Communities Housing & Customer Services Scorecard 2016-2017

Our Performance

Performance Indicator (Total 56)	Result 2015-16	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 2016-17	Year End 2016-17	R A G
Number of Landlords in Wales registered with Rent Smart Wales	New	13,759	26,450			26,000		G
Percentage of Commercial Landlord Agents licensed with Rent Smart Wales	New	5.63%	31.75%			30%		G
The number of visitors to Libraries and Hubs across the City	3,068,228	618,735	1.25m			3,000,000		G
Percentage of Telecare calls resulting in an ambulance being called out	7%	6%	7%			10%		G
Percentage of cases where alternative solutions were found by an Independent Living Visiting Officer that did not result in a referral through to Social Care	New	90%	89%			45%		G
Percentage of new service requests to be managed within Independent Living Services as opposed to Social Care	New	43%	53%			50%		G
Percentage of interventions provided by the outreach service within 3 working days of a report of rough sleeping	New	100%	99%			100%		A
Percentage of customers who agreed with the statement "Overall the Hub met my requirements/I got what I needed"	99.8%	100%	99%			90%		G
Additional weekly benefit awarded to clients of the City Centre Advice Team	£9.8m	£3.5m	£6.2m			£10m		G
Number of customers supported and assisted with their claims for Universal Credit	New	142	398			400		G
The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)	247	215	200			220		G

Selected PIs from the Directorate Q1 report . 56 Performance Indicators in total of which 10 Annual, 2 No results

Challenges & Achievements

Key Challenges	Mitigating Actions	Q1	Q2	Q3	Q4
SAP CRM roll out	Optimisation changes in Quarter 1 did not improve performance levels significantly and as a result the issue has been escalated through SAP's internal channels to Global Escalation status. SAP's global escalation team visited on site in September with a view to diagnose and resolve performance concerns. This is a five-week programme of work and Cardiff continues to work closely with the supplier in supporting the activities.		R/A		
Void turn - around times	Although significant improvements have been made the ambitious targets have yet to be achieved. A restructure is being carried out which will see the join-up of the repairs section of the work with the voids management section, both of which will sit under Landlord Services.		A/G		
Rent Smart Wales – The number of licences issued is below target	Landlords have been registering and engaging with Rent Smart Wales; it is anticipated that the enforcement measures beginning in November will increase the number of licences issued.		A/G		
Communities First - The announcement from the Welsh Government Communities and Children Secretary on the potential ceasing of the Communities First Programme.	The programme will be reviewed with an understanding of the implications and the potential impact on any planned Community Asset Transfers.		R/A		

Delivering our Commitments

Priority 1. Better Education and Skills for All

Improvement Objectives	Summary of progress	Issues/Mitigating Actions/Next Steps
1.3: Adult Learners Achieve their Potential	For the Learning for Work Adult Community Learning courses there are 2,494 enrolments to date, primarily for term 1, with many courses filled to capacity. The provisional success rate for the academic year 2015-16 was 94%, up from 87% in 2014-15. Guaranteed interview events were held with Royal Mail across the Hubs and Dickens of Charles Street were assisted to recruit staff for a new café, with ring-fenced interviews held in the Grangetown Hub. A major jobs fair held in St David's Hall on 7th September in partnership with Job Centre Plus was attended by over 2,000 jobseekers and 35 employers, with over 10,000 job vacancies live on the day. Same day interviews were available and one job seeker was offered a vacancy within 40 minutes of opening. Quarter 2 also included the planning of a new Introduction to Childcare Course. With the changes to the Benefit Cap particularly impacting on single parents, childcare has been identified as a major source of employment opportunities for the affected client group.	**Issues** The impact of the benefit cap on single parents. **Mitigating Actions** Childcare has been identified as a major source of employment opportunities for the affected client group. **Next Steps** A new Introduction to Childcare Course is being developed.

Corporate Commitment	Q1	Q2	Q3	Q4
Increase the number of courses for priority learners in Communities First areas by March 2017 ensuring an increase in enrolment, retention and attainment, which leads to an increase in the overall success rate for learners	A/G	G		
By March 2017, the Into Work service will: • Offer taster sessions in different employment sectors • Hold 2 major Jobs fairs in collaboration with partner agencies • Hold guaranteed interview events in community buildings across the city • Put together an employment offer which provides sourcing, training, shortlisting and assistance in interview process to employees for organisations.	G	G		

Priority 4: Working Together to Transform Services

Improvement Objective	Summary of progress	Issues/Mitigating Actions/Next Steps
4.1. Communities and partners are actively involved in the design, delivery and improvement of highly-valued services	The STAR Hub opened to the public on 26th September following completion of the works. There are ongoing issues with the implementation of the Customer Relationship Management system.	**Hubs:** Delivery programme for St Mellons Hub dependent on planning permission being secured for four development sites. Work has begun on the extension to the building in Llanedeyrn; the finished development will include hub facilities, library facilities and a café. Police will be based on site with offices on the first floor. The work is expected to be complete in May 2017. Work is ongoing in Llandaff North to transform the building into a modern hub environment, accommodating a wide range of community services and activities; construction is expected to be complete on 18th November. **Customer Relationship Management System:** Changes in Quarter 1 did not improve performance levels significantly. The issue has been escalated through SAP's internal channels to Global Escalation status. SAP's global escalation team visited on site in September with a view to diagnose and resolve performance concerns. A five-week programme of work is in place and we are working closely with the supplier and supporting the activities.

