

Corporate Priority Action Plan Monitoring Report - Quarter 3 2017/18

Council Priority:	People - Promoting independence and positive lives for everyone
Lead Director:	Giovanni Isingrini
Challenges and Opportunities linked to this Council Priority	
1. Health and Social Care services will be personalised and integrated, with more people supported to live longer in their own homes	
Lead Officer evaluation of progress made to date - Neil Elliott	
<p>Performance against agreed service targets has generally been good. In accordance with our priorities for adult social care, fewer people are receiving services than in 2016/17 and the numbers of adults being admitted to care homes has continued to reduce from the start of the year. The proportion of adults who completed a period of reablement and have a reduced package of care and support 6 months later has been maintained at 84% and the proportion with no package of care and support 6 months later has increased during the quarter to just over 77%, meeting our target for the year. Delayed transfers of care have reduced and current performance is within target for the year. Keeping delayed discharges to a minimum and reducing both emergency admissions to hospital remains a key priority. The proportion of people in receipt of a direct payment has reduced since the start of the year and work is on going to better understand the reasons behind this and the actions required to address.</p> <p>The work undertaken by MASH is continuing to have a positive impact, with over 96% of adult protection enquiries completed within 7 days.</p> <p>The redevelopment of the former Maesyffynnon Care Home site for extra care housing remains on target. Demolition of the existing site is now complete and pre-planning application and consultation has been undertaken prior to submission of a full planning application in February 2018. We continue to work with Linc Cymru Housing Association to develop an extra care development plan to implement the Council's extra care strategy and meet assessed need. Further developments will be monitored through out the year</p>	

2. Redesigned local services – integrated and efficient	
Lead Officer evaluation of progress made to date - Paul Mee	
<p>The new delivery model for Substance Misuse in Cwm Taf will ensure that there is the same level of support, treatment and service across Rhondda Cynon Taf and Merthyr. Similarly, the 'Team around the Family' revised delivery model has been realigned to integrate the PSB's Children Zone/Communities Zone proposal, RCT's Neighbourhood network approach and the Families Resilience framework. This will focus on prevention, integration, collaboration and involvement and seeks to improve the long-term prospects of the families involved. The Resilient Families Service has been established and will begin to take referrals in January 2018.</p> <p>A revised Communities First programme has been developed and approved by Welsh Government. This has now been implemented to take account of the 30% cut in budget for 2017/18. Meetings with Welsh Government have been arranged to discuss plans for the 'Employability Support Grant' and 'Legacy Fund'.</p> <p>A review of arrangements to support the transition of young people in need of care and support to adult services is underway. Interviews with young people and families are ongoing.</p> <p>We are working towards forming a strategic board with our partners to support sport and physical activity in RCT. An exercise has been undertaken to map the existing strategic and operational partnership boards, groups and lines of governance. Further developments will be monitored throughout the year.</p>	

3. Rhondda Cynon Taf's children and young people will receive a great start in life

Lead Officer evaluation of progress to date - Ann Batley

Performance against all agreed service targets has been mixed. Whilst the number of re-registrations of children on the Child Protection Register has fallen compared to March 2017 (9.4% of re-registrations compared to 7.4% up to December 2017), concern remains around the total number of children on the child protection register (702 up to the end of December 2017 compared to 617 in March 2017) and the number of children looked after (particularly in light of the level of risk and complexity involved in the cases that are currently being identified). This will continue to require a multi agency approach based on early intervention and preventing escalation within families and work is on going across the Cwm Taf region to better understand the actions required to address this. The increase in child protection and children looked after, would further suggest that those children and families who are accessing services are those with highly complex needs.

There continues to be an emphasis on getting children looked after home as soon as possible. However a high proportion of those who are looked after (over 50%) are 4 years old and under which continues to be a cause for concern due to the length of time the permanency planning for this age group takes.

4. Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe

Lead Officer evaluation of progress made to date - Paul Mee

We continue to work with partners to improve safety and support victims of domestic abuse and sexual violence, and to ensure that the service meets the needs of the service user.

