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Housing & Communities

Q2 Performance Report

CASSC - November 2023



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Wellbeing Objective: Supporting People Out of Poverty

Supporting those most impacted by the cost-of-living crisis
Corporate Plan Commitment



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Commitment

Respond to the impact that the cost-of-living crisis is having on residents by:

- Ensuring that ongoing support is available which can be accessed in person, through the Adviceline or webchat, or by email;
- Promoting 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;
- Continuing the legacy of Together For Cardiff, working with third sector organisations, including Cardiff Foodbank, and businesses to support those in poverty

Update

- Since the last quarter data has been analysed on the demand of the Advice Service and have reviewed the best way to use our resources. In the last quarter the team have started delivering services from the University Hospital Wales and have been invited to deliver sessions at Llandough Hospital. The team is returning to Severn Road School after the Summer holidays and will be attending new locations alongside The Probation Service, the Wallich and 'Over 50s' breakfast clubs as well as further schools and higher learning establishments.
- Further alignment between the Welfare Liaison Team and Advice Services has been completed; the AdviceLine manage all calls on behalf of the Welfare Liaison team including referrals and booking appointments. This has allowed the Welfare Liaison Officers to be better supported and can now help more customers, quicker. This has resulted in no waiting times for Welfare Liaison appointments.
- The Cost of Living publicity/marketing material has been reviewed. All materials have been updated to reflect the support available this year - this includes hard copies, online information and websites. A new Cost of Living Action Plan has been introduced for 2023/24, which includes increased promotion on the rent arrears pathway.
- The Money Advice Team is now a registered Fuel Bank Foundation partner and is able to access Fuel Vouchers for eligible customers. This will be promoted to customers and partners during Quarter 3.

Wellbeing Objective: Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping
Corporate Plan Commitment



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Commitment

Continue to promote the help available to **prevent homelessness, and improve and expand prevention services** in the community by March 2024, including:

- Making prevention support accessible online, by telephone, regularly available in community locations and in a home setting via home visits, to increase the number of people seeking help at an early stage;
- Providing a dedicated caseworker to all but the most straightforward cases;
- Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

Update (1 of 2)

- A more effective triaging process at entry into the homelessness service has been completed and is now in place; all non-complex cases are being seen by the Housing Solutions team. This has resulted in an average of 60 “Advice only” decisions per month, meaning these clients do not need to have a further homelessness duty opened. Further work has been carried out on the Prevention Team to increase efficiency. Half of the team now carries out Assessments in Hubs and complete homeless review appointments, with the other half of the team carrying out casework on complex cases and home visits.
- Work to reduce duplication between homeless support teams is ongoing; a number of “Away Days” have already taken place between the Prevention Team, Temporary Accommodation and Private Rented Sector (PRS) Teams and has helped to remove duplication, This will improve further in Quarter 3 with the Assessment and PRS Teams, aligning fully with the Advice Services.

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- Ensuring prevention support is available immediately and for as long as is required to resolve the threat of homelessness.

Update (2 of 2)

- A new Mentor is now in place and has started carrying out audits on all “Duties to Help Prevent Homelessness”. There are future plans to bring together all mentors (from the Assessment Team) to create a bigger support for frontline staff.
- A new training programme has been developed for Housing Helpline and Homeless Assistant staff, to enable phone staff to provide comprehensive initial advice to reduce customers coming needlessly through to the Homeless Teams. The training will be amended in the next quarter to include Assessment & PRS advice. A review of the PRS phonenumber will take place in Quarters 3 and 4.

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Commitment

Work with Welsh Government to **understand the resource requirements needed to deliver a rapid re-housing approach to homelessness.**

Update

- Welsh Government have not yet responded to the resource requirements submitted in the Rapid Rehousing Transition Plan. However, teams continue working towards the achievable goals within the plan which includes a concentrated emphasis on prevention services.

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Commitment

Increase Temporary Accommodation capacity to address homelessness pressures by:

- Delivering phase 2 of the Gasworks site by August 2023;
- Increasing the number of buy backs;
- Working with Registered Social Landlord partners to identify difficult-to-let properties and finding suitable occupants;
- Increasing the number of managed schemes to improve move-on into permanent accommodation;
- Exploring other meanwhile use of development land.

