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Housing & Communities

Q4 DDP Performance Report

May 2023



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Wellbeing Objective 3 - Supporting People Out of Poverty

Corporate Plan Commitment

Commitment	Q4 Update (1 of 2)
<p>Ensure support is available for people impacted by the pandemic and the migration to Universal Credit by:</p> <ul style="list-style-type: none"> • Ensuring Hub and advice line staff are aware of all schemes available to provide support to residents who have seen a reduction in their income due to Covid; • Ensuring all Hub and advice staff are trained to be able to support clients who are being migrated from legacy benefits to Universal Credit from September 2022; • Continuing to promote the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness as well as providing advice and guidance; • Working closely with Cardiff Foodbank to better understand the causes of food poverty and improving pathways to support; • Building on the “Together for Cardiff” initiative to improve access to the new fuel poverty scheme – delivered in partnership with local businesses and ACE (Action in Caerau & Ely) and co-ordinated through the Money Advice Team – by October 2022. 	<ul style="list-style-type: none"> • Further funding opportunities have been secured for the Money Advice Team via Social Prosperity Fund’s Multiply, which will allow the team to increase the support in the new financial year, including additional support for Schools and Council Tenants. • The Money Advice Team has also secured additional funding for the Families First Child Disability Living Allowance specialist project. This will provide additional specialist staffing resource to support more families apply for (and appeal any negative decision) DLA for their child/ren. • A further round of smart energy funding has been applied for, which is awaiting a decision. This will allow the team to target those on a lower income to engage with Money Advice support, as well as talking about the benefits of smart meters. • The rent arrears pathway was incredibly successful, saving 1,441 tenancies, preventing these people from being evicted. Additional funding was also bid for, awarded and fully spent, to support this scheme

Wellbeing Objective 3 - Supporting People Out of Poverty

Corporate Plan Commitment

Commitment	Q4 Update (2 of 2)
<p>Ensure support is available for people impacted by the pandemic and the migration to Universal Credit by:</p> <ul style="list-style-type: none">• Ensuring Hub and advice line staff are aware of all schemes available to provide support to residents who have seen a reduction in their income due to Covid;• Ensuring all Hub and advice staff are trained to be able to support clients who are being migrated from legacy benefits to Universal Credit from September 2022;• Continuing to promote the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness as well as providing advice and guidance;• Working closely with Cardiff Foodbank to better understand the causes of food poverty and improving pathways to support;• Building on the “Together for Cardiff” initiative to improve access to the new fuel poverty scheme – delivered in partnership with local businesses and ACE (Action in Caerau & Ely) and co-ordinated through the Money Advice Team – by October 2022.	<ul style="list-style-type: none">• Food & Fuel Champions are supporting the Money Advice Team with the extra support during the cost of living crisis.• A full publicity campaign is ongoing including radio adverts, mobile billboards (DigiVan) in multiple languages as well as an information leaflet sent to all Cardiff households detailing support available.• The Together for Cardiff campaign has been developed. Steps are now being taken to create a mechanism to increase the funding to allow the scheme to continue running into the future.

