

**CABINET SUPPORT OFFICE  
SWYDDFA CYMORTH Y CABINET**

My Ref / Fy Ref: CM30332

Date / Dyddiad: 23rd April 2015

Cllr David Groves  
County Hall  
Atlantic Wharf  
Butetown  
Cardiff  
CF10 4UW



County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087

Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088

Dear / Annwyl David

**Community & Adult Services Scrutiny Committee - 4 March 2015**

Thank you for the opportunity to present the Communities' Quarter Three Performance Report: we are grateful for the committee's continued input to the development of the report and welcome the feedback you provide.

**Disabled Adaptations**

As discussed in the meeting please see attached to this letter customer satisfaction information in relation to Disabled Facilities Adaptations. This information is collected from a review visit with a minimum 10% of clients who had the service. This information is used to establish how the services could be improved and whether the adaptation has improved their quality of life.

**Homeless Decisions**

With regard to the additional information requested relating to performance indicator HHA/008, I can confirm the following:

811 decisions were made during the third quarter of 2014/15. Of these, 578 were made within 33 working days, and 233 took longer.

The following table summarises how many working days the decisions took to make:

Days Taken	Number of decisions
1-33	578
34-43	27
44-53	47
54-63	34
64-73	28
74-93	15
94-113	12
114-163	32
164-213	17
214-263	8
264-313	5
314+	8

**PLEASE REPLY TO / ATEBWCH I :** Cabinet Support Office / Swyddfa Cymorth Y Cabinet,  
Room / Ystafell 518, County Hall / Neuadd y Sir,  
Atlantic Wharf / Glanfa'r Iwerydd, Cardiff / Caerdydd  
CF10 4UW



There were 168 households in Temporary Accommodation that were awaiting a decision at the end of quarter 3. The breakdown of these is in the table below.

<b>Days in TA awaiting decision</b>	<b>Number of Households</b>	<b>Of those, number of household still awaiting decision</b>
0-32	68	0
33-52	27	0
53-72	14	0
73-102	27	2
103-137	12	1
138-172	3	1
173-207	4	0
208-242	6	0
243-312	3	0
Decisions withdrawn	4	N/A
<b>Total</b>	<b>168</b>	<b>4</b>

I appreciate that the performance on homeless decision making is in need of improvement and work is currently underway to improve the speed of homeless decision making. This work includes:

#### **Management and Staff Restructure**

The restructure of the team at the Housing Options Centre is intended to give clear lines of management and to enhance the role of front line staff empowering them to make decisions. Previously, files were passed to a separate team to make the decision; leading to duplication and the risk that the information would not be sufficient to make the decision. Under the new arrangements the same officer will see cases through from initial interview to final decision, and the case is only passed to another officer if the customer appeals the decision. The structure is now in place with only a few posts left to be recruited to.

#### **Improved processes and training**

New procedures have been developed and process maps written within the Comino document management system. These maps lead officers through the correct decision making process to ensure that all the relevant information is gathered and that added value prevention work is undertaken. Training on these processes has taken place recently and this has significantly increased the number of officers who are competent to make homeless decisions. As the whole process is recorded it will be possible to quality check all stages of the interview and decision making process. This should significantly improve the consistency and quality of the service delivered.

#### **Performance monitoring**

Additional performance monitoring has been put in place; and management are now receiving weekly updates on the individual households who are currently awaiting decisions and their wait times.

These changes are only now starting to have an impact on the services. The total cases awaiting a decision had reduced to 112 on 10 April 2015. Also, the average length of time in Temporary Accommodation has reduced from 174 in January 2015, to 162 days at the end of March 2015.

I would be very happy to bring information on the effect of the new Allocations Policy to a future scrutiny committee. I would also be happy to include a full review of homelessness performance at that time so that the Committee can review the impact of the changes we have made.

### **Performance Reports**

In relation to the Communities, Housing and Customer Services bespoke scrutiny report: as requested scrutiny can still receive this in addition to the quarterly corporate performance report. All the information contained within this report is held on the CIS system that is accessible by all Members and officers can put this information together for Scrutiny.

### **Cabinet Response: Tackling Human Trafficking in Cardiff**

Firstly let me apologise for the confusion that took place at the meeting over where responsibilities at Cabinet and Director Level for Human Trafficking. I can confirm that my colleague Councillor De'Ath and Director Sarah McGill are the responsible Cabinet Member and Officer.

Yours sincerely  
Yn gwyir



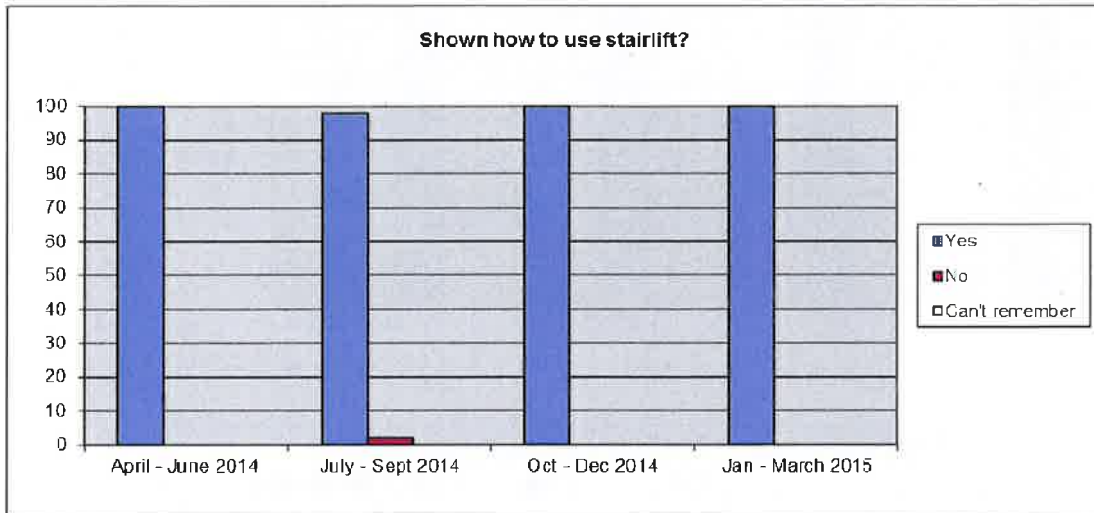
**Councillor / Y Cynghorydd Susan Elsmore**  
**Cabinet Member for Health, Housing & Wellbeing**  
**Aelod Cabinet dros Iechyd, Tai a Lles**

