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Housing & Communities Q4 Performance Report



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Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services
Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (1 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none">Improving the support available to help older people move to more appropriate housing.Delivering new models of housing with care	<p>To help older people move to more appropriate housing, that will allow people to stay independent in their home longer, the service is recruiting a Specialist Accommodation Gateway officer. Interviews for this will be completed in May 2024. This post will help to fully develop a new dedicated Older persons Gateway that will specialise in the allocation of older persons accommodation</p> <p>Addison House Community Living Scheme for older people has now opened. This was very successful not only by providing excellent homes for older tenants, that will allow them to stay independent in their own home for longer, but also releasing 29 family homes in the process. A full review of the scheme is being undertaken to understand lessons learned so these can be applied to the future development of older persons schemes which will be completed in Quarter 1 of 2024/25.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services

Corporate Plan / Directorate Delivery Plan Commitment



Commitment	Update (2 of 2)
<p>Provide the right help at the right time to help people stay independent at home by:</p> <ul style="list-style-type: none">• Improving the support available to help older people move to more appropriate housing.• Delivering new models of housing with care	<p>To enable the service to deliver new models of housing with care Housing LIN (Learning Improvement Network) are continuing their research into best practice in older persons housing. A meeting is due to take place in Quarter 1 2024/25 for them to present their findings and take forward any agreed recommendations.</p> <p>Their findings will be used to inform new housing developments, the first of which are expected to be delivered in Quarter 4 2024/25.</p>

Wellbeing Objective: Cardiff is a great place to grow older

Supporting older people to live independently at home through strengths-based preventative services Corporate Plan Commitment



Commitment	Update (1 of 2)
<p>Deliver new older persons housing which supports independent living, including:</p> <ul style="list-style-type: none">• Commencing the community living schemes in the Maelfa, St Mellons, Bute Street and Canton;• Completing Addison House in Rumney by August 2023;• Submitting a planning application for the Michaelston Well-being Village by September 2023.	<p>Lovells are in contract and on-site for the construction of the Community Living scheme at the former community centre in St. Mellons and negotiations are still on-going with Wates Construction to develop the Maelfa Community living project. It is anticipated that a start on site at Maelfa will take place this summer.</p> <p>Good progress has been made in the development of community living projects at Bute Street and Leckwith Road (former Canton community centre). Both schemes are under construction with Encon in contract for Leckwith Road and Hale in contract for Bute Street. Both projects are currently on programme with a targeted handover date of February 2025 for Leckwith Road and July 2025 for Bute street.</p>

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Corporate Plan Commitment



Commitment	Update (2 of 2)
<p>Deliver new older persons housing which supports independent living, including:</p> <ul style="list-style-type: none">• Commencing the community living schemes in the Maelfa, St Mellons, Bute Street and Canton;• Completing Addison House in Rumney by August 2023;• Submitting a planning application for the Michaelston Well-being Village by September 2023.	<p>Handover of Addison House has taken place and residents have moved in. A residents' consultation event will take place in early 2024/25 once residents have had a chance to settle into their new apartments. A Lessons Learnt session has also taken place with building partner Wates to benefit future scheme.</p> <p>The Michaelston College Scheme is being targeted for a planning submission in April 2024. There have been delays due to financial viability assessments being undertaken by Wates. It is anticipated that planning will be determined by the end of 2024.</p>

Wellbeing Objective: Supporting People Out of Poverty

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



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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 (1 of 2)

In order to respond to the impact that the cost-of-living crisis is having on residents, the Welfare Liaison Team focussed Quarter 4 on supporting customers with Discretionary Housing Payment's and Rent Rescue cases. The process has been amended to encourage completed applications in one appointment as well as targeted support for cases referred by the Finance and Prevention Teams. The combined Money Advice and Welfare Liaison Teams are also supporting the new Discretionary Housing Fund for eligible Council Contract Holders and the introduction of the Rent Arrears Focus Group.

The Team have provided more drop in and information sessions throughout the city alongside the disability benefit specialist team. These events have been successful in obtaining new referrals in locations that the service doesn't regularly attend. This has also shaped the future development plans of the service to try and capture more customers in harder to engage locations.

