

# **HOUSING & COMMUNITIES**

## **PERFORMANCE REPORT**

### **QUARTER 2 2022-23**



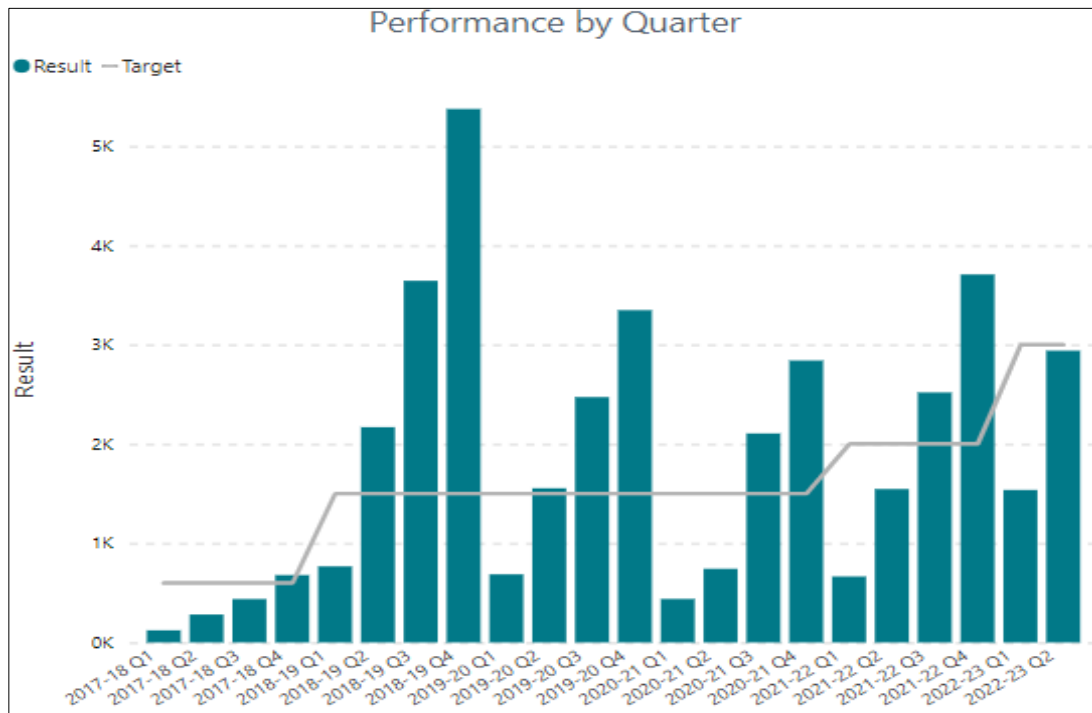
**#GweithioDrosGaerdydd**  
**#GweithioDrosochChi**

**#WorkingForCardiff**  
**#WorkingForYou**

**Wellbeing Objective: Supporting People Out of Poverty**

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

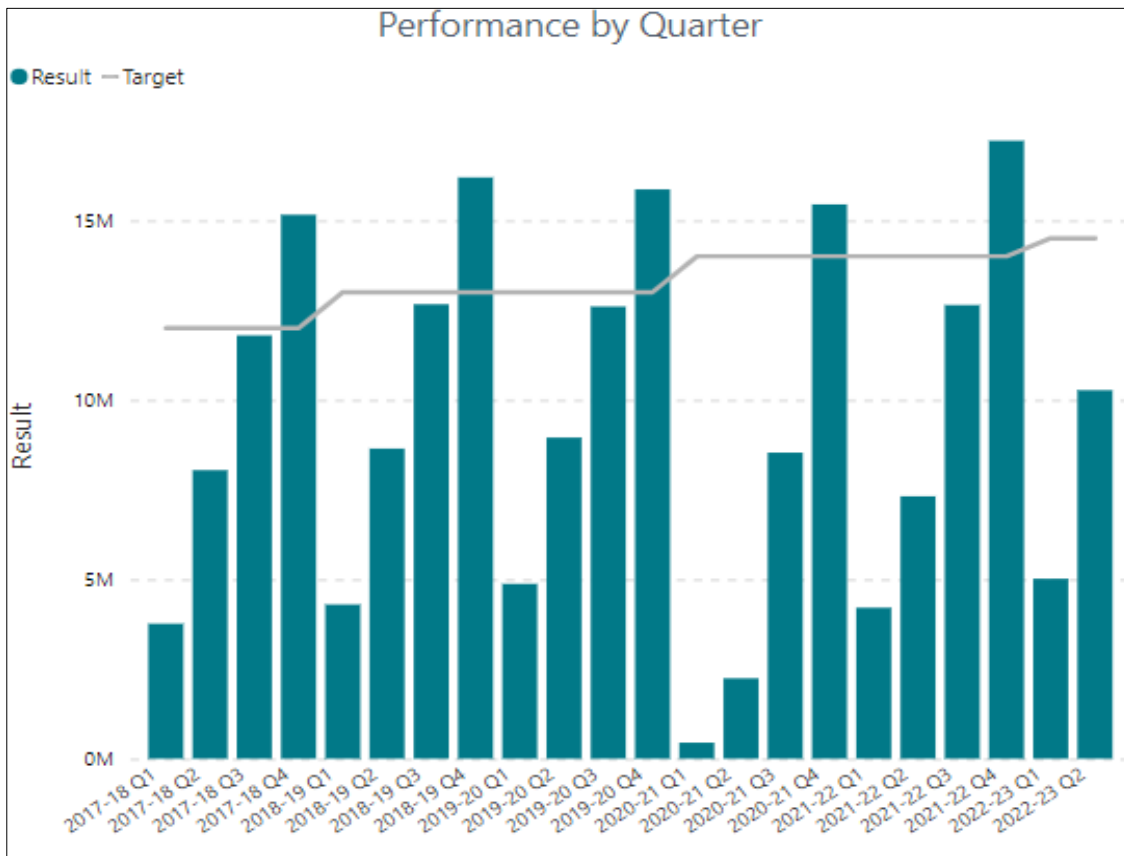
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of customers supported and assisted with Covid-related and Universal Credit financial support</b>	2,841	3,708	3,000	1,537	1,403	2,940