Wellbeing Objective 3 - Supporting People Out of Poverty Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Understand and respond to the Impact of the migration to UC on Housing Benefit / Council Tax Reduction Scheme case / workloads.</p>	<ul style="list-style-type: none">• Migration has not yet commenced and there are no plans for it to start until 2024. Rating is green as we have no control over the progression of this action.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Administer and promote additional funding schemes including New Welsh Government hardship / funding schemes / Discretionary Housing Payment</p>	<ul style="list-style-type: none">• A new scheme has been created to help people pay for fuel costs. This scheme was introduced extremely quickly with very little available information, however, due to the experience of setting up last minute schemes, this has gone well, and resources were in place within the service to administer the scheme effectively.• The Discretionary Cost of Living Scheme, was administered by the benefit assessment team. A total of £2.1m was paid out to 15,388 residents in Cardiff who were struggling to make ends meet and pay essential bills. The team worked closely with the Money Advice team who identified those that need financial support and provided advice to help them address any ongoing financial issues. .• The Discretionary Housing Payment, administered by the benefit assessment team., was fully spent and following a successful bid to Welsh Government this fund was increased further. The Discretionary Housing Payment scheme formed part of the Rent Arrears pathway which prevented 1,441 tenancies being terminated and allowed people to stay in their own homes.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (1 of 2)
<p>Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul style="list-style-type: none">• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;• Increase move-on options for single homeless people, including the development of managed housing schemes;• Increase Housing First provision and the access to intensive support in the community;• Extensively promote and support mutual exchanges to address housing need among social tenants.	<ul style="list-style-type: none">• The Rapid Rehousing Transition Plan is with Welsh Government for review. Whilst waiting for feedback on this plan, we are already moving towards some of the key objectives of Rapid Rehousing by developing the service in key areas. This includes work undertaken to better understand the demand on our service, as well as our current levels of move on. To try and improve move on for single people, the Single Person pathway is being reviewed with improvement objectives. Work is ongoing to understand how to reduce some of the demand from families and a review of the current banding arrangements hopes to improve move on for families under Preventative duties. Where hotel usage has become more widely used as temporary accommodation, we have implemented a procedure which aims to reduce the length of time any family needs to stay in hotels, with the eventual aim of reducing their use entirely.• The LETS scheme continues to be advertised across numerous platforms (social media, bus stops).• The dedicated landlord line in place has allowed us to engage with landlords at the first point of contact.• Under the Welsh Government (WG) Leasing Scheme, we have exceeded our target of bringing on board 20 properties by bringing on 22 this financial year.• The Pathfinder and WG Leasing Scheme now has a total of 36 properties occupied on the scheme with a further 10 properties undergoing works / pending signed agreement for lease which will be occupied in the 2023 / 24 financial year.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (2 of 2)
<p>Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul style="list-style-type: none">• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;• Increase move-on options for single homeless people, including the development of managed housing schemes;• Increase Housing First provision and the access to intensive support in the community;• Extensively promote and support mutual exchanges to address housing need among social tenants.	<ul style="list-style-type: none">• We remain on track to bring the Homeless Leasing Scheme in house by June 2023, however, phasing out the scheme remains on hold. This is due to the unprecedented demand on homeless services and the need for all accommodation available to remain an option for placement.• Clients will enter and leave the SAIL project throughout the year. Over the course of 2022/24 the project has supported over 20 clients. As at end of 22/23, the service was working with 19 clients, 14 of whom were in tenancies with 3 further referrals pending.• There are currently 37 cases within the Housing first scheme which includes the rough sleepers project, prison leaver project and a new young person's project. This has meant we have expanded rapidly over the last financial year. We have experienced pressures when seeking to secure private rented properties this year due to market factors, however we have still managed to exceed our target.• Swaptracker has not yet been launched. The concept is currently with the Information Management team for review before any steps can be taken to roll this out.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (1 of 2)