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Update (2 of 2)

Funding has been secured through a number of Welsh Local Government Association grants to replenish Together For Cardiff funding, supporting customers who are not eligible for welfare benefits and grants. Legal advice is still being finalised to enable the move of the fund to Community Foundation Wales and become a separate entity to the Local Authority. This will be carried forward in the new year

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)

The Prevention Team have continued to promote the help available to prevent homelessness and have expanded prevention services in Quarter 4. The team has recently launched in partnership with the Forward Trust Community Team a pilot Homeless from Home scheme, to work with Prison Leavers to secure Private Rented Sector Accommodation, using funding for Bond and Rent in Advance payments. Monthly meetings have been arranged to monitor cases and track outcomes. So far 3 individuals have been supported through this pilot and have prevented them from presenting as Homeless on The Day and entering the Single Person Gateway.

The Prison Link Officer is receiving homeless applications quicker as a result of being based in the Prison and co-locating with Probation, however the introduction of the new Early Release scheme (End of Custody Supervised Licence) has resulted in Prison Leavers presenting to homeless services without prior warning. A meeting with Senior Managers in the Probation Service will take place in April 2024. Further work is required in this area and will be carried forward to next year.

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Update (2 of 2)

The Housing Solutions and Prevention processes are constantly being reviewed and are working well with Prevention caseloads at an all time low and Housing Solutions providing initial advice – an average of 40 cases per month being closed for Advice Only (stopping them reaching the Prevention Team), and the number of legal duties being awarded at an average of 80 per month (compared to 140 at the start of the year).

Prevention wait time for appointment has risen within the final quarter due to resourcing issues which are being addressed. Short term Acting Up opportunities and new posts have been created to reduce these wait times again. Prevention rates have increased during the year, but unfortunately did not hit target during Quarter 4 due in part to the increase in clients presenting with just days before being evicted, making prevention very difficult.

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Commitment	Update
<p>Work with Welsh Government to understand the resource requirements needed to deliver a rapid re-housing approach to homelessness.</p>	<p>Cardiff Council is committed to working with Welsh Government to understand the requirements needed to deliver a rapid re-housing approach to homelessness, however there has still not been any response from Welsh Government regarding Cardiff’s Rapid Rehousing Transition Plan and this has therefore been unable to progress further.</p>

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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 (1 of 2)

Cardiff Council is continuing to increase Temporary Accommodation capacity to address homelessness pressures. 65 units of accommodation at the Gasworks site were completed by the end of 2023/24. The entire project will complete in summer 2024 - a confirmed date will be given once some issues with the modular subcontractors are resolved. Around 148 modular homes have been delivered to site.

The use of buy backs has been successful increasing accommodation options to meet different needs across different pathways (e.g. Temporary Accommodation, general needs, Housing First) A total of 90 units were purchased in 23/24.

Handover of Three Brewers Manged Block also complete and residents are moving in on a phased basis.

Regular meetings continue to be held with Senior Housing Leads of each RSL separately. This has proved successful in working together to increase the number of units available.

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- Exploring other meanwhile use of development land.

Update (2 of 2)

A review of the Homeless Leasing Scheme has commenced along with a greater understanding of the demand for the scheme as well as the financial implications of managing it. To date, the service has been working on the 1 bed accommodation within our stock and utilising this for permanent move on from the Single Person Gateway or Young Persons Gateway rather than as family leased accommodation. The wider review and plan on the future of the scheme will be a priority in 2024/25.

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.

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Commitment	Update
<p>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</p>	<p>The service has continued to improve access to the private rented sector in Quarter 4, however due to the current numbers coming through to homeless services, a campaign to publicise homeless support has been postponed until the new financial year. This is to allow for a second Young Person's Prevention Officer to be in post and the wait time for Prevention Appointments to decrease.</p> <p>A Young Person's homeless prevention campaign created by an external organisation has been rewritten to be clear and concise and will be included on the new Housing Website.</p> <p>The approved number of properties signed to the Welsh Government Leasing Scheme (67) has been achieved, 9 further properties are waiting to be officially signed up to the scheme once due diligence has been completed.</p>

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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

A new dedicated Mutual Exchange Officer is now in post and a detailed action plan now created that will drive forward and increase the number of mutual exchanges so accommodation better suits the needs of the tenants.

A full review of the success of the Addison House Community Living scheme for older people, and its ambitions to encourage downsizing remains ongoing. Bespoke support was provided to tenants who wanted to downsize.