Council Priority:	PEOPLE - Promoting independence and positive lives for everyone
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Measuring Success

Measures to support Priority 1 - Health & Social Care Services will be personalised and integrated, with more people supported to live longer in their own homes							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	Wales Average	Target	Actual	
LSCA014	% of clients choosing their own service providers through Direct Payments	12.91	14.34	N/A	14.63	13.92	The performance trend for this PI has declined compared to the end of March 2017. From April 2017 to the end of December 2017, 346 clients out of a total 2,485 clients choose their own service providers through Direct Payments. The number of people in receipt of a direct payment has decreased from 442 to 346 since the beginning of 2017/18. Performance is currently below target due to a higher proportionate increase in the total number of people receiving eligible services.
LSCA101	Proportion of people assessed by adult social care in receipt of care and support plan	N/A	67.04	N/A	67.04	68.37	
Measure 20a SSOF20a	% of adults who completed a period of reablement & have a reduced package of care & support 6 months later	N/A	42.11	N/A ²	Baseline Year ¹	84.25	
Measure 20b SSOF20b	% of adults who completed a period of reablement & have no package of care & support 6 months later	N/A	77.23	N/A ²	77.23	77.84	
LSCA102	No. of people admitted to residential or nursing care	539	456	N/A	422	273	For information only. Reported against target at year end.
SCA001/ Measure 19 Framework PI/ PAM025	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over (All people 75+)	N/A	4.95	N/A ²	4.50	3.05	
Measure 21 SSOF21	The average length of time older people (aged 65 or over) are supported in residential care homes	922	903.43	N/A ²	903.43	940.2	The performance trend for this PI has declined compared to the end of March 2017. From April 2017 to the end of December 2017, 572 people have spent a total of 537,796 days in residential care. Performance continues to be below target. The care and support needs of current residents are being met for longer in residential care. There is no underlying reason for this current trend but performance will continue to be monitored.
PSR002	Average no. of calendar days taken to deliver a DFG	186	219	224	280	237	
LCS002b	No. of visits to local authority sports and leisure centres per 1,000 population where the visitor will be participating in physical activity	7,425	7,581	8,387	7,733 (5,647 Q3 Target)	5,677	
LLCS014	No. of visits to local authority sports and leisure facilities per 1,000 population where the visitor will be participating in physical activity (New Local PI - includes school usage)	N/A	11,614	N/A	11,847 (8,630 Q3 Target)	9,027	

¹ Welsh Government have changed the data collection criteria for this measure in 2017/18. This will be the first year of collection. Previous years data included but is no longer comparable.

² Not all local authorities have been able to provide fully completed social services data returns, due to issues with implementing or preparing for the new Welsh Community Care Information System (WCCIS). For this reason, accurate comparative data is not available for 2016/17.

Measures to support Priority 2 - Redesigned local services - integrated and efficient							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	Wales Average	Target	Actual	
LPPN140	Number and percentage of clients who reduce their substance misuse for problematic substances between start and most recent review (Cwm Taf APB)	2,528 66.91	3,077 68.99	N/A	71.00	89.45	

Within Top Quartile performance for all of Wales 2016/17	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2016/17			

