



CASSC

Housing & Communities

Q4 Performance Report March 2021

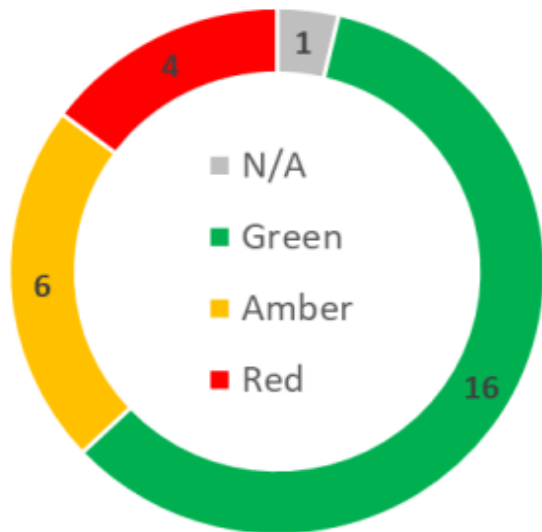


Gweithio dros Gaerdydd, gweithio gyda'n gilydd
Working for Cardiff, working together

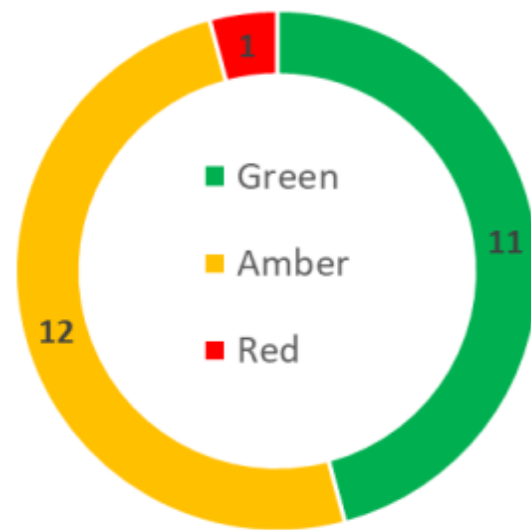


Progress Against the Corporate Plan

Corporate Plan Performance Indicators



Corporate Plan Commitments (Lead and Shared)



Key Performance Indicators

Wellbeing Objective: Cardiff is a Great Place to Grow Older
(Cllr Elsmore)

	2019-2020		2020-2021				
Performance Indicator	Annual Target	Q4 Result	Annual Target	Q1 Result	Q2 YTD Result	Q3 YTD Result	Q4 YTD Result
The percentage of clients who felt able to live independently in their homes following support from the Independent Living Services	95%	96%	95%	92%	92%	93%	93%
The percentage of new cases dealt with directly at First Point of Contact (FPOC) with no onward referral to Adult Services	70-80%	71.97%	70-80%	90%	84%	79%	84%
The average number of calendar days taken to deliver a Disabled Facilities Grant (from initial contact to certified date)	180	186	185	75	165	145	133
The percentage of people who feel reconnected into their community through interventions by the Day Opportunities Team	80%	89%	85%	This service couldn't be provided and staff were internally redeployed	N/A	N/A	N/A

Progress

Wellbeing Objective: Cardiff is a Great Place to Grow Older
(Cllr Elsmore)

Commitment	Update
<p>Deliver the Older Persons Housing Strategy to support independent living, fully understanding older people's housing needs and aligning work between Council and Health Services including:</p> <ul style="list-style-type: none">Working to build and refurbish 'care-ready' schemes for older people; <p>Continuing the development of person-centred information, advice and assistance for older people and those with disabilities; including the development of performance measures for the service.</p>	<p>Regarding the new build community living proposals; the Bute Street & Riverside scheme are ready for Pre-Application Consultation (these will both be issued before the end of April) and the Moorland Road scheme is in for internal pre-app consultation. Pac is targeted for the end of May.</p> <p>Schemes update:</p> <ul style="list-style-type: none">Broadlands House, external works have commenced including the installation of scooter storage. This work will continue into Q1 and hopefully internal works will commence during Q1.Heathmead – The requirements for the communal area have been assessed Furniture has been ordered and discussion has taken place with contractors over the requirements. A commencement date is awaited. <p>Worcester Court – Planning has been approved and detailed design is currently ongoing. Once this has been received and reviewed we will be in a position to programme work.</p>