Update

- Phase 2A has been completed at the Gasworks site in Grangetown and 4 residential units, an office plus a community hub is on site. Next handover of 28 units is expected in December 2023.
- Regular engagement with Registered Social Landlord partners is ongoing. Opportunities are maximised to ensure that all social housing stock is brought into the most appropriate use.
- The Bay Chambers and Pentwyn schemes have been delivered, providing 71 additional units of temporary accommodation for homeless families.
- Buy backs continue to progress with 31 properties currently completed for 23/24. This number will continue to increase throughout the year.
- The acquisition of additional meanwhile use sites is on target. New sites have been identified which will have the potential to deliver at least 300 new modular homes for temporary accommodation. Site plans are being drawn up along with estimated costs and a proposed programme of work. Discussions on-going with Welsh Government to achieve support.

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Commitment

Improve access to the private rented sector and promote this to **address housing need**, through the Landlord Enquiry and Tenancy Service (LETS) and expansion of the Welsh Government Leasing Scheme

Update

- The PRS Team is currently under a full review to ensure a smooth customer and landlord journey but anticipate this will be completed in Quarter 3/ Quarter 4. In some areas, such as our Domestic Abuse pathway, good and substantial progress has been made towards these goals.
- The Private Rented Sector team has recently moved to the Advice Service to be better aligned to Prevention Services. As part of this move, the current incentives packages and landlord surgeries will be reviewed, and feedback sought from landlords to ensure that these offers meet the needs of landlords as much as possible.



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Commitment

Develop innovative housing solutions to address issues such as overcrowding, under-occupation, lack of family accommodation and lack of adapted properties by:

- Promoting mutual exchanges;
- Providing tailored support to those who wish to downsize;
- Expanding the use of modular extensions;
- Reviewing the co-ordination and use of adapted and older persons accommodation.

Update (1 of 2)

- Right-Sizing approaches are being piloted with Addison House Community Living Scheme. 31 tenants who are downsizing have expressed an interest in moving to the new scheme, this will in turn free up family social housing.
- 'Right Sizing' approaches will be reviewed following the Addison House Pilot and implemented on a wider scale to other downsizers on the waiting list and tenants who are not yet registered.
- The Rehousing Solutions Team have implemented new approaches, including identifying properties at the voids stage with potential for further adaptation or alterations to general needs accommodation to meet the needs of people with physical disabilities.
- Several approaches to addressing the needs of overcrowded families have been proposed and drafted, including extensions to existing properties, rehousing family members separately, the use of 'parlour' rooms and the creation of a Right sizing coordinator to look at promoting exchanges using information held on the housing waiting list.

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Update (2 of 2)

- To date 4 existing properties have been increased in size, which include occupied and void properties to ensure that different considerations are taken into account. Liaison with the planning department has also been undertaken to understand their needs to try to minimise issues/ timescales during the planning phase.
- Modular extensions have been the main focus to date to add rooms to current properties to reduce overcrowding. However more traditional build is also now being investigated. The outcomes will be compared to the modular build solutions to understand fully the advantages and disadvantages of both solutions. This will help to develop a more informed decision as we move forward to increase the scheme.
- All new approaches/solutions to be reviewed and further developed through the Right-Sizing Working group.



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Commitment

Improve the quality of our Supported and Temporary Accommodation by:

- Completing the phasing out of accommodation that no longer meets the required standards;
- Reducing the use of hotel accommodation for families.

Update

- Property schedules have been updated with locations due to phase out for phase 3 for those properties that no longer meet the required standard. Alternative use is currently being explored with provisions which are almost vacant.
- Planned closure has been issued to all parties and lists of all current residents with move on plans have been compiled for review.
- Due to the ongoing housing issues, hotel accommodation can not currently be reduced for families. However, innovative solutions have been identified and are being fully considered to reduce the reliance on hotels over the coming months.



