



APPENDIX C

**CASSC**

# Housing & Communities

Q1 Performance Report

October 2021

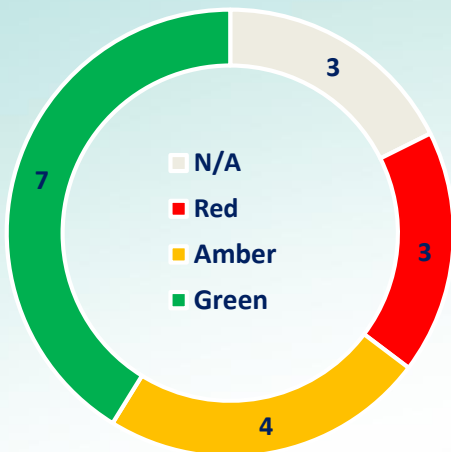


Gweithio dros Gaerdydd, gweithio gyda'n gilydd  
Working for Cardiff, working together

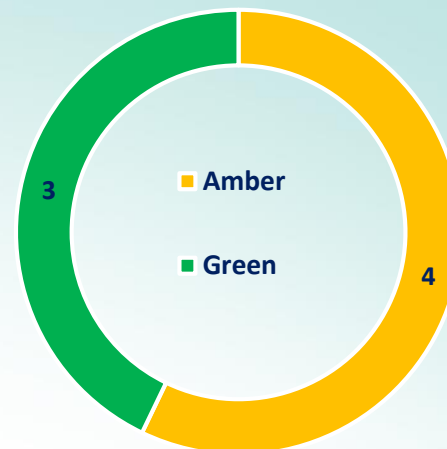


# Progress Against the Corporate Plan / Directorate Delivery Plan

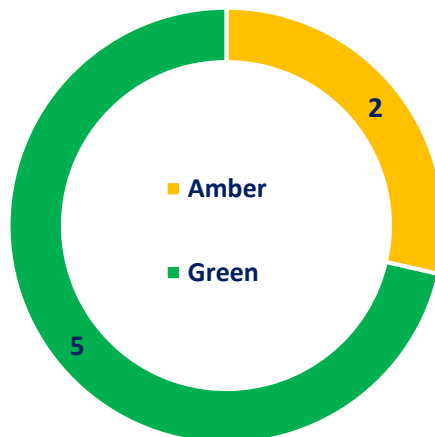
## Corporate Plan Indicators



## Corporate Plan Commitments



## Directorate Delivery Plan Commitments



# Key Performance Indicators

## Wellbeing Objective: Supporting People Out of Poverty

### Supporting those most impacted by the economic crisis into work, education or training

Key Performance Indicators	2020/21 Target	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The number of customers supported and assisted with their claims for Universal Credit	1,500	2,841	Annual Target <b>2,000</b> Q1 Target <b>500</b>	665
Additional weekly benefit identified for clients of the Advice Team	£14,000,000	£15,477,013	Annual Target <b>£14,000,000</b> Q1 Target <b>£3,500,000</b>	£4,207,639
The number of hours given volunteering within the Advice & Benefits Service	6,500	3,066	Annual Target <b>6,500</b> Q1 Target <b>1,625</b>	411



The low number of volunteer hours in Q1 is a result of volunteering placements being temporarily suspended due to covid.

The majority of volunteering placements take place within Hubs. To keep within health and safety guidelines, a maximum number of people were allowed in each Hub during Q1. To keep numbers as low as possible, priority was given to staff and customers.

