

APPENDIX C

People & Communities: Housing & Communities Performance Report September 2020

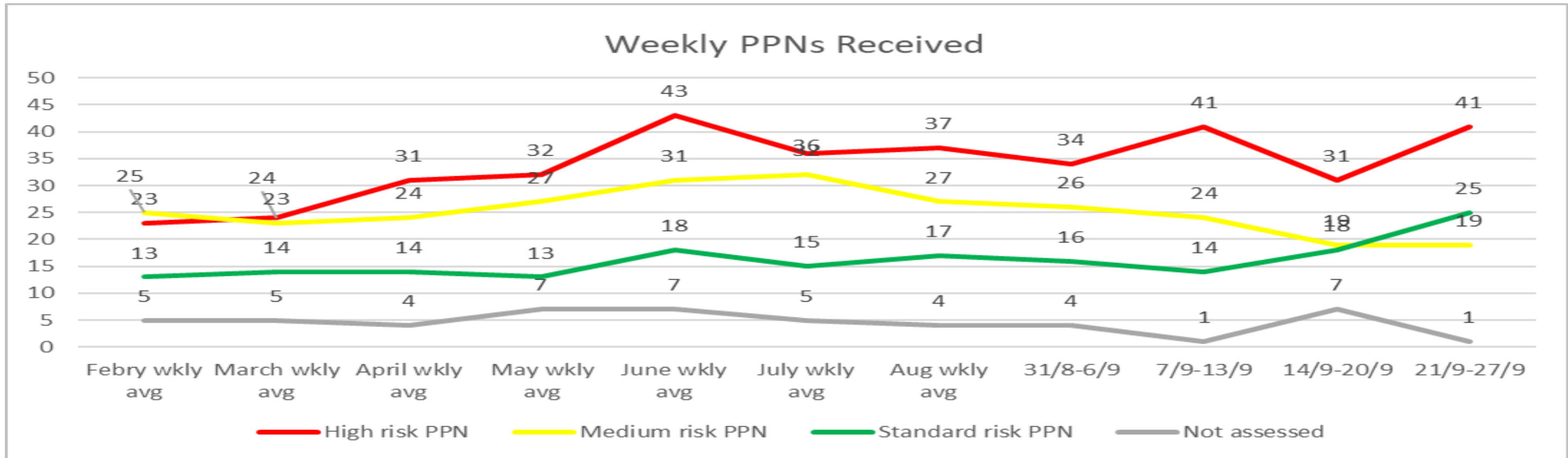
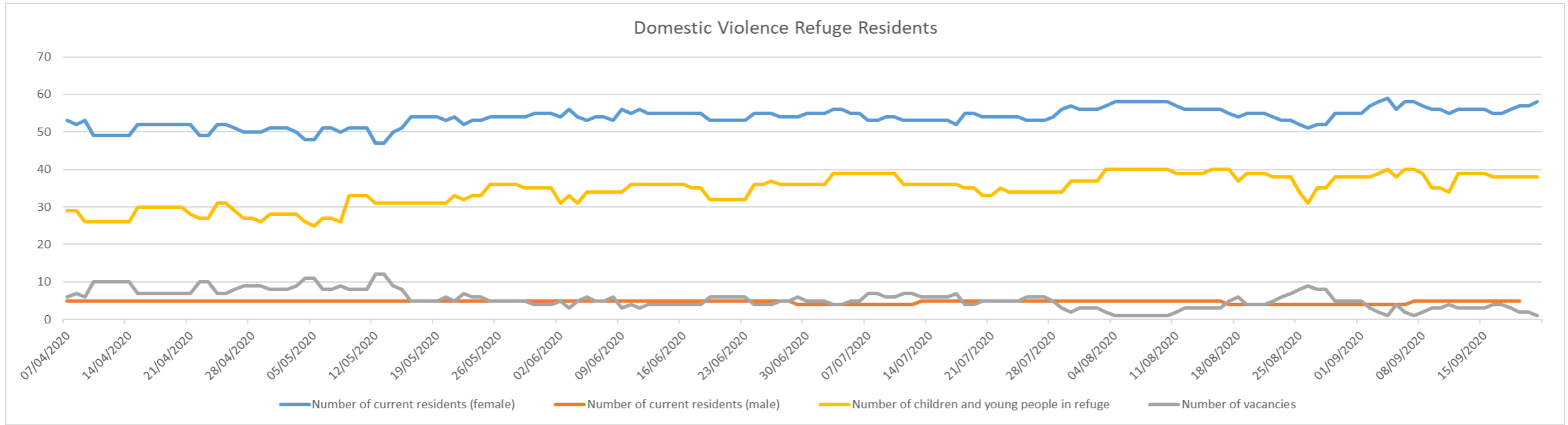
2019-2020 Corporate Plan Performance Indicators