Currently the process for design, planning application and installation of Modular Pods is not as quick as initially considered. To date 8 extensions have been completed. These Pods are possibly not as cost effective as traditional build extensions, though time is saved on installation. A full review comparison including full costs of works and time durations for comparison of traditional to Pods is being finalised in Quarter 1 24/25.

There is also a continued commitment to meet the housing needs of people with physical disabilities - whilst 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, a full review of the impact this has made is needed.

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Commitment	Update (1 of 2)
<p>Improve the quality of our Supported and Temporary Accommodation by:</p> <ul style="list-style-type: none">• Completing the phasing out of accommodation that no longer meets the required standards;• Reducing the use of hotel accommodation for families.	<p>Quarter 4 has seen a continued effort to improve the quality of our Supported Accommodation. Two supported accommodation schemes have closed as planned as part of phase 3. One scheme has been handed over to Cardiff and Vale Health Board for use as step down from hospital and a further scheme has been extended for 13 weeks due to some delays with move on.</p> <p>Huggard Supported Accommodation has now ended.</p> <p>Barnardos scheme has now closed, the site will be remodelled during 2024/25.</p> <p>A Cardiff Mind scheme of 24 units has now been handed over to Health. A service level agreement is in place, 4 units remain with Housing for 2024/25. Health are exploring retendering the contract for 2025/26</p>

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Commitment

Improve the quality of our Supported and Temporary Accommodation by:

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- Reducing the use of hotel accommodation for families.

Update (2 of 2)

A Hafod scheme has an extension of 13 weeks from 1 April due to delayed move on.

Work is underway to review the substance misuse supported accommodation pathway with a well-attended stakeholder engagement event held in February to gather views, look at best practice/data and develop a proposal for change. This work will continue into 2024/25, with option appraisals developed on services to be commissioned in 2025/26. This work link with the CAVHIS expansion and the other commissioned treatment services including Dyfodal.

Options around remodelling Countisbury House are under consideration alongside a new site for young people to open in July 24.

One hotel is no longer being used for families and plans are underway to reduce and then remove the use of the other 2 hotels that remain utilised for families.

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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)

The Multi-Disciplinary Team (MDT) is continuing to develop with a focus on moving on those who are able to mainstream services when appropriate. It has also continued to work closely with health colleagues on their health exclusion agenda –informing better outcomes for substance misuse, housing and health services.

Health Inclusion services are continuing to be provided within supported accommodation schemes with regular meetings in place to further develop health inclusion.

Rough sleepers are being supported to access and maintain accommodation. A Managed Block scheme at Blue Dragon has been reviewed. The project has proved extremely successful with just one tenancy failure recorded. Most clients who have moved to the scheme have now broken the cycle of homelessness. More work is being undertaken with The Centre for Homeless Impact to analyse the cost / benefits of the scheme. Feedback from partners has been positive.

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Update (2 of 2)

2023 presented a unique set of challenges. Prior to December 2023, around 70 individuals were presenting each night to the out of hours services for emergency accommodation.

An increase in emergency provision has enabled the closure of the Out of Hours service and individuals are no longer required to present each night for accommodation. Clients can still present to the Huggard for advice and support. There has been a sustained reduction in rough sleeping in the city over recent months from around 50 individuals in November 2023 to just 19 in March 2024. This was achieved by increasing emergency accommodation supply - including the use of hotels. The figure is monitored on a weekly basis and work is ongoing to continue to engage with rough sleepers. Accommodation at Ty Olympian in Grangetown which housed around 80 single people through the winter months has now closed with all residents receiving a meaningful move-on plan.

Diversionary Activities continue to be promoted and delivered across all supported accommodation schemes.

Wellbeing Objective: Supporting People Out of Poverty

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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)

To further the aims of preventing Youth Homelessness, a briefing session has been completed with the Personal Assistance Service. There has been a delay in briefing other teams due to shortage of staff on phone line able to deal with referrals coming over from other teams. An additional 4 staff have been recruited and briefing sessions will be arranged for other teams shortly.

New Virtual Youth Hub (VYH) website content has been written and ready for the creation of the site; branding and web development is currently with Comms and the Web Team. The new VYH will include a dedicated section of the Council's Care Leaver Offer, detailing what care experienced young people are entitled to from the Local Authority and a section providing young person's homeless advice.

A review of the Young Persons Gateway waiting list is forming part of the wider review of the needs of those waiting for accommodation and those already placed in order to determine the level of accommodation needed to meet this demand.