Almost 3,000 customers have already been supported so far this year. This is 90% higher than for the same period last year when 1,546 had been supported.

**Wellbeing Objective: Supporting People Out of Poverty**  
**Supporting the most impacted by the economic crisis into work, education or training**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Results	Cumulative Total
<b>Additional weekly benefit identified for clients of the Advice Team</b>	£15,447,013	£17,220,466	£14,500,000	£5,013,769	£5,254,192	£10,267,961

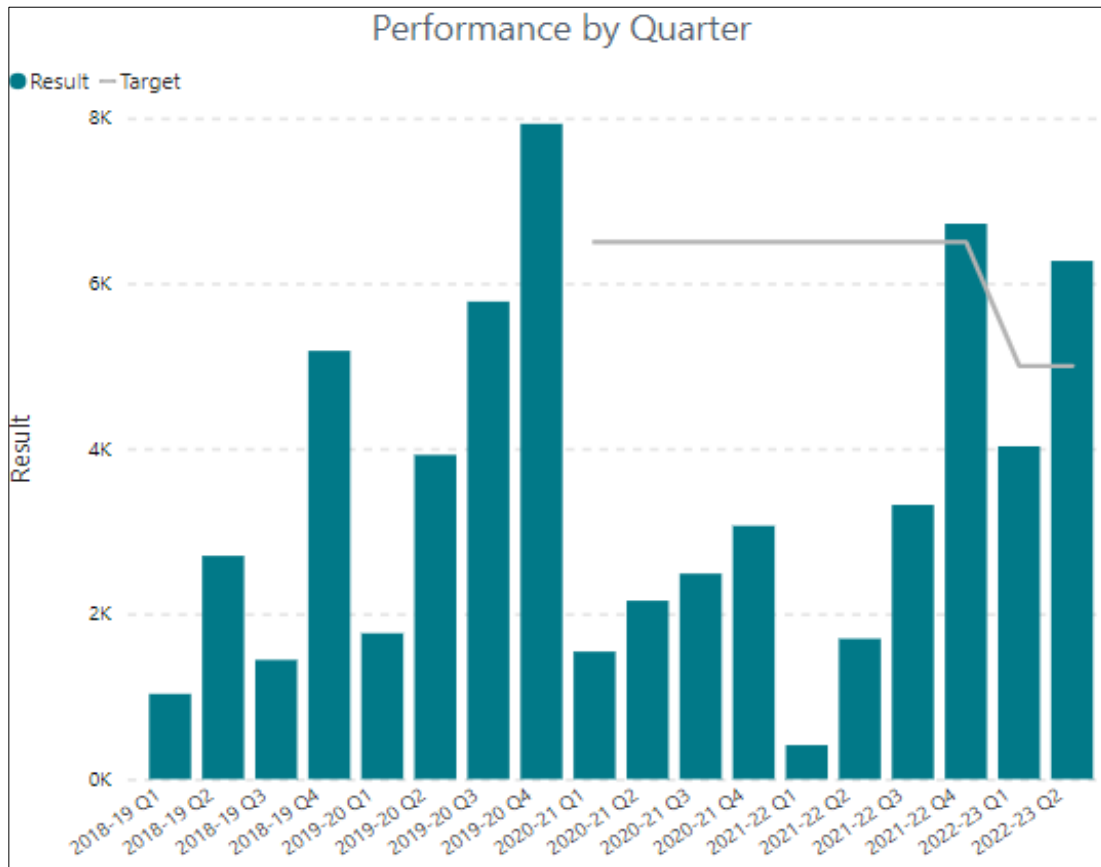


So far this year £10,267,961 in weekly benefit has been identified for clients by the Advice Team. This is 40% higher than at the same period in 2021/22 when £7,313,427 had been identified.