Bolded PIs denote that an existing Corporate Plan high level measure

Measures to support Priority 3 - Rhondda Cynon Taf's children and young people will receive a great start in life							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	Wales Average	Target	Actual	
LSCC101	% of children & young people requiring intervention from statutory services	37.57	20	N/A	18	20.2	The performance trend for this has remained the same compared to the end of March 2017. From April 2017 to the end of December 2017, of the 11,679 contacts received by Children's Services, 2,360 have progressed to a referral for intervention from statutory services.
LSCC102	No. of children looked after (CLA)	623	690	N/A	655	690	The performance trend for this has remained the same compared to the end of March 2017. There has been a small rise in the number of children looked after from 682 at the end of Q2 to 690 at the end of Q3 and the number of new admissions during the quarter rose only very slightly from 38 in Q2 to 40 in Q3 which continues to support the view that the rate of admission appears to have steadied. The Remain, Repair & Reunification Children Looked After Project has now embarked on a piece of work that involves reviewing all children who have been in a stable placement with approved relative carers & determining the viability of converting these carers to special guardians. It is anticipated that the outcome of this work will be to reduce the number of children looked after.
Measure 27 SSOF27	% of re-registrations of children on Local Authority CPR	8.22	9.40	N/A ²	8.00	7.40	
LSCC103a	% of Children Looked After returned home in less than 12 weeks	20.52	24.5	N/A	20.5	13.6	The targeted direction of travel for performance is that 'less is best'. This is based on if admissions into Looked After care are correct, this will usually require more than 12 weeks to achieve long term / sustainable permanence for the child e.g. through adoption.
LSCC103b	% of Children Looked After returned home between 12-24 weeks	9.61	17.5	N/A	9.6	18.6	The targeted direction of travel for performance is that 'less is best'. This is based on if admissions into Looked After care are correct, this will usually require more than 24 weeks to achieve long term / sustainable permanence for the child e.g. through adoption. Performance has dropped slightly during the quarter but 30% of children (7/22) ceased to be looked after within 12-24 weeks of becoming looked after because permanence for them was achieved through securing Special Guardianship Orders in a relatively short period of time. This can only be viewed as a positive outcome for the children concerned who will now have a safe & stable home environment within their extended family without the need for on-going statutory intervention from Children's Services.
LSCC103c	% of Children Looked After returned home after 24 weeks	69.87	58.0	N/A	69.9	67.8	The targeted direction of travel for performance is that 'more is best'. This is based on if admissions into Looked After care are correct, this will usually require more than 24 weeks to achieve long term / sustainable permanence for the child e.g. through adoption. Performance has been maintained during the quarter but will be impacted on by the number of children that return home in less than 24 weeks. However this has to be viewed in the context of the reasons why children cease to be looked after within a relatively short period of time - this can be because although 'permanence' cannot be achieved with their parents it can be achieved within their extended family & this will always be a positive outcome for the children concerned & what we will strive to achieve within as short a time as is possible.
Measure 34a SSOF34a	% of all care leavers who are in education, training or employment at 12 months after leaving care	N/A	50.0	N/A	50.0	55.6	
Measure 34b SSOF34b	% of all care leavers who are in education, training or employment at 24 months after leaving care	N/A	53.3	N/A	53.0	42.3	The performance trend for this PI has dropped compared to the end of March 2017.After reaching target in both Qtr 1 & 2, performance has dropped in Qtr 3. 30 out of 52 young people were not in education, employment or training 24 months after leaving care. - 5 young people are currently claiming benefits but are actively job searching. - 7 are unable to work due to various issues such as fleeing domestic violence, having mental health needs, substance misuse and being unstable. - 6 young people are not engaging with 16+ Teams - 4 are not motivated. - 1 young person is in prison - 5 young people are full time mothers. Positively, 2 young people are just starting work with one awaiting the start of a traineeship in March 2018.

Footnotes:

² Not all local authorities have been able to provide fully completed social services data returns, due to issues with implementing or preparing for the new Welsh Community Care Information System (WCCIS) computer system. For this reason, accurate comparative data is not available for 2016/17.

Key:

Within Top Quartile performance for all of Wales 2016/17	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2016/17			

Bolded PIs denote that an existing Corporate Plan high level measure

Measures to support Priority 4 - Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe							
PI Ref	Performance Measure	2015/16	2016/17		2017/18		Comments
		Actual	Actual	Wales Average	Target	Actual	
LPPN156	% of domestic violence clients reporting no abuse experienced in the past month/since Intake	67	74	N/A	70	65	The performance trend for this PI has declined compared to the end of March 2017. From April 2017 to the end of December 2017, 43 of the 66 clients have reported that no abuse was experienced in the past month.
LPPN135b	% of domestic violence clients reporting feeling safer as a result of IDVA (Independent Domestic Violence Advisor) intervention	85	85	N/A	85	83	
LPPN137	% of domestic violence clients reporting that their quality of life had improved as a result of IDVA (Independent Domestic Violence Advisor) intervention	83	82	N/A	84	83	
LPPN157	% of domestic violence clients stating that they were confident in accessing support in future	86	93	N/A	90	91	

Key:

Within Top Quartile performance for all of Wales 2016/17	Performance met or exceeded target	Performance within 5% of the target	Performance below target
Within Bottom Quartile performance for all of Wales 2016/17			

Council Priority:	PEOPLE - Promoting independence and positive lives for everyone
Lead Director:	Giovanni Isingrini

Challenges and Opportunities linked to this Council Priority	1. Health & Social Care Services will be personalised and integrated, with more people supported to live longer in their own homes
Lead Officer	Neil Elliott