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Update (2 of 2)

Demand and availability has been continuously reviewed which has led to a wider review in 2024/25 – the current data shows that alternative and additional accommodation options need to be considered.

Early work has commenced at the Citadel project in Adamsdown. This includes some ecology surveys and related works as well as limited site clearance along with drainage connections. The main contract is due to commence in the summer of 2024. Close liaison with Network Rail is ongoing as the site is directly adjacent to the main Cardiff-London line, and because the scheme will involve the delivery of off-site manufactured modular homes, the timing of installation is key. The latest forecast for handover is expected in the summer of 2025

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities
Corporate Plan Commitment



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Commitment	Update
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.	The Council house building programme has continued. There are now 67 sites capable of providing 4,567 homes. A total of 1127 homes have so far been completed with 284 being delivered in 2023/24



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Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities Corporate Plan Commitment



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Commitment

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.

Update

The house building programme has expanded at scale and pace in 2023/24. With regards to the 2nd partnership - the Invitation to Participate in Competitive Dialogue was issued to 3 bidders on 20th February 2024, this signalled the commencement of the dialogue phase.

An introduction meeting was held and we have 5 dialogue meetings set with each bidder, which will conclude in July 2024. Following the final dialogue meeting the bidders will be invited to submit their final tenders, these tenders will then be evaluated and the successful bidder will be identified.

A report to the cabinet will be presented in October 2024 with the results and seeking approval to appoint the successful bidder.

Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Corporate Plan Commitment



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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 (1 of 2)

A first draft of the regeneration framework document 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. Recruitment to a post to increase capacity for this work stream has so far been unsuccessful.

Community wide engagement with residents and businesses took place in March. Results of this are still being analysed and will be used to prepare “transforming towns” funding applications in partnership with other funding sources and teams.

Estate regeneration projects are significantly delayed due to cost estimates and funding limitations from budgets. Discussions about estate regeneration priorities and strategic funding approaches have commenced. The step is rated amber because of this.

Design work has however commenced on 3 Year 1 Neighbourhood Renewal schemes.

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Update (2 of 2)

Collaboration with transport on proposals for the Roath/Adamsdown Business Corridor is ongoing and largely dependent on the pace of project design being led by transport.

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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

RIBA Stage 3 design work on the City Centre Youth Hub has commenced.

Cardiff and Vale University Health Board are working towards the submission of a full planning application for the Ely Health Hub. Detailed design work is taking place in partnership with the regeneration team.

Collaborative work with partners in and outside of the Council and developers is ongoing and working well for new hubs on strategic planning sites and larger development and regeneration schemes.



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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

A partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant (SHG) Programme has been developed. The total spend for the programme for the financial year 2023/24 will not be known until mid-April 2024, as the deadline for claims is the end of March 2024, and Welsh Government will need to process year end.

Cardiff has an allocation of £36m SHG for this financial year.



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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;

Update

In Quarter 4 the following improvements have been made to fire safety in council homes:

Lydstep Flats – further delays on completion of cladding works due to weather - practical completion now end of May 2024. The service is chasing for updated Regulation 38 on completion of works to the cladding system, Automatic Opening Vent installation for reg 38 and Fire Risk Assessment

Loudoun / Nelson - Cabinet report was approved in March 24. Currently in the process of appointing a Technical Advisor and when on board they will provide input into the Invitation To Tender for the 2 stage Design & Build Cladding Project.

Beech & Sycamore House Sprinklers – Initial design of sprinklers received and checked. Initial building works to basement rooms completed to ensure design and installation meets domestic regulations. Tank room location identified for sprinkler water tank. Quotation for installation of sprinklers received from principal contractor for Sycamore House, costs have doubled in price on initial quotation, further costs been requested and cost comparison will then be completed.

The service has also continued working with South Wales Fire & Rescue Service in regard to training and high-rise familiarisation events throughout 2023/24.

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Commitment	Update
Progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.	Welsh Government funding has been agreed to cover some properties included in this scheme, however additional funding is required to ensure funds are available for the entire of the private properties. Discussions are ongoing with Welsh Government regarding this.