<p>Encourage early take-up of housing advice and homeless prevention services by:</p> <ul style="list-style-type: none">• Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness;• Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;• Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively by December 2022.	<ul style="list-style-type: none">• Currently customers are supported by the Private Rented Sector (PRS) Team for up to 3 months when moving into PRS accommodation, but work is ongoing for this to be continued support for the life of the new tenancy to ensure any issues are picked up at the earliest opportunity.• Prevention appointments in tenants homes have started and is proving successful. This will be rolled out further next year.• The waiting time for a prevention appointment has now reduced on average from 35 days to 6 days, meaning we are able to help people sooner and hopefully achieve better outcomes.• Weekly meetings are now taking place between the Prevention Officer for Mental Health, Patient flow Manager and Discharge Liaison Nurse to share updates• The Prevention Officer attends Park Road (NHS unit) to carry out ward rounds and attends external meetings as necessary such as Care and Treatment Plan meetings, and discharge meetings. The officer then meets with Temporary Accommodation management to discuss patient placements/Delayed Transfer of Care clients and meet the needs.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (2 of 2)
<p>Encourage early take-up of housing advice and homeless prevention services by:</p> <ul style="list-style-type: none">• Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness;• Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;• Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively by December 2022.	<ul style="list-style-type: none">• There are currently delays in referrals coming over to the Prevention Team from prisons. There is ongoing work at looking at ways of improving the referral process now that Forward Trust have additional resources – the Prison Prevention Officer will co-locate with Probation in the new financial year.• Cardiff Council is working with HMPPS on the introduction of community accommodation service (CAS3) programme to increase accommodation options for Prison leavers by up to 18 units by March 2024.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update
<p>Embed an assessment/ triage approach for all those presenting as homeless by:</p> <ul style="list-style-type: none">• Ensuring need is properly identified for both individuals and families, and that housing and support plans are tailored to individual need;• Ensuring our family homeless centres offer appropriate support by working with Early Help and other partners;• Reviewing the success of the Single Homeless Assessment Centre and consider future development of the scheme.	<ul style="list-style-type: none">• A review on the effectiveness of the Single Assessment Centre on the cycle of homelessness has been undertaken. On the whole the service has been a success and gains have been made in breaking the cycle of homelessness for many clients. It is now an established service with health inclusion services being widely accessed. There have however been challenges associated with the demand for services and issues with a lack of move on and further work is needed here. There is potential for further expansion of the services on site which may require a search for a larger building in future years.• Diversionary Activities have been delivered in the Gasworks Site in partnership with the third sector. Overall residents of Gasworks have been happy with the activities provided, however opportunities for expansion of these services will be explored alongside expansion of the site.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update
<p>Ensure that the complex needs of homeless people are met by:</p> <ul style="list-style-type: none">• Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate;• Ensuring that appropriate health and support services are available in hostels and supported accommodation;• Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;• Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.	<ul style="list-style-type: none">• The Diversionary Activities Team is now fully established. Activities are delivered in a structured way either on a group or on a one to one basis. These activities include day trips and educational activities.• The service is now working with other agencies to encourage volunteering within the Diversionary Activities Team and has also arrange opportunities for service users to also volunteer with other organisations.• All Diversionary Activities delivered in our supported accommodation provision and Single Assessment Centre, are open to those with street-based lifestyles, although it is often difficult to engage with this client group if accommodation can also not be offered. The service will continue to encourage rough sleepers and those with street-based lifestyle to engage with the Diversionary Activities scheme.