Enc



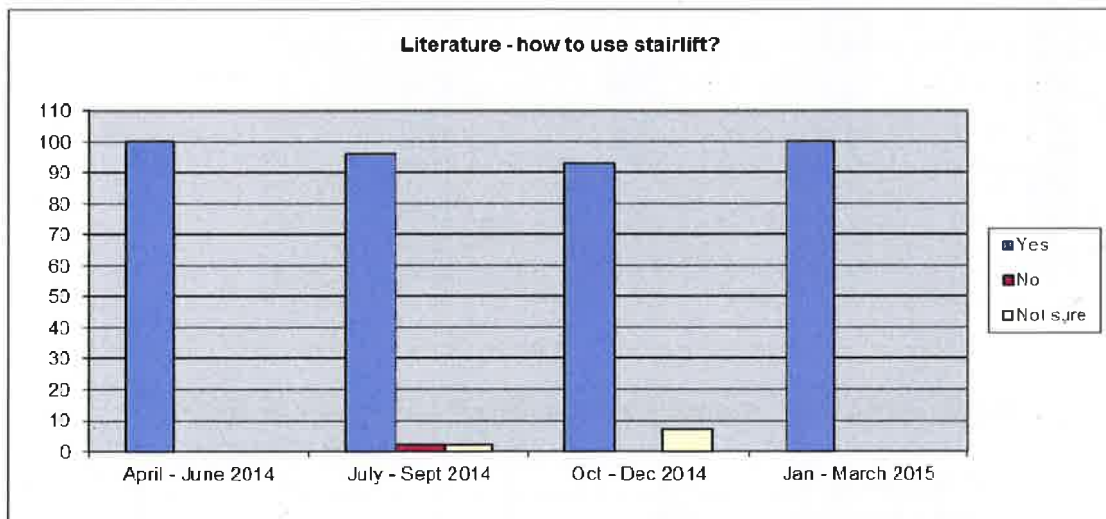
# Stairlift customer interface survey

Have you been shown how to use the stair lift?



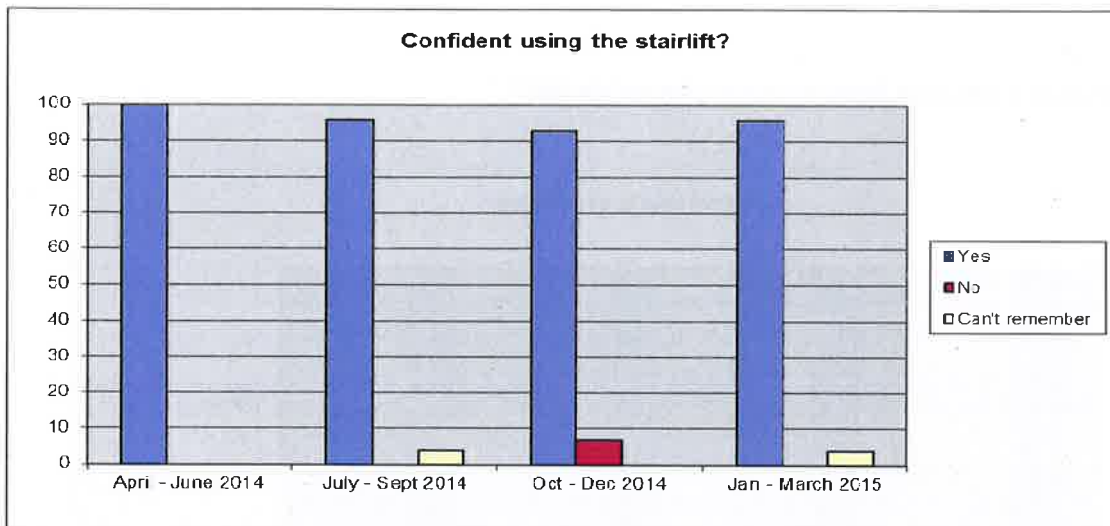
Clients contacted	Shown how to use stairlift?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	98	2	0
Oct - Dec 2014	100	0	0
Jan - March 2015	100	0	0

Have you been provided with literature on how to use the stair lift?



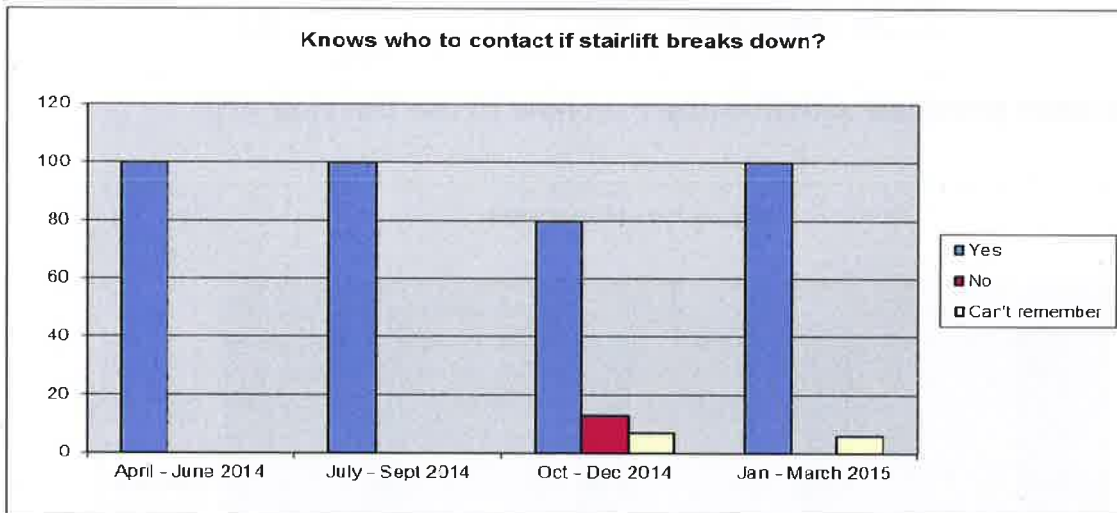
Clients contacted	Literature - how to use the stairlift?		
	Yes	No	Not sure
April - June 2014	100	0	0
July - Sept 2014	96	2	2
Oct - Dec 2014	93	0	7
Jan - March 2015	100	0	0