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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	<p>Face to face ASB surgeries have been created in community locations. These locations are to be reviewed with new patches and structures set up to increase attendance.</p> <p>Regular meetings are now being held with the Victim Support Officer</p> <p>ASB Hot Spots are locations where the service has received a significant number of complaints or concerns raised by local residents and partnership agencies. Areas can be a group of flats or even a community area such as a local park. One such hotspot is in Adamsdown. Work here is continuing, Fixed Penalty Notice's are in place with waste management if needed. Work is also being carried out in Grangetown including the Litchfield Court area. An Operational Group has been established and Officers are currently investigating if a group is also required in Butetown. Issues in Riverside are being dealt with by a closure order.</p> <p>Bi-weekly meetings are continuing with noise pollution. Officers meet their Noise Pollution Team weekly and ASB Manager meets monthly with the Community Safety Sargent.</p> <p>A new ASB forum has been booked for April.</p>

Wellbeing Objective: Safe, Confident and empowered communities

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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

Now that a full year's data is available it will be possible to create new KPI's to measure and benchmark the success of the Local Action Team with a view to involve and engage more residents.

Much has been achieved during the year, including delivery of some inspiring pieces of artwork throughout Cardiff's public spaces by engaging schools, local councillors and local artists.

Grass verges have been transformed into wild flower areas which has received very positive feedback from residents.

Netball courts and murals have been painted for local schools in in collaboration with local students.

Local Action Days have taken place involving a number of residents litter picking to 'clean up their streets', rubbish removals and working with Waste Management to provide recycling awareness to residents.

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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

Rent levels have continued to be monitored, however rent arrears have increased in Q4, mainly due to implications with Universal Credit. With UC migration increasing in 2024 and beyond consideration needs to be given into how the initial weeks of rent could be collected when a UC claim is first made.

A new Housing Rent Recovery Board has been established and there is work on-going to review overall arrears and all schemes monitored to ensure DHP, DHF and Housing Prevention Fund is maximised to support those struggling to pay their rent.

Cardiff has not evicted anyone due to rent arrears if they have engaged with officers.

Regular monthly meetings with Advice Services and Tenancy Management and Recovery Board will instigate any changes for 2024/25.

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Directorate Delivery Plan Commitment



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Commitment	Update
<p>Review the Tenant Participation Team programmes to ensure that more tenants are reached.</p> <p>Provide more opportunities for tenants to get involved and have their say including via regular survey engagement.</p>	<p>In Quarter 4 a focus group has been delivered to look at communication preferences and our Tenants needs. Tenants reported enjoying the trips that have been offered (e.g. new build schemes/Senedd) so these will continue to be included in the upcoming programme of events.</p> <p>Tenants also reported wanting to see council officers face to face so drop in sessions are now being provided in Hubs.</p> <p>Opportunities will continue to be expanded in 2024/25 to ensure communication with tenants who are not able to attend community feedback.</p>

Wellbeing Objective: Safe, Confident and empowered communities

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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.	<p>A robust process with clear timescales and points for escalation has been developed however the sheer volume of cases has meant that timescales have not always been adhered to.</p> <p>Further posts are being created to assist with the increased demand.</p> <p>The current process has now been digitalised, however a new a new asset management database to monitor these cases in more detail is in the process of being procured.</p>



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Wellbeing Objective: Safe, Confident and empowered communities

Building new Council homes and investing in community facilities

Directorate Delivery Plan Commitment



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Commitment	Update
<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.	<p>The Responsive Repairs Academy are continuously working with the Responsive Repairs Unit (RRU) to ensure workforce succession planning is being addressed and that we are future proofing. For example, we know that 'green skills' are required moving forward and the Academy are looking and sourcing the relevant training programmes for operatives to attend in order to meet that need.</p> <p>The service is working with colleges to ensure that the courses are covering the relevant material – or if we need to find extra courses to meet the needs of the service.</p> <p>The Academy are also working with RRU and colleges as we are aware that the wet trades (painting, plastering etc) in particular are an ageing workforce however the only college that offers this course is outside of Cardiff. We are looking into ways of supporting apprentices to make this more accessible.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities Corporate Plan Commitment



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Commitment	Update
<p>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.</p>	<p>Violence against women and girls is continuing to be tackled. Direction from the Welsh Government’s Task Group on sexual harassment and other workstreams is being awaited, before updating working policies.</p> <p>A group has begun drafting a regional dashboard of key data with a proposal to be taken to the Regional Executive Board once completed.</p> <p>The development of the Standard Operating Procedures for MARAC and Daily Discussions has stalled due to staffing changes within the Police and the more urgent need to assist the Police with chairing of both meetings due to staff capacity.</p> <p>A separate group has been convened to progress the development of the Service Operating Procedures which will continue into 2024/25.</p>

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities
Corporate Plan Commitment



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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

To ensure all those who experience domestic abuse can access specialist support, further proposals for future use of refuge provision are under development.

