

# People & Communities: Housing & Communities

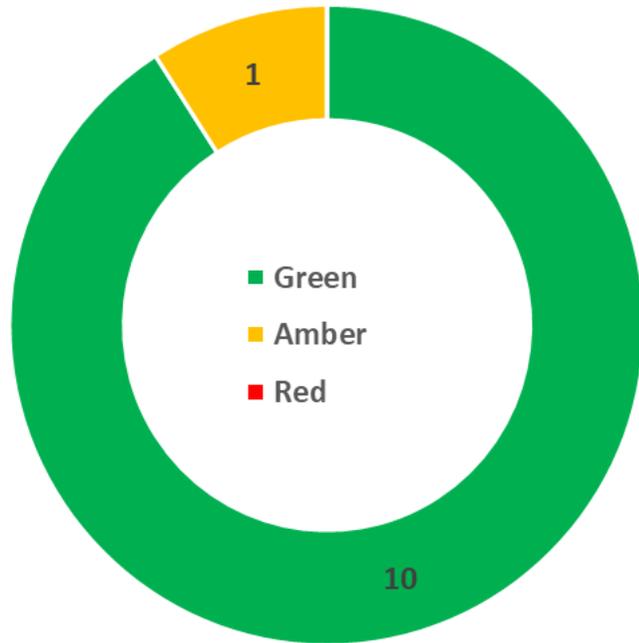
Performance Report

Quarter 1 2019-2020

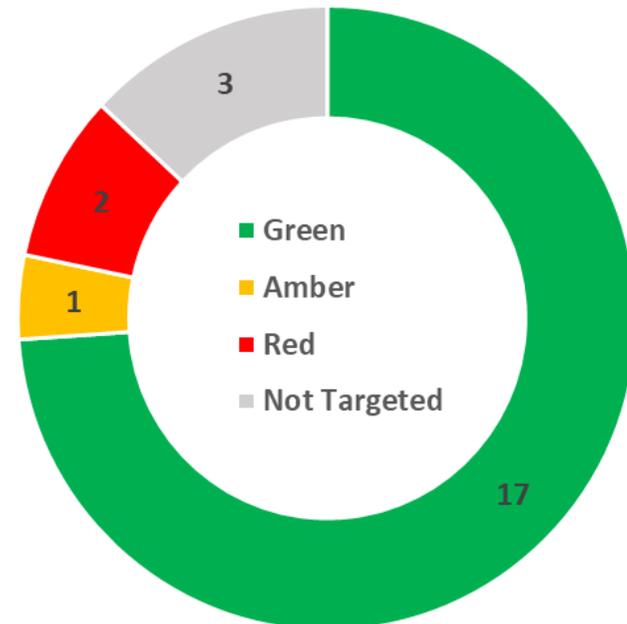


# Progress against the Corporate Plan

Corporate Plan Commitments (Lead and Shared)



Corporate Plan Performance Indicators



# Progress by Wellbeing Objective: Cardiff is a Great Place to Grow up

Commitment (shared)	Update
<p>Improve mental health and emotional well-being for young people by working in partnership to deliver an integrated approach to Children and Young People Emotional and Mental Health Support.</p>	<p>Family Gateway contact officers have referral pathways in place for children and young people to access Barnardos Emotional Well-Being Service. Emotional Mental Health support being offered by Family Help Advisors at the lower level of need. Work is underway with Community Child Health team to ensure join up with Early Help services.</p>
<p>Develop a new delivery model for an integrated early help and prevention service for families, children and young people by March 2020, with the aim of reducing the impact of adverse childhood experiences on their well-being:</p> <ul style="list-style-type: none"> <li>• Launching the new delivery model by June 2019 that will bring together a variety of multi-agency provision across three distinct services – Family Gateway, Family Help and Family Support;</li> <li>• Reviewing the current arrangements within the Multi-Agency Safeguarding Hub (MASH) to take account of the new Early Help Service.</li> </ul>	<p>The Family Gateway Service commenced in April, using temporary staff initially while permanent Gateway staff were recruited and trained. Family Advice Service commenced, with some staff transferring from the previous service provider and recruitment to fill the remaining posts underway.</p> <p>Governance arrangements reviewed &amp; Early Help Operational Group established.</p> <p>Service name &amp; branding established.</p> <p>Early Help Referral Form Pilot commenced with Cardiff West Community High School, Moorland Primary School; Fitzalan Cluster, ACE GP cluster, Plasmawr cluster, Education Strategy Group, Education Emotional Health &amp; Well-Being Officers, Adams Court, Greenfarm Hostel and Salvation Army, Health Visitors, CAMHS.</p> <p>Family Gateway &amp; Family Help performance framework developed</p> <p>Quality assurance framework and performance measurement tools developed</p> <p>Gateway processes &amp; procedures in development</p> <p>Current case management system in place. This does not meet full requirements and a new system will be needed going forward.</p>