**Wellbeing Objective: Supporting People Out of Poverty**

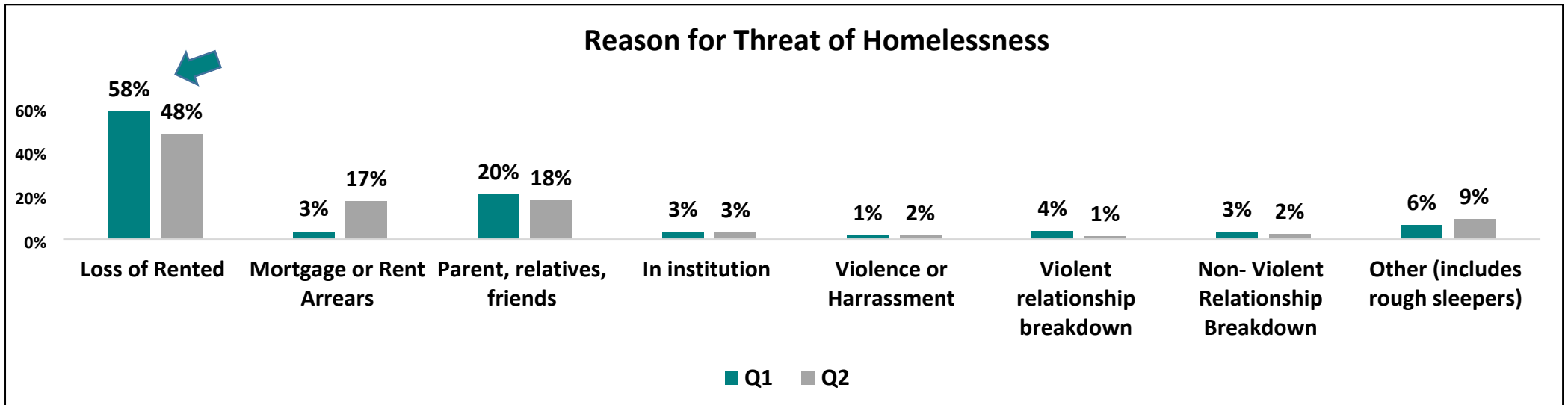
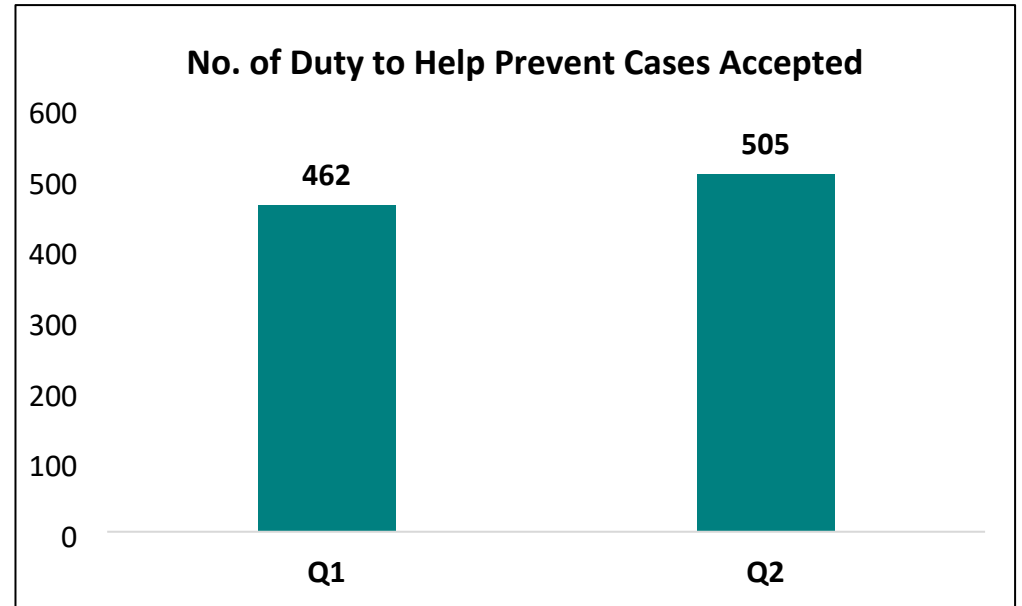
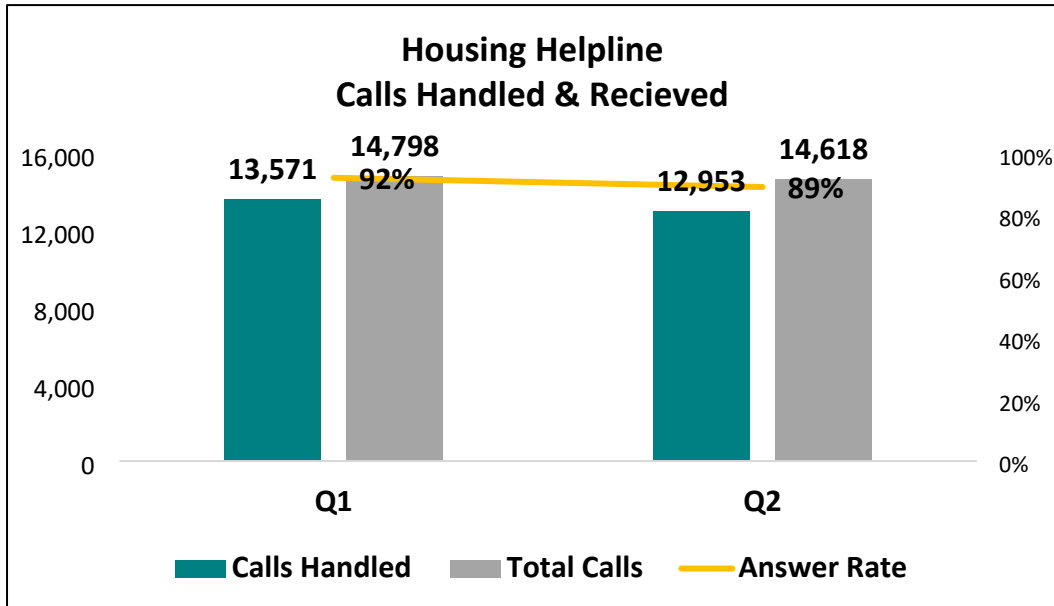
**Supporting those most impacted by the economic crisis into work, education or training**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Results	Cumulative Total
<b>The number of hours given volunteering within the Advice &amp; Benefits Service</b>	3,066	6,500	5,000	4,028	2,244	6,272