Wellbeing Objective	Performance Indicator	Target	Q1 Result	Q2 Result	Q3 Result	Q4 Result
Cardiff is a Great Place to Grow Up	Number of people supported through the Family Gateway	No target	1,681	3,435	5,622	8,205
	Number of people supported by the Family Help Team	No target	306	731	1,198	1,582
	Number of people supported by the Family Support Team	No target	526	1,053	1,512	2,019
Cardiff is a Great Place to Grow Older	The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	98.00%	99%	97%	96%
	The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	70%-80%	75.07%	74.91%	71.73%	71.97%
	The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	180	196	190	194	186
	The percentage of people who feel reconnected into their community through interventions by the Day Opportunities team	80%	90.00%	87%	86%	89%
Supporting People out of Poverty	The number of interventions which supported people receiving into work advice through the Gateway	43,000	14,722	27,571	39,608	51,449
	The number of clients that have been supported into employment having received tailored support through the Gateway	623	347	596	826	1,050
	The number of employers that have been assisted by the Council's employment support service.	200	36	129	175	191
	The number of customers supported and assisted with their claims for Universal Credit	1,500	687	1,554	2,472	3,348
	Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£4,873,275	£8,948,520	£12,599,961	£15,865,681
	The number of multi-agency interventions that supported rough sleepers into accommodation	168	45	91	147	200
	The percentage of households threatened with homelessness successfully prevented from becoming homeless	70%	80.00%	80%	77%	78.00%
	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	93.75%	87.30%	89.74%	89.01%
	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	60%	88.89%	90%	93%	95.00%
	The number of people positively moved on from second-stage accommodation	150	23	42	69	119
Safe, Confident and Empowered Communities	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%	57.00%	58.90%	60%	62%
	The percentage of customers satisfied with completed regeneration projects	75%	100.00%	94%	95%	96%
	The number of visitors to libraries and Hubs across the city	3,300,000	635,252	1,319,688	1,954,560	3,266,110
	The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	99.00%	99.00%	98%	98%
	The number of visits (page views) to the volunteer portal	55,000	20,074	42,805	66,198	123,409
Cardiff Grows in a Resilient Way	Total number of new Council homes completed and provided	400	109	124	185	316