Wellbeing Objective 3 - Supporting People Out of Poverty

Commitment	Q4 Update
<p>Improve the quality of our supported accommodation by:</p> <ul style="list-style-type: none">• Delivering the planned supported housing scheme for single people at Adams Court, with the first phase completed by April 2022 and final completion by December 2022;• Delivering the new family homelessness centre at the Gasworks by June 2022 and progressing with the construction phase of the scheme at Harrison Drive by March 2023;• Phasing out accommodation that no longer meets the required standards.	<ul style="list-style-type: none">• Following the completion of building works, a review of the Adams Court scheme has taken place in collaboration with Building Compliance and the Responsive Repairs Unit. The site continues to be developed with any snagging issues being dealt with promptly by the contractor who is still on site.• There has been a delay with the completion of Harrison Drive due to issues with contractors, this is a Housing Association project. Ongoing meetings are taking place. Completion of the project will now be carried forward into 2023/24.• Phase 2 closures have been completed. One scheme will continue into Phase 3 closures as part of a shared project with Cardiff & Vale University Health Board Mental Health, the plan is for it to transition in full to the Health Board by March 2024.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (1of 2)
<p>Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul style="list-style-type: none">• Reviewing and enhancing advice and mediation services, with particular regard to young people;• Considering targeted interventions and support for school-aged children and their families;• Ensuring the young person's gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;• Developing the Citadel supported housing scheme for young people with complex needs	<ul style="list-style-type: none">• Following a full Review of Mediation Services for Young People, Llamau will provide a dedicated mediation service for young people and Young Persons prevention officers within Cardiff Council will carry out assessments• The Youth Advice Hub will be carried forward into 2023/24.• Funding has been secured for a dedicated Young Person's Money Advisor, Employment Mentor and Prevention Officer in readiness for when the Youth Hub opens.• The development of an app for schools is being rolled forward to next year. It has now turned into a larger piece of work to incorporate all young person services, not just youth homelessness.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Q4 Update (2 of 2)
<p>Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul style="list-style-type: none">• Reviewing and enhancing advice and mediation services, with particular regard to young people;• Considering targeted interventions and support for school-aged children and their families;• Ensuring the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;• Developing the Citadel supported housing scheme for young people with complex needs	<ul style="list-style-type: none">• New Young Persons Gateway (YPG) contract is now in place with Llamau being the successful provider. There is now increased information sharing between Children’s Services and Housing with some changes to internal processes being made in order to capture Children’s Services specific information (e.g. Care First number) to allow better partnership working.• Two Housing First projects are being developed with Cardiff Council Housing First working with 4 young people who are either accommodated under the scheme or pending allocation of accommodation. Llamau’s My Way Home Scheme also runs a Housing First scheme with 5 clients being supported• With regards to the Citadel, due to site constraints, the original proposal for a traditional construction method was not deemed suitable and the scheme needed to be redesigned. Therefore, we are now proposing a modular construction, where the majority of the building is constructed off-site and craned into position when built. This will help speed up the construction period and help overcome the limited space on site. Wates are looking to start construction August/September this year, with the view to complete August 2024.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Continue to improve our specialist pathways for refugees by:</p> <ul style="list-style-type: none">• Building on the improved communication with the Home Office regarding refugees• Working with Welsh Government and the third sector to address the issue of those with no recourse to public funds	<ul style="list-style-type: none">• We have evaluated the number of individuals with No Recourse to Public Funds (NRPF) that are currently accessing temporary accommodation to understand their eligibility status and any potential support needs in securing accommodation.• We have reviewed each case and are making plans to move on all low or medium need clients, and linking in with Adult Services on the complex needs clients (6 in total)• For individuals that come from the EEA, further support will be provided to ensure eligibility can be secured through working status. This will significantly reduce the number of NRPF individuals accessing temporary accommodation.• Following on from the success of partnership working with Wales Refugee Council during the pandemic, our Prevention Service continue to build upon this success, holding monthly meetings with the Welsh Refugee Council and are in the process of developing a new pathway into Homeless Services following Leave to Remain being granted. It is hoped that this will ensure a smoother transition into housing for those households that have recently been granted Leave To Remain in the UK.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Gain a better understanding of how homelessness affects diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community.</p>	<ul style="list-style-type: none">• Work is ongoing to better understand which individuals might be impacted in accessing our service. We have highlighted areas of our equal opportunities monitoring which can be renewed and seek to harmonise our equal opportunities data collection in the service area through consistent data collection. This will allow us to provide better data analysis in the future to ensure that no one finds barriers to service entry.• Our new data collection form is with the Equalities team for review.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Q4 Update
<p>Expand the scale, pace and carbon-efficiency of the council house building programme by:</p> <p>Building over 4,000 new homes to include; -2,800 affordable homes; -and 1,200 homes for sale;</p> <p>Implementing an accelerated model of delivery, reducing the time it takes to get from planning approval stage to start on-site</p> <p>Decarbonising the programme, moving rapidly towards a net-zero carbon standard</p>	<ul style="list-style-type: none">• Cabinet approval was achieved for a new partnership and professional advisers have been appointed.• The council's approach to achieving a low carbon standard across all our new build programmes will be confirmed in the tender documents and Employers Requirements issued out to the market. The Cardiff Design Guide confirms .