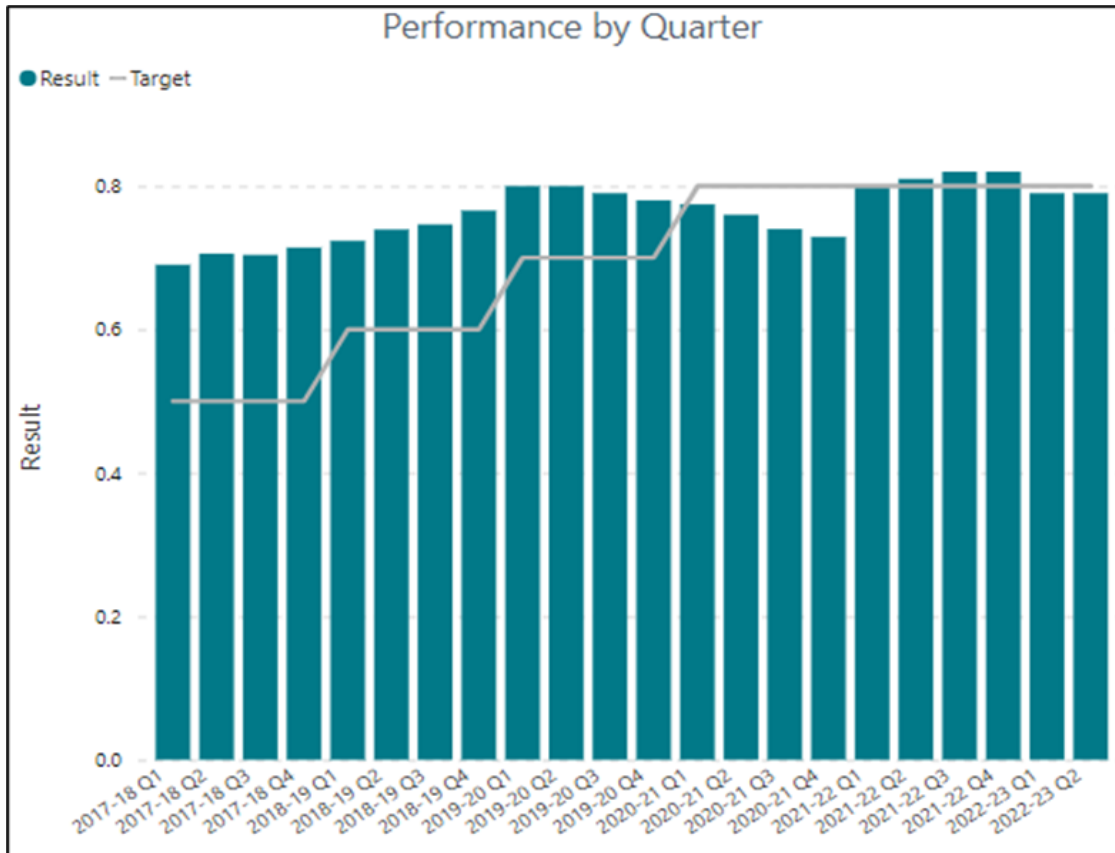
6,272 hours of volunteering have already been given this year, reaching the yearly target at the end of Q2.