## Do you feel confident using the stair lift?



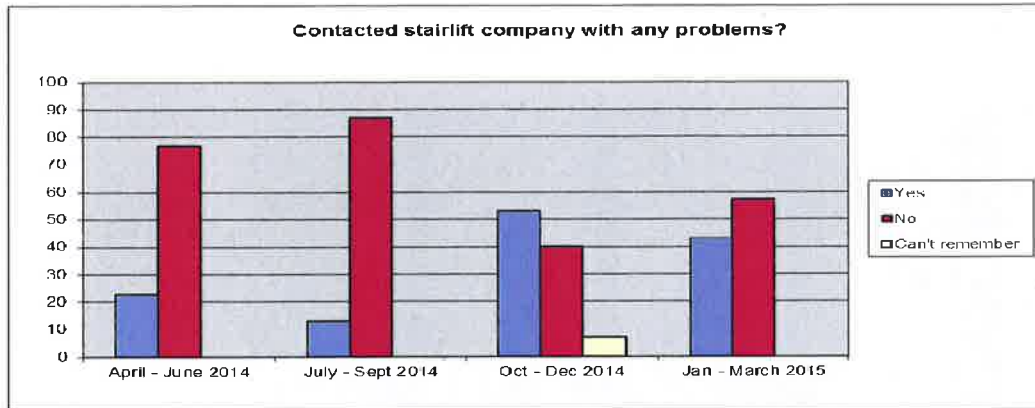
Clients contacted	Confident using the stairlift?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	96	0	4
Oct - Dec 2014	93	7	0
Jan - March 2015	96	0	4

## Do you know who to contact if the stair lift were to break down?



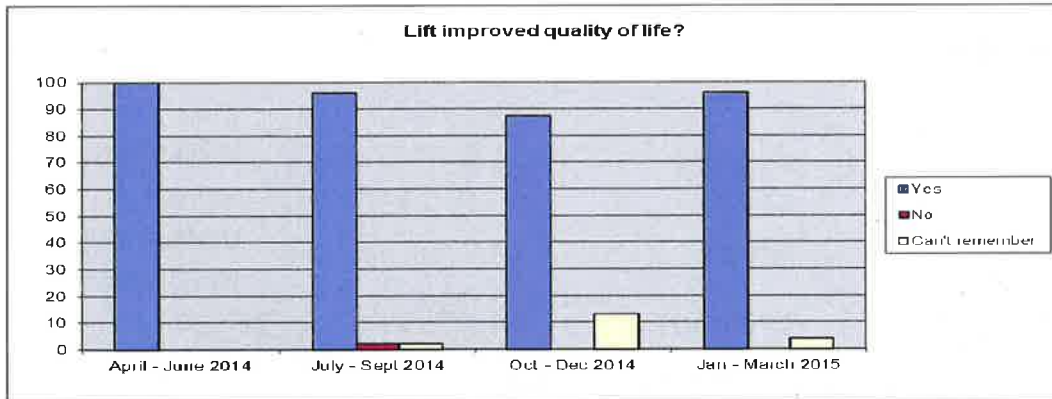
Clients contacted	Knows who to contact if stairlift breaks down?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	100	0	0
Oct - Dec 2014	80	13	7
Jan - March 2015	100	0	6

## Have you had to contact the stair lift company with any problems?



Clients contacted	Contacted stairlift company with any problems?		
	Yes	No	Can't remember
April - June 2014	23	77	0
July - Sept 2014	13	87	0
Oct - Dec 2014	53	40	7
Jan - March 2015	43	57	0

## Has the lift improved your quality of life?



Clients contacted	Lift improved quality of life?		
	Yes	No	Can't remember
April - June 2014	100	0	0
July - Sept 2014	96	2	2
Oct - Dec 2014	87	0	13
Jan - March 2015	96	0	4

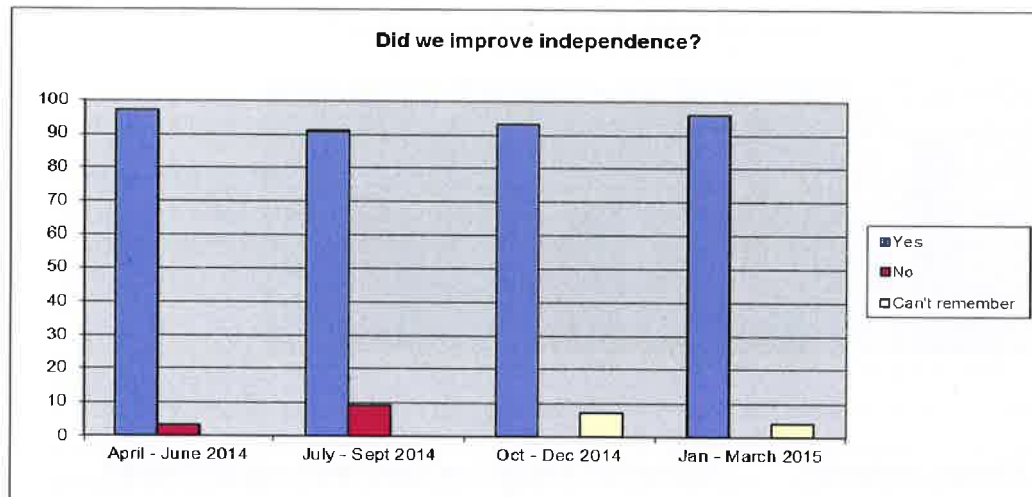
## Improved in what respect?

It's been a real godsend!

The lift has been a great help

Over the moon, so pleased!

## Did we improve your independence?



Clients contacted	Did we improve independence ?		
	Yes	No	Can't remember
April - June 2014	97	3	0
July - Sept 2014	91	9	0
Oct - Dec 2014	93	0	7
Jan - March 2015	96	0	4

## Further comments

Attitude & workmanship was excellent, he was polite, clean & tidy.

It's made a world of difference

Really please with the service & only took 3 hours

Son says peace of mind for the family

Spoke to son who is over the moon how much of a god send the lift has made to his mums life. She is happy and so is he!

