

**HOUSING & COMMUNITIES
PERFORMANCE REPORT
QUARTER 2**

2023-24

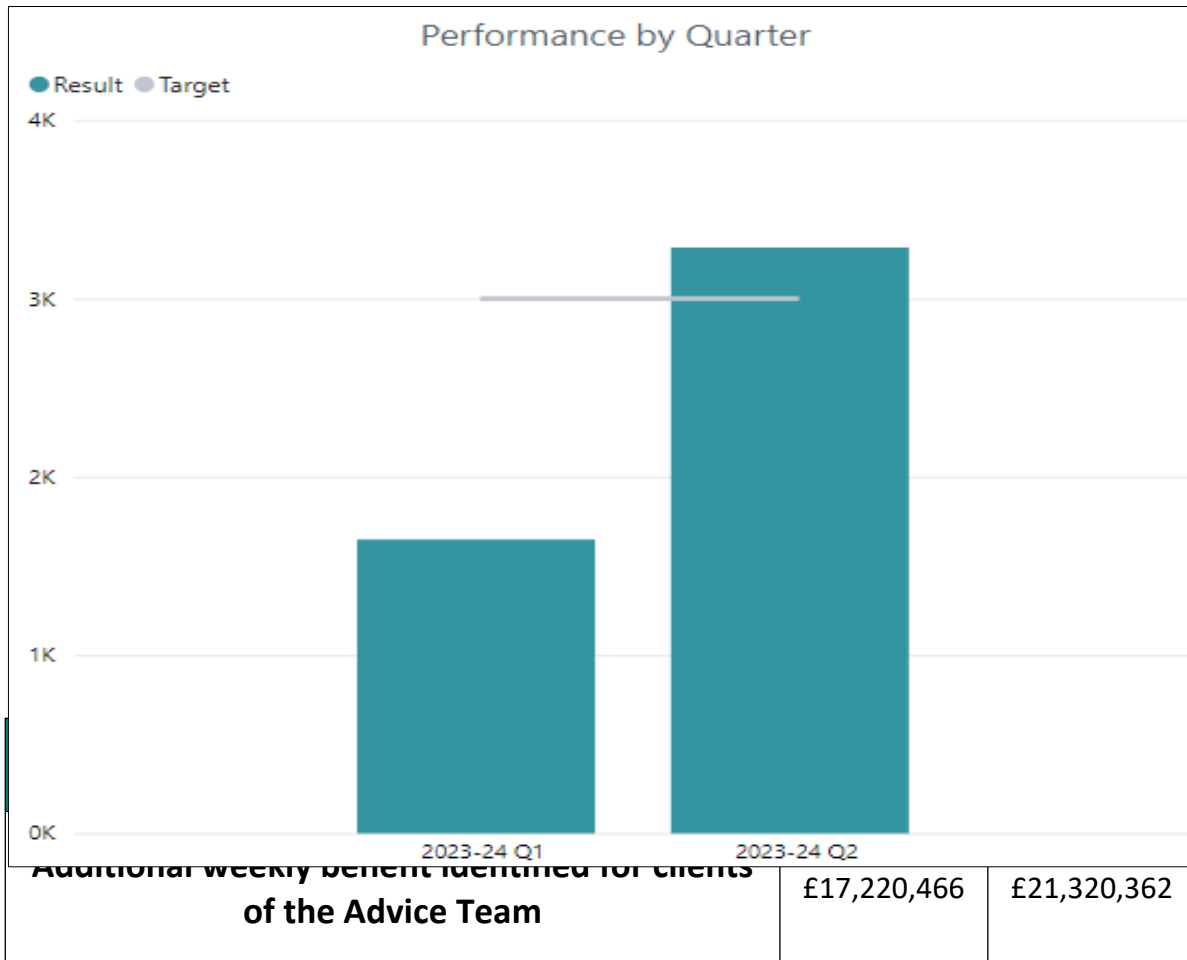


#GweithioDrosGaerdydd
#GweithioDrosochChi

#WorkingForCardiff
#WorkingForYou

Wellbeing Objective: Supporting People Out of Poverty
Supporting those most impacted by the cost-of-living crisis

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of customers supported and assisted with Universal Credit financial support	3,708	5,989	3,000	1,649	1,638	3,287

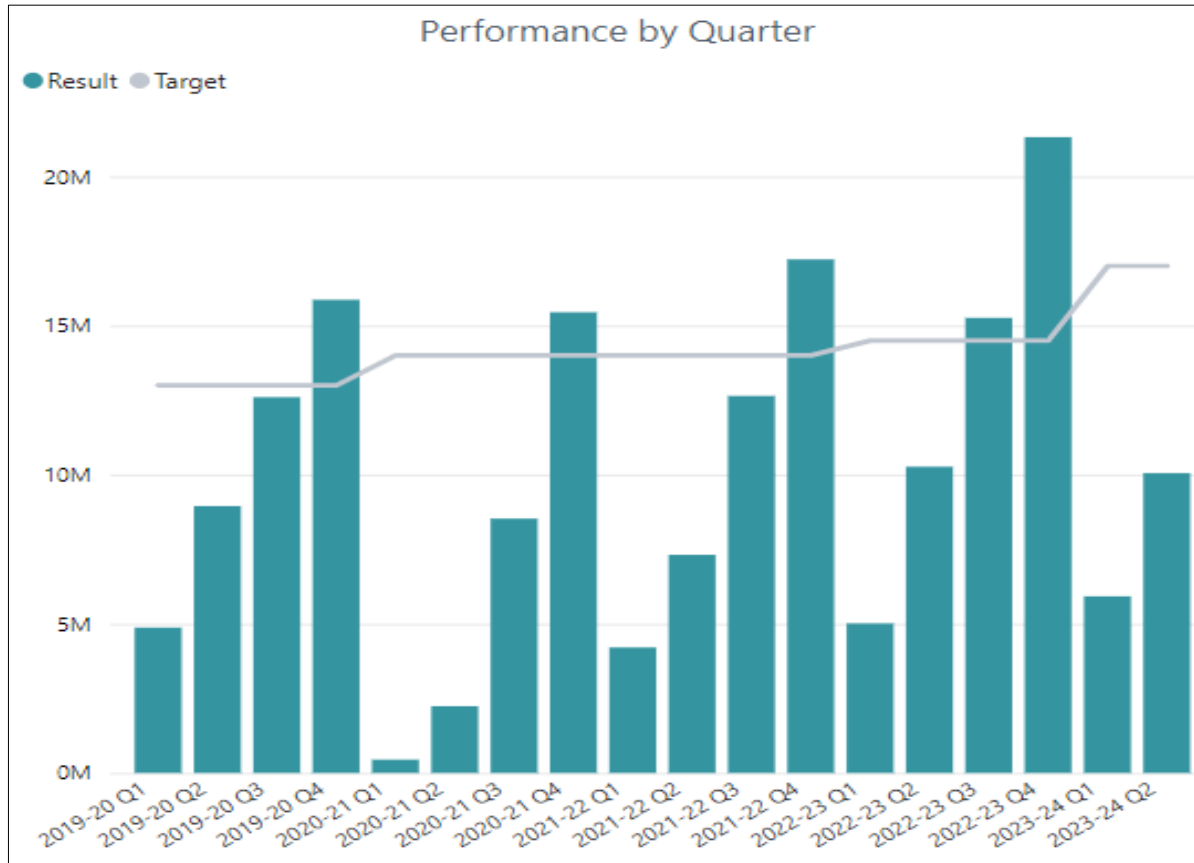


Comments on Q2
 Yearly target has been achieved by the end of Q2.



Wellbeing Objective: Supporting People Out of Poverty
 Supporting those most impacted by the cost-of-living crisis

2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
£17,000,000	£5,921,866	£4,130,761	£10,052,627

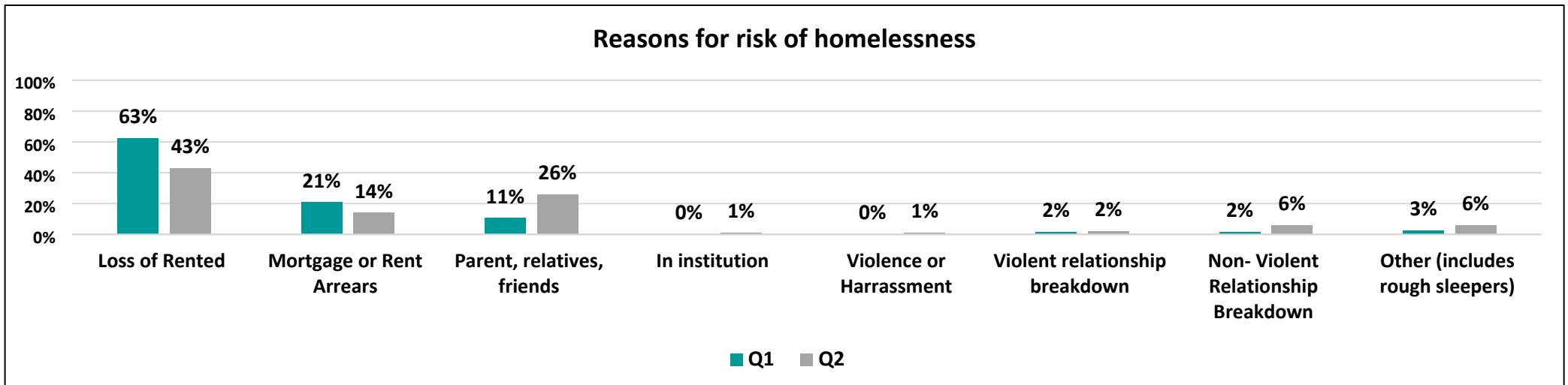
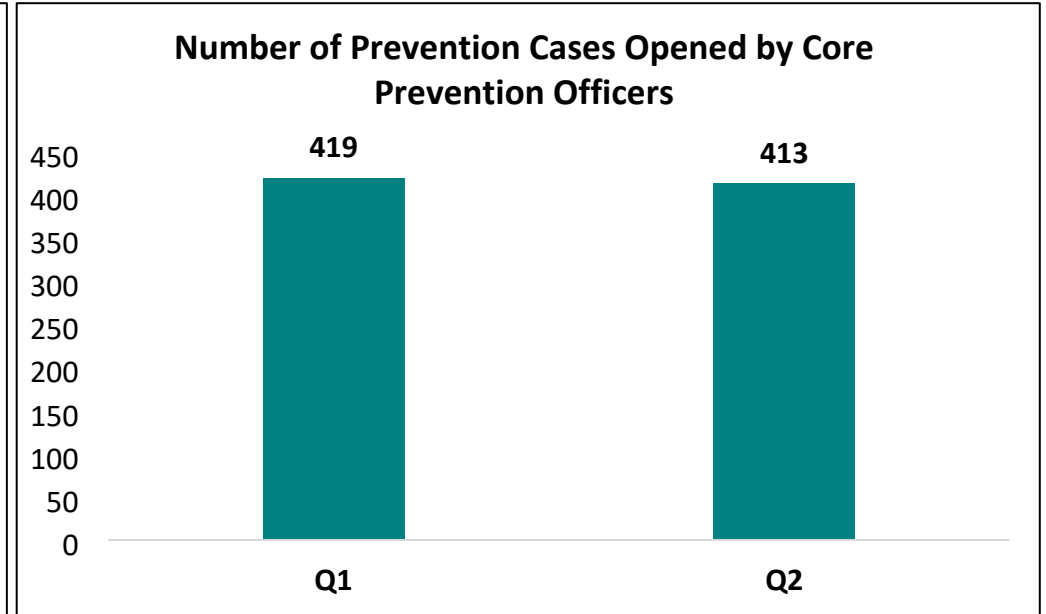
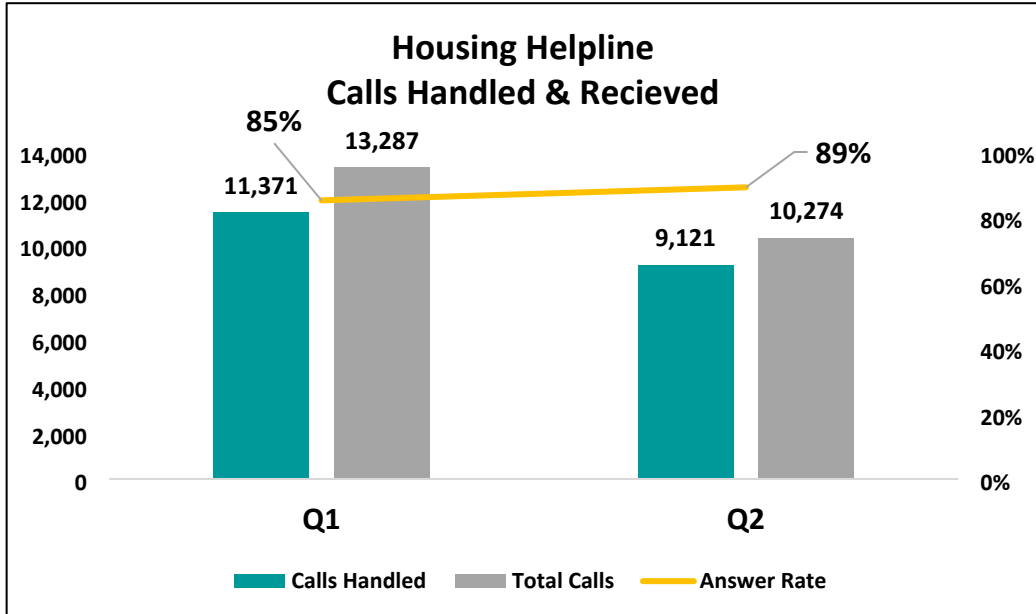


Comments on Q2

It is often the case that demand reduces for the Money Advice Team in July and August due to the school summer holidays. Fewer than 1,000 people were seen by the team in these months in 2023. Despite this, the cumulative total is still above target.