Helping to Prevent Homelessness – Core Data Q1 & Q2



**Wellbeing Objective: Supporting People Out of Poverty**  
**Embedding our new approach to tackling homelessness and ending rough sleeping**

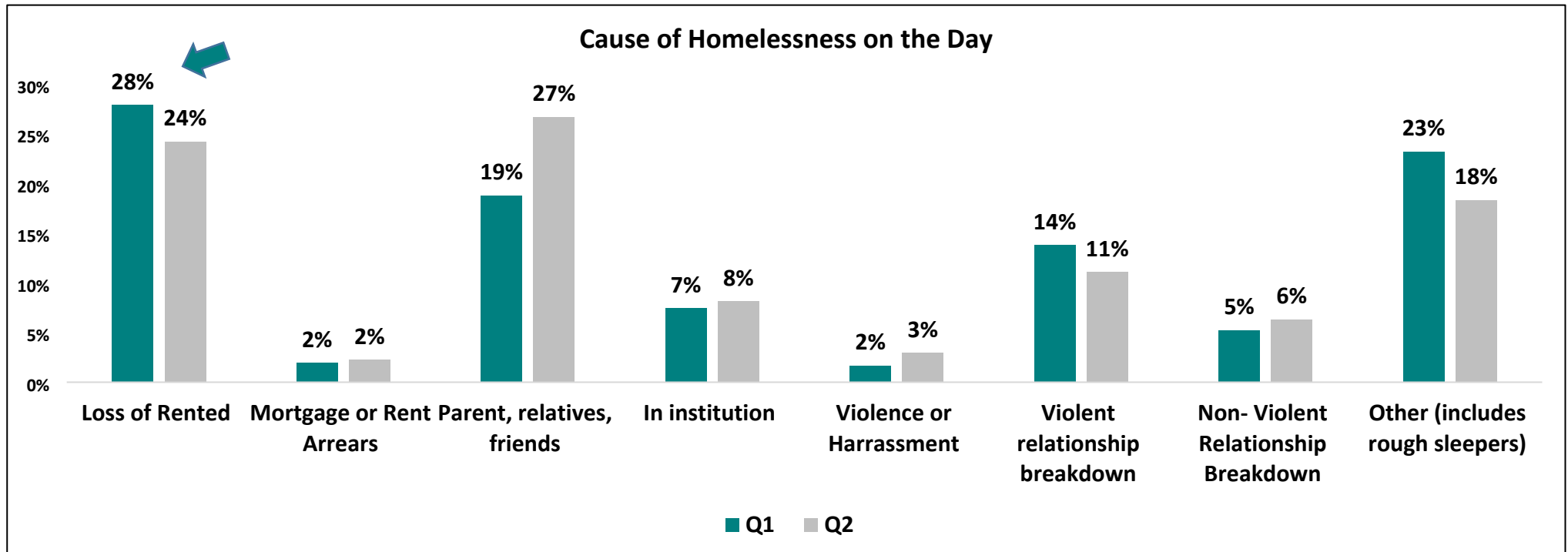
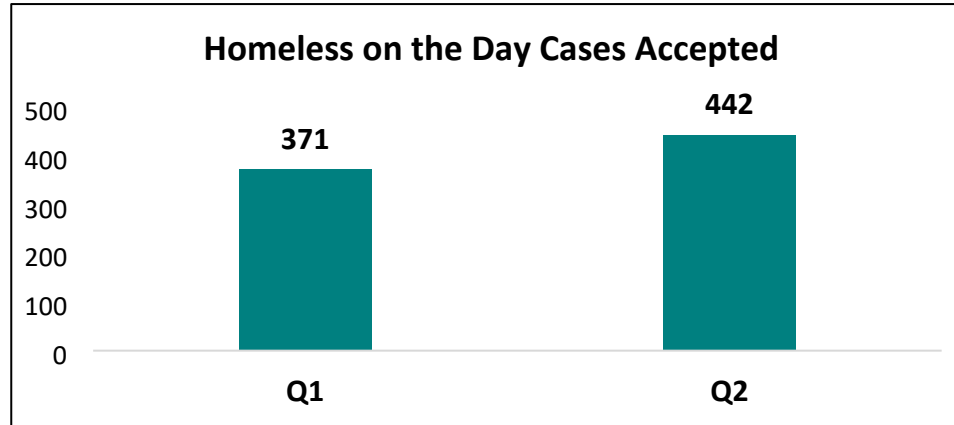
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>The percentage of households threatened with homelessness successfully prevented from becoming homeless</b>	76%	80%	80%	79%	79%



The prevention result for Q2 is only slightly under target. There has been a small reduction in the answer rate for calls to the Housing Helpline between Q1 and Q2. This is due to increase in staff turnaround with officers leaving and new starters having to attend training to take the calls.