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Commitment

Ensure that the complex needs of homeless people are met by:

- 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.

Update (1 of 2)

- Due to the current housing crisis and the high demand of people requiring assistance, a formal full review of complex needs projects has not taken place in this quarter. However the team is engaging with Health on a number of projects including optometry, the dietician and assertive outreach GP services. This will help to move forward towards creating a co-located centre for the health and equalities team. This will include GP's on site leading the care and other interventions for support available.
- The team have also been consulting with Health on providing medical facilities across all our supported accommodation provision.
- Advice Services are now fully integrated within the Multidisciplinary Team – other organisations are also providing support to homeless clients.
- Volunteering is proving challenging for our complex needs clients at the moment, especially under the pressures being faced by services. However, this work will be progressed at a later date.

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Update (2 of 2)

- The Young Persons MDT is proving extremely successful with around 40 complex individuals currently being supported. The service has already expanded and now has services co-located with Barod, a charity that provides support to individuals affected by alcohol and drugs, and their friends and family. Barriers being faced by the service are around the provision of accommodation, but we are working hard to address this.
- Rough sleeping has increased in recent months but has plateaued at around 40 individuals. Many rough sleepers have no local connection to Cardiff, and we are unable to support these individuals with accommodation.

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Commitment

Prevent youth homelessness and ensure that young people leaving care are supported by:

- 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.

Update (1 of 2)

- A Project Manager is in post, leading on the Virtual Youth Hub. Publicity materials including online resources created by a commissioned external company, will be amended to provide up to date and relevant information for young people. The Housing Website will also include young person specific information and will include a webchat facility – this will be staffed by the Housing Helpline team.
- Into Work Mentors are now co-located with the Personal Assistant (PA) Team in Hafan Gobaith, to support both the PA and Young Person. A new Young Person's Money Advisor is providing drop-in sessions from Hafan Gobath for Basic Income Pilot support, budgeting and debt, income maximisation and benefit form help. The Young Person's Money Advisor will be providing support from other locations across the city from Quarter 3, to support the young person to become more independent.
- The new central Youth Hub will have a strong PA presence once in place.

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Commitment	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">• PAs are liaising with the Prevention Team for young people who are at risk of or are facing homelessness, however this needs to be formalised to ensure the young person receives support quickly. A meeting between the PA’s and Housing Advice has been set up in Quarter 3.• A second Young Person’s Prevention Officer has been appointed and will be working with Llamau from Quarter 3 to identify young people at risk in schools.• There are two remaining units of accommodation to open under Contract 3 of the Young Person’s Gateway (YPG). It is anticipated both being opened and referred into in by end of November 2023. One is expected within 4 weeks whereas the other is subject to a planning permission request.• The new Tai Ffres scheme, a collaboration between Llamau and United Welsh Housing Association is expected to start letting properties, with support available for young people in the next quarter.

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
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Commitment	Update
<p>Ensure the current Council house building programme delivers at least 1,000 new council homes through the Cardiff Living programme and additional schemes currently on site by the end of 2023.</p>	<ul style="list-style-type: none">• Wakehurst Place development has been completed. 13 new homes have been allocated.• There are some issues with the site at Lowerth Jones. These delays are due to technical approval from highways of section 38/278, however handover is now expected in March 2024.
<p>Expand the scale and pace of the programme by implementing a new council-led commercial housing development partnership and ensure that sufficient sites are identified to build at least 4,000 new homes overall, including the delivery of properties for rent or sale to keyworkers.</p>	<ul style="list-style-type: none">• List of sites for the 2nd development partnership has been agreed, although this will always be reviewed. Soft marketing has been a continuous process and we are on target for programme timescales

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Commitment

Invest in our local communities by:

- Preparing and adopting a new Regeneration Strategy to **support district and local centres, and 15-minute city principles;**
- Developing regeneration opportunities for the South Riverside Business Corridor including Cowbridge Road East and the Roath/Adamsdown Business Corridor including Clifton Street and Broadway;
- Continuing to implement the current estate improvement programme with a focus on better integrating new housing development with local community investment wherever possible;
- Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding for projects;
- Implementing a further three-year programme for Neighbourhood Renewal Schemes (NRS) based on ideas submitted by Ward Members.