## Supporting those most impacted by the economic crisis into work, education or training

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"> <li>• Ensuring all Hub and advice line staff are able to provide support with claims for Universal Credit, including further roll-out of tablets, either by gifting or loaning, to ensure that support can be provided remotely during Covid restrictions;</li> <li>• Working with Jobcentre Plus, Registered Social Landlords and other partners to ensure that vulnerable individuals get the budgeting support they need;</li> <li>• Further utilising and promoting the Discretionary Housing Payment fund. This will ensure that those in receipt of Universal Credit are aware of and able to apply to the fund;</li> <li>• Working closely with Cardiff Foodbank to understand the impacts of more clients claiming Universal Credit on food support, escalating any issues identified;</li> <li>• Identifying additional funding for the Money Advice team to expand the service and meet demand as Universal Credit claimants continue to rise as a result of the pandemic.</li> </ul>	<ul style="list-style-type: none"> <li>• All Advice Line staff have been trained on the new process including identifying UC support needs. Money Advice have been retrained on UC and the processes for the new team have been completed.</li> <li>• Money Advice have started providing a digital service from the foodbank as well as reintroducing outreach locations (including Hubs and Cardiff West)</li> <li>• Refresher sessions will be offered alongside the briefing sessions for staff which have continued throughout the past 16 months.</li> </ul>

# Key Performance Indicators

## Wellbeing Objective: Supporting People Out of Poverty

### Embedding our new approach to tackling homelessness and ending rough sleeping

Key Performance Indicators	2020/21 Target	2020/21 Result	2021/22 Target	2021/22 Q1 Result
The percentage of households threatened with homelessness successfully prevented from becoming homeless	80%	76%	80%	77%
The total number of rough sleepers in the city	New Measure	New Measure	<20	11
The number of rough sleepers supported into accommodation	168	197	Annual Target <b>104</b> Q1 Target <b>26</b>	57
The percentage of rough sleepers housed in the previous month who have maintained their accommodation	New Measure	New Measure	70%	61%
The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service	70%	95%	80%	100%
The percentage of clients utilising Housing First for whom the cycle of homelessness was broken	70%	93%	75%	93%



The data collected in Q1 examined all rough sleepers placed in accommodation between March and May 2021 and calculated how many were still in accommodation 28 days later. **59** rough sleepers were supported into accommodation during the period with **36** remaining in accommodation 28 days later.

# Progress

## Embedding our new approach to tackling homelessness and ending rough sleeping

### Commitment

Review and revise the Rough Sleeper Strategy and the Homelessness Strategy in line with Welsh Government Phase 2 Guidance by:

- Implementing the new family accommodation model and delivery of the Family Homelessness Centres for completion by January 2022 including:
  - Briardene by May 2021;
  - The Gasworks by Winter 2021/22;
  - Harrison Drive by Winter 2021/22;
- Developing a rapid rehousing approach to homelessness, ensuring that homelessness is prevented wherever possible and that clients are rehoused as quickly as possible following an assessment of need by June 2021;
- Taking forward the strategic review of services for single homeless people, including:
  - Implementing full assessment of needs for single homeless people via the new Assessment Centre by May 2021;
  - Ensuring that no one has to sleep out in Cardiff by winter 2021/22 by delivering the new homeless accommodation schemes for single people, and reviewing and improving emergency accommodation with the aim of ensuring that minimum standards of accommodation are delivered with separated, secure and individual spaces;
  - Continuing and extending the Housing First Scheme, using both social and private rented sector homes, and increasing the range of options for move on from hostel with appropriate level of support by March 2022;
  - Ensuring that homeless clients can access the right accommodation for themselves with a focus on moving on into the private rented sector by commencing the low-needs pathway by April 2021 and reviewing its effectiveness by September 2021;

### Update

- Briardene opened and commenced family placements on the 17th May. Initially, 12 units were opened at the start, this increased to 25 units after a few weeks and fully opened to 38 units in late June.
- Gasworks is progressing as planned and it is expected hand over to the authority will be in November/December. A team will be in place to setup the project with an expectation of receiving the first residents in November/December 2021.
- The Rapid Rehousing Move-On pilot has been slightly delayed. The Family Supported Accommodation team are ready to pilot the new process once it is ready to be implemented. The action is marked as amber due to this delay.
- A new process for assessing need of single homeless people at the new Assessment Centre started at the beginning of June 2021. The process is being regularly reviewed as it becomes imbedded into day to day functions.