Staff recruitment and retention is difficult at the moment but the service is hoping this will improve in the future with the change in location to County Hall which will allow for additional support to be provided.

### Supporting Homeless Households – Core Data



**Providing Accommodation – Core Data Q1 & Q2**

**Temporary Accommodation**

**As at the end of Q2**

**Single Persons Gateway**

**177** - Single people waiting to enter the Gateway.

**803** - Single people in Temporary Accommodation

**Family Gateway**

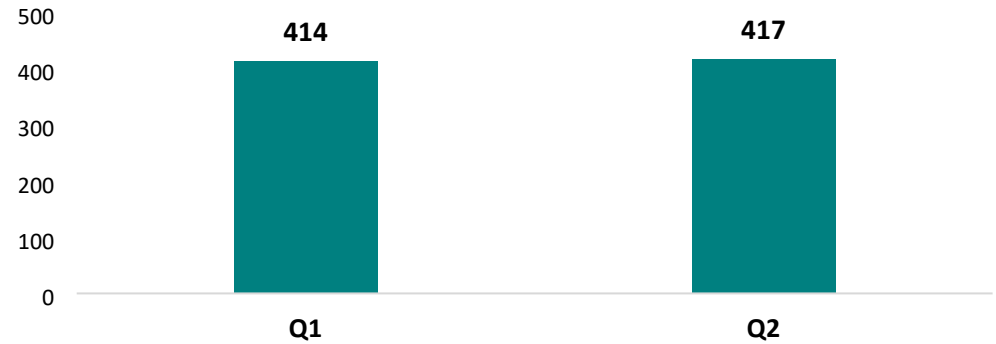
**90** - Families waiting to enter the Gateway