Update

- A first draft of a framework document for the draft regeneration strategy has been received from our external consultants- capacity issues within the team have meant that work to improve this to meet our exact requirements has not been progressed as yet.
- Connected to this- Cabinet report will not be progressed until the strategy is ready. The step has been rated Amber due to these issues.
- A Community Engagement report has been completed and shared widely- discussions with internal teams to agree the scope of the placemaking plan for Cowbridge Road East (CRE), have commenced. Final scope and costs of production are being agreed.
- Estate regeneration projects are delayed due to cost estimates and funding limitations. Early mapping of housing development schemes and regeneration projects has taken place- further work required on identifying opportunities for integration.
- Engagement work on prioritised Neighbourhood Regeneration Schemes has taken place with ward councillors and service areas.

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
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Commitment

Investigate and **deliver future Community, Youth and Wellbeing Hubs** with partners, including:

- Progressing plans for a youth hub in the city centre and agree a preferred option by Autumn 2023;
- Securing planning permission for a new Health and Wellbeing Hub at Ely & Caerau by December 2023;
- Exploring options for new Hubs on strategic planning sites and larger housing and regeneration projects.

Update

- Heads of terms for the Ely & Caerau Parkview Wellbeing Hub are at a final draft stage. Cardiff and Vale University Health Board (CAVUHB) have reformed the project team and sub groups. Regeneration team are part of these and are working closely with CAVUHB on all project elements.



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Commitment

Work in partnership with Registered Social Landlords to **maximise the amount of affordable housing** that can be delivered through the Social Housing Grant Programme, including:

- Implementing a five-year plan to build the specialist and supported accommodation required;
- Achieving a full spend of allocated Welsh Government funding;
- Maximising opportunities to secure additional monies.

Update

- The Social Housing Grant (SHG) Programme is a 3 year rolling programme and is fully allocated for 23/24, and indicatively fully allocated for 24/25 & 25/26.
- Identified risks relate in the main to organisations not being able to enter into contract for schemes, and/or not achieving a start on site so that SHG can be spent.



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Commitment

Improve fire safety in homes by:

- Continuing to communicate and work with Council tenants to ensure high-rise buildings are safe and suitable for occupants;
- Continuing to deliver improvement measures including re-cladding and sprinkler installations in Council properties;
- Ensuring regular fire safety assessments are carried out and acted on in Council properties;
- Working with partner organisations including South Wales Fire & Rescue Service in regard to training and high-rise familiarisation events;
- Continuing to work with Welsh Government and stakeholder organisations in the development of their Building Safety Programme for medium and high-rise buildings in the private sector.

Update

- Recladding works are continuing at Lydstep High-rise block.
- Consultants have now been appointed to commence tender documents in coordination with associated Cabinet report for the recladding of Loudoun & Nelson House.
- Sprinkler designs have been completed for Beech & Sycamore House.

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Commitment

Progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.

Update

- Analysis has showed that the Contractor tendered costs for the BISF External Wall Insulation Scheme are almost double the Welsh Government grant award. Ongoing discussions are underway with the Welsh Government to consider options as a way forward.



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Building new Council homes and investing in community facilities Directorate Delivery Plan Commitment



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Commitment	Update
Take a more strategic approach to tackling Anti-Social Behaviour (ASB) in our council homes by listening to what tenants want and understanding their concerns	<ul style="list-style-type: none">• Some ASB Surgeries are taking place, and planning for further surgeries are to be held once new staff have completed training.• Regular meetings are now being held with the Victim Support Officer. A Service Level Agreement is in place and being monitored.• Hotspots – Work at Anderson Fields is continuing. Fixed Penalty Notices are in place with Waste Management if needed. Meeting has been held at Litchfield Court and outcomes are being monitored to ensure effectiveness. Operational group is running in Caerau, at early stages with issues ongoing.• Bi-weekly meetings are continuing with Noise Pollution. Officers meet their Neighbourhood Policing Team weekly and ASB Manager meets monthly with Community Safety Sergeant.• ABS have met with the development team to scope questions for focus groups.