# Progress

## Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<ul style="list-style-type: none"><li>Continuing to develop the multi-agency team around rough sleepers and single homeless people with complex needs, improving the support available for those with substance misuse issues, as well as for those with co-occurring mental health and substance misuse issues, and extending this support to those moving on into the community. Additionally, further developing the health input into the team by September 2021 and developing the full operational policy and reporting framework for the team by October 2021;</li><li>Reviewing the 'Real Change' and 'Give Differently' campaigns to further investigate the reporting of sightings of potential rough sleepers and positive intervention with people who are involved in street-based activities, including anti-social behaviour and begging within the city centre, by March 2022.</li></ul>	<ul style="list-style-type: none"><li>The introduction of a new wellbeing assessment has meant that clients are now holistically assessed at the point of entry. This assessment allows us to determine whether a client is complex or low needs. Low needs clients are deemed suitable for PRS and so are referred to the low needs pathway which initially means they are accommodated in the YMCA and from there supported into an appropriate PRS placement. Whilst the low needs pathway is the most suitable place for someone who is suitable for PRS we are also able to offer PRS to those in the complex needs pathway if that is a safe and appropriate move on option.</li><li>Due to the rapid expansion of the accommodation service area, we are now able to offer clients a range of accommodation options and ensure that support is targeted around their identified needs. The service has imbedded a culture that seeks to minimise evictions and abandonments to ensure we do not return to the rough sleeper numbers seen pre-pandemic.</li><li>We are continuing to review ongoing work with the Health Service to ensure other Health services that are deemed appropriate can feed into the MDT. There are currently ongoing discussions with the Health Service, Dietetics, Podiatry and Dentistry Services.</li></ul>

# Progress

## Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<ul style="list-style-type: none"><li>• Develop a training and activities service for single homeless people to support them to make lasting changes as part of a Covid exit strategy prepared by April 2021 and introduced as soon as restrictions allow.</li></ul>	<ul style="list-style-type: none"><li>• An implementation action plan has been created alongside a curriculum programme based on feedback from projects and clients. Accredited courses are now being delivered across all sites.</li><li>• A stand-alone website has been created as per strategy which will show the work of the Diversionary Activities project. This is due to go live in mid-July.</li></ul>





# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>• Develop a new family temporary accommodation model by transferring the Calon TA scheme from Cadwyn to Cardiff Council and reviewing the scheme in line with the Rapid Rehousing approach.</li></ul>	<ul style="list-style-type: none"><li>• Calon Transfer Date taking place on 5th July 2021.</li><li>• All processes &amp; procedures have been completed. Cadwyn staff to start with Cardiff Council on 5th July 2021.</li><li>• Creation of voids team and finance/ tenancy team to manage the scheme is still in progress – recruitment currently taking place.</li><li>• Rent accounts have been set up and recharges have been reviewed.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop the allocation of social housing to achieve the following:</p> <ul style="list-style-type: none"><li>• Introduce rapid rehousing approach to homelessness, helping to reduce time spent in temporary accommodation and prevent more people from becoming homeless</li><li>• Reduce overcrowding in the city</li></ul>	<ul style="list-style-type: none"><li>• Data review for homeless and overcrowded families on the Housing Waiting List is in progress.</li><li>• The review of current allocations and shortlisting arrangements has started, but work is still ongoing to finalise how it will work.</li><li>• Rapid Rehousing is being piloted for families with complex housing needs who are owed a prevention duty, for whom it would be difficult to prevent in PRS or place in Temporary Accommodation.</li><li>• Current arrangement for families with less complex needs are also being examined and amended.</li><li>• Rapid Rehousing is also being piloted for families moving on from Temporary Accommodation in Briardine.</li><li>• New Allocations and Shortlisting Arrangements for Rapid Rehousing/Overcrowding</li><li>• pilot arrangements have been drafted, but need further discussion prior to implementation.</li><li>• The review of the suspension criteria for rent arrears will run alongside Rapid Rehousing. The Exclusion Manager has drafted the new arrangements. An Officer Decision Report will be needed for this as it will be an amendment to policy.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>Take forward the next phase of the Accommodation and Support project, improving specialists Accommodation and Support Pathways.</li></ul>	<ul style="list-style-type: none"><li>Mapping of People &amp; Communities provision has taken place, in particular in relation to Mental Health and Abstinence support specialist projects.</li><li>Mapping task is ongoing and meetings scheduled with key officers to complete mapping of their provision.</li><li>Assessment of need for women with complex needs currently residing in Single Person's gateway has commenced.</li></ul>