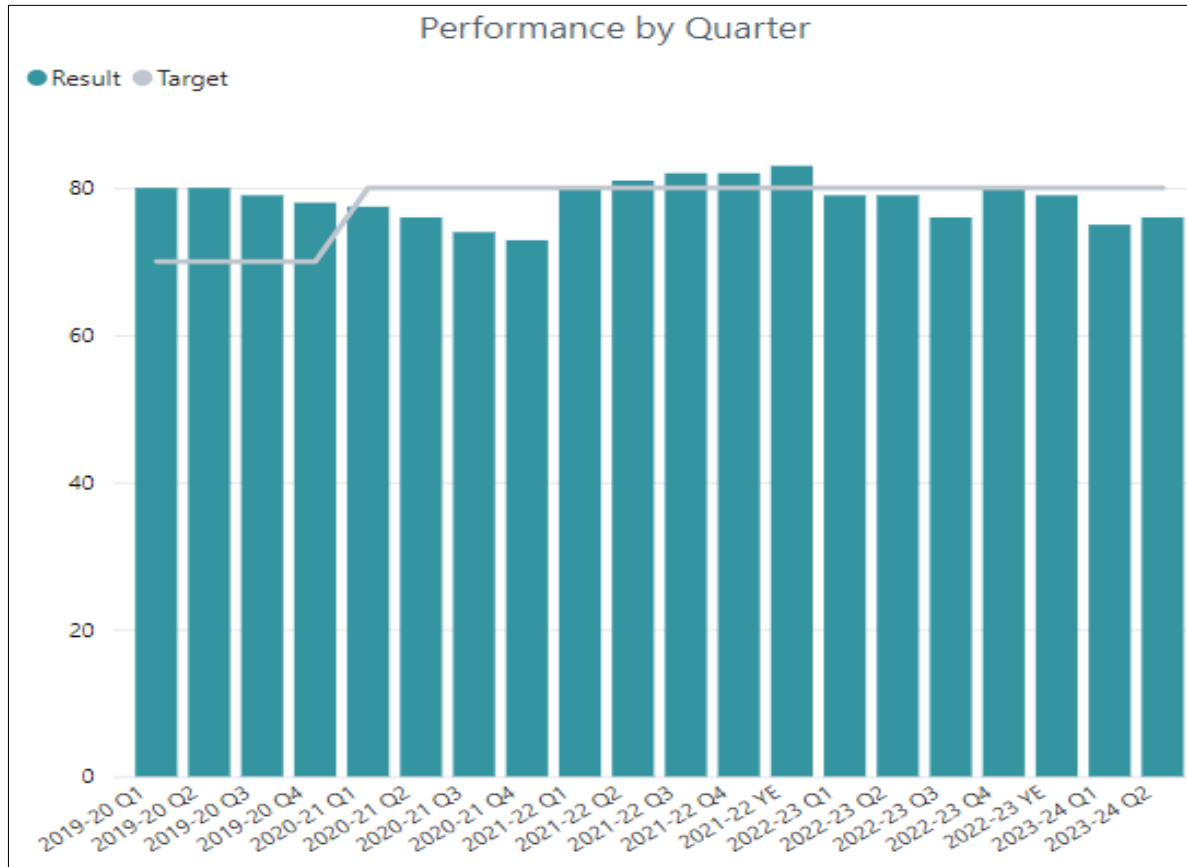
Helping to Prevent Homelessness – Core Data



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%	79%	80%	75%	76%



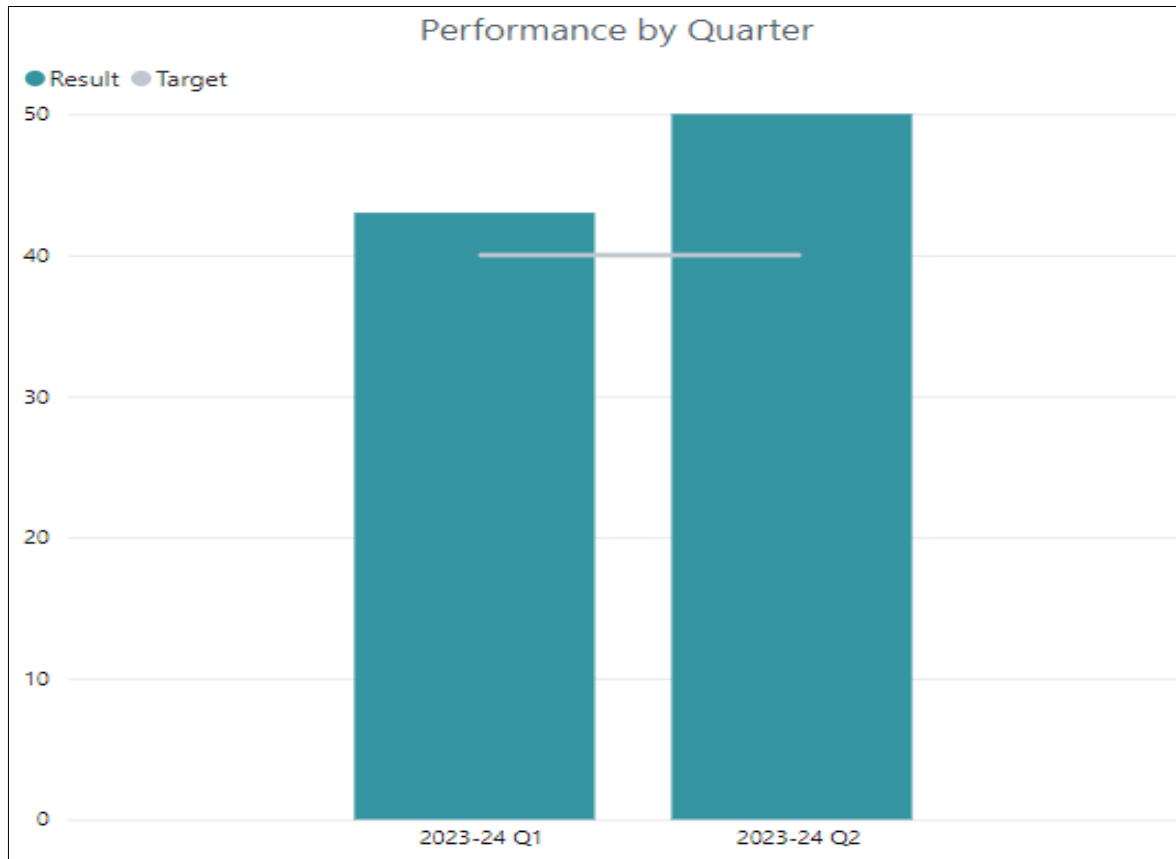
Comments on Q2

The average percentage is below target for Q2, though a slight improvement on Q1. The highest number of those that are presenting to the homelessness services are doing so as their private landlord is selling their property/ies. This is due to several reasons including interest rate increases and changes to legislation. These cases are very difficult to prevent from becoming homeless.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The percentage of people presenting to the homelessness service who are homeless on the day, without previously seeking prevention help	New measure	New measure	<40%	43%	50%



Comments on Q2

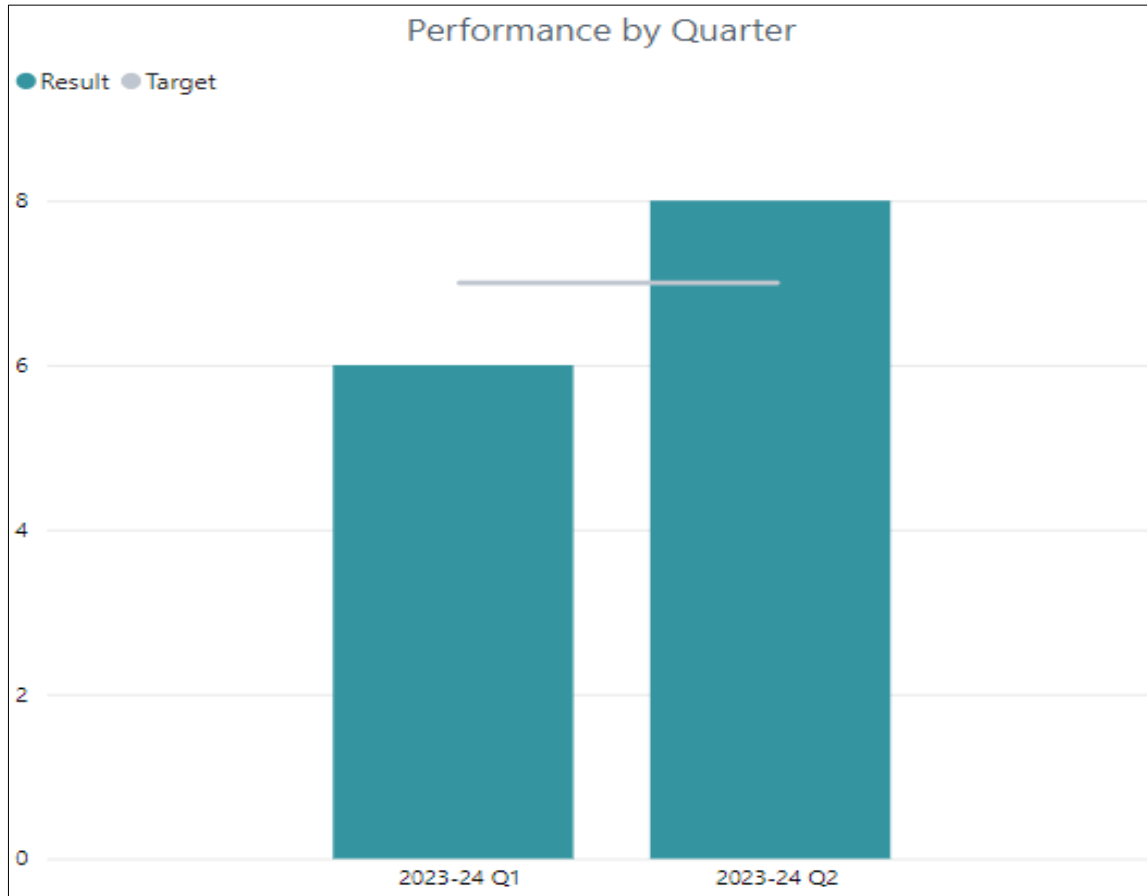
The target has not been achieved in Q2. The Homelessness Prevention Services and Assessment services are now fully aligned. It is anticipated that this will help to improve the number of those who seek prevention advice initially.

Furthermore, the Prevention Team will work closely with front line teams to further advertise the support available and will carry out targeted promotion of the team to reduce the number of people presenting as Homeless on the Day.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The average waiting time for a homelessness prevention appointment	New measure	New measure	<7 days	6 days	8 days



Comments on Q2

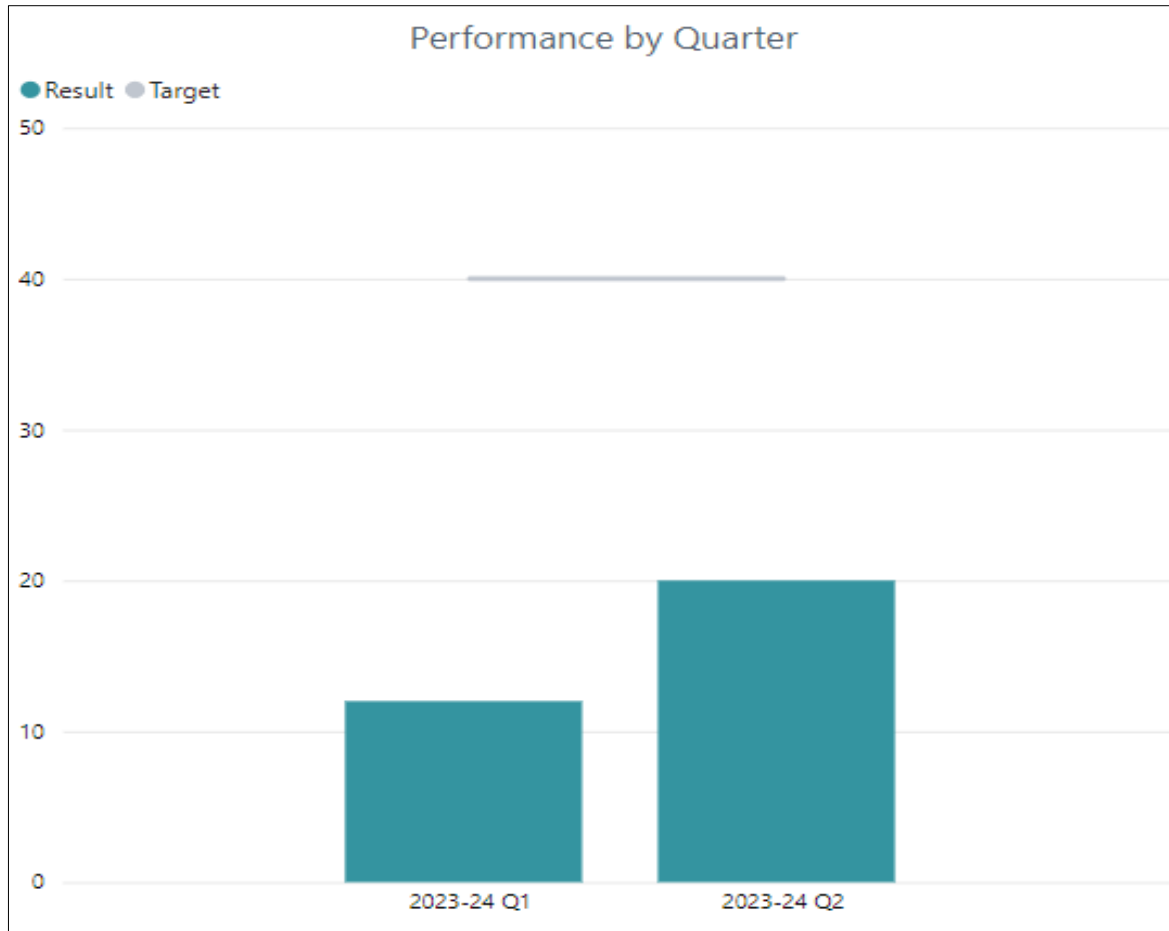
Q2 result is slightly above target. Prevention appointments are now available across Community Hubs and other community locations. The Housing Solutions team also now fully support the team with less complex prevention cases, creating additional resource which will help to ensure that waiting times for appointments remain low.