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Commitment

Develop **The Local Action Team** to build on community engagement to empower communities to take pride in where they live.

Update

- In this quarter, Cardiff Art Project (CAP) has delivered projects with local schools across Cardiff including cleaning and creating a mural in a Pentwyn subway which is a route to school. The local school children worked with a local artist and created a mural for the subway. The Local Action Team are working with a school to undertake a litter pick this month.



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Commitment

Continue to monitor our rent levels by:

- Using the Joseph Rowntree Foundation Living Rents to measure affordability.
- Supporting the Welsh Government to develop a national approach to measuring affordability.
- Ensuring that help is available for tenants who are struggling financially.
- Ensuring no eviction takes place for rent arrears where the tenant is working with us to resolve the issue.

Update

- Wraparound support is available to tenants who are struggling financially . The dedicated Welfare Liaison team, who are now fully aligned with the Advice Services are now able to see more tenants with no waiting times for an appointment.
- Due to the decrease in DHP allocation from the DWP and the WG Homelessness prevention grant being fully utilised, as part of the rent arrears pathway, a business case has been made to the accountancy teams to allow the use of £250k to further support council tenants in rent arrears.
- Regular monthly meetings are held with Advice Services and referrals continue to be made to the Welfare Liaison Team.
- The rent setting process for 24/25 will be concluded in Q3, with the Joseph Rowntree Foundation Living Rents used to ensure that any rent increase proposed is affordable.

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Commitment

Review the Tenant Participation Team programmes to ensure that more tenants are reached.

Provide more opportunities for tenants to get involved and have their say including via regular survey engagement.

Update

- Tenants were recruited at the Tenant’s Conference with the aim of launching monthly focus groups. These have now been scheduled. The first group will focus on communication and exploring how the team can effectively engage more tenants. A survey has been developed to scope further views. This will be offered at drop in events to further adapt the engagement strategy with the aim of meeting the needs of Tenants.
- The Tenants Times is due to be re-launched this Winter. A Corporate Apprentice – Content Creator has been recruited who will be tasked with designing a social media communications programme.
- The “mystery shopping” exercise will now take place in the new calendar year.

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Commitment	Update
<p>Deliver a robust, joined up, rapid response service in order to address damp and mould in council properties by:</p> <ul style="list-style-type: none">• Delivering an action plan for addressing damp and mould led by a case management approach which addresses and all aspects of the individual case.• Creating a new dedicated team that will carry out damp and mould works in the home.• Effectively communicating and engaging with contract holders whilst providing support and advice to prevent and address damp and mould.	<ul style="list-style-type: none">• A new Damp and Mould process has been finalised and is in the process of being uploaded to systems so it can be used and monitored effectively. It includes considerations for offering clothes drying solutions, fuel poverty, family make up and a toolbox of works solutions. With follow ups, to ensure the works are effective as a key part of this process.• Recruitment for the new dedicated damp and mould team has been completed.• A new damp survey with a risk matrix has been created as part of the new process to ensure that cases are identified and works completed in priority order. The survey is thorough and encourages finding the root cause of the problem in order to use the correct approach to work solutions and necessary referrals for further support.• A new video providing advice to contract holders has been finalised and will be rolled out and promoted shortly, along with an advice leaflet which will be issued and discussed with every new tenant and as part of all damp and mould inspections.