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Q4 Update
<p>Invest in the regeneration of local communities by:</p> <ul style="list-style-type: none"> • Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the current Estate Regeneration Programme; • Designing a new cohesive development and regeneration programme where it is feasible to join up new build with wider estate regeneration, providing a co-ordinated approach and delivering wider benefits to our local communities; • Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding to deliver regeneration initiatives in: <ul style="list-style-type: none"> -The South Riverside Business Corridor and wider district and local centres; -Other schemes including the Roath and Adamsdown business corridor, and improvement schemes on Cowbridge Road East; • Implementing a further three-year programme for Neighbourhood Renewal Schemes based on ideas submitted by Ward Members; • Delivering the ‘Michaelston College’ multi-generational wellbeing village, delivering older person and family housing and bringing together health, housing and community facilities into one sustainable and transformational project. 	<ul style="list-style-type: none"> • Neighbourhood Renewal Schemes for Splott Park 3G pitch & Old St Mellons were completed in March 2023. An official opening event for the 3G pitch has taken place. • Project ideas submitted by local members have been appraised and scored. A prioritised list of schemes has been signed off and all local members notified of the outcome. • 2 estate regeneration schemes- Pennsylvania & Lincoln Court have been completed. • A draft future estate regeneration scoping exercise has not been completed- due to funding constraints & tender return costs, current schemes are not progressing. The milestone is therefore rated amber.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Q4 Update (1 of 2)
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <p>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</p> <p>Working with the University Health Board on the Maelfa Health & Wellbeing Hub, Ely & Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</p> <p>Collaborating with the Health Board to promote wider health benefits and screening information through the Hubs.</p>	<ul style="list-style-type: none">• The Rhiwbina Wellbeing Hub scheme is complete, open and an official opening event took place in March 2023.• Detailed design work for the City Centre youth hub project is ongoing. There have been some delays with the appointed design team due to complexities with gaining access to carry out technical surveys on the building. The milestone is therefore rated amber.• Currently exploring with Public Health Wales to actively recruit Screening Champions from ethnic minority backgrounds to engage directly with their own communities. Plans are underway to develop A5 flyers to be used at over 50's job fair with QR codes, directing those that speak Arabic, Bengali, Somali, Urdu to the translated Bowel Cancer UK instructional videos. Initial talks have taken place with PHW to explore the possibility that these flyers are sent out with every Bowel Cancer Test Kit that gets distributed in Wales.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Q4 Update (2 of 2)
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <p>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</p> <p>Working with the University Health Board on the Maelfa Health & Wellbeing Hub, Ely & Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</p> <p>Collaborating with the Health Board to promote wider health benefits and screening information through the Hubs.</p>	<ul style="list-style-type: none">• A comprehensive direct and indirect falls prevention programme is happening across Community Hubs and on-line for those who are unable to physically attend. This includes LIFT classes, tai chi and Elderfit but also classes and groups that improve core strength for older people such as Ladies Fitness Movement at Butetown Pavilion Hub, WISP Judo at St Mellons Hub, Boccia at Ely and Caerau Hub and Whitchurch Walking Group at Whitchurch Hub.• The activity groups are designed to appeal to a large demographic and reduce the risk of falls, without explicitly targeting older people.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities DDP