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of additional properties on the Leasing Scheme Wales	New measure	New measure	40	12	8	20

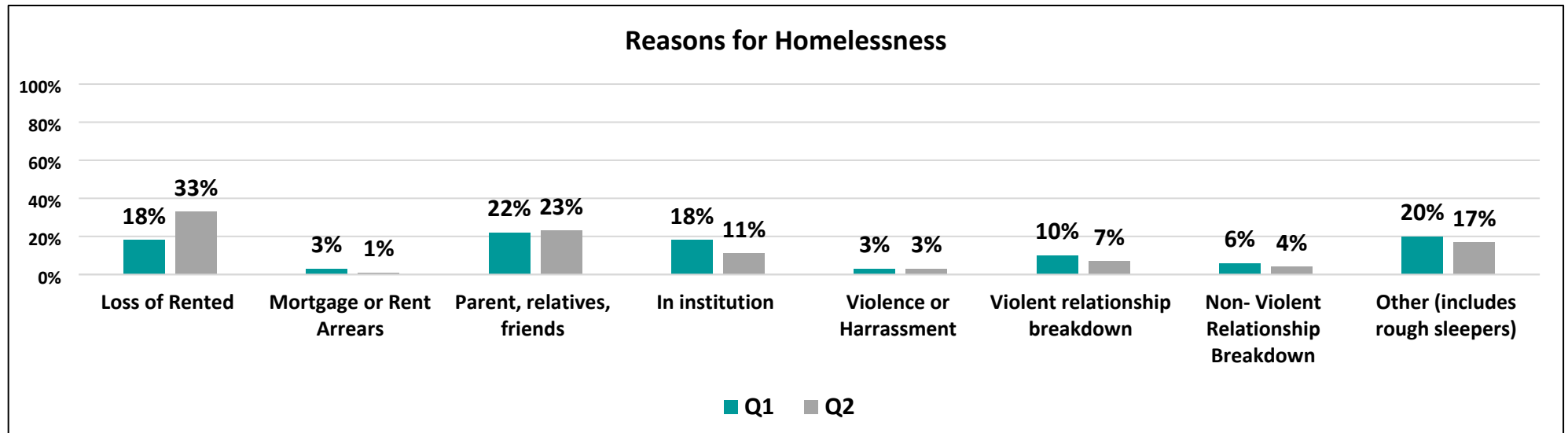
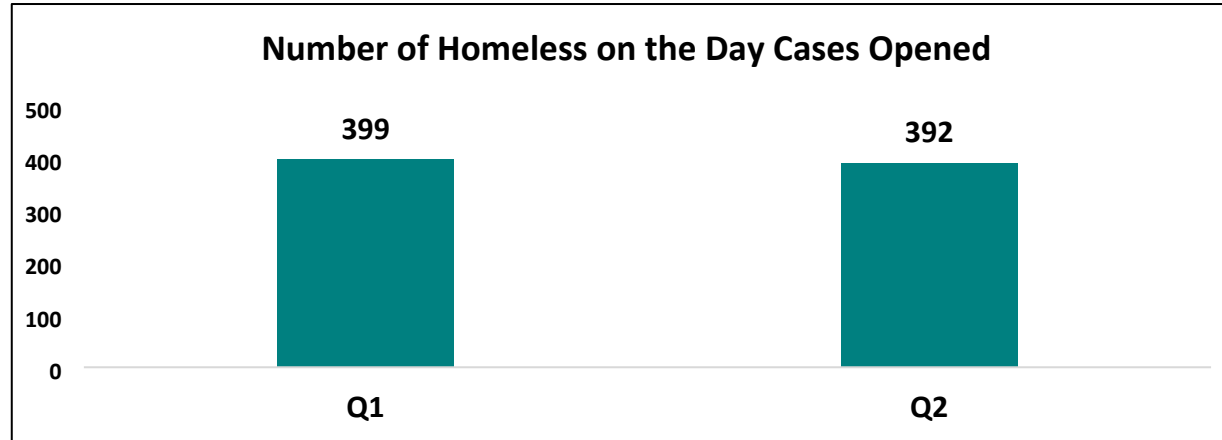


Comments on Q2

Slightly under target for Q2, however on target for the year so far.



Supporting Homeless Households – Core Data



Providing Accommodation – Core Data

Temporary Accommodation - as at the end of Q2

Single Persons Gateway

263 - Single people waiting to enter the Gateway.

803 - Single people in Temporary Accommodation

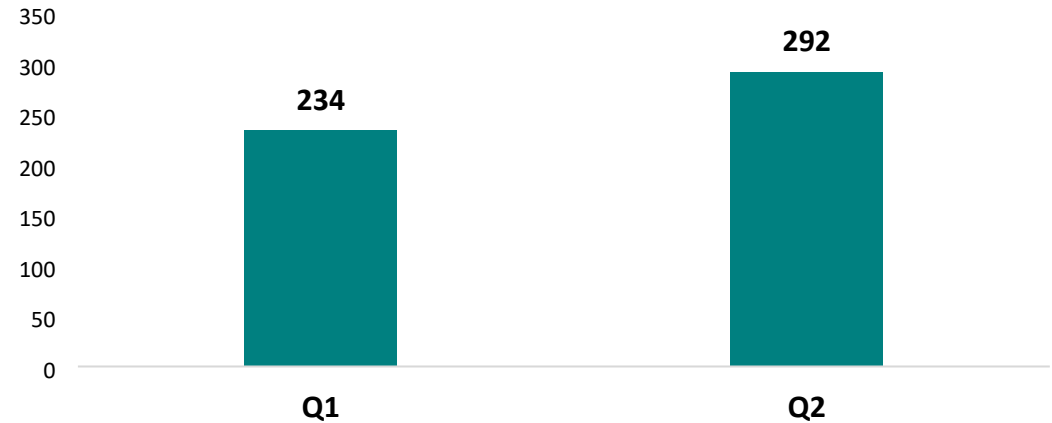
Family Gateway

45 - Families waiting to enter the Gateway

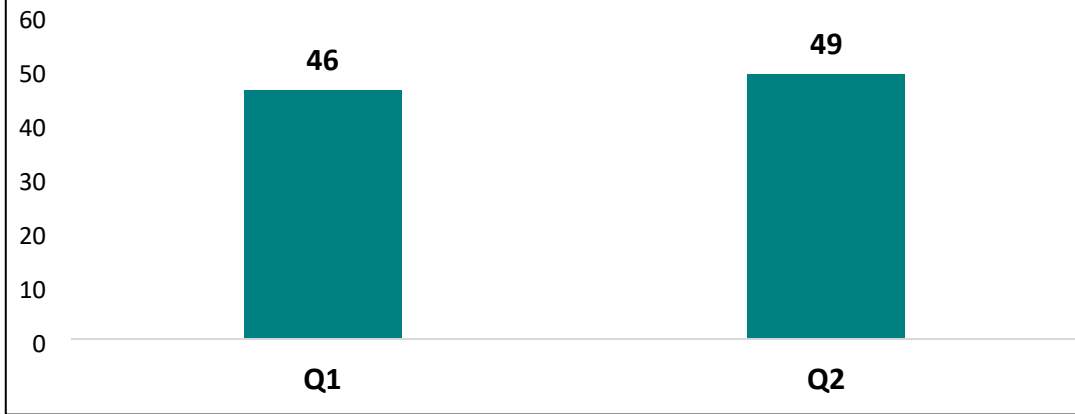
533 - Families in Temporary Accommodation (including 32 in the OYO hotel). A further 195 families were residing in ad-hoc hotels at the end of Q2.

Allocation of Social Housing

Total Number of All Social Housing Lets



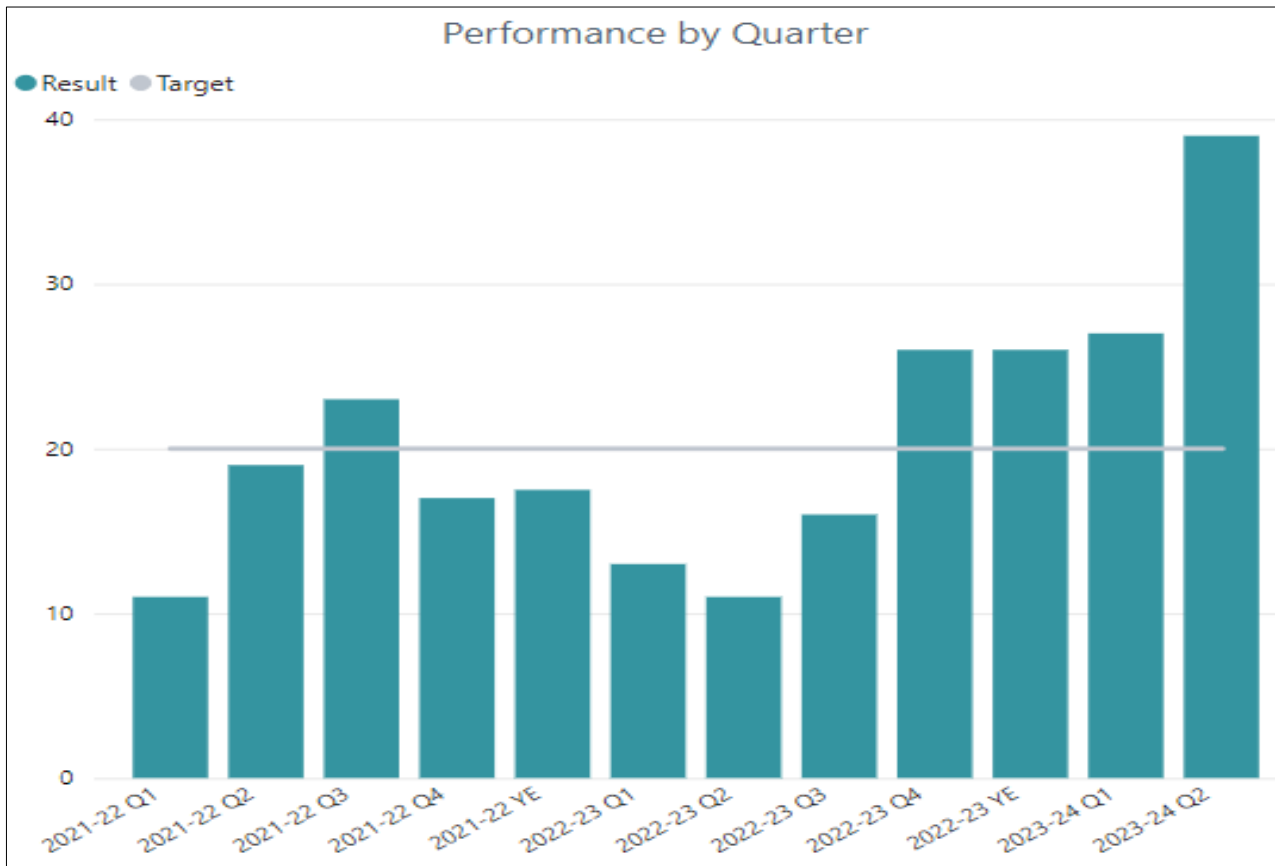
Number of Clients Supported into Private Rented Sector (PRS) accommodation by the PRS Team



Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The total number of rough sleepers in the city	17.5	26	<20	27	39



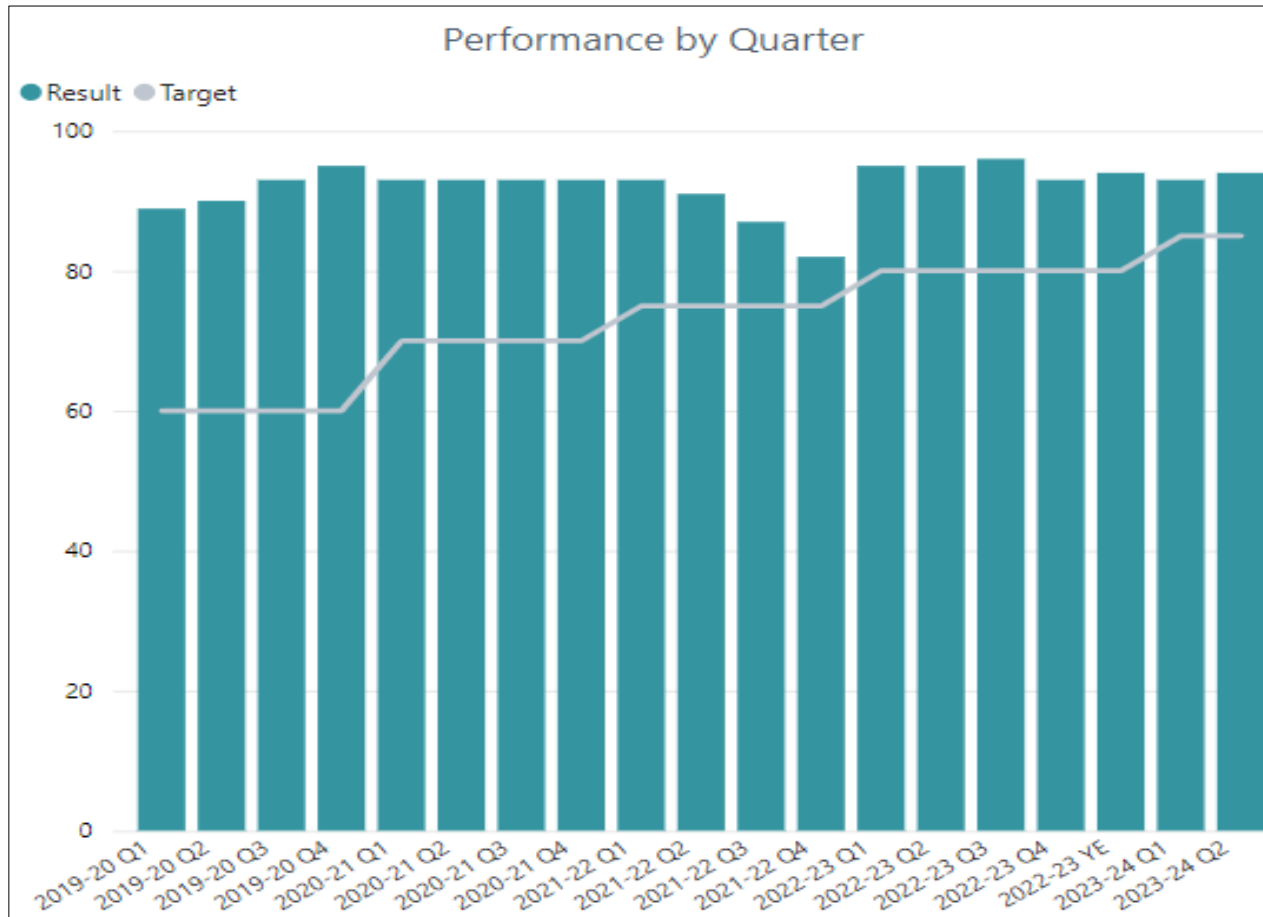
Comments on Q2

Rough sleeping in the city has increased in recent months but has plateaued at around 40 individuals. Many rough sleepers have no local connection to Cardiff and these individuals are unable to be supported with accommodation. The Outreach Team along with the MDT are continuing to provide targeted support to encourage those who can, to access accommodation.