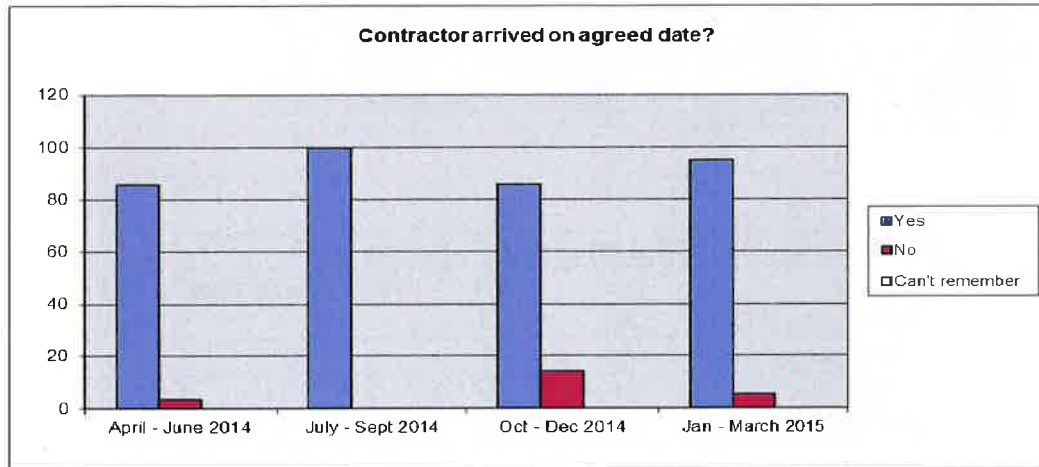
very poorly lady and needed this so much

Still need the carers to help use the lift but now don't have to struggle with the last 2 steps. It's a godsend!!



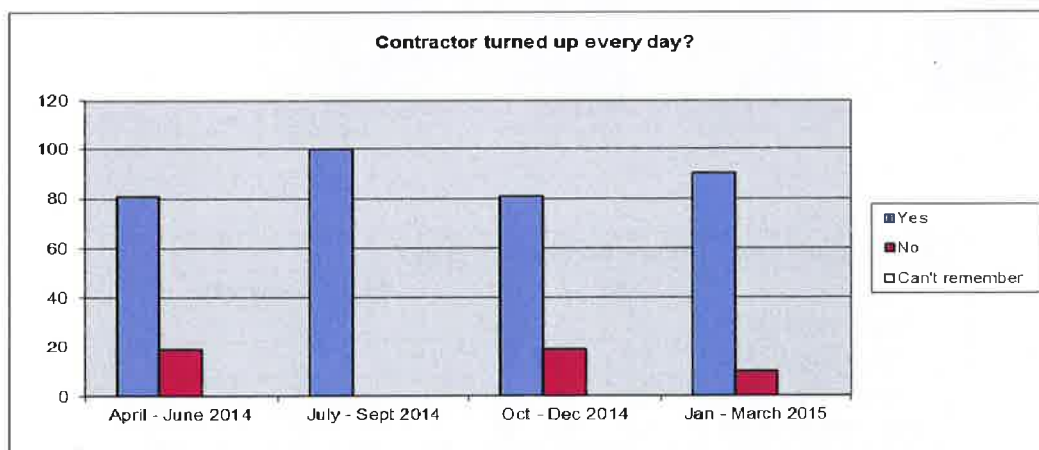
# Adaptation customer interface survey

Did the contractor arrive on the agreed date?



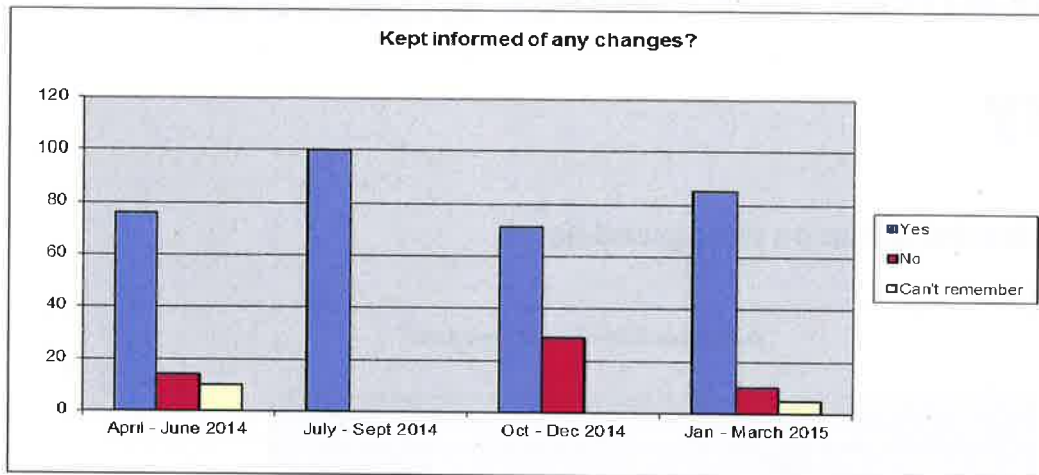
Clients contacted	Contractor arrived on agreed date?		
	Yes	No	Can't remember
April - June 2014	86	3	0
July - Sept 2014	100	0	0
Oct - Dec 2014	86	14	0
Jan - March 2015	95	5	0

Did they turn up every day?