Quarter 1 2020-2021 Corporate Plan Performance Indicators

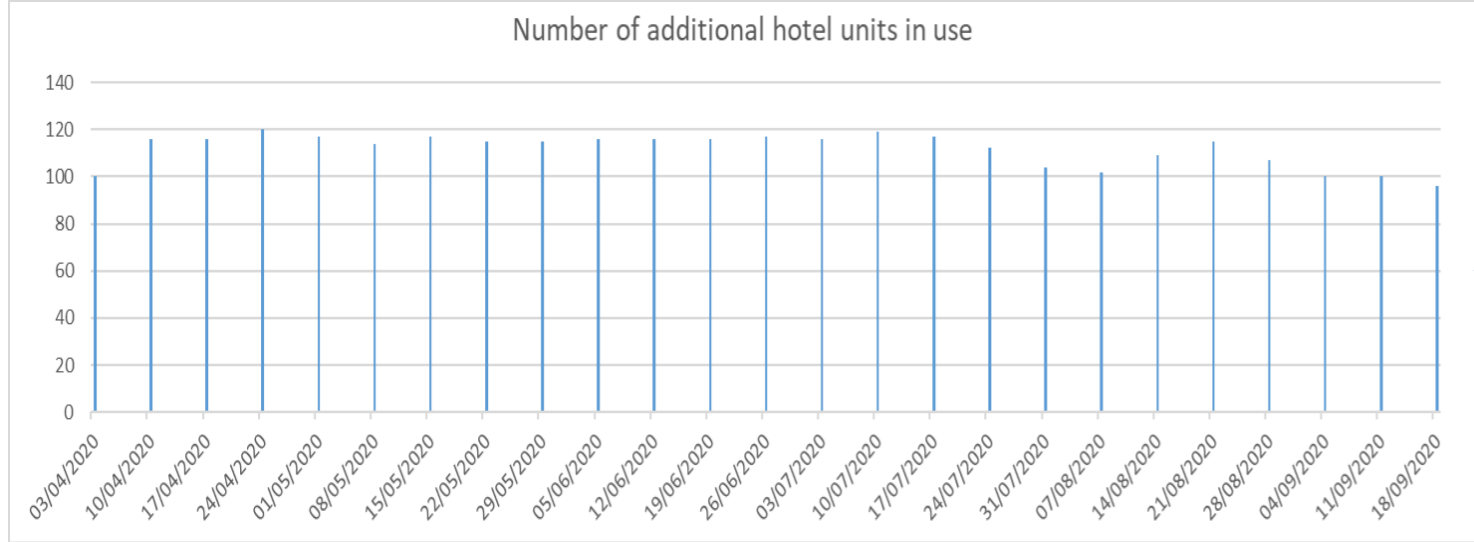
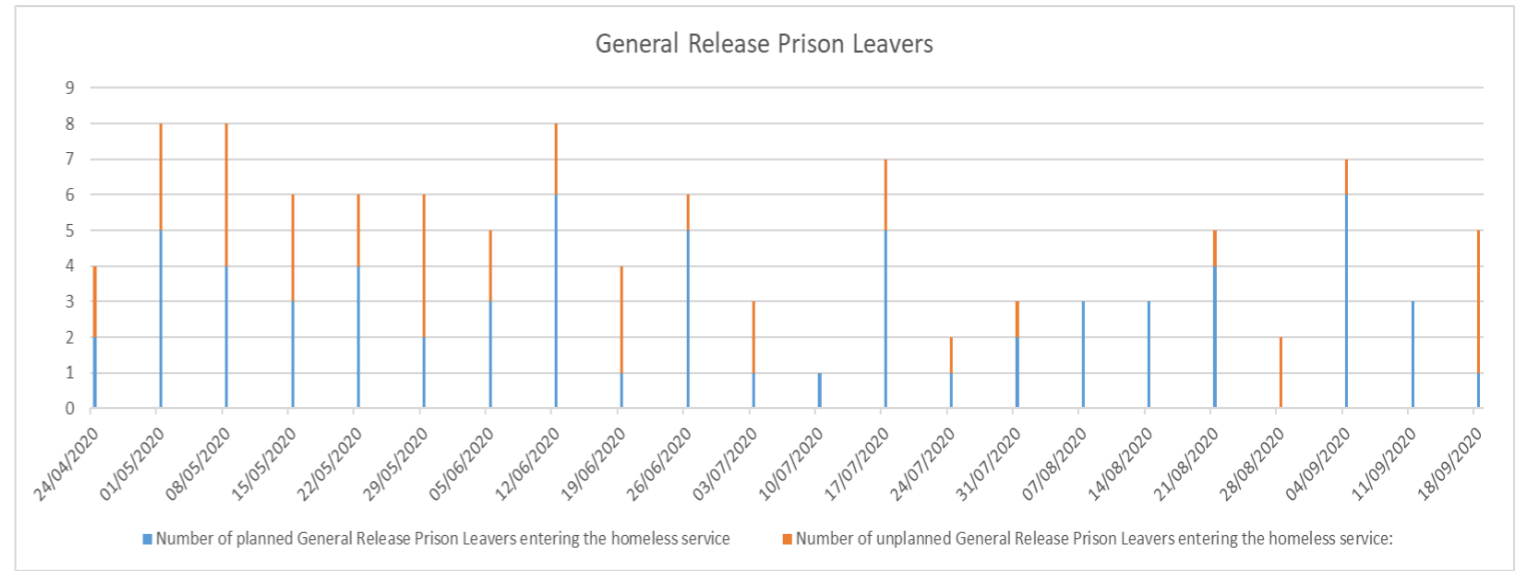
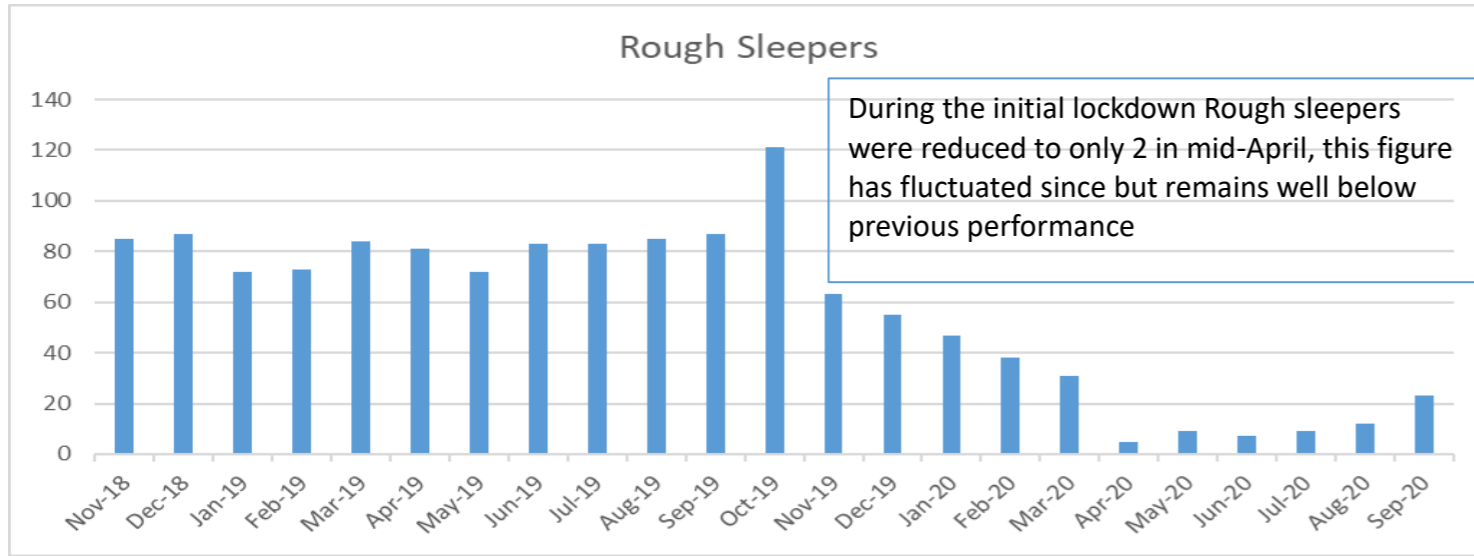
Wellbeing Objective	Performance Indicator	Target	Result
Cardiff is a Great Place to Grow Up	Number of people supported through the Family Gateway	1,875	1,409
	Number of people supported by the Family Help Team	375	338
	Number of people supported by the Support4Families Team	450	417
Cardiff is a Great Place to Grow Older	The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	92%
	The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	70%	90%
	The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	185	75
	The percentage of people who feel reconnected into their community through intervention from the Day Opportunities team	85%	This service couldn't be provided during Q1 and staff were internally redeployed