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Q1 2019-20 Result/RAG
Number of people supported through the Family Gateway	NEW	NEW	NEW	NEW	NEW	NEW	1,681
Number of people supported by the Family Help Team	NEW	NEW	NEW	NEW	NEW	NEW	306

\* The above measures record the volume and the impact of the new Early Help Service, which had a soft launch at the beginning of the year.



Number of people supported by the Family Support Team	NEW	NEW	NEW	NEW	NEW	NEW	526
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## Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older

Commitment (shared)	Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding their housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none"> <li>• <b>Working to build and refurbish 'care-ready' schemes for older people;</b></li> <li>• <b>Developing an Older Persons &amp; Accessible Homes Unit to provide person-centred information, advice and assistance;</b></li> <li>• Developing innovative models of care, support and nursing services.</li> </ul>	<p>The Care-Ready Older person specification has been agreed and is being used as a key document to instruct design teams preparing new older persons developments.</p> <p>Designs plans for the refurbishment works for Worcester Court are currently being developed and once complete consultation with residents will commence. Concept plans for Broadlands House have been completed and consultation with residents commences during July.</p> <p>Work to set up the Older Persons and Accessible Homes Unit is well underway. A manager has been recruited and the Accessible Homes staff have transferred into the Council. Work on reviewing processes has commenced and scoping of the new service is also underway. Some amendments to the allocations policy have been agreed, further work is needed to implement these changes.</p> <p>The Sandown Court refurbishment scheme was completed to the RNIB Cymru Six Standards Accreditation, which focuses on the various different aspects of accessibility. Cardiff Council have officially been awarded the Platinum Level Visibly Better for Sandown Court. This is a hallmark of good practice which is recognised by Welsh Government.</p>



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Address social isolation and enhance quality of life of older people by developing inter-generational working with schools, Hubs, community groups, and private sector partners.

Community Inclusion Officers are now in place and are putting in place a range of community activity across the city including intergenerational events, community litter picks, knit and natter groups, gardening groups, and much more.

Planning is well underway with community groups for a range of events to be held in the summer.

## Progress by Wellbeing Objective: Cardiff is a Great Place to Grow Older

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	2019-20 Target	Q1 2019-20 Result/RAG
The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	100%	100%	99%	99%	99%	95%	98%
The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	72%	75%	75%	76%	75%	75%	70%-80%	75%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	190	187	183	183	194	194	180	196*
The percentage of people who feel reconnected into their community through interventions by the Day Opportunities team	70%	89%	88%	86%	86%	86%	80%	90%



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**\*There are currently contractor issues in delivering disabled adaptations, as one contractor left the programme. The remaining 2 contractors are struggling with the volume of work and so the agreed delivery time was extended from 40 days to 80 day. This temporary arrangement will end shortly and both contractors have agreed to increase capacity, so coming quarters will show improvements.**



# Progress by Wellbeing Objective: Supporting People Out of Poverty

Commitment	Update
<p><b>Better support people into work by further integrating employment support services.</b> This will include:</p> <ul style="list-style-type: none"> <li>• Ensuring that the Gateway into employment is accessible across the city;</li> <li>• Ensuring that Into Work Advice Services and Adult Community Learning fully align with the new Gateway by September 2019;</li> <li>• Providing effective employer engagement and assistance into self-employment;</li> <li>• Promoting and extending volunteering opportunities by October 2019.</li> </ul>	<p>Footfall information about the use of Into Work services is reviewed on a monthly basis. Locations are reviewed considering past usage and demand for the service. Additional services have been added at Llanrumney Boxing Club, Ty Danescourt, Ty Seren (young person’s hostel) and Grass Roots. Recent publicity campaign took place for the into work advice service, social media was used, including Facebook, Twitter, Instagram and Snapchat to attract people, in particular young people, who wouldn’t ordinarily access the service. Where services are poorly used consultation takes place before services are removed/ relocated.</p>



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Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:

- Providing digital access and assistance across the city;
- Working with private landlords to identify how the Council can help them with the change by March 2020;
- Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;
- Further developing the telephone advice line for customers.