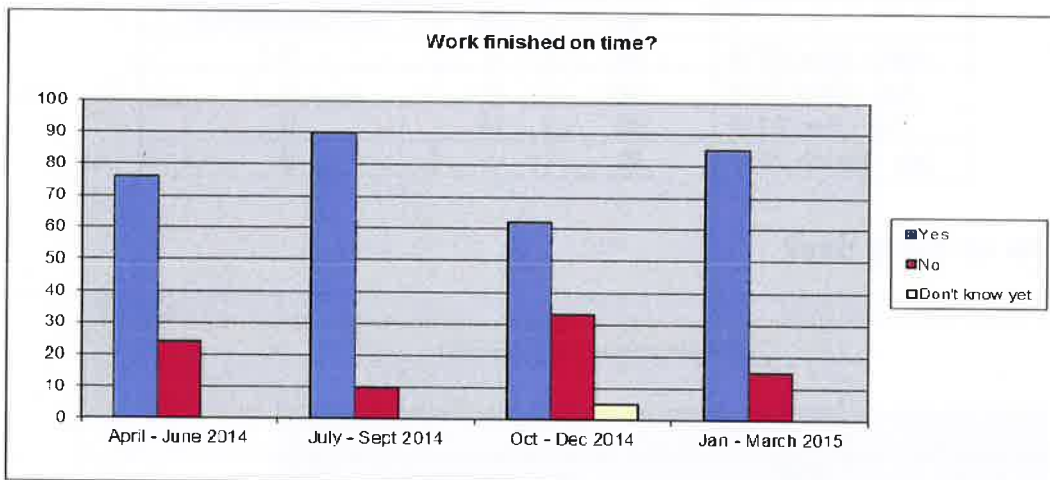
Clients contacted	Contractor turned up every day?		
	Yes	No	Can't remember
April - June 2014	81	19	0
July - Sept 2014	100	0	0
Oct - Dec 2014	81	19	0
Jan - March 2015	90	10	0

## If not did they keep you informed of any changes?



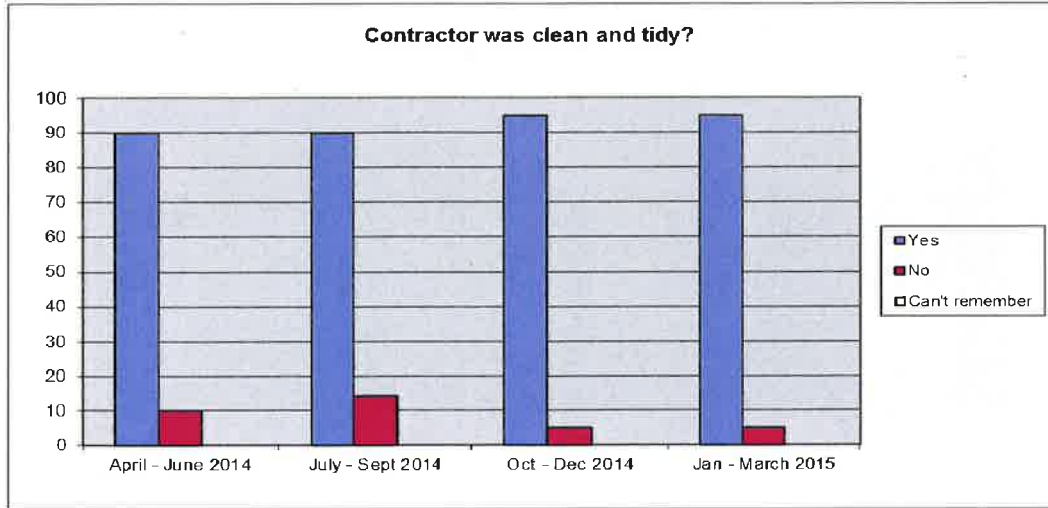
Clients contacted	Kept informed of any changes?		
	Yes	No	Can't remember
April - June 2014	76	14	10
July - Sept 2014	100	0	0
Oct - Dec 2014	71	29	0
Jan - March 2015	85	10	5

## Did they finish the work on time?



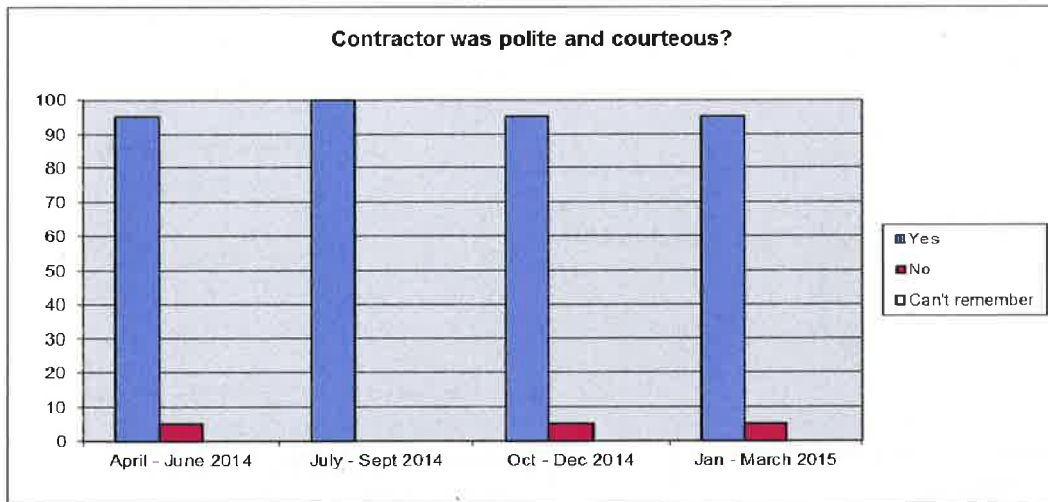
Clients contacted	Work finished on time?		
	Yes	No	Don't know yet
April - June 2014	76	24	0
July - Sept 2014	90	10	0
Oct - Dec 2014	62	33	5
Jan - March 2015	85	15	0

## Was the contractor/sub contractors clean and tidy?



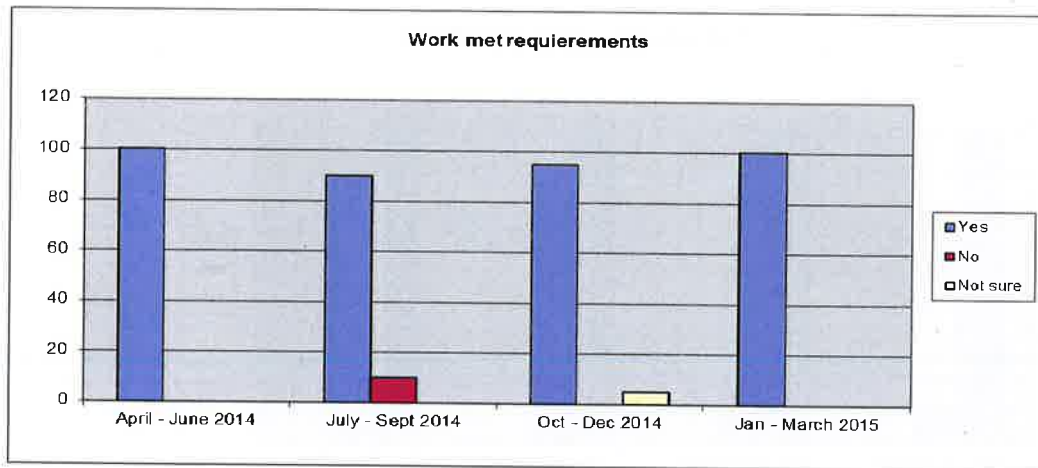
Clients contacted	Contractor was clean and tidy?		
	Yes	No	Can't remember
April - June 2014	90	10	0
July - Sept 2014	90	14	0
Oct - Dec 2014	95	5	0
Jan - March 2015	95	5	0