Supporting People out of Poverty	The number of interventions which supported people receiving into work advice through the Employment Gateway	11,500	16924
	The number of clients that have received tailored support through the Employment Gateway and who secured work as a result of the support received	213	88.00
	The percentage of those supported through targeted intervention who ceased engagement with no verified positive destination	20%	6%
	The number of employers that have been assisted by the Council's employment support service.	55	12
	The number of customers supported and assisted with their claims for Universal Credit	375	439
	Additional weekly benefit identified for clients of the City Centre Advice Team	£3,500,000	446,169
	The number of hours given volunteering within the Advice & Benefits Service	1,625	1,543
	The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%	73%
	The number of multi-agency interventions which supported rough sleepers into accommodation	42	41
	The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	75%	89.47%
	The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	70%	93%
Safe, Confident and Empowered Communities	Total number of new Council homes completed and provided	138	356
	The percentage of residents satisfied with completed regeneration projects	90%	No surveys were carried out during Q1
	The number of visitors to libraries and Hubs across the city	630,000	25,628
	The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/I got what I needed'	95%	No surveys were carried out during Q1
	The number of visits (page views) to the volunteer portal	17,500	56,066
	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%	60.34%
	The percentage of high-risk domestic abuse victims referred by South Wales Police attempted contact by the specialist service within one calendar day of receiving the referral	90%	92.36%

