with unprecedented levels of collaborative working and the switching to the use of technology to ensure the continued delivery of services. Service providers in Cardiff have a strong track record of working together, but this now needs to go up a gear to create a culture of one public service with one purpose - to deliver for the people of Cardiff.



Measuring Progress:

City level outcome indicator PSB is seeking to impact	Cardiff in 2018	Cardiff in 2019	Cardiff in 2020	2020 vs 2019	2020 vs 2018 baseline
To what extent do you agree that the quality of public services in Cardiff is good overall?	65.5	71.9	64.3		

Overview of PSB work in 2019-20

A roadmap for harnessing technology and data to improve the lives of residents and visitors to Cardiff is in development. **SMART Cardiff** will encourage collaboration and innovative thinking in the pursuit of a connected, sustainable and healthy city. The roadmap will help partners exploit opportunities to attract new businesses to Cardiff and deliver **more efficient and improved public services**, for example supporting people to remain independent in their own homes. It will also drive forward delivery of **smarter infrastructure and built environments** to support sustainable modes of travel, improved air quality and a low carbon city.

Cardiff Council's recently established Community Cohesion and engagement team is leading on delivering **an ambitious participation strategy** aimed at increasing public engagement in local democracy and decision making, with specific focus being placed on increasing participation from the most deprived, most disconnected and seldom heard groups in society.

To inform service delivery against these ambitions, PSB organisations attended the recent **Cardiff Fair City Seminar** in January, contributing to the Cardiff Council's Fair and Inclusive City Survey. The survey invited residents' views on how fair Cardiff is as a place to live, work, and study and on Cardiff's Strategic Equality Objectives for the next 3 years.

The **Council's Socially Responsible Procurement Policy** aims to ensure that the Council maximises the benefits that can be delivered for communities through procurement. Priorities include local and **ethical employment**, working with businesses to **support the most vulnerable** in our communities and protecting **the environment**. It is also about access to opportunities that **encourage a local and diverse workforce**. The PSB has committed to work towards public and third sector services whose workforce are representative of the city and its communities. In 2020, as well as supporting careers event in our least represented communities, the Council will be developing a **"Social Value Framework"** for assessing contracts working with private, public and third sector partners to get the best social and community value out of the Council's £430m annual spend.



Progress against our commitments for Cardiff:

Commitments	Update
Adopt a cross-public services approach to the management of public property and assets.	<p>Following the Ystadau Cymru and Welsh Government's Making Assets Work Review (MAWR), the Cardiff and Vale Regional National Assets Working Group undertook an asset review identifying where there are opportunities for new partnership service provision to be explored. This was presented to the PSB and it was agreed that principles for utilising spaces in partnership are drawn up for consideration by the Board.</p> <p>The PSB considered plans for the redevelopment of the University Hospital of Wales site in January and how these plans will support the delivery of key health strategies.</p>
Develop and appropriately skill the city's public service workforce to meet changing needs and demands.	<p>Proposals developed for Public Sector Collaboration Training Events targeted at 'middle managers' across public and third sector organisations will be revisited in 2020/21.</p> <p>In response to Covid-19, PSB members have worked together, temporarily redeploying staff and providing training to ensure the delivery of essential services.</p>
Develop a joined up approach to consultation, engagement and research (integrated with the Community Involvement Plans outlined in Objective 3).	<p>PSB members continue to support one another on communication, consultation and engagement, particularly over the course of the Covid-19 crisis.</p> <p>PSB organisations attended the recent Cardiff Fair City Seminar in January, contributing to the Cardiff Council's Fair and Inclusive City Survey. The survey invited residents' views on how fair Cardiff is as a place to live, work, and study and on Cardiff's strategic Equality Objectives for the next 3 years. The PSB will be involved in the development of the new statutory 'Citizen Engagement Strategy' in 2020/21.</p>
Seek to deliver public and third sector services and workforce that are representative of the city and its communities , especially BAME communities.	<p>In pursuing this commitment, the PSB will engage with Cardiff Council's Race Equality Taskforce which is to be convened in the near future to address racial discrimination and promote race equality in the city in collaboration with public sector partners and major employers.</p>

Priorities for 2020/21

The PSB will:
Contribute to the development of Smart City approaches to the delivery of public services and city infrastructure
Consider cohesion and community engagement , particularly work to increase participation from 'seldom heard' groups.
Ensure the participation of seldom heard groups in the Census 2021.
PSB to engage with Cardiff Council's Race Equality Taskforce on racial discrimination and race equality in the city.