**515** - Families in Temporary Accommodation

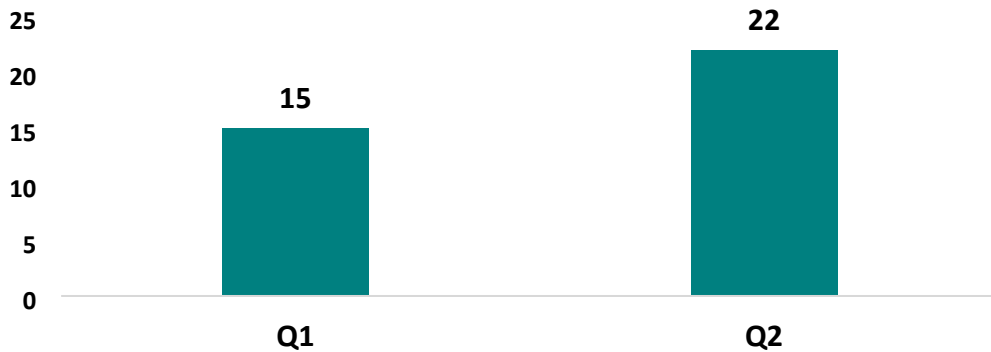
**Allocation of Social Housing**

**Cardiff Housing Waiting List at end of Q2– 8,204**

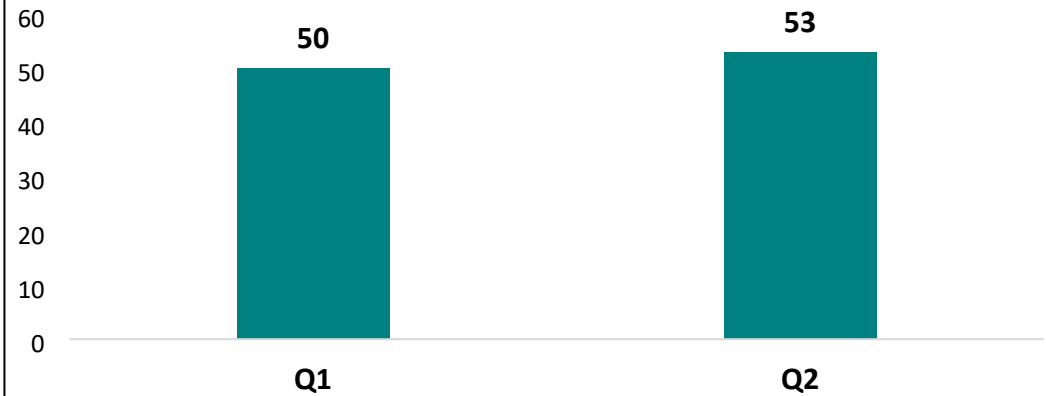
**Number of Lets In Quarter**



**Total Number of Properties in the Welsh Government Leasing Scheme**



**Clients Supported into the Private Rented Sector**

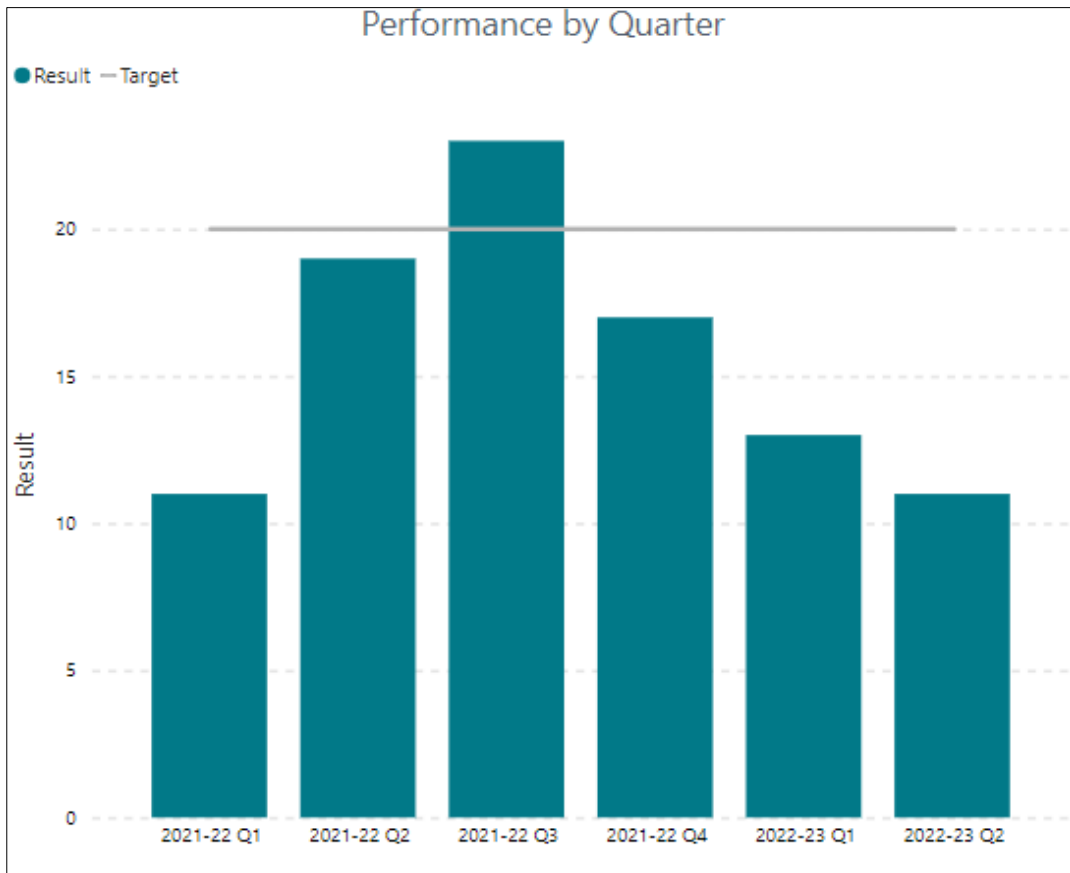


**Wellbeing Objective: Supporting People Out of Poverty**



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

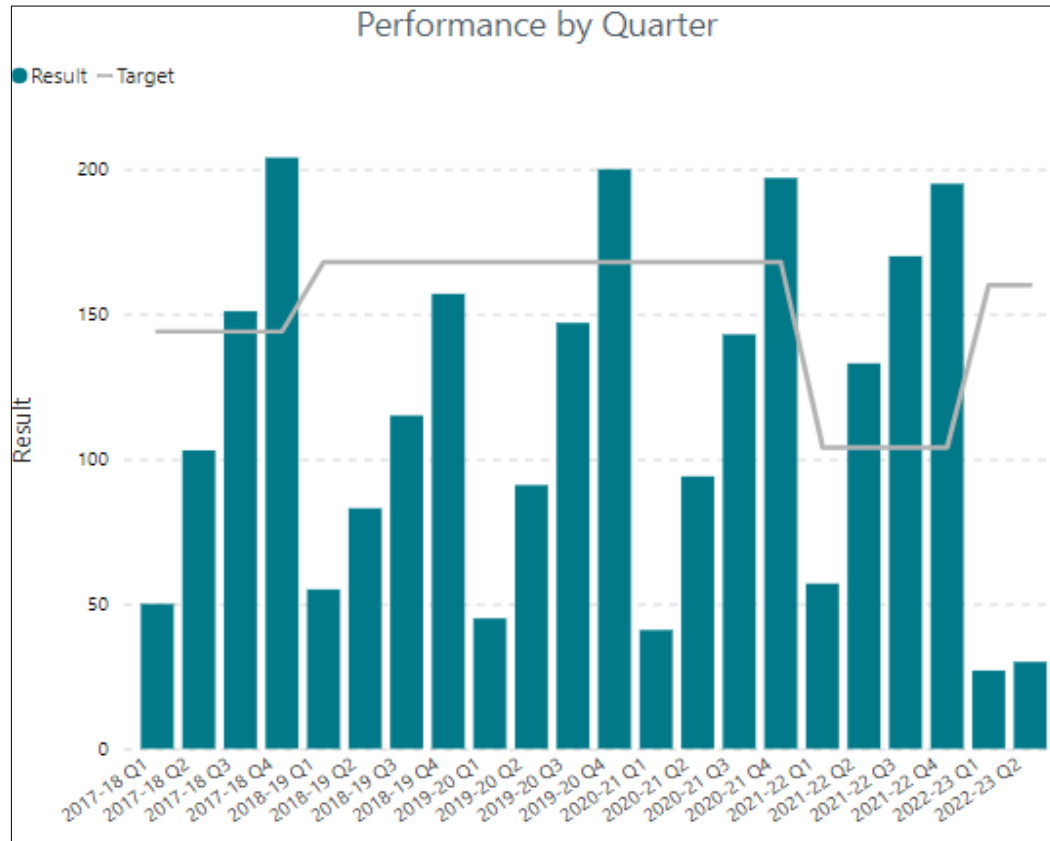
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>The total number of rough sleepers in the city</b>	N/A	17.5	<20	13	11