Review of digital access has been undertaken and more volunteers are to be recruited where needed. Digital training has been provided to all Hub staff. Further investigation needed into wifi capability in Central Library Hub.

Due to the ever growing demand of clients looking for support with UC more volunteers are being recruited across the Hubs especially Ely and Central Hubs.

A detailed training plan has been rolled out to all staff across the Hubs and libraries so that they are able to identify when a claim for UC should be made and how to support clients to make their claim.



# Progress by Wellbeing Objective: Supporting People Out of Poverty

Commitment	Update
<p>Deliver the Rough Sleeper Strategy, and the Homelessness Strategy, to address rough sleeping in the city by:</p> <ul style="list-style-type: none"> <li>• Extending the 'No First Night Out' policy;</li> <li>• Extending the capacity of the Housing First scheme to make better use of the private rented sector;</li> <li>• Building on the multi-agency team around rough sleepers to include substance misuse, probation and mental health services;</li> <li>• Implementing the diversionary pathway for anti-social behaviour and begging in partnership with South Wales Police.</li> </ul>	<p>The Multi-disciplinary homeless outreach team (MDT) is now fully operational and draft aims and objectives have been agreed.</p> <p>The Single Person Gateway database is now in place and will allow full performance monitoring of both the Multi-disciplinary team and accommodation services. The Wales Accord for Sharing Personal Information (WASPI) is in the process of agreement, to allow data sharing across the partnership.</p> <p>Good progress made on the begging pathway, the Police Street-Safe officer will be based with the MDT one day per week.</p> <p>There has been significant reduction in the number of tents in the city during the quarter, despite a recent increase in new tents.</p> <p>Huggard Pods are now in use and an additional 3 places have been added to TY Nos Nightshelter.</p> <p>Two dedicated Emergency Overnight Stay officers are working with clients in emergency accommodation in order to better understand needs of people using this accommodation regularly.</p> <p>A feasibility study is being completed for the creation of Satellite pods in two locations in the City on a pilot basis, and work on further diversionary activities are underway.</p>



# Progress by Wellbeing Objective: Supporting People Out of Poverty

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Result/RAG
The number of interventions which supported people receiving into work advice through the Gateway	43,000	10,069	20,984	31,721	45,497	45,497	43,000	14,722
The number of clients that have been supported into employment having received tailored support through the Gateway	623	201	367	586	787	787	623	335
The number of employers that have been assisted by the Council's employment support service.	80	87	174	193	211	211	200	36
The number of customers supported and assisted with their claims for Universal Credit	1,500	767	2,170	3,644	5,375	5,375	1,500	681
Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£4.3m	£8.6m	12.7m	£16.2m	£16.2m	£13m	£4.7m
The number of multi-agency interventions that supported rough sleepers into accommodation	168	55	83	115	157	157	168	45
The percentage of households threatened with homelessness successfully prevented from becoming homeless	60%	72%	74%	75%	77%	77%	70%	73%
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	85%	78%	78%	82%	82%	70%	90%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	50%	100%	100%	100%	91%	91%	60%	80%
The number of people positively moved on from second-stage accommodation	NEW	NEW	NEW	NEW	NEW	NEW	150	23*



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**\*Move on from the Single Person Gateway second stage accommodation remains a problem, new priority has been given to hostel move on under the Allocations policy and this will be in place shortly. Work is ongoing to encourage move on into the Private Rented Sector however with the freeze on Local Housing Allowance rates this remains a challenge.**