Commitment	Q4 Update
<p>Progress with delivery of Community Hubs programme -2022 refurbishment to Rhiwbina Library.</p>	<ul style="list-style-type: none">• The Official launch of Rhiwbina Hub took place on the 24th March. Very positive feedback has been received from the community on the newly refurbished facility. Initial customer requests include gardening groups and themed children's activities.• General Advice clinics have been launched and Older Person Advice programme is in development for future roll out following recruitment.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Q4 Update
<p>Prepare and adopt a new Regeneration Strategy by February 2023 to support district and local centres, and 15-minute city principles including:</p> <ul style="list-style-type: none">• Aligning with funding sources such as Welsh Government's Transforming Towns Programme;• Joining up schemes and themes across the Council;• Considering housing-led regeneration projects.	<ul style="list-style-type: none">• A 3 year programme of small-scale Transforming Towns - Placemaking schemes have been approved and these are being worked through.• Large scale strategic projects are being scoped- the first Cowbridge Rd East has been the subject of initial community engagement in March 2023.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Q4 Update
<p>Work in partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant Programme by:</p> <p>Achieving a full spend of allocated Welsh Government funding;</p> <p>Maximising opportunities to secure additional monies.</p>	<ul style="list-style-type: none">• Given the current issues in the construction industry as a whole, in particular in terms of costs and contractor certainty, coupled with planning and SAB delays it has not been possible to achieve a full spend of our allocation this year. Welsh Government have issued the out-turn SHG spend in Cardiff as circa £35m against an allocation of £36.2m.• The GAP analysis database was updated for April 22/23 and circulated to all RSL development partners. It will be reviewed and updated as appropriate for the new financial year 23/24.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Q4 Update
<p>Work in partnership across the directorate and with partner Housing Associations to enable a range of specialist and supported accommodation to be delivered to respond to their associated housing needs.</p>	<ul style="list-style-type: none">• It has not been possible to produce a GAP analysis for supported accommodation as the same data is not available/or workable in the same format for specific client groups, for example current stock, annual lets etc are not relevant.• However, robust information on supported accommodation housing needs will be included in the new Local Housing Market Assessment, due to be published early in 23/24.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Implement the new Renting Homes Act (2016).</p>	<ul style="list-style-type: none">• Ongoing fortnightly meetings are taking place, the meetings are chaired by the Housing Strategy Manager to discuss the progress of the project plan. A separate project plan was developed to concentrate on actions required and completed for supported and temporary accommodation.• Key procedures and processes have been updated. There are a few ongoing tasks to finalise the remainder of the workstreams for general needs housing. The project team will then expand to other service areas such as Temporary and Supported accommodation, Homeless Leasing Scheme and Private Rented Sector Leasing Scheme.• Weekly monitoring working group meetings are ongoing, the project team are providing support on the interpretation and application of the new legislation.• A monitoring system has been developed concentrating on reviewing the work officers have completed using the new legislation. This will ensure the Council is compliant and also provide the opportunity to provide support and further training in certain areas.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Develop a new Housing Strategy for Cardiff.</p>	<ul style="list-style-type: none">• As Development of the Strategy has been delayed an action plan has not yet been drafted.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Expand the Local Action Team (LAT) and encourage local community engagement.</p>	<ul style="list-style-type: none">• New posts within the Local Action Team have been filled and the teams are working well within communities.• Survey's have been issued to residents to review the services that Housing Services provide to tenants and seek opportunities of further joint working to assist tenants in sustaining their tenancies. The information is currently being analysed. Results of the survey will be available in Quarter 1 2023/24.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Work with Cardiff Council tenants to ensure that they can sustain their tenancies by providing support and signposting them to other agencies when needed.</p>	<ul style="list-style-type: none">• The Hoarding sub-group and the fortnightly Case Reference groups are the foundations for Hoarding MDT. To date this has produced positive outcomes for service users, including one Council tenant and one private household. This has also prevented enforcement action and legal costs associated with this.• Membership for the MDT has increased to include Shared Regulatory Services.• The team has expanded following the temporary part time post which will run until August 2023, supporting private households with hoarding issues. Cases are currently being monitored to determine service demand and any associated costs. Consideration could be given to make existing arrangements permanent once the evaluation is completed.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Progress with the recladding of 3 high-rise blocks at Lydstep flats in Llandaff North</p> <p>Commence the proposed second phase of the recladding programme at Nelson and Loudoun House in Butetown.</p>	<p>Lydstep Flats</p> <ul style="list-style-type: none">• Work is progressing well. Completion early Autumn. <p>Nelson & Loudoun</p> <ul style="list-style-type: none">• The appointment of project consultants will hopefully conclude in May 2023. Procurement for scheme contractor can then commence.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Seek funding to progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.</p>	<ul style="list-style-type: none">• Welsh Government funding award confirmed March 2023. Process to appoint contractors to deliver works is progressing.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update (1 of 2)
<p>Address the current backlog of work within the Responsive Repairs Unit, ensuring that it is completed within the set requirements. Ensure that new works do not then create a new backlog.</p>	<ul style="list-style-type: none">• Demand within the Responsive Repairs Unit (RRU) remains high and works are continuing to be reported for all trades. Work is being contracted out to deal with particularly high demand with specific trades.• Original backlog works issued to contractors are now cleared - the team is looking at ways to deal with increased workloads with least effect on new incoming work timescales.• The Pool of Small Contractors framework for individual trades will be appointed in the Summer to assist framework contractors and in house workforce further enabling the teams ability to meet demand.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update (2 of 2)
<p>Address the current backlog of work within the Responsive Repairs Unit, ensuring that it is completed within the set requirements. Ensure that new works do not then create a new backlog.</p>	<ul style="list-style-type: none">• Further recruitment to the Responsive Repairs Unit technical teams includes 2 carpentry 2 plastering and 2 painter / decorators.• To address the surge in demand on damp and mould cases, a new team has been created. This will include a new Qualified Technical Manager. This will form part of a bespoke team who will monitor and progress any damp cases through to completion and follow up. A programme of workstreams has been created which includes tenant liaison, report monitoring and training with a view to applying a holistic approach to damp and mould cases, addressing the issues as a whole case not separate jobs

