

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	RAG
Number of Landlords in Wales registered with Rent Smart Wales	New	13,759	26,450	68,563		26,000		G
Percentage of Commercial Landlord Agents licensed with Rent Smart Wales	New	5.63%	31.75%	108.13%		30%		G
The number of visitors to Libraries and Hubs across the City	3,068,228	618,735	1.25m	1.84m		3,000,000		G
Percentage of Telecare calls resulting in an ambulance being called out	7%	6%	7%	5%		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%	88%	94%		45%		G
Percentage of new service requests to be managed within Independent Living Services as opposed to Social Care	New	43%	53%	57%		50%		G
Percentage of interventions provided by the outreach service within 3 working days of a report of rough sleeping	New	100%	99%	100%		100%		G
Percentage of customers who agreed with the statement "Overall the Hub met my requirements/I got what I needed"	99.8%	100%	99%	99%		90%		G
Additional weekly benefit awarded to clients of the City Centre Advice Team	£9.8m	£3.5m	£6.2m	£8.7m		£10m		G
Number of customers supported and assisted with their claims for Universal Credit	New	220	398	541		400		G
The average number of calendar days taken to deliver a Disabled Facilities Grant (from first contact to payment date)	247	215	188	213		220		G

Delivering our Commitments

Priority 1. Better Education and Skills for All				
Improvement Objectives	Summary of progress			
1.3: Adult Learners Achieve their Potential	<p>A success rate of 94% for learner outcomes 2015-16 achieved, ACL success rates have been improving over the last few years and this fantastic result is further evidence of the significant progress that's been made. For Term 1 (2016-17) the total number of priority learners who enrolled on Adult Community Learning grant-funded programmes was 977, against an overall enrolment figure for all programmes of 2,715, compared to last year where priority learner enrolments totalled 1017 with the total enrolments at 2708. Although priority learner enrolments are slightly reduced at this stage, it is anticipated that this will increase for terms 2 and 3. For 2015-16 this priority learner group achieved a success rate of 76%, an increase from 65% in 2014-15 and higher than the partnership average of 42% for 2015-16.</p> <p>The Into Work Advice Team has been able to create some ongoing employment offers in the last quarter, with the introduction of a new employment programme called Introduction to Childcare, developed in conjunction with Flying Start. This is a five-day programme designed to provide an insight to the different roles involved to those interested in finding employment in the Childcare sector. The team also assisted Dickens of Charles Street with their recruitment needs, including providing them with work-ready jobseekers and helping with job application completion.</p> <p>The Jobs Fair that took place in September 2016 was attended by more than 2000 jobseekers and 35 employers from a variety of sectors offering more than 10,000 job vacancies on the day. At least 10 jobseekers were offered positions on the day, with a number of others likely to have gained employment from links made at the event.</p>			
	<p>Corporate Commitment</p> <p>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</p> <p>By March 2017, the Into Work service will:</p> <ul style="list-style-type: none"> 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. 			
	Q1	Q2	Q3	Q4
	A/G	G		
	G	G		

Delivering our Commitments (cont.)

Priority 4: Working Together to Transform Services

Improvement Objective	Summary of progress			
4.1. Communities and partners are actively involved in the design, delivery and improvement of highly-valued services	Llandaff North Hub has been completed and is opening at 10am on Thursday 12 th January. Llanedeyrn Hub @The Powerhouse has been delayed due to procurement issues. Work started on site in September, with a revised completion date of May 2017.			
	The CRM project remains in Global Escalation Status (GES). SAP investigations have led to recommendations for significant code changes to be made. Code changes have been made in both test tenants and are awaiting live release. (Due on 10th January 2017). Promotion of code has been delayed as a result of regular quarterly upgrade works in November 2016.			
Corporate Commitment				
Progress the agreed Community Hubs development programme by delivering new Hubs in:	Q1	Q2	Q3	Q4
<ul style="list-style-type: none"> 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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Delivering our Commitments (cont.)

Priority 2. Supporting Vulnerable People

Improvement Objectives	Summary of progress
<p>2.1: People at risk in Cardiff are Safeguarded</p> <p>2.2: People in Cardiff have Access to Good Quality Housing</p> <p>2.3: People in Cardiff are Supported to Live Independently</p>	<p>2.1: The Domestic violence support service recommissioning project has been given additional project management resource due to the complexity of the re-commissioning. Work is continuing on the draft outcome service and framework.</p> <p>2.2: The section 106 agreement has now been signed for the Braunton & Clevedon site and a start date set for early March. The HPP scheme has now been re-branded as Cardiff Living and the website set up and all pages/text reviewed and agreed.</p> <p>The review of supported accommodation is underway and a needs assessment has been completed for the gender-specific gateway. A draft Rough Sleeping Strategy 2017-20 has been prepared for final discussions with the Cabinet Member for Health, Housing & Wellbeing, in preparation for wider consultation and then Cabinet approval in March 2017.</p> <p>The Rent Smart Wales Memorandum of Understanding has been signed and returned by all Local Authorities. Local Authority training pack developed and delivered at North and South Wales training events. Enforcement module implemented in the Rent Smart Wales database.</p> <p>2.3: A document is being developed detailing the successes, issues, risks, solutions and next steps for Dewis, following a few issues. This will inform the vision for taking the system forward.</p> <p>A direct link between Hospital Occupational Therapy (OT) and Housing OT has been established including agreed joint visits for Delayed Transfers of Care (DToCs); this will be evolved further to address the difference between hospital and community working with potential for rotational secondments for hospital OTs, looking to improve patient flow.</p> <p>The number of DToCs for social care reasons has reduced from 98 delayed (April – November 2016), compared to 172 for the same period in 2015-16</p>

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		