# Progress by Wellbeing Objective: Safe, Confident and Empowered Communities

Commitment	Update
<p>Deliver the actions identified in the Cardiff &amp; Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 including the commissioning of a regional service for male victims.</p>	<p>All statutory partners in the region have been asked to update on the progress of their revised policies – many are in the process of being approved. The specialist RISE-Cardiff service has offered support to assist partners to review or revise their policies. Do date Bridgend Council have confirmed to be part of the commissioning process, and a number of councils are still considering involvement.</p>



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Invest in the regeneration of local communities by:

- Delivering a new three-year programme of Neighbourhood Renewal Schemes;
- Completing Phase 2 of the Maelfa redevelopment scheme by summer 2020;
- Implementing priority schemes identified in the Estate Regeneration Programme;
- Progressing opportunities for funding through the Targeted Regeneration Investment Programme.

Consultation has taken place on the lower Llanrumney estate regeneration plans. Round Wood consultation plans are being prepared. Design work for Year 1 Neighbourhood Renewal Schemes is taking place in line with programmes.

Demolition of the remainder of the Maelfa shopping centre is complete & site clearance is taking place.



# Progress by Wellbeing Objective: Safe, Confident and Empowered Communities

Commitment		Update						
<p><b>Continue to deliver the Community Well-being Hubs programme</b>, in collaboration with partners, including:</p> <ul style="list-style-type: none"> <li>• Progressing plans for Youth Hubs in the City Centre, Butetown and Ely;</li> <li>• Working with the Health Board on the Cardiff Royal Infirmary and other Wellbeing Hubs;</li> <li>• Exploring opportunities for investment in Community Well-being Hubs;</li> <li>• Ensuring people are connected with local service providers and activities in their neighbourhood through Community Inclusion Officers.</li> </ul>		<p>Tender returns have come in for Butetown Youth Hub. Information required for final Welsh Government approval of funding have been submitted. Construction work at the Cardiff Royal Infirmary is progressing well.</p> <p>Whitchurch &amp; Rhydypennau consultation is completed &amp; reports created allowing for scoping of service planning. Library/Hub staff have completed Hub training. 4 x Community Inclusion officer recruited – early work has gone well. Ongoing training &amp; meetings to progress role. Interior design packages for Whitchurch and Rhydypennau are complete.</p>						
Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Result/RAG
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	100%	16%	27%	33%	52%	52%	100%	57%*
The percentage of customers satisfied with completed regeneration projects	70%	83%	88%	92%	93%	93%	75%	100%
The number of visitors to libraries and Hubs across the city	3,300,300	634,282	1,321,762	1,955,011	3,400,748	3,400,748	3,300,000	635,192
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	97%	98%	98%	98%	98%	95%	99%
The number of visits (page views) to the volunteer portal	50,000	13,363	31,330	49,459	70,856	70,856	55,000	20,074



\*There is a continued personalised approach to encourage staff completions, and IT issues with reporting are currently being worked through.

## Progress by Wellbeing Objective: Cardiff Grows in a Resilient Way

Commitment	Update
Deliver 2,000 new Council homes, of which at least 1,000 will be delivered by May 2022.	<p>A developer (United Living) has now been appointed for the Caldicot Road scheme. This will scheme deliver 16 new council homes for rent. The scheme will commence on site in September 2019. A Cabinet Report outlining the Housing Development Programme was approved in June 2019. The report outlined the strategy for delivering 2,000 new homes, identified the sites proposed for the programme and sought approval to role onto the next phases of development for the Cardiff Living Programme.</p> <p>By the end of Quarter 1 a total of 109 new council homes were handed over with a further 191 being built on site</p>

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Result/RAG
Total number of new Council homes completed and provided	200 (cumulative)	23	36	53	65	65	400 (cumulative)	109



# Key Progress/Good News

## Community Inclusion Officers

4 Community Inclusion Officers are now settled into their new posts anchored within the Community Hubs. As it is a gardening time of year, all the Inclusion Officers have been working with Community groups on garden projects within each district. Highlighting educational awareness in understanding wildlife, various plants and the benefits of growing produce along with encouraging communities to become socially active. Work is currently underway in designing & creating a Dementia Friendly garden at Llanrumney Hub.