Wellbeing Objective: Supporting People Out of Poverty

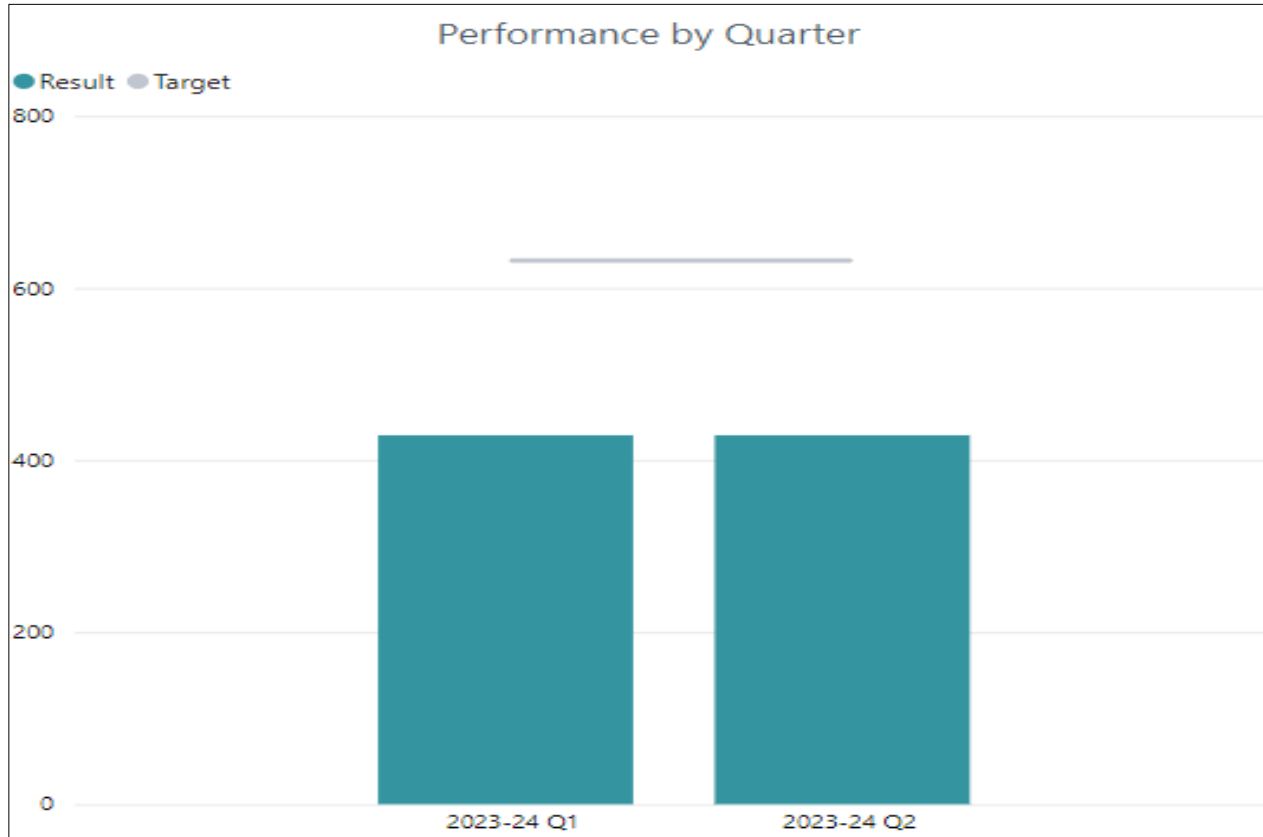
Embedding our new approach to tackling homelessness and ending rough sleeping

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	93%	94%	85%	93%	94%



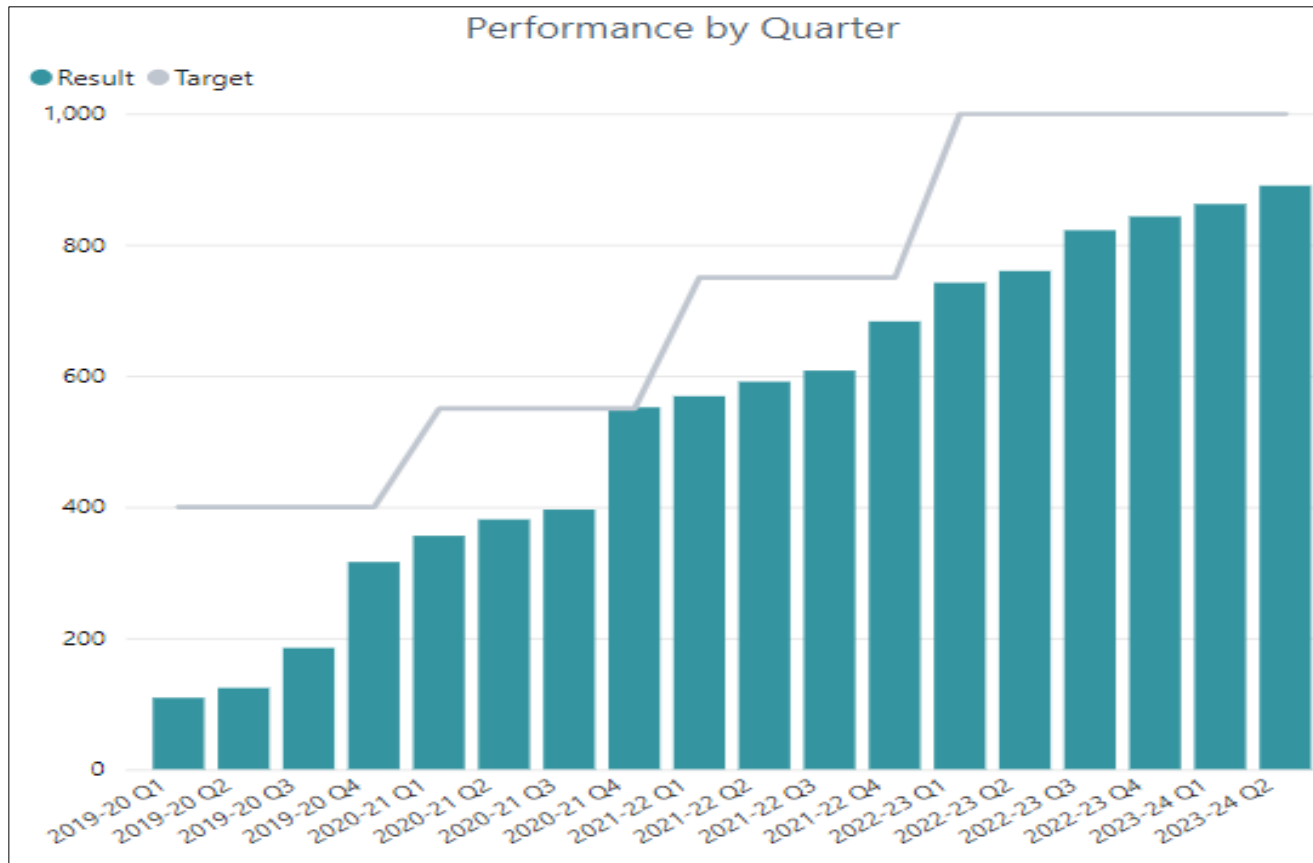
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The number of homes capable of being delivered on approved sites in the housing development programme (Target to be achieved by September 2023. Sites for 3,368 homes already approved.)	New Measure	New Measure	4,000 by September 2023 (an increase of 632)	59 sites capable of providing 3797 homes	59 sites capable of providing 3797 homes



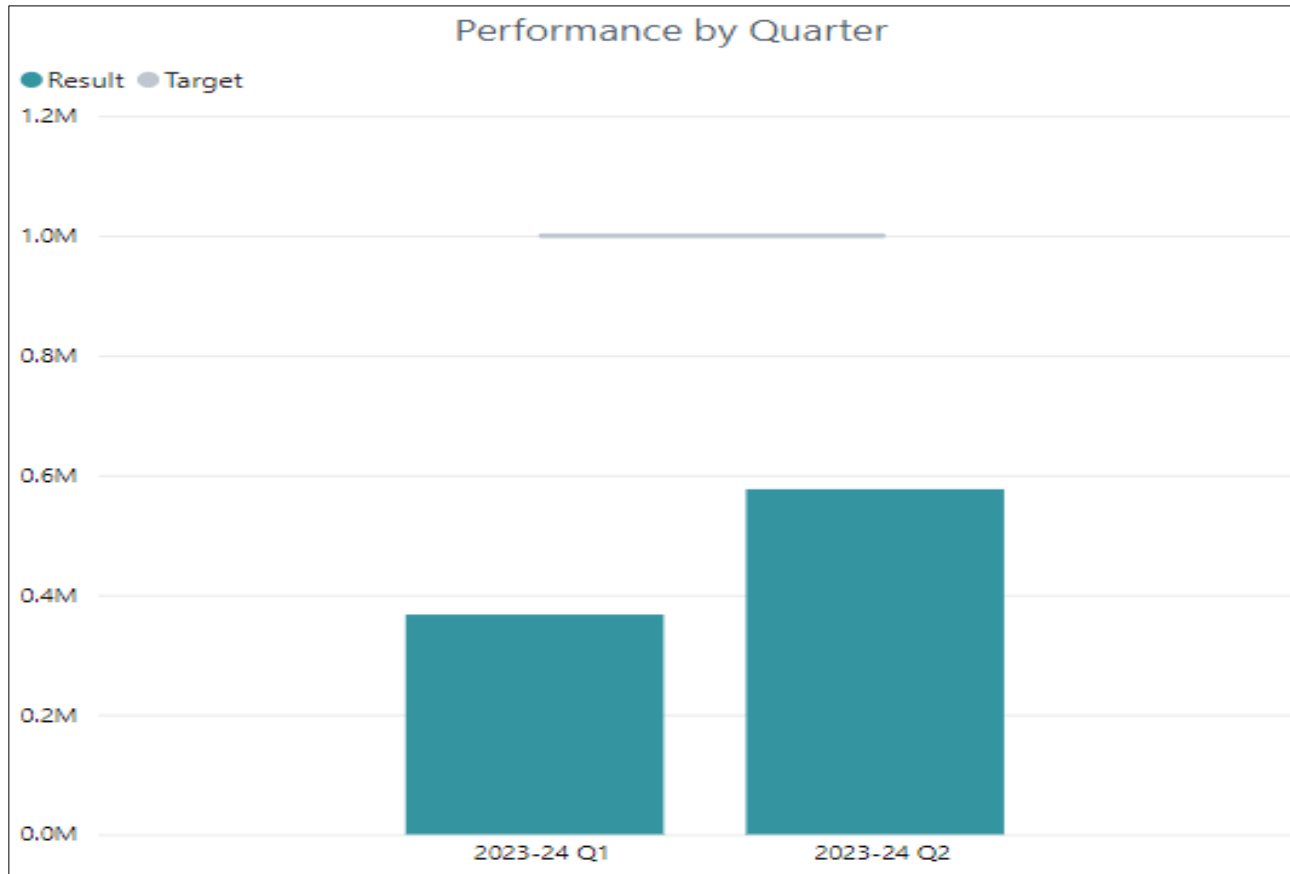
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
Total number of new Council homes completed through the current housing delivery programme (Target to be achieved by December 2023.)	New Measure	New Measure	1,000 cumulative	862	890