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Creating safe and inclusive communities

Commitment	Q4 Update
<p>Deliver the existing two-year Alley Gating Programme (2021-2023), subject to consultation with local communities, South Wales Police and other stakeholders, and identify priority lanes for the next two-year gating programme (2023-2025) by April 2023.</p>	<ul style="list-style-type: none">• Alley Gate installations for Canton & Penylan are due in May.• A Public Space Protection Order (PSPO) prioritisation exercise has been completed.• 27 Public Space Protection Order reviews have been completed.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Work to improve and develop services within the Gypsy & Traveller sites</p>	<ul style="list-style-type: none">• The Gypsy and Traveller Allocation policy is still in development. This work will now be carried over into 2023/24.• There have been barriers in developing new Health & Education services on site, particularly with some third sector organisations. There is an ongoing perception of risk in accessing the site. The service continues to work closely with South Wales Police in regards to safety on site.• In order to accommodate Health and Education Services on site, a Design Planner from the Development and Regeneration department has been engaged to look at the feasibility and to create a design concept to replace the existing office facility. Additional space is required in order to accommodate services being introduced to sites eg: health, education and support services.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (1 of 2)	Q4 Update (1 of 2)
<p>Provide accommodation and support to Ukrainian guests who enter the UK under the individual sponsor / super sponsor and family visa scheme routes.</p> <ul style="list-style-type: none"> • Including help to claim Universal Credit, school admissions, registering with a GP and help into work. • To ensure that sufficient emergency temporary accommodation is available for placing guests who have no accommodation or who have experienced breakdown in their host placements. • To work with WG/ WLGA/ Health/ Police/ Community Cohesion/ Education / RSL's and other stakeholders and professionals to have full awareness of the issues and address, resolve and mitigate these as they arise. • To seek and source appropriate move on accommodation, making the best use of the PRS to support guests into settled accommodation. • To regularly and carefully monitor data in terms of numbers of guests arriving, support required, accommodation provided and move on. Constantly reviewing and updating policies, procedures and monitoring requirements. 	<ul style="list-style-type: none"> • The Into Work Advice Service has supported 228 guests this year. 87 guests have been supported into accommodation and 120 have been supported with training. 14 guests have signed up with Cardiff Works and 26 are accessing volunteering opportunities. • Our Housing Support Workers have been continuing to support Ukrainian families with a total of 32 families moved into PRS to date. We have a further 12 families being supported to secure PRS accommodation.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (2 of 2)	Q4 Update (2 of 2)
<ul style="list-style-type: none">• Provide into work mentoring support to assist guests into employment.• Provide and promote Early Help support to guests with support workers referring in as required.• Adult Safeguarding to work in partnership with Children Services, Legal, and Housing to develop a risk management matrix to address positive DBS results for sponsors.• Adult Safeguarding to alert the MAPPA Steering Group to the role of Cardiff in the Homes for Ukraine Scheme and request the transient and settling population of Ukrainian nationals are considered in risk assessment panels for the rehousing of high- risk offenders.	<ul style="list-style-type: none">• Partnership work between the Housing Support Workers and the Refugee Support Team continues and remains instrumental in ensuring appropriate information sharing. Weekly meetings have allowed the teams to target those clients most suitable and most in need for move on and has provided positive outcomes.• Landlords continue to be supportive of the needs of this client group in securing accommodation.