Actions that will deliver Priority 1		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
ADUP1	Deliver the Stay Well @ Home Service with partner agencies to reduce the total number of citizens who experience a delayed transfer of care from hospital	Develop and implement new policies, procedures, processes and pathways to support implementation the new service	Apr-17	Complete	The SW@H Service is implemented and all RCT elements are fully operational along with the hospital based teams.
		Evaluate effectiveness of new service and revise as needed	Mar-18	On Target	
ADUP1	Deliver new accommodation models to improve outcomes for those individuals who need support to live independently	Work with preferred development partner to build new extra housing scheme on former Maesyyffynnon Care home site:			
		Agree scheme specification	Jul-17	Complete	
		Commence build	Sep-17 Revised Mar-18	On Target	Contractor for modular build agreed by Linc Housing. Work on site planned to commence by March/April 2018 subject to Planning Committee approval in February 2018.
		Work with preferred development partner to develop business case and work programme to take forward the Council's extra care housing strategy	Oct-17	Complete	Report presented to Cabinet on 28th September 2017 and to the Overview and Scrutiny Committee on 2nd October 2017.
		Complete review of supported living model and prepare options analysis for redesign of model to ensure that provision is high quality and cost effective	Oct-17	Complete	Review complete. Options appraisal to be reported to Cabinet in January 2018.
	Deliver new models of day service that promotes independence, choice and wellbeing	Complete review of day services provision and prepare options analysis for redesign of current provision to ensure that new models of support are high quality and cost effective	Jul-17 Revised Oct-17	Target Missed	Draft day services strategy completed. Development of options appraisal for redesigned service delivery model is being finalised and due to be completed by March 2018.
LPBP02	Encourage more people to be more physically active through increased Leisure memberships in line with the targets set out in the Leisure Strategy	Develop a service delivery plan that enables more people to be more active more often.	Ongoing to Mar-21	On Target	Interim plan pending further corporate and national guidance
		Review Community Sports and Health Development to ensure the staff resource is structured to most effectively deliver corporate priorities	Mar-18	Complete	Integrated into Corporate Programme
		Deliver targeted marketing campaigns to businesses and health boards	Jan-18	Complete	Bluelight Card now being used as an initiative to encourage Corporate Memberships from Emergency Service Staff
		Launch the pilot Leisure app	Sep-17 Revised Jan-18	Complete	App link sent to 3,000 Leisure for Life monthly customers as a soft launch via email. The app is freely available to download. As at December 2017, 940 downloads have been made of the app. The app will be launched officially to all customers week commencing 9th Jan. As a result of feedback and demand for the app, 3 other sites have recently been constructed, and will be available from 9th Jan 2018. - Bronwydd, Llantwit Fardre Leisure Centre and Rhondda Fach Sports Centre.

Actions that will deliver Priority 1		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
LBP01	Prioritise investment in Council leisure centres and playgrounds to increase participation in exercise and contribute to residents health and well-being	Complete refurbishment of Tonyrefail Leisure Centre as part of 21st Century Schools Programme	Jun-17	Complete	
		Fitness Suite	Sep-17	Complete	
		3G Pitch	Sep-17	Complete	
		Replace fitness equipment at Llantrisant Leisure Centre as per the 5 year replacement plan identified in the original Business Plan for the Centre	Jan-18	On Target	Outgoing equipment relocated to main hall Dec 17 in order that the facility could be made ready for delivery of new kit on 18th December 2017. - New gym opened on 3rd Jan 2018
		Continue with the RCT Invest Programme to improve playgrounds across RCT including Edmond Street Park in Tylorstown and Brynteg Park in Beddau.	Mar-18	On Target	
		Continue to progress work on the Taf Vale Fitness Suite Development designs and Business Case	Mar-18	On Target	
ETCP03	To support the delivery of health protection and improvement initiatives that support residents and communities to be healthier, safer and more resilient.	Continue to deliver actions identified through the SSWB Cwm Taf Regional Implementation Plan for Social Care that promote independence of older people and other vulnerable groups and which improve health and well being	Mar-18	On Target	Falls Awareness' Projects continued to be rolled out in sheltered housing schemes with positive feedback received from participants. The projects continue to involve collaborative working with a wide range of health professionals and organisations, all of which aim to support older people to remain independent and improve their wellbeing. Older People's community organisations and groups continue to make use of the grant funding awarded in 2017/18 and an evaluation of spend and benefit will be completed at year end.
		Continue to work with partners to ensure the coordinated delivery of the Cwm Taf Ageing Well in Wales Action Plan	Mar-18	On Target	Work continues with partners to ensure a collaborative approach to the delivery of the plan. A Cwm Taf Ageing Well event is being planned by year end, in conjunction with the Older People's Commissioner for Wales office, Merthyr Tydfil CBC, Cwm Taf Care & Repair, and many others. The event will celebrate Ageing Well and support older people to live independent and fulfilled lives.
		Evaluate implementation of evidence based interventions that will reduce the number of older people falling in the community following roll out of a Resource Toolkit and Handbook	Mar-18	On Target	Two 'Falls Awareness' projects in sheltered housing schemes have been completed and a third is currently in progress. Positive feedback received from participants. We were unsuccessful in obtaining funding from the Rhondda GP Cluster, however we are looking to roll the 'Falls Awareness' Project out to other community settings to open the project out to the wider community. We continue to explore arrangements for a formal evaluation of the project with Cardiff University.