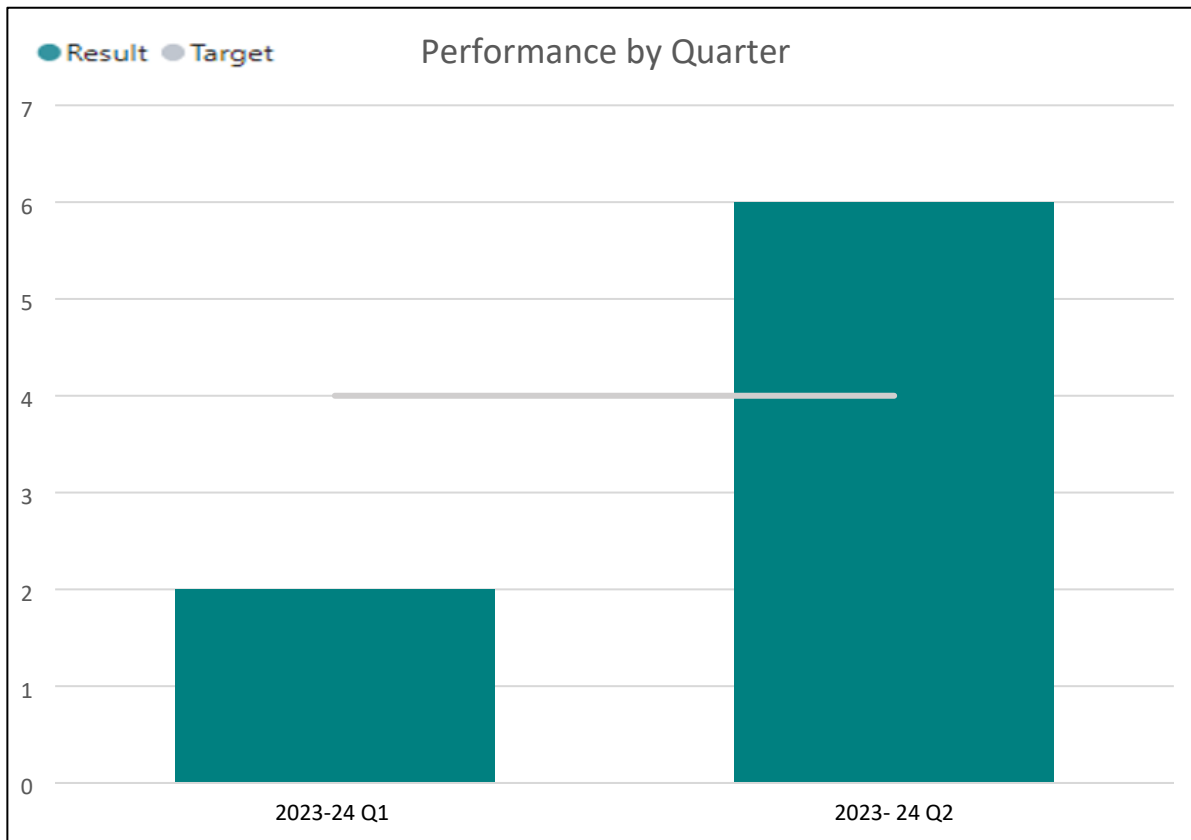
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The amount of external funding secured to deliver regeneration initiatives in communities (including Section 106 monies for community facilities, Welsh Government grants, and health & social care grants)	New Measure	New Measure	£1m per annum	£367,256.25	£209,498.08	£576,754.33



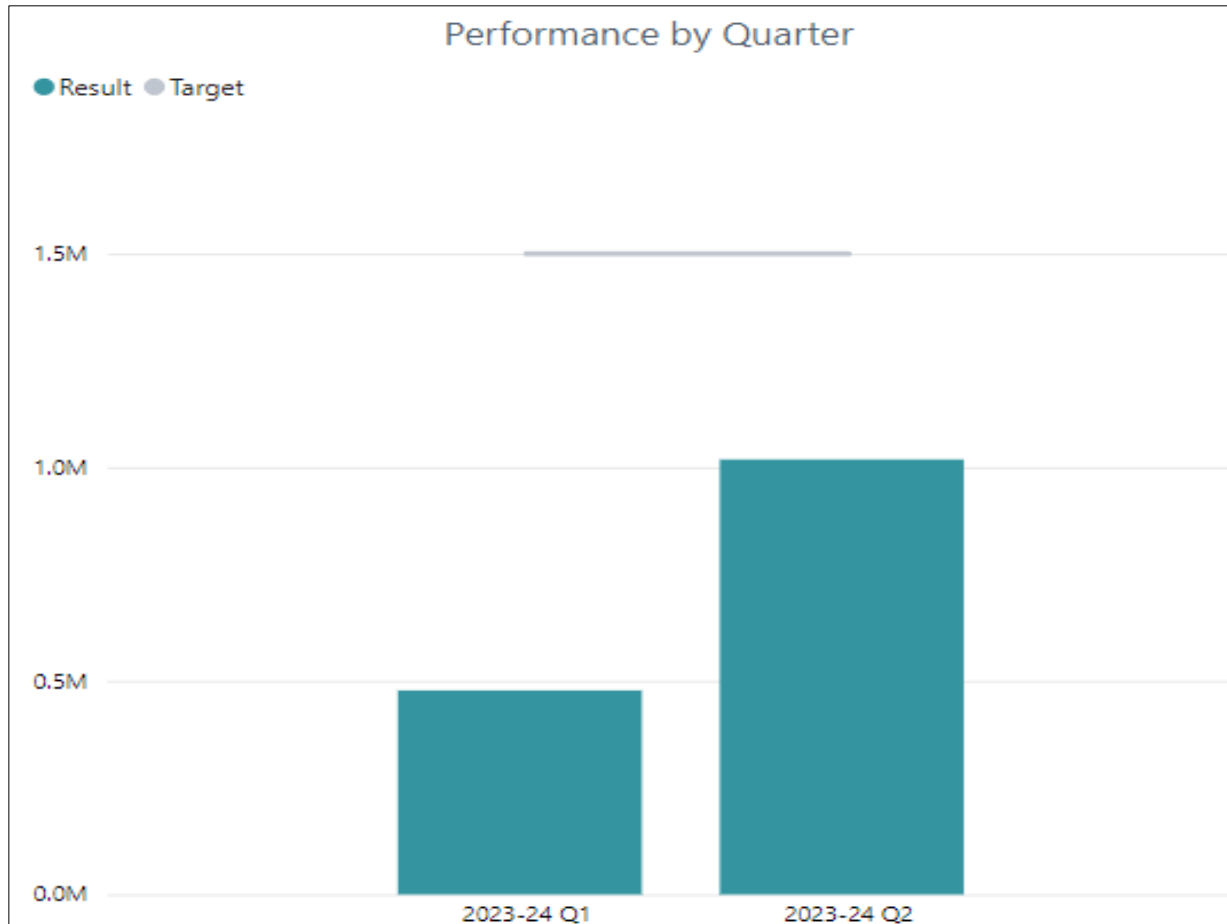
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of funding bids submitted per year to deliver regeneration initiatives in the community	New measure	New measure	4	2	4	6



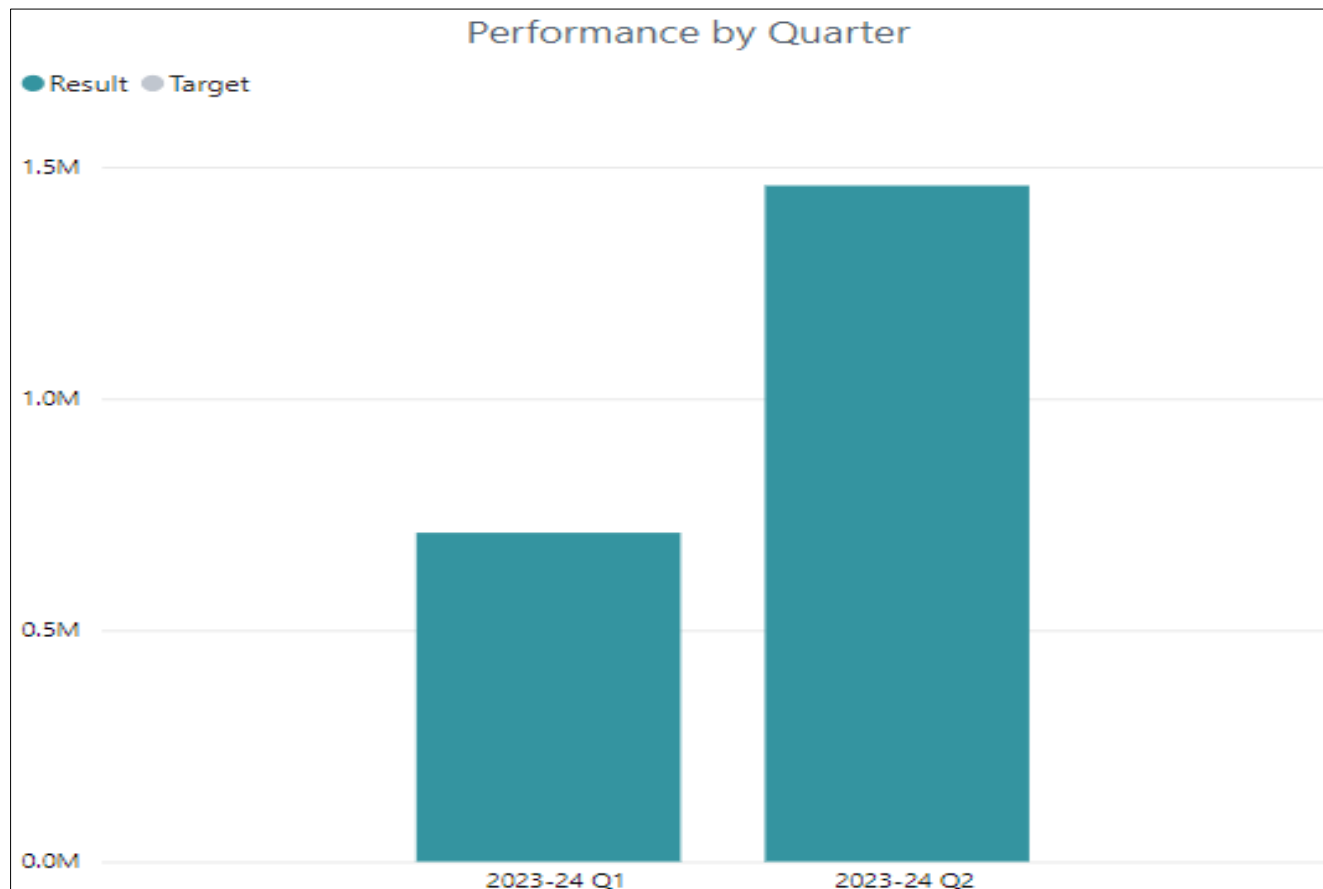
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of in-person visitors to libraries and Hubs across the city	New Measure	New Measure	1.5 million	477,655	540,726	1,018,381



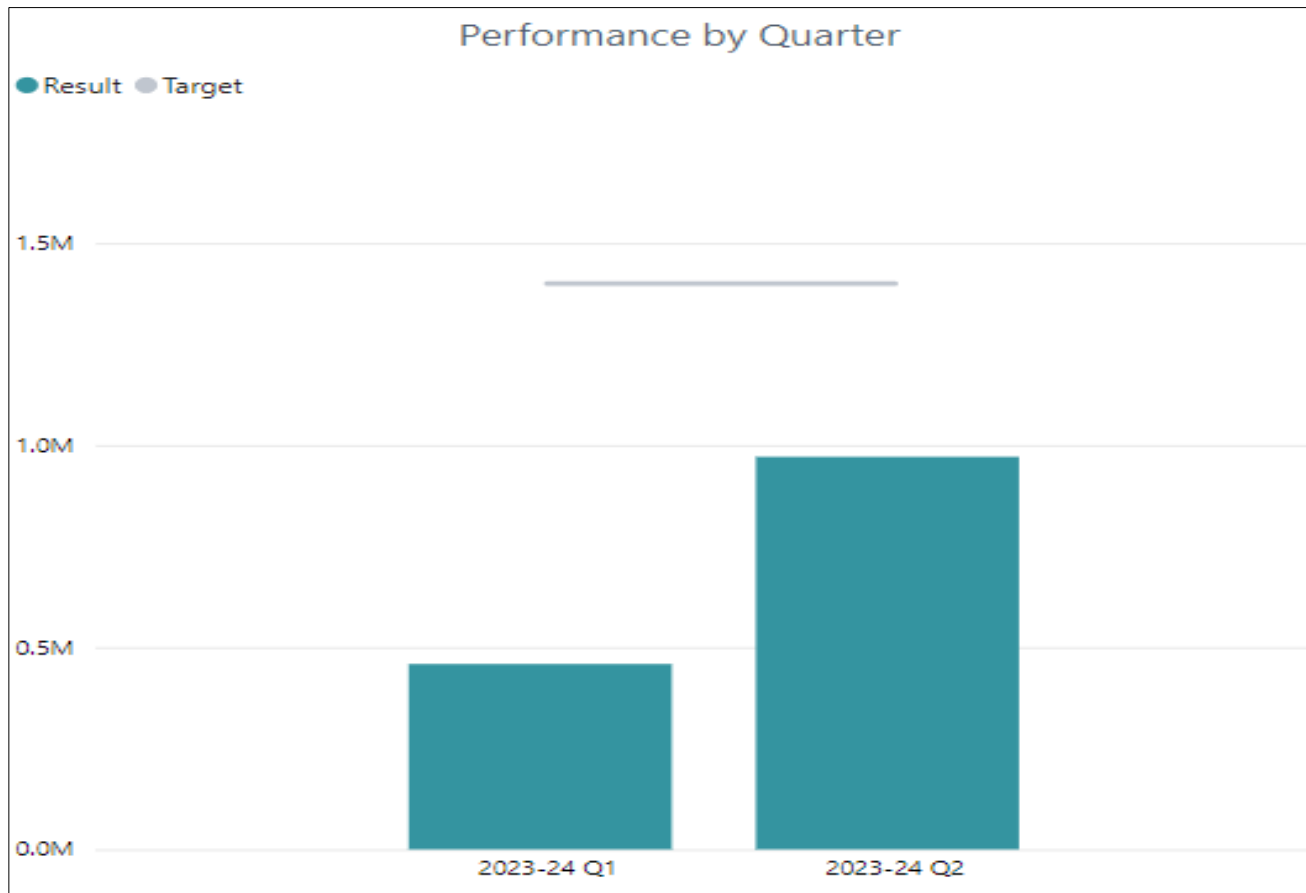
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of virtual visits to our 24-hour digital library	New Measure	New Measure	Baseline being set	710,209	749,594	1,459,803