STAR hub community garden has an environmental partnership with the Bowls club where they donate their grass cuttings, which goes into the Hubs compost bin to assist in growing produce. The opening of the garden is planned for July 18th and will be supported by the RSPB, with the aim of becoming an Urban Buzz Zone. Inclusion Officers across the city are planning summer events to engage local communities including fun days, encouraging and setting up more Knit n Knatter groups, building on our very successful intergenerational group in Radyr. Goldies sessions are being rolled out to more hubs, Local history sessions and Dementia cafes along with music sessions.

The Inclusion Officer in the North of the city has been busy setting up Community litter pick groups, already successful in Radyr with over 45 volunteers joining. Llanishen had their first community litter pick in the first week of July and attracted over 30 volunteers.

The West Inclusion Officer has been busy organising events to celebrate Ely & Caerau Hubs 5th Birthday, arranging a range of activities for all ages to try throughout July including a Health & Wellbeing day on 26th July with over 21 partners in attendance.



### **New Build Housing**

The shipping containers have now been delivered to the Bute Street site as work progresses on our innovative housing scheme for homeless families. 13 flats are being constructed using shipping containers to create safe, warm and comfortable homes available to homeless residents in the short term whilst a long-term housing solution is found. The scheme has been awarded Welsh Government Innovative Housing funding and is our first scheme using innovative construction methods. Work has started on our first PassivHaus scheme at the Highfields site in Heath. The scheme is being delivered through the Cardiff Living Programme and will deliver 32 homes for market sale and 10 for council rent. The enabling work includes the diversion of services running through the site to enable the main contract works to take place.

The Cardiff Living scheme has recently won a Constructing Excellence Wales award for collaboration & integration at the 2019 CEW annual awards. The award recognises the approach taken to collaboration in developing difficult sites and delivering quality, sustainable affordable homes.

## **Key Progress/Good News**



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### **VAWDASV – Violence against Women, Domestic Abuse and Sexual Violence Strategy**

The first year of the implementation of the Cardiff and Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy action plan has seen fantastic partnership working to improve the response to victims.

This is exemplified by the attendance of many multi-agency partners in the various groups within the new governance structure, including representation from survivors of abuse.

Over the past year partners have improved the multi-agency process for managing police referrals and have also helped to develop the referral and support pathways between RISE-Cardiff and the Early Help services being developed for families. The development of proposals for a specialist service for to male victims of domestic and sexual abuse has been progressing throughout the year, with interest being shown by local authorities across South Wales and Gwent in participating in the procurement of a wider regional service.

Work for 2019/20 is already underway including a new needs assessment being undertaken to inform the development of a regional commissioning strategy for Violence against Women, Domestic Abuse and Sexual Violence services and work to develop a pilot for a new stalking assessment tool. The full annual report on the progress of the strategy will be published in the next 2 weeks.

The RISE-Cardiff service continues to support victims and professionals with advice and support covering all aspects of violence against women, domestic abuse and sexual violence and, in its first year, received 8,098 referrals, half of which were from the Police, with self-referrals averaging 180 per month. Cardiff Women's Aid, the lead partner for the RISE-Cardiff service, has received additional funding to further roll out the IRIS model of training and support to GP services to help identify and support male victims, any children affected by abuse and to identify and signpost perpetrators, in addition to supporting and referring female victims.

### **CEW Integration & Collaborative Working Award**

Cardiff Council and Wates Residential were recognised for the Innovative Cardiff Living Programme on the 7<sup>th</sup> June, winning the Integration & Collaborative Working Award at the Constructing Excellence Wales (CEW) 2019 awards. Cardiff Council and Wates were shortlisted against 5 other construction projects for the award and were announced overall winners of this category, with CEW commending the approach to partnership working and collaboration between Client & Developer in delivering quality, energy efficient and well-designed homes for council rent, low-cost home ownership and market sale.

CEW were impressed with the approach taken to enable difficult sites to be developed for much needed new homes whilst ensuring the developments have place-making at their heart, helping to regenerate communities and build affordable homes for sale targeted at local communities. Having won the Integration & Collaborative Working Award in Wales the project now gets shortlisted for the National CEW awards held in London in November.