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Commitment	Update (1 of 2)
<p>Establish the Repairs Academy to assist with workforce planning in the Responsive Repairs Unit to ensure that there are no gaps in resource, experience, and skills by:</p> <ul style="list-style-type: none">• Providing a support system for apprentices and trainee's; giving them the best possible chance to qualify and obtain as much experience as possible whilst employed by Cardiff Council.• Giving a more diverse range of people the opportunity to explore their interest in Construction, with the option of different routes in to the Sector; regenerating the experience and skills held by our existing workforce.	<ul style="list-style-type: none">• 5 out of 5 Repair Academy trainees are now in post and have completing training, before being allocated mentors. The Academy continues to work closely with the Into Work team who are providing the full training package (CSCS/ Asbestos Awareness/ Working at Height/ Manual Handling) for Trainees.• Progression from the Academy is also working well with a Trainee who is currently waiting to be interviewed for a Maintenance Person and a Maintenance Person being appointed into a Carpenter position within the Responsive Repairs Team.• The Academy has also been supporting the in-house training team with mentoring and training of new starters of Responsive Repairs Admin and scheduling staff.

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Commitment	Update (2 of 2)
<p>Establish the Repairs Academy to assist with workforce planning in the Responsive Repairs Unit to ensure that there are no gaps in resource, experience, and skills by:</p> <ul style="list-style-type: none">• Providing a support system for apprentices and trainee's; giving them the best possible chance to qualify and obtain as much experience as possible whilst employed by Cardiff Council.• Giving a more diverse range of people the opportunity to explore their interest in Construction, with the option of different routes in to the Sector; regenerating the experience and skills held by our existing workforce.	<ul style="list-style-type: none">• The team have worked with the Women's Network to discuss ways in which more women can be supported to apply for trade-based roles. Discussions have begun on how we potential barriers can be removed. The job advert has been amended to reflect this and provide encouragement for women to apply. This has resulted in an increase in the amount of females applying for these roles.• 6 of 6 Apprentices are currently in post, the most recently recruited was a female Painting & Decorating Apprentice - our first female apprentice.• The team have been networking with various internal teams in Cardiff Council including the Communications & Media Team to promote roles and have seen an increase in applications for job roles.

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities
Corporate Plan Commitment



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Commitment

Tackle all forms of violence against women and girls and take action to strengthen the support available by approving and delivering a refreshed regional Violence against Women, Domestic Abuse and Sexual Violence Strategy 2023-26.

Update

- A Steering Group has been established and is overseeing the work to address the recommendations from the Safe Lives review of MARAC. Operational Group refreshed and clear lines of reporting agreed. Cardiff MARAC Coordinator not yet appointed so the step has been rated Amber.
- Regional data is being collated and report prepared for next Steering Group.



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#WorkingForYou

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities
Corporate Plan Commitment



STRONGER
FAIRER
GREENER



Commitment

Ensure all those who experience domestic abuse can access specialist support by completing the review of refuge accommodation in the city by March 2024 and developing full proposals for change.

Update

A review has been carried out to explore the capacity of current services for this cohort and demand levels of women with complex needs. The review was presented to the complex needs project board. The aim is to take forward key findings and continue to explore best practise

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities Directorate Delivery Plan Commitment



**STRONGER
FAIRER
GREENER**



Commitment

Improve and develop services for Gypsy, Roma & Traveller communities residing on local authority sites by:

- Introducing a replacement Allocation Policy
- Improving on site community facilities
- Increasing the quantity of culturally appropriate accommodation available, to meet the short term needs, of Gypsy & Traveller communities in Cardiff.
- Developing a strategy for transient site / temporary stopping places/ negotiated stopping in light of new legislation “Police Crime Sentencing and Courts Act 2022”

Update

- A Draft Allocation Policy for Gypsy Sites to replace the existing point-based system is currently being drafted. This work will continue into Quarter 3.
- A partnership engagement strategy and equality impact assessment in line with proposed development of Shirenewton site office has been completed.
- Regular meetings are held with other local authorities and local police and this has resulted in a draft unauthorised encampment protocol being produced.
- A strategy for transient site / temporary stopping places/ negotiated stopping in light of new legislation “Police Crime Sentencing and Courts Act 2022” is in progress. We are awaiting contact from Welsh Government to progress this work further.