Wellbeing Objective 6 – Cardiff grows in a resilient way
Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda.</p>	<ul style="list-style-type: none">• Dedicated additional resource has been identified to create a plan to tackle / priorities carbon reduction which will be complete in 2023/24.• Decision made to decarbonise low rise blocks of flats with External Wall Insulation and PV panels -pilot blocks underway.• Electric vehicles due for delivery by 31/03/23 for the Responsive Repairs Unit.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Review the apprenticeship posts within Responsive Repairs Unit and introduce the Responsive Repairs Academy</p>	<ul style="list-style-type: none">• 2 new trainees have been appointed to work alongside our in house workforce.• RRU Academy Manager and Support staff are progressing training and mentoring plans whilst creating useful links with other departments and external training providers.• Recruitment is ongoing and all apprentices that completed their apprenticeship have or will be able to apply for a post within RRU.• One of our Gas apprentices was awarded CAVC Apprentice of the year 2023. Academy Team attended the awards ceremony to introduce and link up with future partners.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Review processes within the Responsive Repairs Unit in preparation for a new repairs online system</p>	<ul style="list-style-type: none">• Work for the soft launch for Repairs Online is progressing well.• Developments are ongoing and regular meetings with all teams are in place to ensure we can implement soft launch for staff and hubs for routine works (Phase1) in July 2023.• Data cleanse is being carried out of all RRU data within the SAP and DRS systems to ensure any reports run and core data is correct and meaningful.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update (1 of 2)
<p>Develop digital methods of service delivery in housing.</p>	<ul style="list-style-type: none">• The Project Team have done some initial testing of Housing Repairs Online. Part of the NEC Repairs Housing Online handover was delayed due to a technical issue, therefore, part of system build has only recently commenced.• A soft launch has been agreed for August_2023 for Housing Repairs Online. The platform will be advertised prior to the launch. The project team will initially target existing Housing Online users also utilising Housing & Communities Staff to support contract holders with the new platform.• Work has started on scan stations and “my scan” being converted to accept housing documents. This will initially be for the housing waiting list. Once this has been added to the database this can be advertised.• Docusign is being rolled out to the Debt Enforcement team followed by the other housing teams who will use Docusign on tablets whilst out visiting customers. Training has also been arranged for staff.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update (2 of 2)
<p>Develop digital methods of service delivery in housing.</p>	<ul style="list-style-type: none">• The new Live Chat platform is in early stages of development, an initial meeting has been held with the ICT team. The next phase will be costing the project, including the licence.• The Housing website is in the latter part of development and will be launched in due course. There have been some delays due the changes in the Renting Homes (Wales) Act and build delays.• A review process will commence to measure how successful the digital projects have been so far.• The collating and transforming of data for Housing & Communities on to power Bi dashboards is ongoing. This process will be completed in a few weeks, the full build of the dashboards on the second and third phase will commence in due course.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Q4 Update
<p>Investigate further the Digitalisation of Benefit services, fully reviewing the Risk Based Verification (RBV) policy and technology and Hybrid Mail contract</p>	<ul style="list-style-type: none">• Risk based Verification (RBV) is no longer being used from 1/4/23. RBV had its advantages, but these have been reducing due to Cardiff's changing caseload of housing benefit and council tax reduction claims. Risk Based Verification was not reducing the time taken to assess benefit claims. All new claims and change of circumstances received from 1/4/23 will be verified using standard evidence verification. Training on new procedures has been given to all relevant parties.• The current Hybrid Mail contract is due to end in September 2023. A tender pack has been created in conjunction with procurement and been sent out to all companies via the relevant framework