Progress

Wellbeing Objective: Cardiff is a Great Place to Grow Older
(Cllr Elsmore)

Commitment	Update
<p>Address social isolation and enhance quality of life of older people by:</p> <ul style="list-style-type: none">• Helping to build links between citizens, groups, organisations and private businesses; <p>Bringing young and older people together to provide a platform where skills, experience and understanding can be shared.</p>	<p>Due to Covid it has not been possible to act on this in the manner that was originally proposed .</p> <p>However ILS have been able to change the way that social isolation is addressed during the pandemic, by focussing on a digital approach.</p> <p>The digital platform to keep Older people connected has proved very successful and allowed us to expand services to include training and support in helping older people use digital services, while linking them with third sector digital provision and other virtual services offered through the Hubs. So far feedback has been very positive and opened up a whole new world of connectivity for a lot of people.</p> <p>In Q4 ILS delivered a second digital festival that ran for 3 days and continued to support groups with online services. This has been especially important during Q4 due to the increased lockdown conditions.</p> <p>Digital and online services is something ILS will continue with given its success and the benefits it has brought older people.</p>



Key Performance Indicators

Wellbeing Objective: Supporting People Out of Poverty
(Cllr Thorne)

	2019-2020		2020-2021				
Performance Indicator	Annual Target	Q4 Result	Annual Target	Q1 Result	Q2 YTD Result	Q3 YTD Result	Q4 YTD Result
The number of customers supported and assisted with their claims for universal Credit	1,500	3,348	1,500	439	743	2,106	2,841
Additional weekly benefit identified for clients of the City Centre Advice Team	£13m	£15,865,681	£14m	£446,169	£2,239,338	£8,528,500	£15,447,013
The number of hours given volunteering within the Advice & Benefits Service	New Measure		6,500	1,543	2,159	2,487	3,066



Key Performance Indicators

Wellbeing Objective: Supporting People Out of Poverty
(Cllr Thorne)

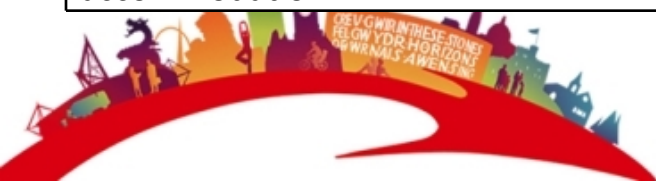
	2019-2020		2020-2021				
Performance Indicator	Annual Target	Q4 Result	Annual Target	Q1 Result	Q2 YTD Result	Q3 YTD Result	Q4 YTD Result
The percentage of those supported through targeted intervention who ceased engagement with no verified positive destination	New Measure		<20%	6%	6%	6%	6%



Key Performance Indicators

Wellbeing Objective: Supporting People Out of Poverty
(Cllr Thorne)

Performance Indicator	2019-2020		2020-2021				
	Annual Target	Q4 Result	Annual Target	Q1 Result	Q2 YTD Result	Q3 YTD Result	Q4 YTD Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	70%	78%	80%	77%	76%	74%	73%
The number of multi-agency interventions which supported rough sleepers into accommodation	168	200	168	41	94	143	197
The percentage of people who experienced outcomes through the Homelessness Reconnection Service	70%	89.01%	70%	94.44%	97%	95%	95%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	60%	95%	70%	93%	93%	93%	93%
The number of people positively moved on from second-stage accommodation	150	119	150	26	53	78	99



Progress

Wellbeing Objective: Supporting People Out of Poverty (Cllr Thorne)

Commitment	Update
<p>Ensure support is available to mitigate potentially negative consequences associated with the roll-out of Universal Credit by:</p> <ul style="list-style-type: none">• Ensuring all Hub staff are able to support with claims for Universal Credit;• Implementing measures to help private landlords with the changes associated with universal credit• Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;	<p>The Adviceline now takes calls for Adult Learning, Free School Meals, DHP's as well as all general enquires. The role of the Adviceline will continue to be reviewed and expanded to deal with the anticipated demand as many of the financial packages from WG and central Government cease in the summer / autumn of 2021. The webchat facility has been used more by clients over this past 12 months, but can be increased further. The function needs to be more easily accessible when looking at the website.</p>