Footnote

¹ Blue Light Card - The discount service for the Emergency Services, NHS and Armed Forces

Council Priority:	PEOPLE - Promoting independence and positive lives for everyone
Lead Director:	Giovanni Isingrini

Challenges and Opportunities linked to this Council Priority	2. Redesigned local services - integrated and efficient
Lead Officers	Paul Mee

Actions that will deliver Priority 2		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CPSP01	To implement the Cwm Taf Substance Misuse Area Planning Board's recommendations following a review of secondary care substance misuse services to ensure that wherever an individual lives in Cwm Taf they are entitled to access and receive the same support, treatment and quality of service	Agree the new delivery model.	Jun-17	Complete	
		Develop clear service specifications aligned with the RCT single outcomes framework.	Jun-17	Complete	
		Transitional arrangements implemented.	Oct-17	Complete	Transitional arrangements have been completed with the establishment of the multi-agency implementation group and sub-groups.
	To support the implementation of the Team around the Family review recommendations in order to improve the long term prospects of the family and prevent problems from escalating	Agree the new delivery model.	May-17	Complete	
		Support the implementation of the new delivery model.	Nov-17	Complete	Recommendations were approved by Cabinet on 26th October. The Resilient Families Service has been established to fulfil the Team Around the Family function in RCT and will begin to take referrals in January 2018.
	To implement the recommendations following a review into all Families First Commissioned services, with a focus on prevention, integration, collaboration and involvement	Agree the new delivery model	Jun-17	Complete	
		Develop clear service specifications aligned with the RCT single outcomes framework.	Jun-17	Complete	
		Commission and implement new service delivery model	Nov-17	Complete	Recommendations were approved by Cabinet on 26th October. All existing commissioned providers have been formally informed whether they will continue to be commissioned in 2018/19.
	CPSP01	To review and implement a revised Communities First programme in line with Welsh Government priorities for 2017/18	To respond to changes made by Welsh Government to the Communities First programme	Jun-17	Complete
Draft new approach in line with Welsh Government's revised priorities and budget			Sep-17	Complete	Draft Employability Support Grant and Communities First Legacy Fund proposals were reported to and approved by the Cabinet at its meeting of 26th October 2017.
Agree and implement new model			Dec-17 Revised March 2018	Target Missed	New service model agreed, but staffing restructure cannot be carried out until the Council receives confirmation of funding for the CfW+ grant. Expect to be completed and new programme ready for implementation in Qtr 4, by the end of March -18

Actions that will deliver Priority 2		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
Carry over from 2016/17	Where children may be at risk, maintain a multi-agency response that brings together different professionals to share information quickly and effectively, respond appropriately thereby reducing the need for re-referrals	We will take appropriate steps to protect and safeguard children and young people who need care and support and carers who need support from abuse and neglect or any other kind of harm - Develop plan to address local transition issues, consult and implement.	Dec-17 Revised June-18	Target Missed	A review and options appraisal has been commissioned. The review is complete and awaiting final options appraisal.
LPBP03	We will work with partners to form a strategic board to support sport and physical activity in RCT contributing to a healthier and more regularly active population, increasing residents healthy lifespans and reducing the incidence of chronic disease.	Map existing strategic and operational partnership boards, groups and lines of governance	Apr-17	Complete	To be reviewed in the light of Corporate re-structures and the development of new partnership working frameworks
		Awaiting Ministerial decision regarding the strategic direction of the sport and physical activity sector to inform the scope and terms of reference of a strategic board.	Dec-17 Revised Mar-18	On Target	
		Draft and consult on Terms of Reference for a strategic board	Jul-17 Revised Mar-18	On Target	
		Convene the first meeting	Sep-17 Revised Mar-18	On Target	

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Challenges and Opportunities linked to this Council Priority	3. Rhondda Cynon Taf's children and young people will receive a great start in life
Lead Officer	Ann Batley