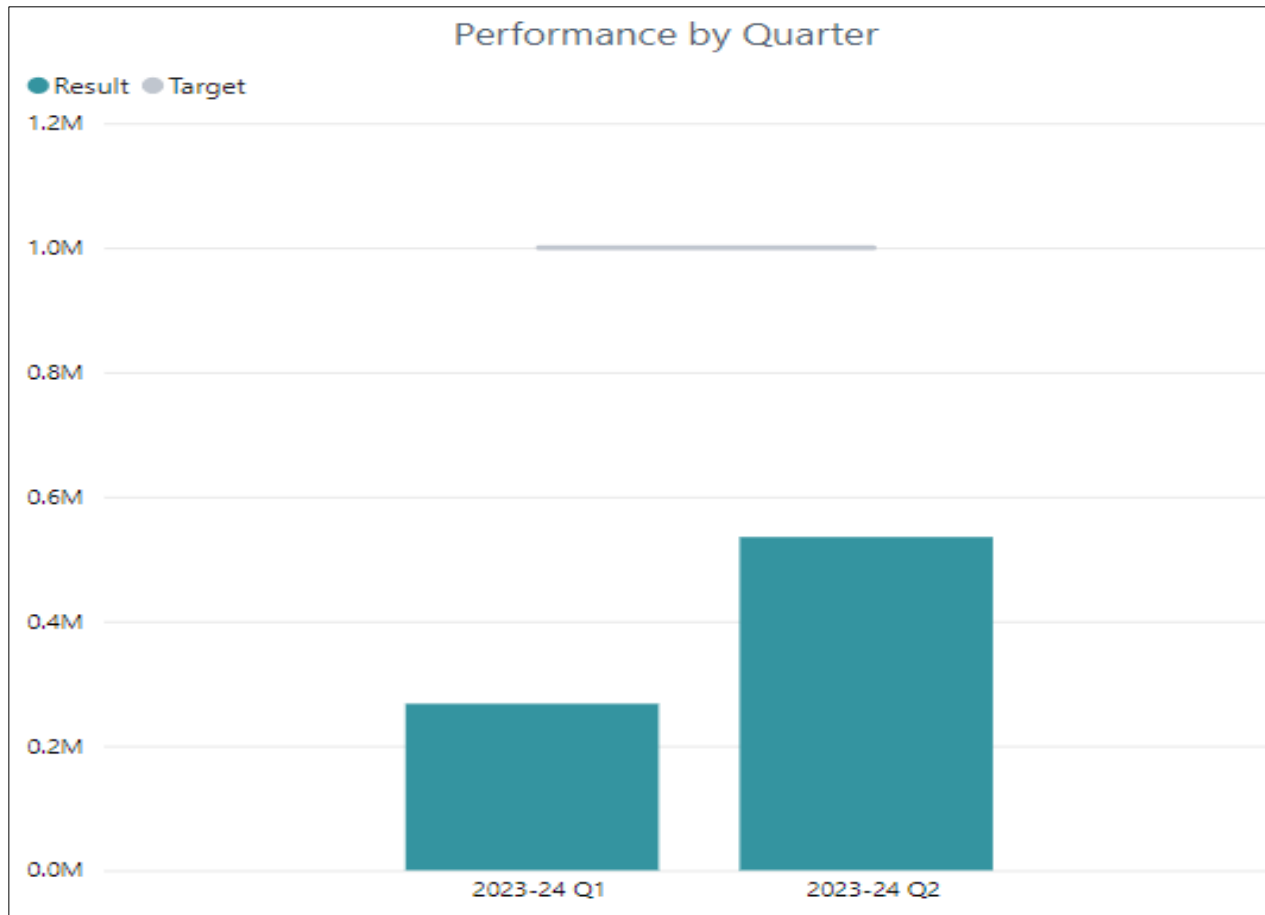
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of physical books borrowed from libraries and Hubs across the city	New Measure	New Measure	1.4 million	458,628	512,742	971,370



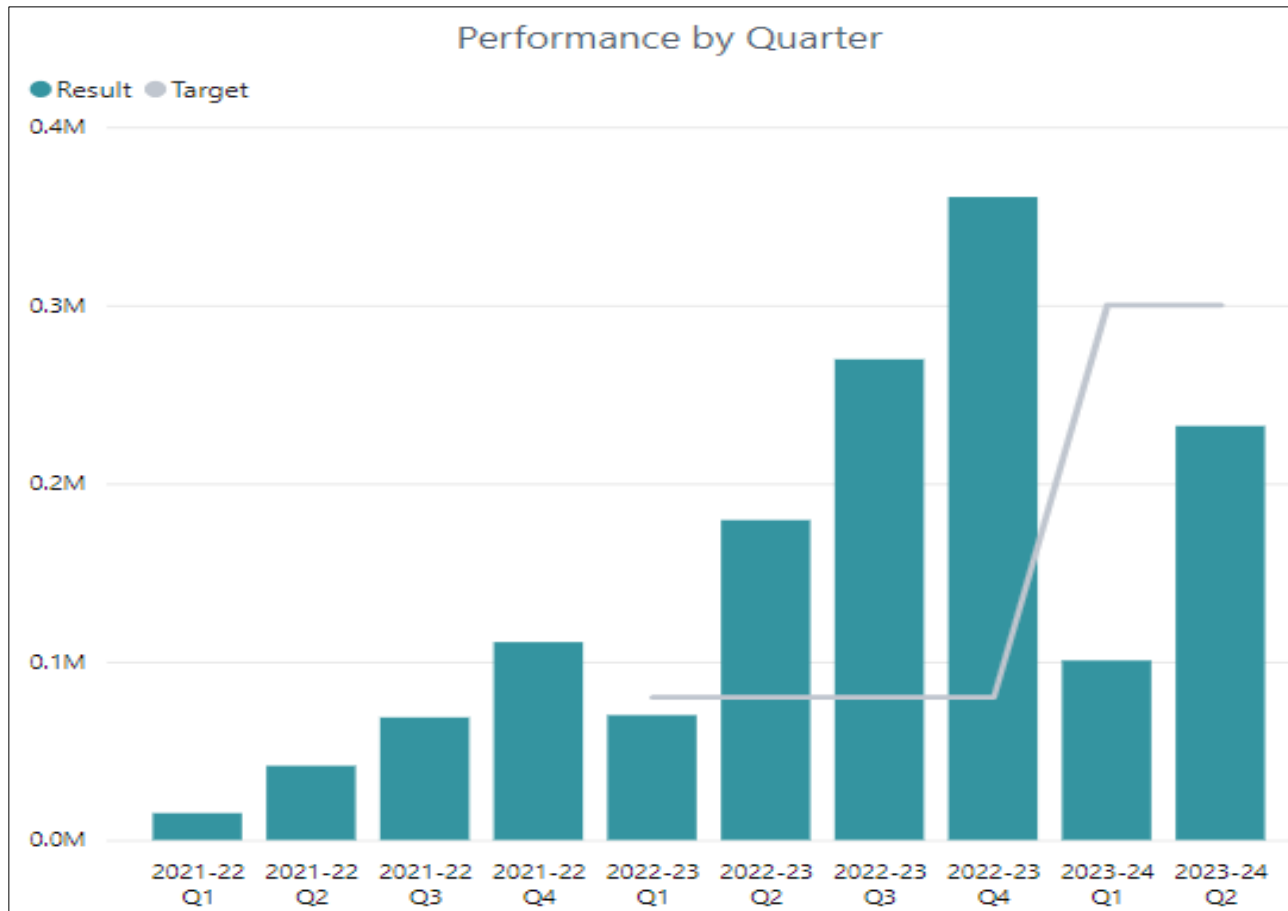
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of digital books downloaded from our 24-hour digital library	New Measure	New Measure	1 million	262,610	267,680	530,290



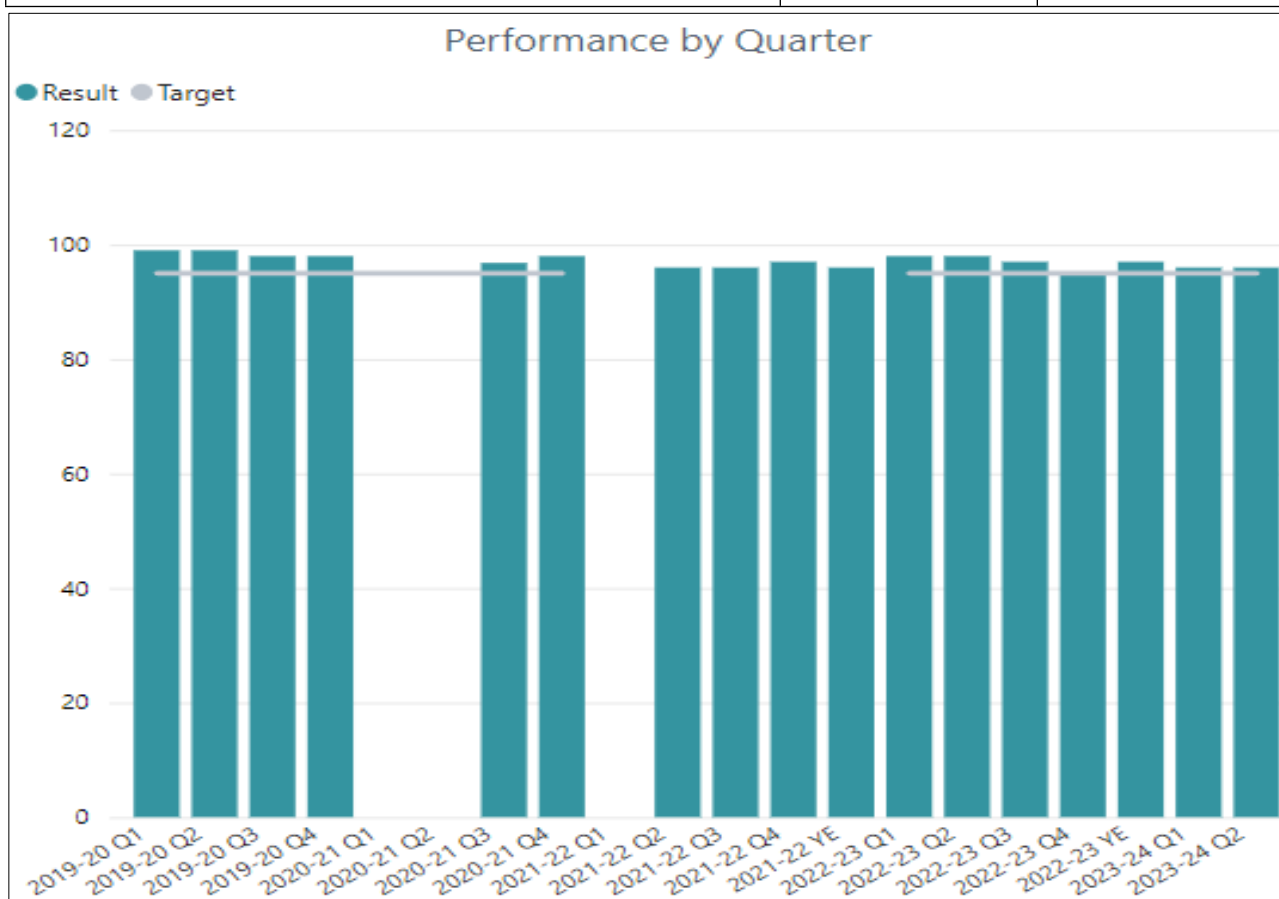
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of page views on the Hubs website	111,006	360,678	300,000	100,705	131,521	232,226



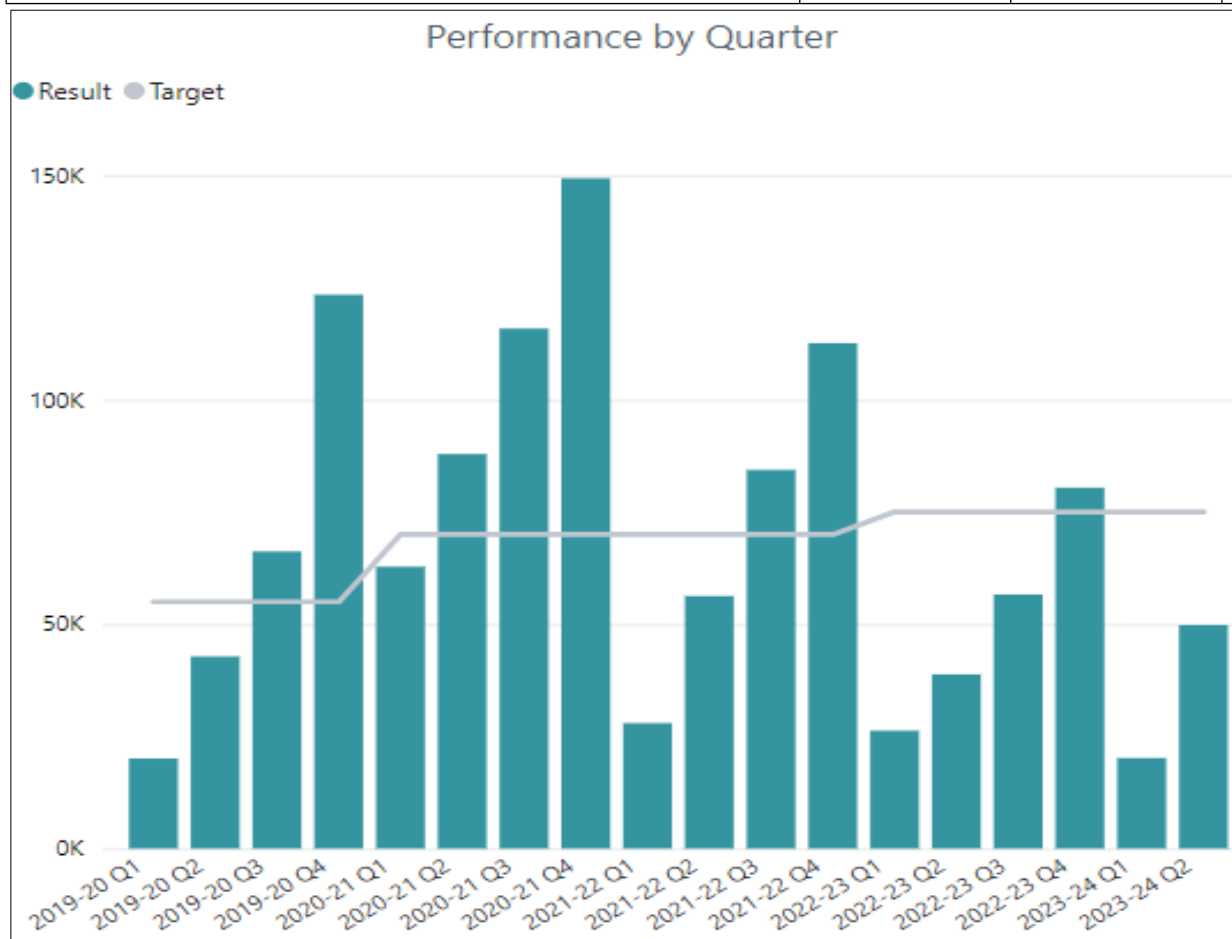
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The percentage of customers who agreed with the statement ‘Overall the Hub met my requirements/ I got what I needed’	96%	97%	95%	96%	96%