COVID-19 Response Data – Domestic Violence

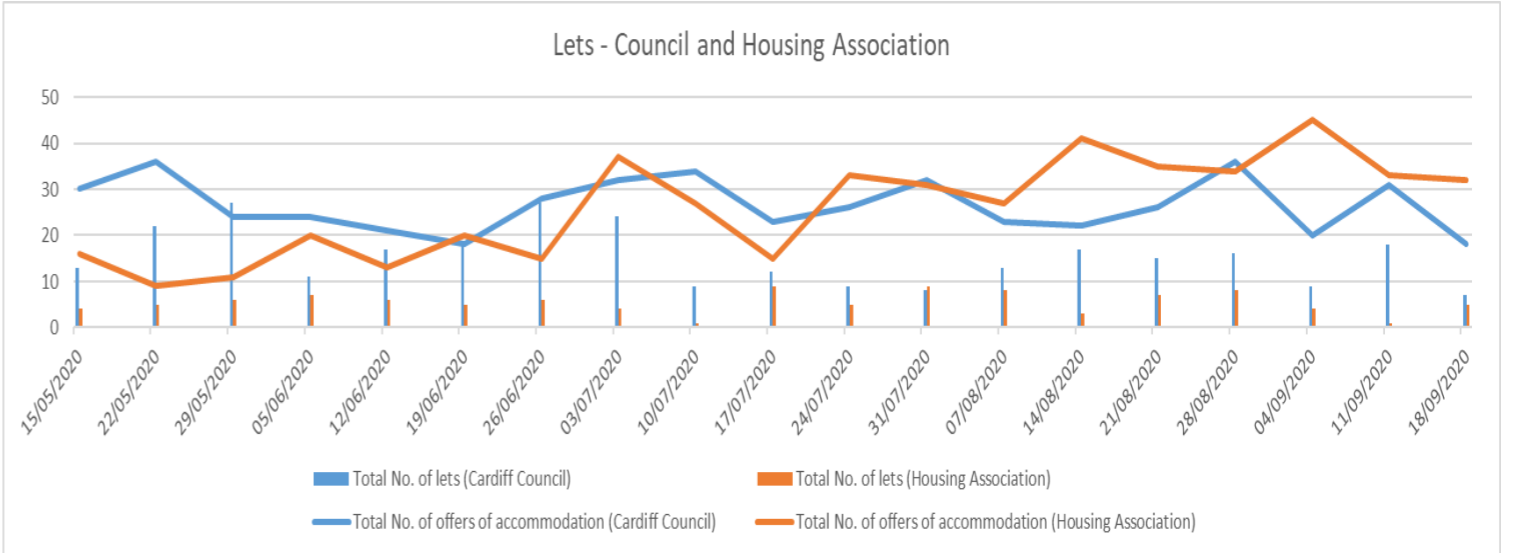
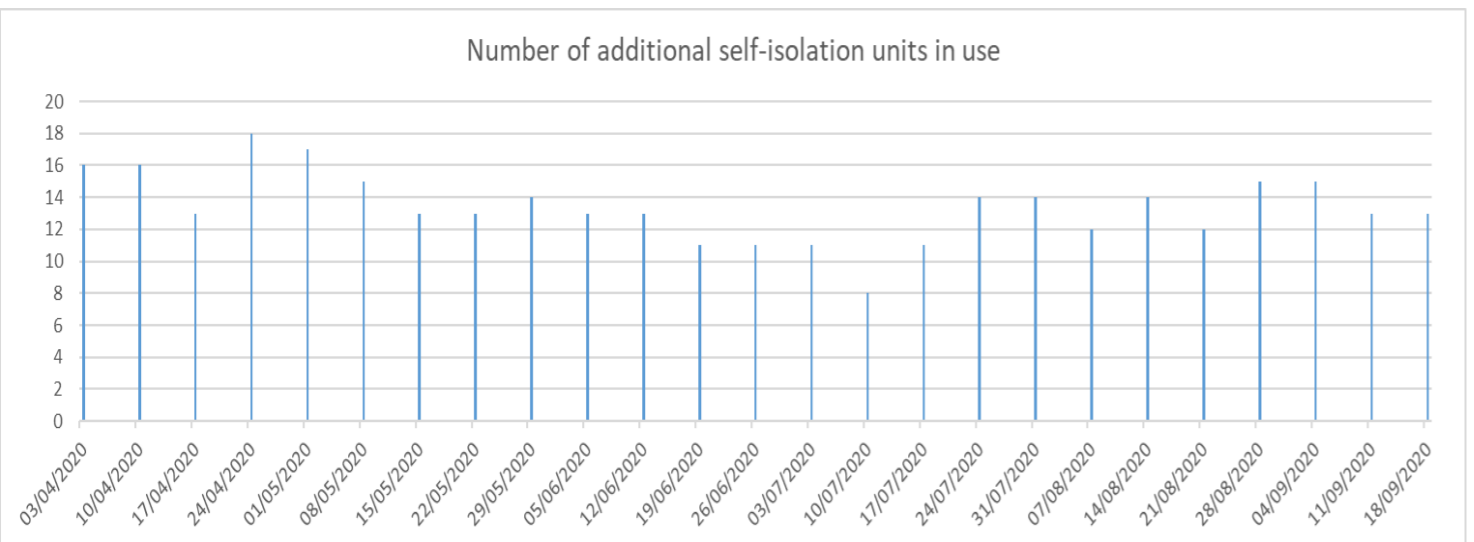


PPN-Police Protection Notice

COVID-19 Response – Homelessness



- The first temporary hotel provision (the OYO) has been closed.
- Countisbury House and Ty Casnewydd are both now open as more permanent alternatives with a total 58 places.
- Work is underway on a significant refurbishment of Adams Court to enable moving away from the remaining hotel, the YHA.



Supporting Vulnerable People

It is anticipated that requests, contacts and food parcels for those who are shielding or self-isolating will be increasing with letters sent out in the last week of September to remind people in need of the services.