## Was the contractor/sub contractors polite and courteous?



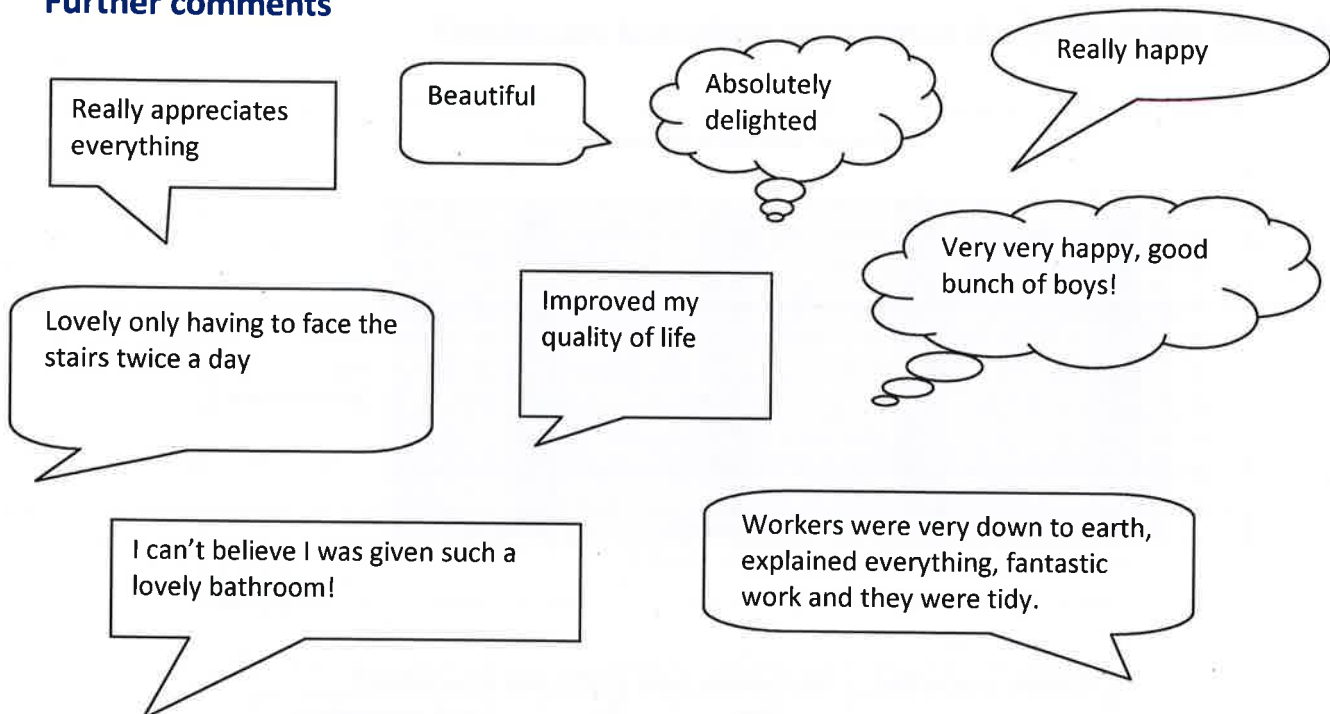
Clients contacted	Contractor was polite and courteous?		
	Yes	No	Can't remember
April - June 2014	95	5	0
July - Sept 2014	100	0	0
Oct - Dec 2014	95	5	0
Jan - March 2015	95	5	0

## Did the work meet your requirements?

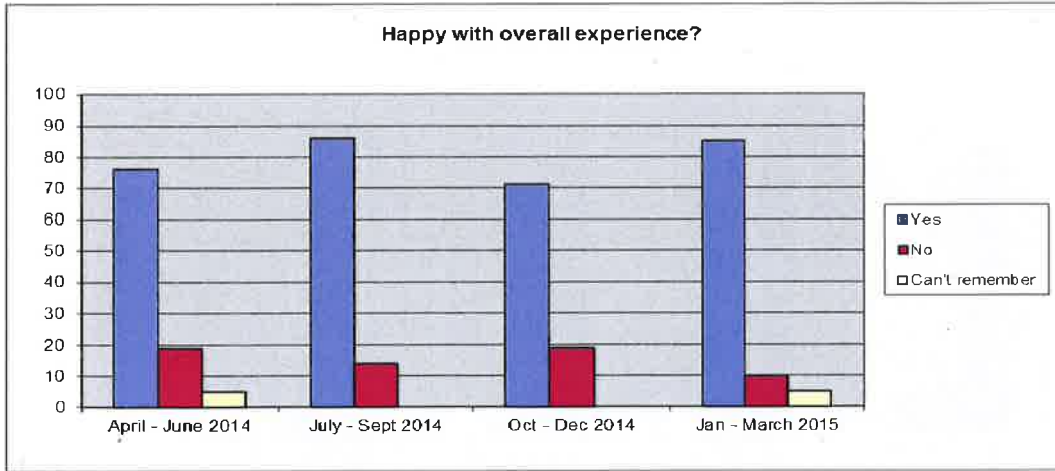


Clients contacted	Work met requirements?		
	Yes	No	Not sure
April - June 2014	100	0	0
July - Sept 2014	90	10	0
Oct - Dec 2014	95	0	5
Jan - March 2015	100	0	0