A final version of the proposal is expected by the end of Quarter 1 2024/25 so the step has been rated amber.

Areas to still review include:

- analysis of data to indicate trends, issues, and successes/challenges of service delivery in the current year (complexity of cases/increasing demand/safeguarding concerns to be considered)
- consultation with service providers to look at best practice/future models.
- consultation with key stakeholders and referrers, relating to experiences of service delivery, partnership working and consideration of future needs.
- consultation with a group of service users (current or historic) to feed into the proposals.

Wellbeing Objective: Safe, Confident and empowered communities

Creating safe and inclusive communities Directorate Delivery Plan Commitment



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Commitment	Update
<p>Improve and develop services for Gypsy, Roma & Traveller communities residing on local authority sites by:</p> <ul style="list-style-type: none"> • 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” 	<p>Improvement in services for Gypsy, Roma & Traveller communities continues, however, the installation of Wifi provision on sites has been delayed due to issues with funding from Welsh Government.</p> <p>The replacement Gypsy & Traveller Service Allocation Policy has been drafted and is with managers for sign off before submission to cabinet later in 2024/25.</p> <p>The development of services on site, in anticipation of site office development, have been slightly delayed due to funding issues, however this will be developed further in 2024/25.</p>



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Wellbeing Objective: One Planet Cardiff

Decarbonising the city and leading a green recovery Corporate Plan Commitment



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Commitment	Update (1 of 2)
<p>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.</p>	<p>The service is continuing to increase energy efficiency and reduce carbon emissions across council housing stock</p> <p>Services are on site at some of the 9 blocks of flats utilising Optimised Retrofit Programme (ORP) funding, completing surveys and designs of the External Wall installation. Very slow process and costs have doubled from initial estimates, Welsh Government are aware of the increase in costs as this work is being completed through the UK with limited number of approved installers and designers. Future designs in Rhiwbina are with our design company SERO for approving initial design, calculations and ensuring External Wall Installation covers all aspects including window and door reveals.</p> <p>Recladding of Lydstep Flats has been delayed to May 2024.</p> <p>Tender for recladding works at Loudoun & Nelson House still in progress. Invitation To Tender for the Technical Advisers in final stage of completion before issuing to market.</p>

Wellbeing Objective: One Planet Cardiff

Decarbonising the city and leading a green recovery Corporate Plan Commitment



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Commitment

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Update (2 of 2)

Workshops are in progress for how the Welsh Housing Quality Standard 23 can be delivered. New guidance on the Standards has been received from the Welsh Government for analysis and delivery.

A Welsh Housing Quality Standard (WHQS) Compliance policy is currently being developed by the Asset Management Team and that will set out how data will be captured and maintained.

A 'whole stock assessment' will take place and that will inform the Target Energy Pathways that will set out how the SAP 75 target will be achieved by 2030. By 2034, it will also set out timescales and measures required to meet SAP 92.

The Energy Team have continued to install insulation cavity wall and loft insulation, targeting the lowest performing properties first. The Energy Team have been leading on the Affordable Warmth Partnership via a working group to share information and increase compliance across all tenures. They are also writing a corporate strategy on decarbonisation and this will bring together all areas of Cardiff Council and their approaches towards decarbonisation, including the housing stock.

Wellbeing Objective: Modernising and integrating our public services

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



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Commitment	Update
<p>Continue to develop and improve digital methods of service delivery across Adults, Housing & Communities including “Repairs Online”.</p>	<p>A number of digital projects are ongoing to improve methods of service. The implementation of Scan Stations has been delayed due to issues with the Data Protection Impact Assessment. It is anticipated that will be in place by the end of 2024.</p> <p>A new Housing website is not quite live but will be by the end of July 2024.</p> <p>The development of a Core Data Power BI continues and is expected to be completed by August 2024.</p> <p>The implementation of the Eclipse system is going to be delayed due to the unforeseen delays in implementing Care Finance however preparations are continuing.</p>