Actions that will deliver Priority 3		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
CHSP01	We will ensure that families have access to the right support and information earlier, so that fewer children and young people require statutory Children's Services support.	Develop a draft service delivery model of providing Integrated Family Support Services within RCT that uses the Vulnerability and Resilience Profiling and includes all elements of early intervention within children services.	Jun-17	Complete	
		Consult on the draft service delivery model both internally within Children Services and with partner agencies.	Sep-17	Complete	Model agreed. Structure of Service being consulted on with staff.
		Obtain agreement from Group Management Team (GMT) and the Senior Leadership Team (SLT) for the new Service Delivery Model	Oct-17	Complete	
		New service model to be fully implemented across all areas of early intervention and prevention services within Children Services.	Mar-18	On Target	The in-house services will be operational by the 15th January 2018 with staff all working to new processes. Work continuing with both Barnardos and Action For Children to have systems implemented by March 2018
		Better targeting the provision of universal Early Years services in relation to:- -Babies born in RCT during the year; -Children migrating into RCT during the year; -Health registrations completed during the year and associated outcomes i.e. support / no support needs identified.	Oct-17	Complete	Childcare Entitlement Flying Start, Care to Play and Parenting on the system. Other areas will be put onto the system as the system is developed.
CHSP03	Ensure that children that cannot live with their own parents live in suitable accommodation in RCT	Develop a draft plan to address the identified specific actions that will focus on admissions to care, a child's journey in care and a child's exit from care.	Apr-17	Complete	
		Implement the plan within the set timescales	May-17	Complete	
		Monitor the implementation of the plan through the Children Looked After Action Group.	Ongoing	Complete	
		Evaluate the effectiveness of the actions taken to reduce children looked after (CLA)	Mar-18	On Target	All actions on target. Plan in process of being reviewed to update for 2018-2019
		Review the current fostering recruitment, support service capacity and working practices	Dec-17	Complete	
		Implement the standards for Kinship Carers Assessments that are being developed through the National Fostering Framework	Aug-17	Not on Target	The National Framework has not yet developed their Kinship Care Assessments - this will be carried forward to next year's delivery plan.

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Challenges and Opportunities linked to this Council Priority	4. Rhondda Cynon Taf will be amongst the safest places in Wales, with high levels of community cohesion, and residents feeling safe
Lead Officer	Paul Mee

Actions that will deliver Priority 4		Milestones/Sub Actions that will help to achieve overarching Action	Delivery Date	Progress to date	Overall progress to date on Action
HOUSPO7	Improve the safety of victims of domestic abuse and sexual violence and reduce the impact this has on the lives of the victims and perpetrators and wider families	Develop a joint strategy to fulfil the requirements of the Act - <i>carry over</i>	Mar-18	Complete	Strategy completed and signed off by Executive Group.
		Implement and monitor Violence Against Women Domestic Abuse Sexual Violence (VAWDASV) Delivery Plan	Jun-17 Sep-17 Dec-17 Mar-18	Complete	Completed for Qtr 3
HOUSPO7	Ensure that Domestic Abuse Services in Cwm Taf meet the needs of our service users	Complete review of Supporting People funding for Women's Aid RCT to provide a range of emotional support services to those at standard to medium risk.	Jun-17	Complete	Review complete and service commissioned as the SAFE project.
		Develop a sustainable service user involvement process in relation to all domestic abuse services.	Jul-17 and ongoing	On Target	This task is within the VAWDSV Delivery Plan with the aim of setting up a Regional Service user Group by April 2018.
ETCP03	To support the delivery of health protection and improvement initiatives that support residents and communities to be healthier, safer and more resilient.	Deliver a programme of interventions to prevent repeat victims of unsolicited (cold) callers and door step crime to include home visits, use of the 'True Call' system and enforcement responses	Mar-18	On Target	Partnership working is still proving successful, with twenty-six referrals this quarter from a wide range of partners (Royal Mail, South Wales Police, 50+ forums and the Alzheimer's Society included). Door stickers are distributed at all information talks - these act as a doorstep crime deterrent. Meetings have been conducted with South Wales Police in respect of Operation Signature, the Police response to scam / fraud incidents reported through Action Fraud, which will result in more coordinated work with Trading Standards as such victims are often already in the remit of Trading Standards.
		Evaluation of implementation of the 'True Call' bogus caller interception project for vulnerable clients, which was introduced in 2016-17	Mar-18	On Target	34 have been installed, but 7 have been removed at the request of the consumer or at the end of evaluation period. Six installations reached +6m evaluation in this period. All consumers said that they felt safer by having the units installed and these have been left in situ for a further 6 months. Other comments include: "It's been a blessing and a relief"; "One of the best things I've ever had" and "Very happy with the TrueCall unit, it has made such a difference".