## Further comments

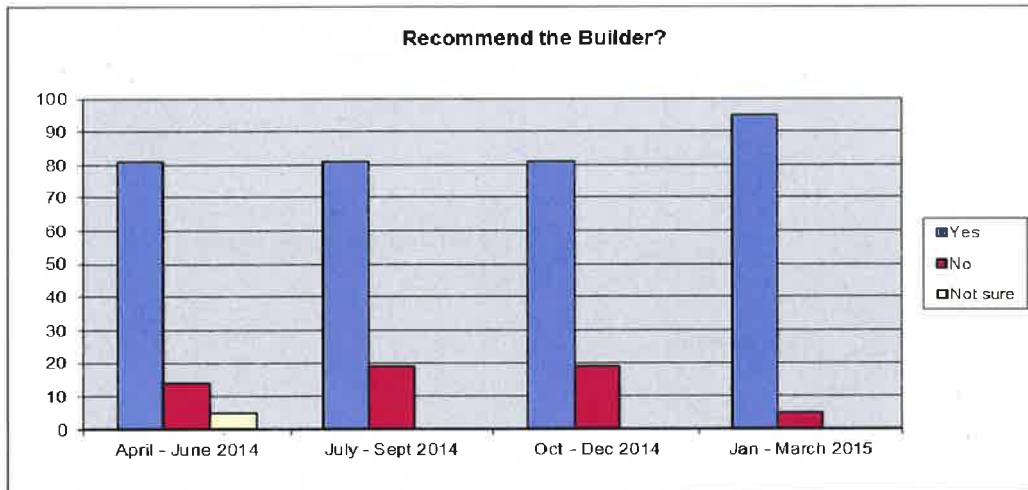


## Were you happy with the overall experience?



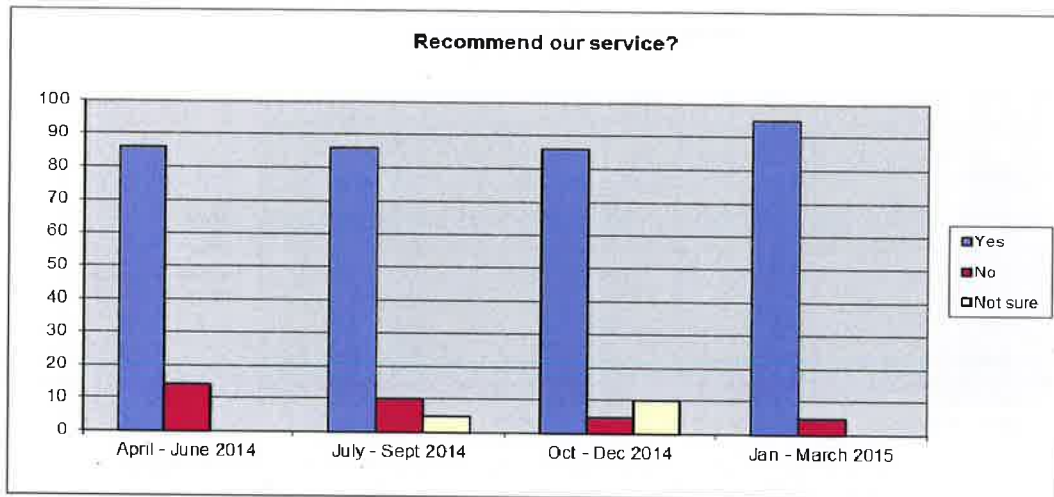
Clients contacted	Happy with overall experience?		
	Yes	No	Can't remember
April - June 2014	76	19	5
July - Sept 2014	86	14	0
Oct - Dec 2014	71	19	0
Jan - March 2015	85	10	5

## Would you recommend the Builder?



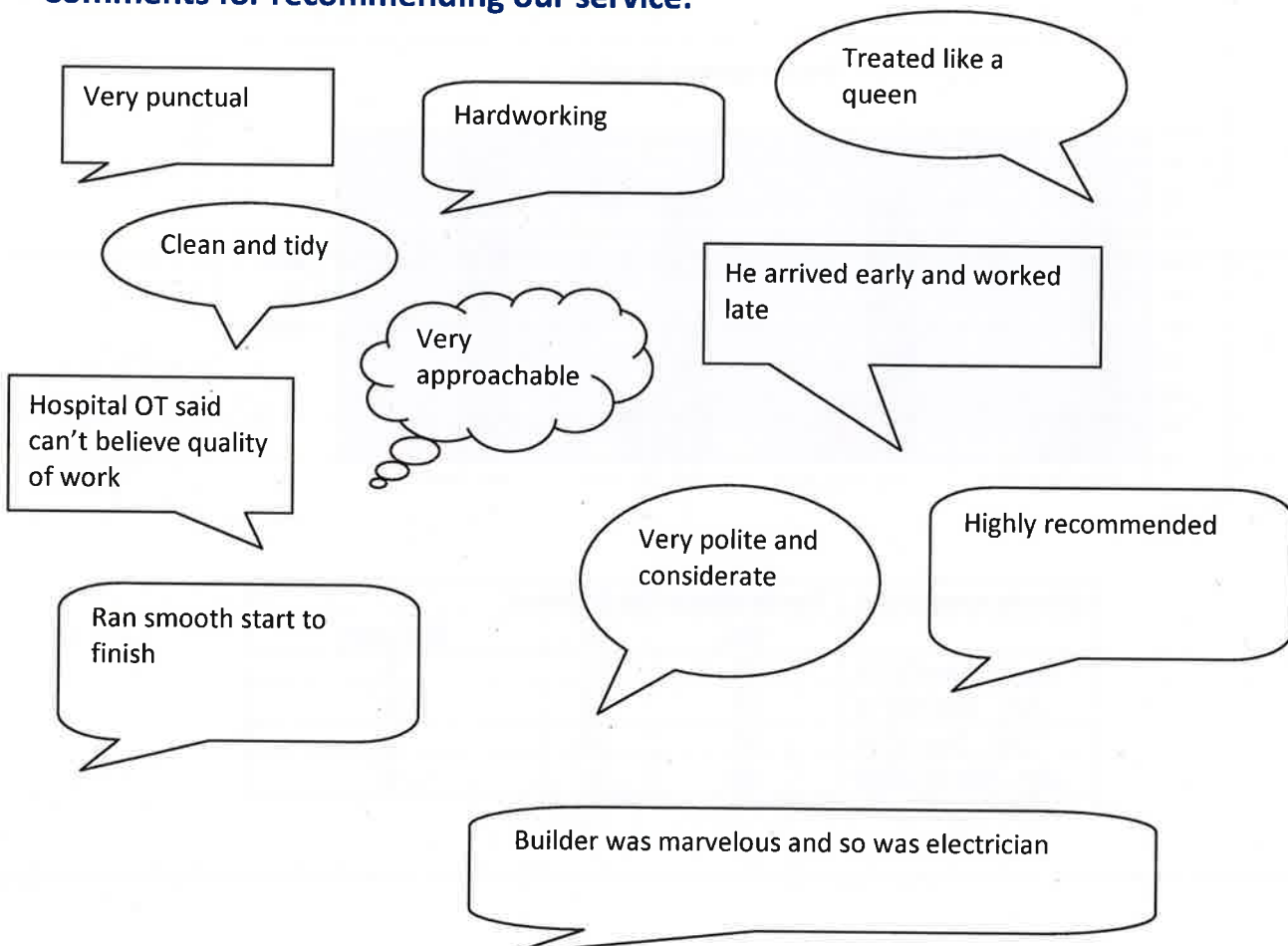
Clients contacted	Recommend the Builder?		
	Yes	No	Not sure
April - June 2014	81	14	5
July - Sept 2014	81	19	0
Oct - Dec 2014	81	19	0
Jan - March 2015	95	5	0