Progress

Wellbeing Objective: Supporting People Out of Poverty (Cllr Thorne)

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"> • Taking forward the Strategic Review of services for single homeless • Reviewing and improving emergency accommodation to ensure no one has to sleep out in Cardiff • Extending the capacity of the Housing First schemes using both social and private rented sector homes and developing plans to make the scheme sustainable • Continuing to develop the multi-agency team around rough sleepers, improving support available for those with substance misuse, and for those with co-occurring mental health and substance misuse issues. Also strengthening links with the criminal justice system through enhanced probation input into the team; • Building on Give Differently to further investigate opportunities to address daytime begging within the city centre 	<p>Review success of Assessment Centre pilot. There have been some building delays with regards to the Assessment Centre, but offices and the emergency accommodation units on site are now due to open in April 2021.</p> <p>Confirm structure of MDT and secure long-term funding for this finalised structure. The expanded MDT Team now includes 11 keyworkers, 2 Occupational Therapists, 3 Therapeutic Outreach Workers & 2 Counsellors. Recruitment is ongoing for further keyworkers. Funding for the MDT has now been secured for another year through two Welsh Government funding streams - Complex Needs (Mental Health and Substance misuse stream) administered through the Cardiff and Vale Area Planning Board, and the Housing Support Grant.</p> <p>Review success of Housing First schemes in Cardiff. There are currently 26 individuals sustaining tenancies in both Cardiff Council schemes. Just 1 tenancy has ended over the course of the two projects. The Salvation Army scheme is continuing to sustain 23 individuals in their homes with a further 2 actively awaiting offer of a property. They have submitted their grant to Welsh Government this year with the aspiration of providing accommodation for an additional five clients bringing the total unit size up to 30.</p> <p>Pilot a rapid rehousing pathway for homeless clients with low needs. Both the YMCA Ambassador and YMCA The Walk are now accommodating clients with low support needs, referred via the low needs pathway of the Single Person Gateway. There will be significant investment in prevention and development of the rapid rehousing approach in 21/22, which will be closely monitored. A more tailored package of assistance to house people before they become homeless will be provided, and for those clients who do become homeless, a proper assessment of need and rapid exit from homelessness and return to permanent housing will be the focus of the intervention provided. Working with the Private Rented Sector and a new leasing scheme will be pivotal to embedding the new approach.</p>



Progress

Wellbeing Objective: Supporting People Out of Poverty (Cllr Thorne)

Commitment	Update
<p>Develop a training and activities centre for single homeless people to divert them from street culture by providing a range of meaningful activities and commence the service by September 2020</p>	<p>Due to restrictions brought in to deal with the Covid pandemic, the delivery of day time activities for homeless people has had to be adapted. Different approaches have been developed with an increase in digital activities being delivered. A new online resource is currently being developed.</p> <p>Funding through the Housing Support Grant has been increased to expand the Diversionary Activities Team in 2021/22.</p>



Key Performance Indicators

Wellbeing Objective: Safe, Confident and Empowered Communities
(Cllr Elsmore & Cllr Thorne)

Performance Indicator	2019-2020		2020-2021				
	Annual Target	Q4 Result	Annual Target	Q1 Result	Q2 YTD Result	Q3 YTD Result	Q4 YTD Result
The percentage of Council Staff completing the Level 1 online module of the National Training Framework on violence against women, domestic abuse and sexual violence as a percentage of all staff	100%	62%	100%	60.34%	61%	65%	70%
The percentage of customers satisfied with completed regeneration projects	75%	96%	75%	No Surveys were carried out during Q1	94%	94%	89%
The number of visitors to libraries and Hubs across the city	3,300,000	3,266,110	3,300,000	25,628	140,287	235,898	2,490,498
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements / I got what I needed'	95%	98%	95%	No surveys were carried out	No surveys were carried out	97%	98%