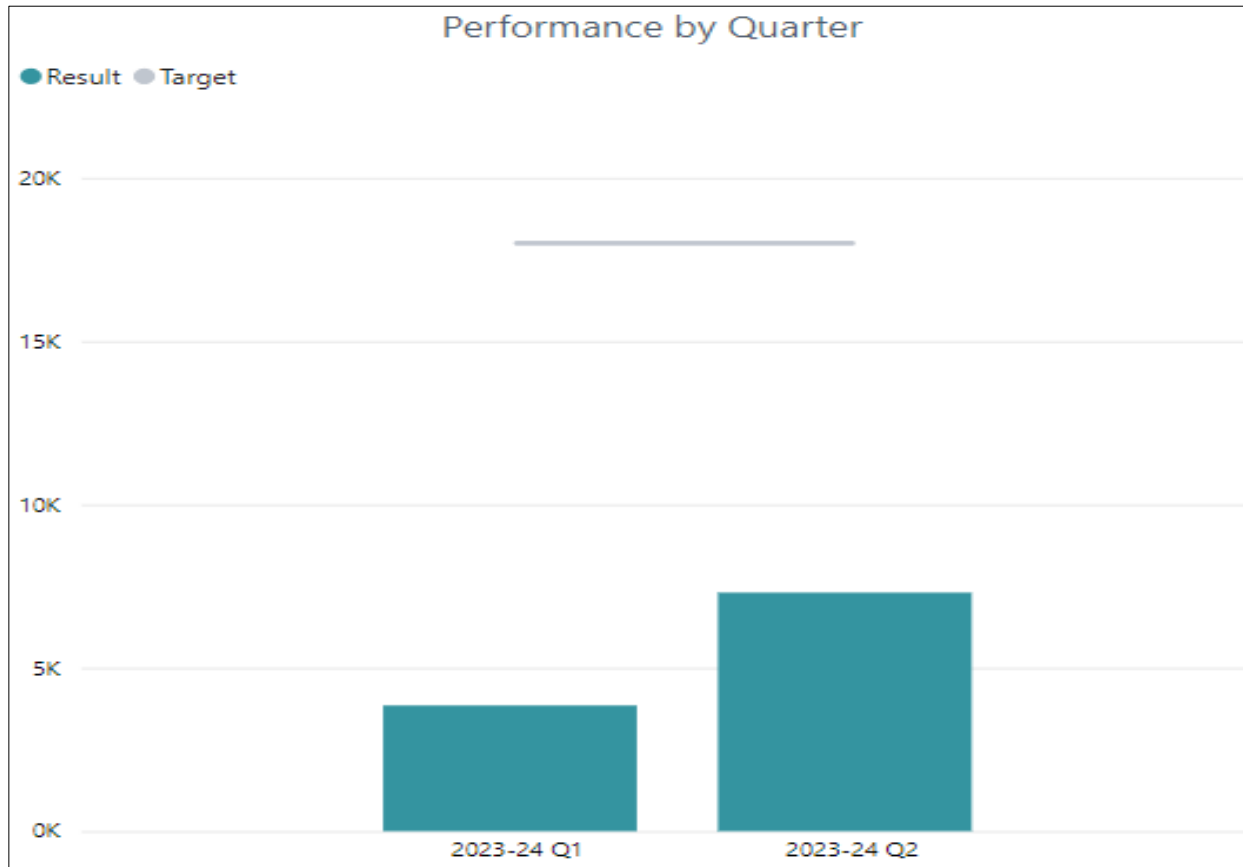
Wellbeing Objective - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of visits (page views) to the volunteer portal	112,622	80,416	75,000	20,190	29,616	49,806



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

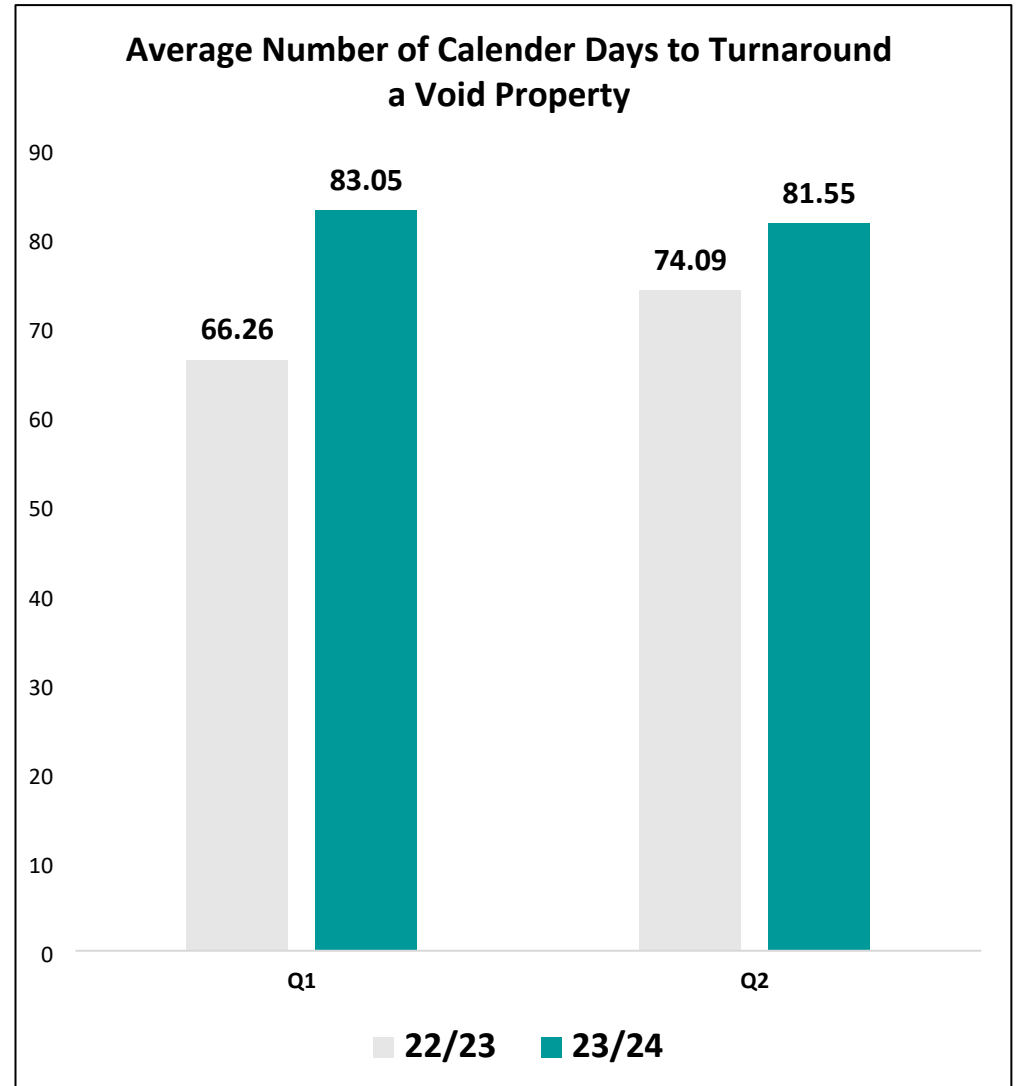
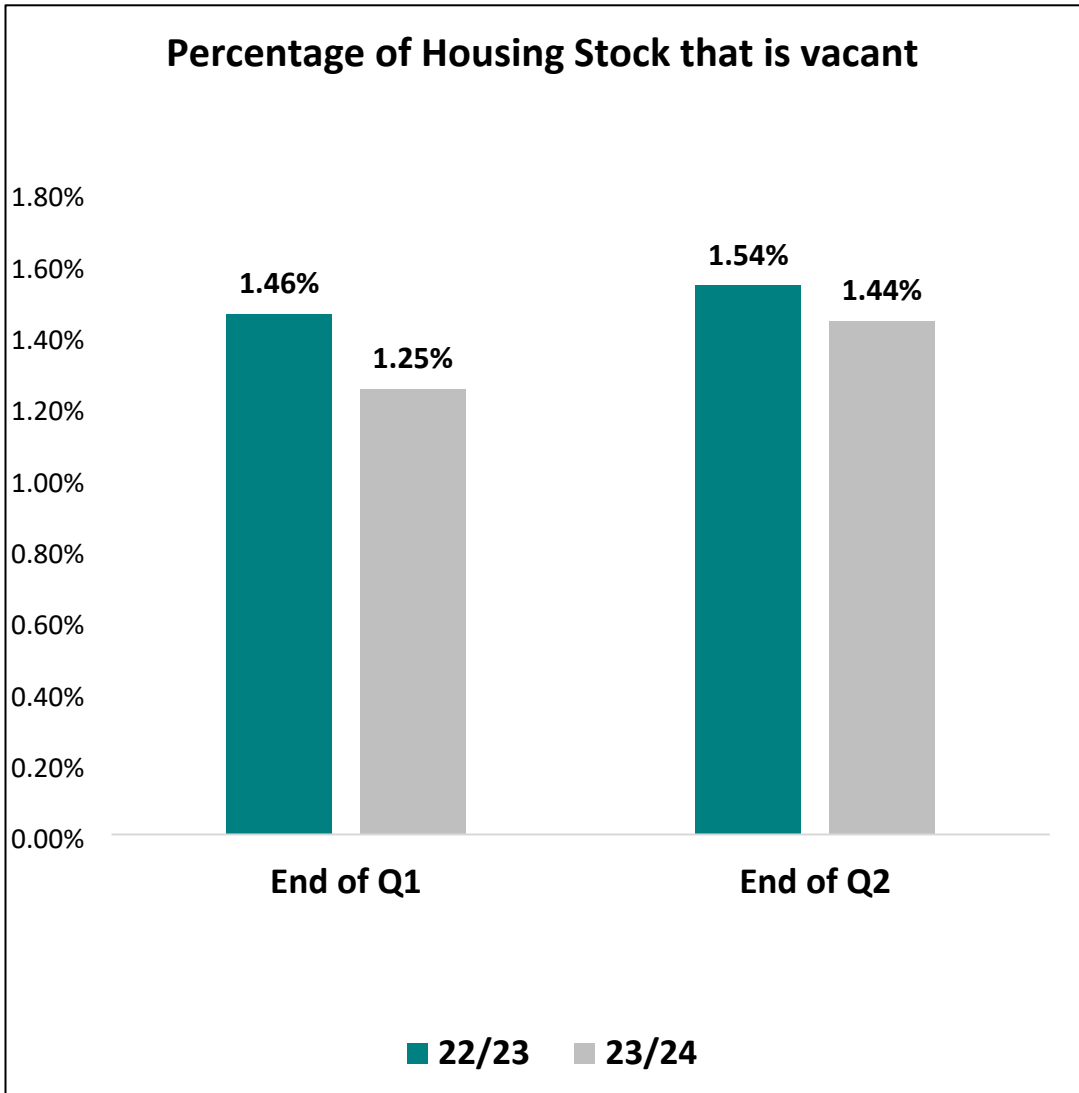
Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of hours given volunteering within Housing & Communities	New Measure	New Measure	18,000	3,850	3,454	7,304



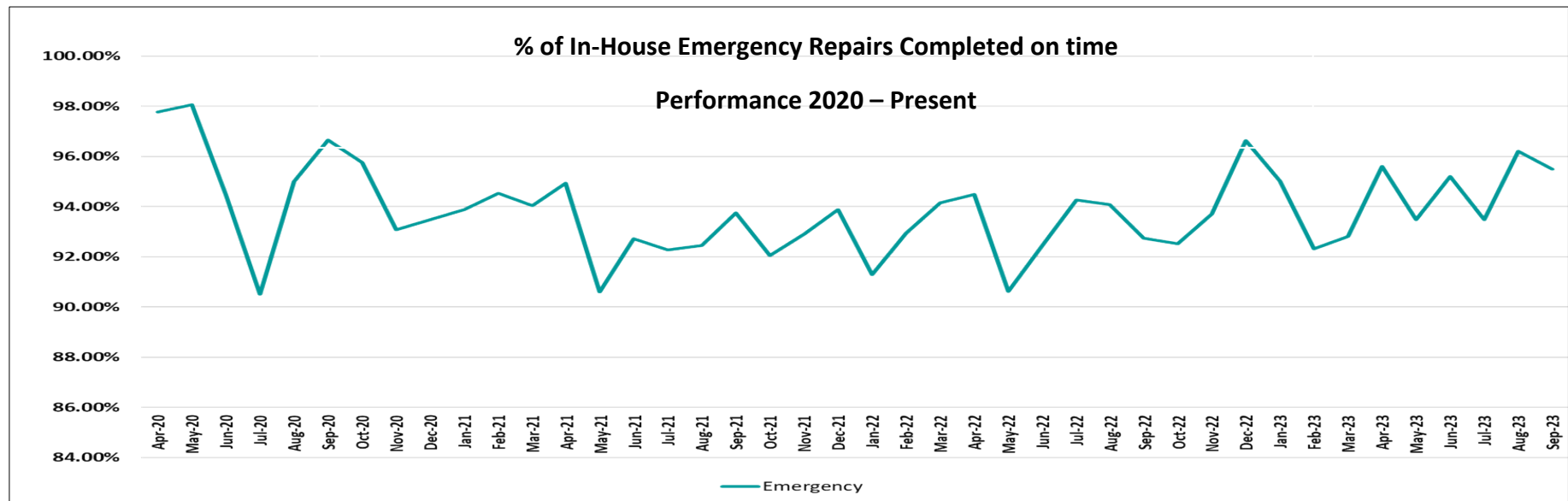
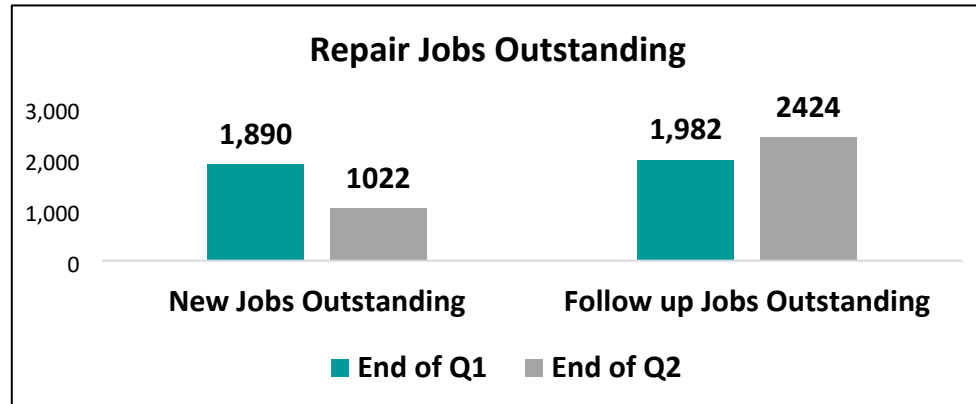
Comments on Q2

The Into Work and Community Volunteering teams have struggled with recruiting paid Volunteer Mentors. These posts are crucial to recruit and support new volunteers. Posts are now filled through varying recruitment methods which will increase the number of volunteering hours throughout Quarter 3 and beyond.