## Would you recommend our service?

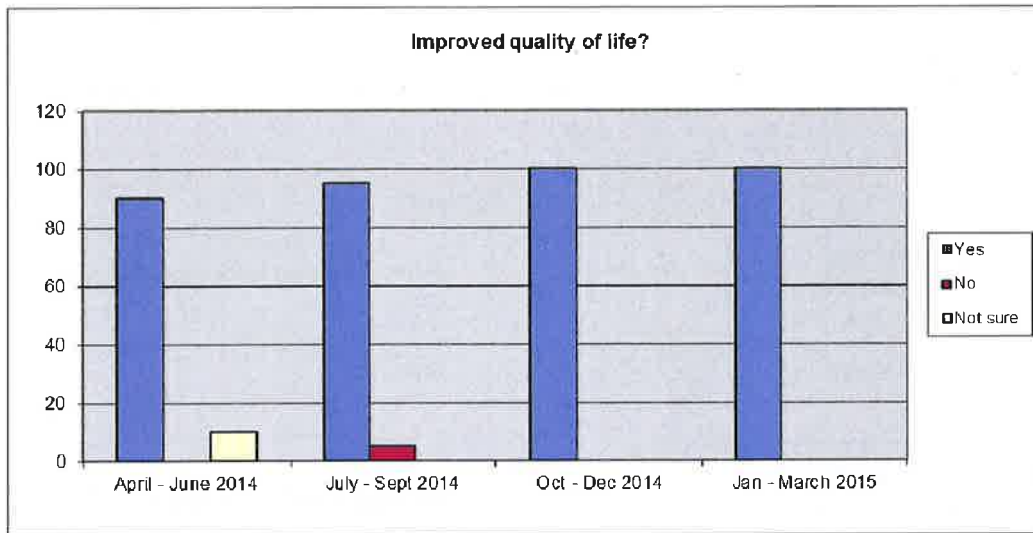


Clients contacted	Recommend our service?		
	Yes	No	Not sure
April - June 2014	86	14	0
July - Sept 2014	86	10	5
Oct - Dec 2014	86	5	10
Jan - March 2015	95	5	0

## Comments for recommending our service:

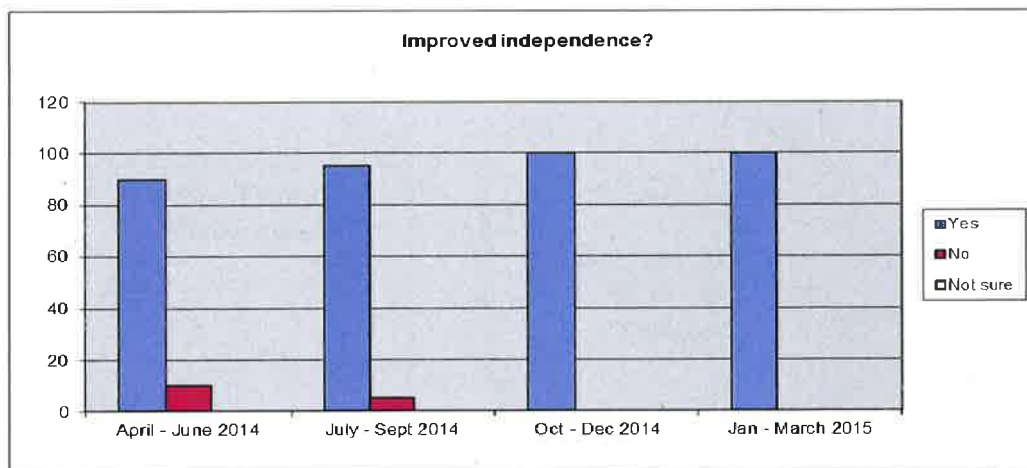


## Has this improved the quality of life?



Clients contacted	Improved quality of life?		
	Yes	No	Not sure
April - June 2014	90	0	10
July - Sept 2014	95	5	0
Oct - Dec 2014	100	0	0
Jan - March 2015	100	0	0

## Did we improve your independence?



Clients contacted	Improved independence?		
	Yes	No	Not sure
April - June 2014	90	10	0
July - Sept 2014	95	5	0
Oct - Dec 2014	100	0	0
Jan - March 2015	100	0	0

## Further comments

Now able to go outside which couldn't do before. Work looks lovely.

Still need carers to shower but made life easier too

Man did great job. Has told everyone about our service!

Helped with independence

Spoke to daughter also who said having this shower has improved mums quality of life and independence. Helps to 2 daughter as well as they don't need to be there first thing every morning.

Very happy with the work cant fault the builder at all. Made a huge difference

Just wants to thank us

Unable to shower for 2yrs now Thanks the lord every morning being able to shower and heat on her muscles makes a huge difference to her life

Thank you

Client unsteady on her feet but so much safer now

Nothing was too much trouble

So happy with result as wasn't sure what to expect

Now able to go outside which couldn't do before. Work looks lovely.

So so pleased