Key Performance Indicators

Wellbeing Objective: Safe, Confident and Empowered Communities
(Cllr Elsmore & Cllr Thorne)

Performance Indicator	2019-2020		2020-2021				
	Annual Target	Q4 Result	Annual Target	Q1 Result	Q2 YTD Result	Q3 YTD Result	Q4 YTD Result
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	New Measure		90%	93.81%	91%	92%	89%
Total number of new Council homes completed and provided	400	316	550	356	381	396	552



Progress

Wellbeing Objective: Safe, Confident and Empowered Communities
(Cllr Elsmore & Cllr Thorne)

Commitment	Update
<p>Invest in the regeneration of local communities by:</p> <ul style="list-style-type: none">• Completing Phase 2 of the Maelfa redevelopment scheme by September 2021;• Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the current Estate Regeneration Programme and designing a new programme to co-ordinate with wider new housing initiatives in and around existing communities;• Securing Welsh Government Targeted Regeneration Investment Programme funding to deliver regeneration initiatives in the South Riverside Business Corridor;• Submitting an outline planning application for the Channel View Regeneration Scheme by October 2020;• Delivering projects identified in the three-year programme for Neighbourhood Renewal Schemes based on ideas submitted by Ward Members.	<p>Roundwood estate regeneration progressing well on site with completion due late 2021- delays as reported in Q3.</p> <p>Lower Llanrumney on site and entering Phase 2- completion due in mid-2021.</p> <p>NRS project at Llanishen Street complete, schemes at Llanishen Park and Cowbridge Rd East on site- delays due to COVID 19 and contractors capacity- supply chain issues. Continued delays for the NRS Splott 3G scheme due to drainage design work and SUDS.</p> <p>Phase 2 of the Maelfa complete.</p> <p>Consultation on initial plans for Trowbridge Green and Pennsylvania complete, detailed design due in May 2021 and further consultation to be carried out.</p> <p>Pre-application for Channel view will be issued on 16th April and a full planning application in June 2021.</p>



Progress

Wellbeing Objective: Safe, Confident and Empowered Communities (Cllr Elsmore & Cllr Thorne)

Commitment	Update
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <ul style="list-style-type: none">• Progressing plans for Youth Hubs in the city centre and Butetown;• Working with the University Health Board on the Cardiff Royal Infirmary, Maelfa Hub and other Hubs within the North District;• Ensuring people are connected with local service providers and activities in their neighbourhood through Community Inclusion Officers.	<p>City Centre Youth Hub- additional funding secured from the capital programme- service scope being revisited with a view to amending the redevelopment plans to fit the budget. Alternative venues still being investigated- as and when opportunities come to market.</p> <p>CRI Chapel complete- opening date will be set by CAVUHB.</p> <p>Ongoing dialogue with CAVUHB, developers and planning for the strategic site hubs.</p> <p>Maelfa Health and Wellbeing Hub started on site in February, phase 1- the replacement MUGA due for completion in June 2021</p>
<p>Deliver 2,000 new Council homes, of which at least 1,000 will be delivered by May 2022</p>	<p>The Pre-application planning process will begin on 16th April. This follows a very successful community consultation process and the completion of the design work for Phase 1. Pre-application and PAC consultation for Waungron Road has been completed and a full planning application will be submitted at the end of April – this has been delayed to account for a large number of responses and objections received through the PAC which required attention. We achieved a final out-turn of 236 completions in the year and a cumulative total of 552 completions – just over the target of 550.</p>

Progress

Wellbeing Objective: Safe, Confident and Empowered Communities
(Cllr Elsmore & Cllr Thorne)

Commitment	Update
<p>Create safe and cohesive communities by:</p> <p>Delivering the actions identified in the Cardiff & Vale of Glamorgan Violence against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023 including the launch of a regional service for male victims by September 2020</p>	<p>Due to Covid-19, colleagues in the Vale of Glamorgan have not been available to undertake this work regionally. However, in Cardiff a process for managing Community Alarms for domestic abuse victims has been implemented with all partners.</p>