Maintaining our Housing Stock – Core Data

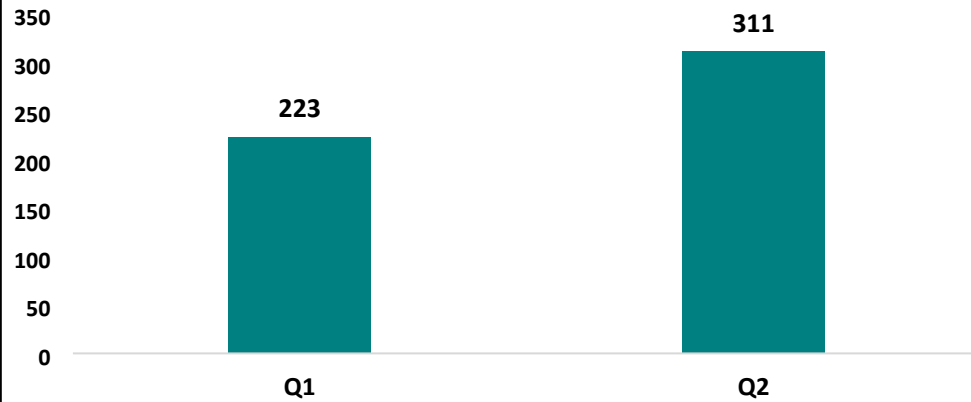


Responsive Repairs – Core Data



Housing & Communities Complaints

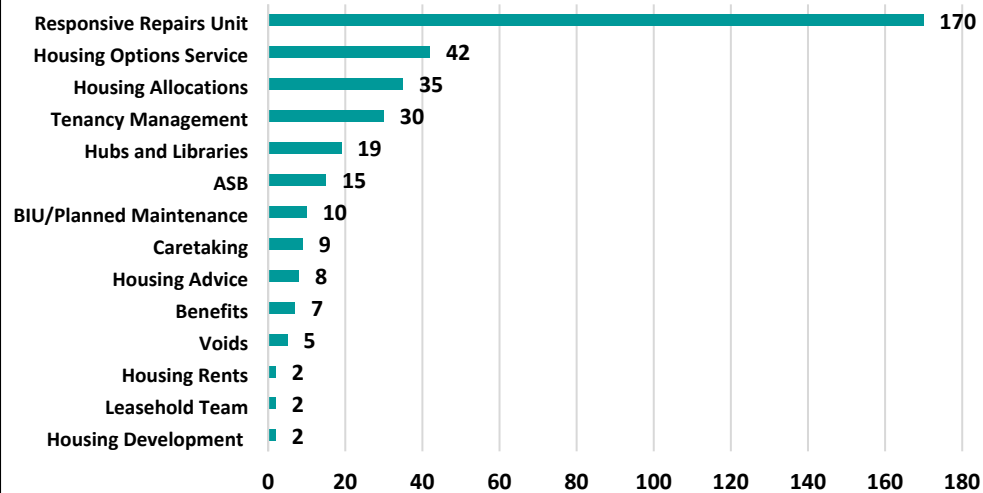
Total Number of Housing and Communities Complaints Received



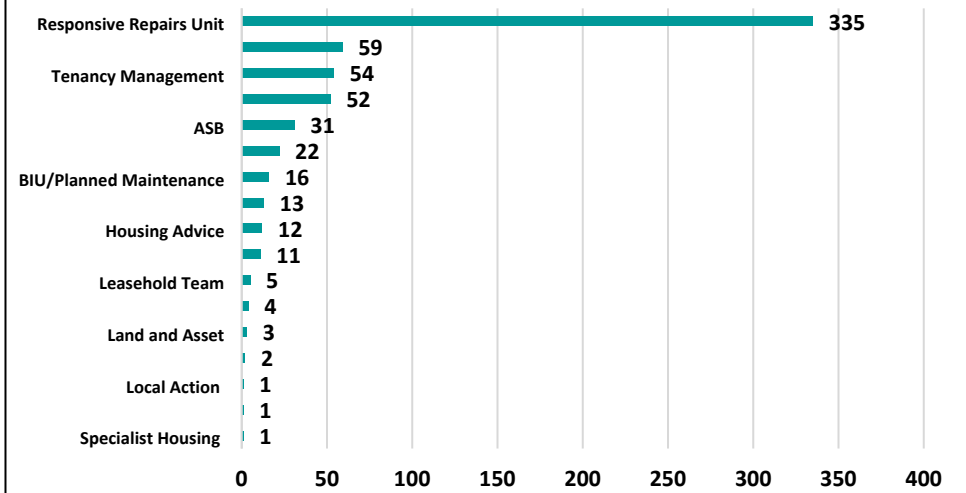
In Q1 a total of **255** complaints were completed and in Q2 a total of **383** complaints were completed. The increase in the number of complaints completed is due to a review of the Complaints Team, which has resulted in more streamlined processes and a quicker completion of cases. A complaint may be in relation to multiple areas of Housing and Communities, and all of these are recorded in the graphs below. The largest number of complaints completed in both quarters relate to the housing repair section; however, these figures must be looked at against the total number of repair jobs completed.

In Q1, **170** complaints completed had a housing repair element to the complaint, however a total of **12,741** repairs were completed. In Q2, **335** complaints completed had a housing repair element to the complaint, however a total of **12,443** repairs were completed.

Housing & Communities Complaints completed in Q1 by section

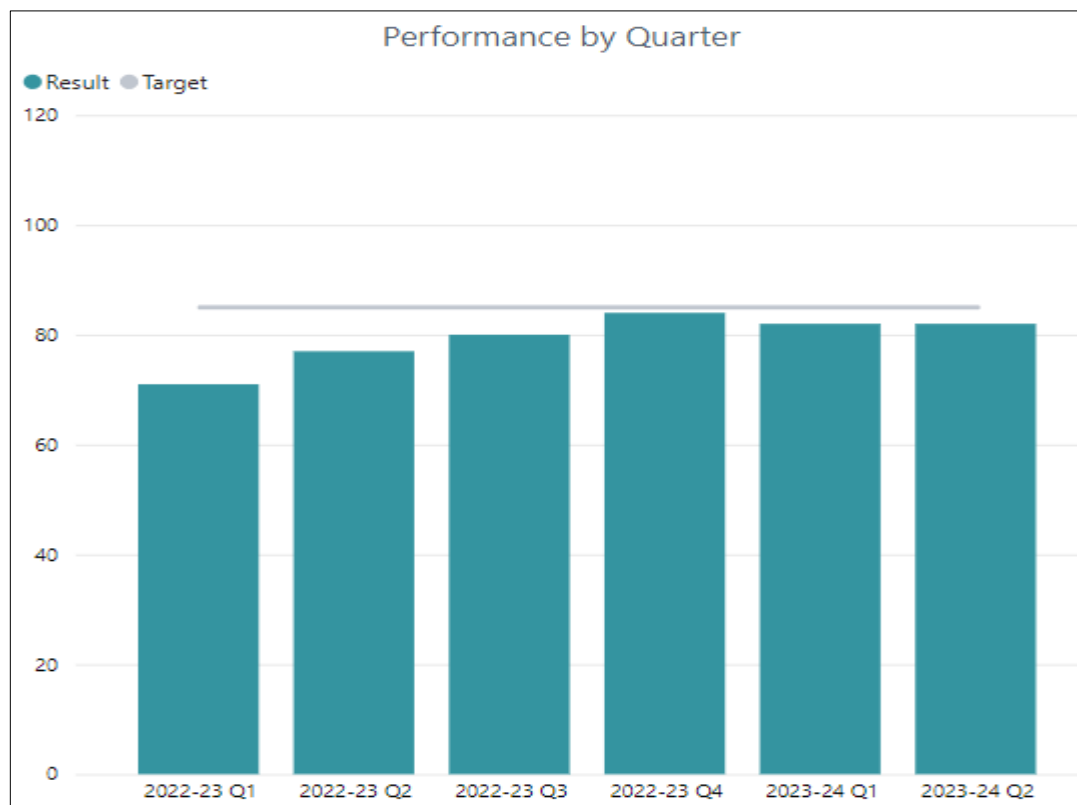


Housing & Communities Complaints completed in Q2 by section



Wellbeing Objective - Safe, Confident and Empowered Communities
Creating Safe and Inclusive Communities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result
The percentage of Council staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	51%	84%	85%	82%	82%



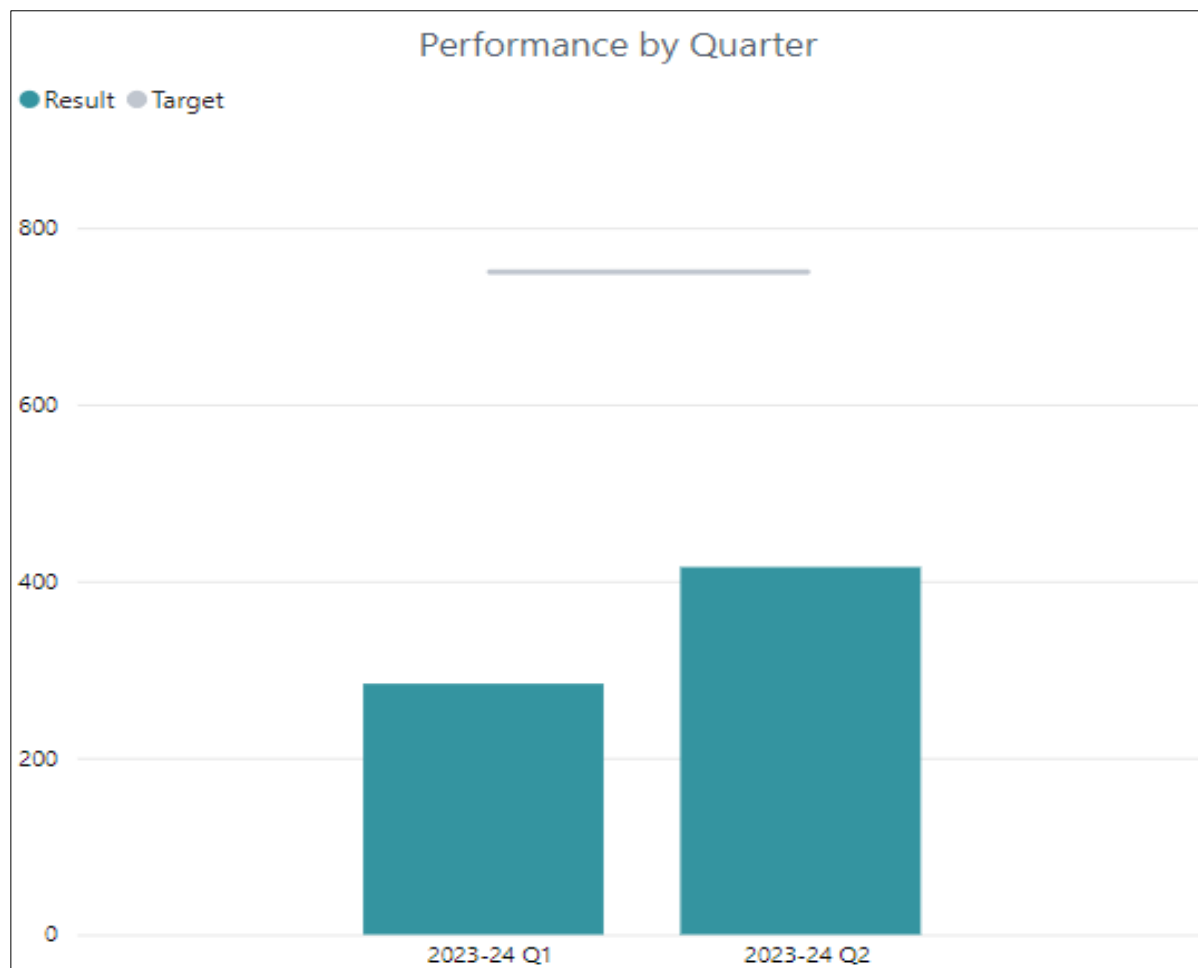
Comments on Q2

The denominator (total number of employees) has been updated resulting in the total number of completions reducing from the 2022/23 Q4 result.

82% excluding school posts
 70% including school posts.

Wellbeing Objective – One Planet Cardiff
Creating Safe and Inclusive Communities

Corporate Performance Indicator	2021/22 Result	2022/23 Result	2023/24 Target	Q1 Result	Q2 Result	Cumulative Total
The number of energy efficiency measures installed in Council-owned domestic properties	New measure	New measure	750	284	132	416



Comments on Q2

Although Q2 has been recorded as under target, figures may change retrospectively as the recording system updates. The cumulative total is above target at the end of Q2.