# Key Performance Indicators

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Building new Council homes and investing in community facilities

Key Performance Indicators	2020/21 Target	2020/21 Result	2021/22 Target	2021/22 Q1 Result
Total number of new Council homes completed and provided (Target to be achieved by December 2022.)	1,000 cumulative	552	1,000 cumulative by December 2022 – 750 by 31 <sup>st</sup> March 2022 Q1 Target 570	569
The percentage of residents satisfied with completed regeneration projects	90%	89%	90%	88%
The number of visitors to libraries and Hubs across the city	3,300,000	2,490,498	Monitor KPI but no target set	124,002
The number of page views on the Hubs website	Monitor KPI but no target set	N/A	Monitor KPI but no target set	15,080
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	95%	98%	Monitor KPI but no target set	Surveys to re-start in Q2
The number of visits (page views) to the volunteer portal	70,000	156,153	Annual Target 70,000 Q1 Target 17,500	27,945

# Progress

## Building new Council homes and investing in community facilities

Commitment	Update
<ul style="list-style-type: none"><li>• Deliver a programme to build over 2,000 new Council homes, targeting delivery of the first 1,000 by December 2022.</li></ul>	<ul style="list-style-type: none"><li>• Briardene has been completed and was handed over before end of Q1 and is now fully operational.</li><li>• The purchase of Meridian court has been completed and we are currently consulting residents about the proposals ahead of submitting a planning application at the end of July.</li><li>• Column Road Programme has been extended and is now due for completion mid-October 2021. Planning consent has been granted for the remodelling and reclassification of the building.</li></ul>



# Progress

## Building new Council homes and investing in community facilities

Commitment	Update
<p>Invest in the regeneration of local communities by:</p> <ul style="list-style-type: none"><li>• Completing Phase 2 of the Maelfa redevelopment scheme by November 2021</li><li>• 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;</li><li>• Securing Welsh Government Targeted Regeneration Investment Programme funding to deliver regeneration initiatives in the South Riverside Business Corridor;</li><li>• Submitting an outline planning application for the subsequent Channel View Regeneration of pre-existing homes by the end of 2021/22;</li><li>• Delivering projects identified in the three-year programme for Neighbourhood Renewal Schemes (NRS) based on ideas submitted by Ward Members.</li></ul>	<ul style="list-style-type: none"><li>• The Maelfa Scheme was completed in Q4 2020/21.</li><li>• Detailed design work for Trowbridge Green &amp; Pennsylvania Estate regeneration behind programme due to capacity within design team/ the need to outsource specialist SUDs design works and principle designer roles.</li><li>• The planning application for Channel View was submitted before the end of June.</li><li>• NRS scheme completion for Cowbridge Rd East behind programme due to technical design issues on site and contractor delays - due to complete in August.</li></ul>



# Progress

## Building new Council homes and investing in community facilities

Commitment	Update
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <ul style="list-style-type: none"><li>• Progressing plans for Youth Hubs in the city centre and Butetown.</li><li>• Working with partners to deliver a Community Hub in south Riverside;</li><li>• Working with the University Health Board on the Cardiff Royal Infirmary, Maelfa Hub and other Hubs within the North District;</li><li>• Ensuring people are connected with local service providers and activities in their neighbourhood through the work of Community Inclusion Officers, extending the range of online activities and restarting face-to-face events when restrictions allow.</li></ul>	<ul style="list-style-type: none"><li>• New MUGA/ Phase 1 complete in mid June and now open to the public- well used by young people so far.</li><li>• Dialogue commenced with Grassroots regarding current leasing arrangements. Project partners updated on project status and currently working through plans for the building to fit the budget and meet updated service needs.</li><li>• Butetown Youth Hub is fully open, events and activities are being reintroduced in line with WG guidelines. Music Room specialist software for young persons has been purchased to enhance young persons skills &amp; up to date music development.</li><li>• Face to Face activities have been reintroduced in all Community Hubs in line with WG guidelines.</li><li>• Community Inclusion Officers &amp; Wellbeing team are now all part of one team and planning together to provide tailored activities and support to suit customer's needs and requests.</li></ul>



# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>To implement New Community Wellbeing Service Team</li></ul>	<ul style="list-style-type: none"><li>All the Team have been recruited but some training will fall in Q2 due to training slot availability.</li><li>Good partnerships including NHS (GP social prescribing) already built to take the service forward.</li></ul>





# Progress

## Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>Progress with delivery of Community Hubs programme - 2021 refurbishment to Rhiwbina Library</li></ul>	<ul style="list-style-type: none"><li>Refurbishment plans and layout completed in conjunction with Cllrs, local members &amp; Friends Groups - now with planning for approval.</li></ul>



# Key Performance Indicators

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Ensuring children and adults are protected from risk of harm and abuse

Key Performance Indicators	2020/21 Target	2020/21 Q4 Result	2021/22 Annual Target	2021/22 Q1 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%	70%	85%	71%
The percentage of referrals from South Wales Police regarding high-risk domestic abuse victims, where contact has been attempted by the specialist service within one calendar day of receiving the referral	90%	89%	90%	81.95%



The biggest area of non-compliance lies with school staff completions. We continue to offer support to schools with undertaking this mandatory training – offering briefings on Inset days and in the evenings and are currently preparing to brief school Governors. Packs of useful materials including information on the training and support available have been sent to all schools ready for the start of this new school term.

A further cohort of approx. 1600 staff do not have access to a PC and interactive briefings are necessary.

# Progress

## Wellbeing Objective - Safe, Confident and Empowered Communities

### Ensuring children and adults are protected from risk of harm and abuse

Commitment	Update
<ul style="list-style-type: none"><li>• Deliver the actions identified in the Cardiff &amp; 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 July 2021.</li></ul>	<ul style="list-style-type: none"><li>• Work is ongoing to collect quantitative and qualitative data from a range of key partners across the region for 2019/20 and 2020/21.</li><li>• Due to the range of partners involved, this will continue into quarter 2.</li></ul>



# Progress

## Wellbeing Objective : Cardiff grows in a resilient way

### Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda.</li></ul>	<ul style="list-style-type: none"><li>The decarbonisation plan / strategy has been approved by Directorate Directors and Cabinet members.</li><li>Preliminary budgets have been identified and incorporated into the 2021/22 budget setting process.</li><li>Responsible officer (CB) attends One Planet Cardiff project group meetings and the Directorate strategy/ambition will be incorporated into the Council Cabinet report that will be delivered later this year.</li></ul>



# Progress

## Wellbeing Objective - Modernising and integrating our public services

### Directorate Delivery Plan Commitment

Commitment	Update
<ul style="list-style-type: none"><li>Develop digital methods of service delivery in housing.</li></ul>	<ul style="list-style-type: none"><li>The My Applications system has been tested and a couple of issues were identified. Northgate are currently dealing with two issues / bugs to the system. One is the extended time taken to change pages within the online application, the other is an issue with saving an application and returning to it later. Northgate are prioritising rectifying these issues.</li><li>Meetings have been held to drive forward next steps of the project. Work is being carried out to ensure the online form captures all Social Inclusion information, for every member of the household and the internal process of collecting signatures from each person included in the application.</li><li>Initial meetings have been held to discuss internal process changes for the Housing Solutions Team and how the Housing Application Interviews will be impacted. Also, the required changes to any Workflow 360 process maps.</li><li>Tests are currently being carried out on the 'back office' function of the system to establish what process changes may be required for the Allocations Rehousing Unit. Particularly the Waiting List Team and how the medical referral process will need to be adapted.</li><li>An Improvement Project Manager (Repairs online) was recruited in June 2021 and has now started the new role. The recruitment of the Business Analyst Officer is at the interview stage currently. The post will be filled in July 2021.</li><li>Decisions have been made on which sections/teams documents to use within the DocuSign pilot. Discussions and information gathering around the benefit of purchasing the full version of the software, with the view to gradually phasing in DocuSign to different sections/teams.</li></ul>