Corporate Commitment	Q1	Q2	Q3	Q4
Progress the agreed Community Hubs development programme by delivering new Hubs in: • Fairwater by June 2016; • Splott by October 2016; • Llanedeyrn by December 2016; • Llandaff North by January 2017 and • Agreeing plans for Llanishen and St Mellons Phase 2 Hubs by July 2016	G	A/G		
Implement phases 2 and 3 of the Customer Relationship Management (CRM) model by March 2018	R/A	R/A		

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Challenges & Achievements (cont.) | Delivering our Commitments (cont.)

Key Achievements

Llanishen Gets Together - the Locality working Pilot will be held on Saturday 29th of October

Hubs – The Fairwater Hub official launch was held on 15th July and now offers a library provision, housing and benefit advice, Into Work and money advice, an IT suite with free internet and WiFi access as well as space for children's and community events.
The new STAR hub opened to the public on 26th September in a state of the art building including a swimming pool, gym, library and multi-use community rooms as well as a variety of advice services.

Money Advice Team – The money advice team is ahead of target for additional weekly benefit awarded to clients by over £1 million at halfway through the year.

Welsh Public Library Standards – this quarter confirmation was received that Cardiff met all of the 18 core entitlements in full for 2015-16.

Priority 2. Supporting Vulnerable People

Improvement Objectives	Summary of progress	Issues/Mitigating Actions/Next Steps
2.1: People at risk in Cardiff are Safeguarded **2.2:** People in Cardiff have Access to Good Quality Housing **2.3:** People in Cardiff are Supported to Live Independently	**2:1** Cabinet approval obtained for the overall approach to Domestic Violence Support Service recommissioning. **2.2** The Housing Partnering Scheme is progressing with both the Braunton and Willowbrook schemes achieving planning approval. To manage the impact of the Welfare Reform changes affordability assessments are undertaken to ensure tenants are aware of future financial implications. Offers by Council and RSLs to under 35s continue to be made as in previous years and further work is being done with social landlord partners to identify more ways that this group can be assisted. A RAG vulnerability assessment tool has been developed for use by Council and partners to prioritise help for those affected by the Benefit Cap. Consultation is taking place with Social Landlords and partners on how to best utilise the Discretionary Housing Payments to assist the most vulnerable. **2.3** A rapid response adaptations process has been set up for Delayed Transfers of Care, ensuing that the request is acted upon as soon as it is received. A temporary First Point of Contact website has been set up while the final website is developed.	**Domestic Violence:** Specification to be developed to ensure the fully commissioned domestic violence support meets the needs of service users and is fit for use. **Welfare Reform** Changes in the Benefit Cap impacting on those under 35. Work is being carried out with Social Landlord partners to identify more ways those under 35 can be assisted. **Growth in rough sleeping** Meetings have been held with partners including police and homeless charities to identify ways to address the growth in rough sleeping. A new strategic approach to rough sleeping is being formalised and will be made available shortly. **Independent Living**: Launch of the First Point of Contact Website. The establishment of an Independent Living officer presence in the North Cardiff cluster to link up Health and the Council. More work is required to ensure that Health trigger requests for adaptations at the earliest opportunity. **Rent Smart Wales:** Sign off of the enforcement process flows has been secured through the MOU now issued to local Authorities. IT Enforcement module is still in development, delaying the development of a complete set of training materials. Dates have been set for training in North and South Wales

Corporate Commitment	Q1	Q2	Q3	Q4
Implement a fully re-commissioned domestic violence support service to meet the requirements of new legislation which ensures more integrated provision by March 2017	G	G		
Deliver circa 1500 new homes for Cardiff through the Housing Partnering Scheme, as part of a phased approach by 2024, 40% of which will be affordable housing	G	G		
Develop a robust 5 year plan to maximise the delivery of new affordable housing units across Cardiff to help tackle housing need of all types whilst ensuring the need is addressed across all delivery methods, including Section 106 developer contributions, windfall sites and Registered Social Landlord & council house building programmes	G	G		
Continue to work with partners to mitigate the impact of the welfare reform changes and to ensure that those affected still have access to good quality housing	G	A/G		
Promote the Rent Smart Wales service to communicate the new requirements of landlords and agents and review related processes in preparation for the implementation of the enforcement provisions in November 2016	G	G		
Through working in partnership, engage with Rough Sleepers in the city to support them in finding suitable accommodation	G	G		
Review the management of accommodation used by Homelessness Services by March 2017	G	G		
Promote and increase the number of adults using the Information, Advice and Assistance Service to access information and signposting to enable them to remain independent in their community and to act as a gateway to accessing advice and assistance	G	G		
Work with our health partners to reduce the total number of Cardiff residents who experience a delayed transfer of care from hospital by 2017	G	G		