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Wellbeing Objective: One Planet Cardiff

Decarbonising the city and leading a green recovery Corporate Plan Commitment



**STRONGER
FAIRER
GREENER**



Commitment

Increase energy efficiency and reduce carbon emissions through a Housing Energy Efficiency Retrofit programme across all tenures of housing, reaching 2,000 domestic retrofit measures per year by 2024 and including measures delivered through Housing Revenue Account funding, Government and energy company funding, facilitated via our Affordable Warmth Partnership, and via engagement with landlords and letting agents to ensure compliance with Minimum Energy Efficiency Standard (MEES) Regulations.

Update

- Surveys have been completed on the 9 blocks of flats to be decarbonised utilising Optimised Retrofit Programme (ORP) funding.
- Consultants have now been appointed to commence tender documents for re-cladding works at Loudoun House & Nelson House
- Contractor tendered costs to deliver the mixed tenure energy efficiency retrofit scheme to unimproved British Iron and Steel Federation (BISF) properties are almost double the Welsh Government grant award. Discussions are currently underway with the Welsh Government about way forward. The step has been rated Amber due to this.
- A new role to provide additional resource on creating a strategy for the decarbonisation of Cardiff Housing stock has been advertised and is due for appointment in October.

Wellbeing Objective: Modernising and integrating our public services

Improving the Council's digital offer and enhancing the use of data Directorate Delivery Plan Commitment



**STRONGER
FAIRER
GREENER**



Commitment

Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.

Update (1 of 3)

- Due to the costs associated with Scan stations, Jotform is being explored as an alternative. Work is being completed to understand notice periods required for scan stations and Jotform is being actively explored to see if it can take over the function. #The Go live date for the Housing Website has been moved back as there has been a delay with content reviews. This is now being worked on and pushed forward. Collaborative work is taking place with the Web Team to reach the end goal of being live by the end of Quarter 3 depending on translation timescales.
- The Self Service payment point project is being picked up in the current digital project which is moving along at a steady pace. Exploration into what other services use is taking place.
- The final version of the damp and mould / condensation video for tenants has been completed and will appear on social media sites and our website.
- The Debt Enforcement Team have been trained and are now using DocuSign. Tenancy and Visiting teams are also trained. Other teams are to be contacted to continue the roll out.

Wellbeing Objective: Modernising and integrating our public services

Improving the Council's digital offer and enhancing the use of data Directorate Delivery Plan Commitment



**STRONGER
FAIRER
GREENER**



Commitment

Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.

Update (2 of 3)

- A Trainer is to compile documentation ready for ‘Train the Trainer’ days in respect of Repairs Online. This has been delayed due to the ICT build still being carried out and configuration issues in Housing Online. It will now be delivered in Quarter 4.
- All teams have been provided with a spreadsheet to update their document types for Scan Stations with a deadline of 13/10/23.
- Information will then be passed to “Looking Local” to update the scan stations back office. Although Jotform is being looked at as an alternative we are still exploring proof of concept and so a decision has been made to continue to update scan stations in the interim.
- Welsh Interfinder Build has been completed. Phase 1 of the Go Live NEC Housing Back Office Function has been pushed back to Quarter 4 due to significant develop requirements for ICT and integration with our current systems.
- Phase 2 of the DPIA for Web Chat has just been received from the Data Protection Team and the cloud impact assessment is with ICT. Once both have been answered this project can move forward.

Wellbeing Objective: Modernising and integrating our public services

Improving the Council's digital offer and enhancing the use of data
Directorate Delivery Plan Commitment



STRONGER
FAIRER
GREENER



Commitment

Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.

Update (3 of 3)

- Discussions are ongoing with ICT and Civica to discuss the Workflow upgrade.
- To progress the working on informational videos on basic repairs, to create a library on the website / public facing SharePoint, work has commenced to look for usable links across other businesses to see if these can be added to a video library. Consideration to be given to making some videos / animations ourselves and utilising videos on other platforms.
- The Gypsy Traveller Sites service has been completed.
- The 2nd phase of Power BI Core Data is progressing well - working in partnership with the Policy and Development Team Manager.
- Continued work is taking place to prepare for Eclipse – a joint meeting with Childrens services is taking place within Quarter 3 for an update.
- CareFinance is in the process of being built and cleansing will start shortly – to be completed and live by the end of Quarter 3.