## Key Challenges



### **Homelessness and Rough Sleeping**

The issues facing Cardiff with homelessness and rough sleeping are well known, and despite the hard work of the Council and partners people are still sleeping on the streets in the city centre, and while the number of tents are reducing, new encampments keep appearing around the city. The city centre services face unprecedented pressure. The below projects are working to address the issues:

- **Multi-Disciplinary Homeless Outreach team (MDT)**

The MDT has been set up to address the underlying issues of those sleeping rough in the city centre or who struggle to maintain even hostel accommodation. The team is specifically built to address the complex health and emotional issues facing these rough sleepers by providing a mainstreamed multi-agency response. The team meet weekly and work from a number of outreach locations including street based working, the Breakfast Run, the Wallich Welfare Vehicle (weekly) as well as the Huggard and Ty Tresillian, Litchfield Court and Emergency Overnight Stay spaces.

- **Housing First**

In order to reduce the number of rough sleepers on the street, in particular those affected by the revolving door of homelessness, with complex and entrenched issues, the Council has established two Housing First pilots, run both internally and by the Salvation Army. The Council project utilises properties within the Private Rented Sector, aiming to increase the choice of housing available to those sleeping rough, providing intensive holistic support to ensure individuals with especially complex issues can have a successful pathway out of homelessness. These individuals are often entrenched and repeatedly move through mainstream services unsuccessfully.

Since the implementation of the pilot in September 2018, and the addition of the Council run project, a total of 18 service users have been placed in accommodation, with 16 successfully maintaining tenancies at present, and all are reporting general improvements in their health and wellbeing. The remaining 2 individuals continue to be supported until another offer of accommodation becomes available. Due to the initial success of the scheme plans are now being considered to expand this service over the coming financial year.

### **Violence against women, domestic abuse and sexual violence e-learning module**

An ongoing challenge is to ensure all staff have completed this training. Previously, personalised email contact had a positive impact, but system issues are having impact on our ability to regularly report and identify individuals who have not completed the training.



# Key Challenges

## Current pressures & risks associated to new build and other council works

Capacity within the building sector, particularly in Cardiff is stretched. The social housing sector is busy and as such to some extent contractors are able to be selective on the projects they bid for. As an example we recently tendered for a contractor to build 16 new council homes for us at Caldicot Road in Caerau. We issued the tender documents through Sell 2 Wales but only had two bids back. This indicates that smaller projects are currently not that attractive to the market. There is also uncertainty and risks associated with Brexit and we have already seen the price for some materials increase. Most contractors are planning for Brexit however, due to the unknown factors with this new contract clauses are being proposed by some developers removing the risk from them for delays or increased costs to do with Brexit. There is an aging workforce for some trades including bricklaying & carpentry – this is a known risk within the industry and the Cardiff Living Programme aims to go some way to addressing this by bring forward specific training programmes and apprenticeships.

This will also affect Cardiff Council going forward as the new build properties will require maintenance and voids works, again the recruitment of trades persons is much more difficult within Cardiff at present. Cardiff is carrying out workforce planning especially within these high demand areas and encouraging the recruitment of apprentices going forward to ensure we have enough resources available going forward.

With specific regard to the provision of disabled facilities adaptations; on a monthly basis Framework contractors are informing us that they are currently struggling to recruit and retain certain trades, these are primarily ‘wet’ trades including plastering, brick-laying, ground works, concreting and tarmacking. The lack of available trades is adversely impacting on delivery times for some disabled facilities grants and whilst anecdotal evidence is never reacted to, each of the Framework contractors have separately confirmed these issues.

The same issues are having an impact on council house voids works. A 2<sup>nd</sup> contractor has withdrawn from the contract and employees working on that contract will TUPE across to the council in quarter 2.

Linked to the challenge identified above, the following additional directorate level measure is provided for information.

Measure	18-19 Target	Q1 18-19	Q2 18-19	Q3 18-19	Q4 18-19	18-19 Total	Annual Target	Q1 2019-20 Result/RAG
Vacant Local Authority stock as percentage of overall stock	1.5%	1.53%	1.68%	1.77%	1.93%	1.93%	1.5%	1.99%



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Average calendar days taken to re-let council properties (days)	80	88	95	85	95	91	80	94
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