Rough sleeper numbers in the city remain low. The figure at the end of Q2 (11) is 42% lower than the 19 recorded at the end of Q2 2021/22.

**Wellbeing Objective: Supporting People Out of Poverty**  
**Embedding our new approach to tackling homelessness and ending rough sleeping**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>The number of rough sleepers supported into accommodation</b>	197	195	160	27	30

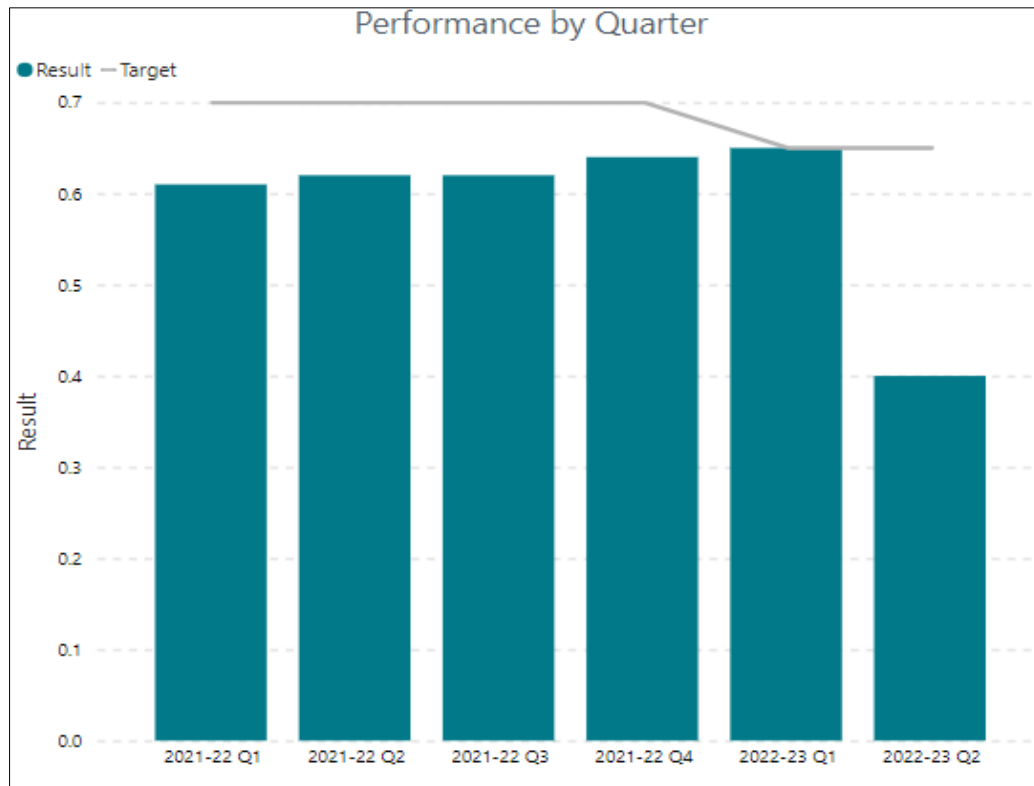


The figure remains under target, however with less rough sleepers in the city, there are less people to support into accommodation.

**Wellbeing Objective: Supporting People Out of Poverty**

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

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of rough sleepers housed in the previous month who have maintained their accommodation	N/A	62%	65%	65%	40%



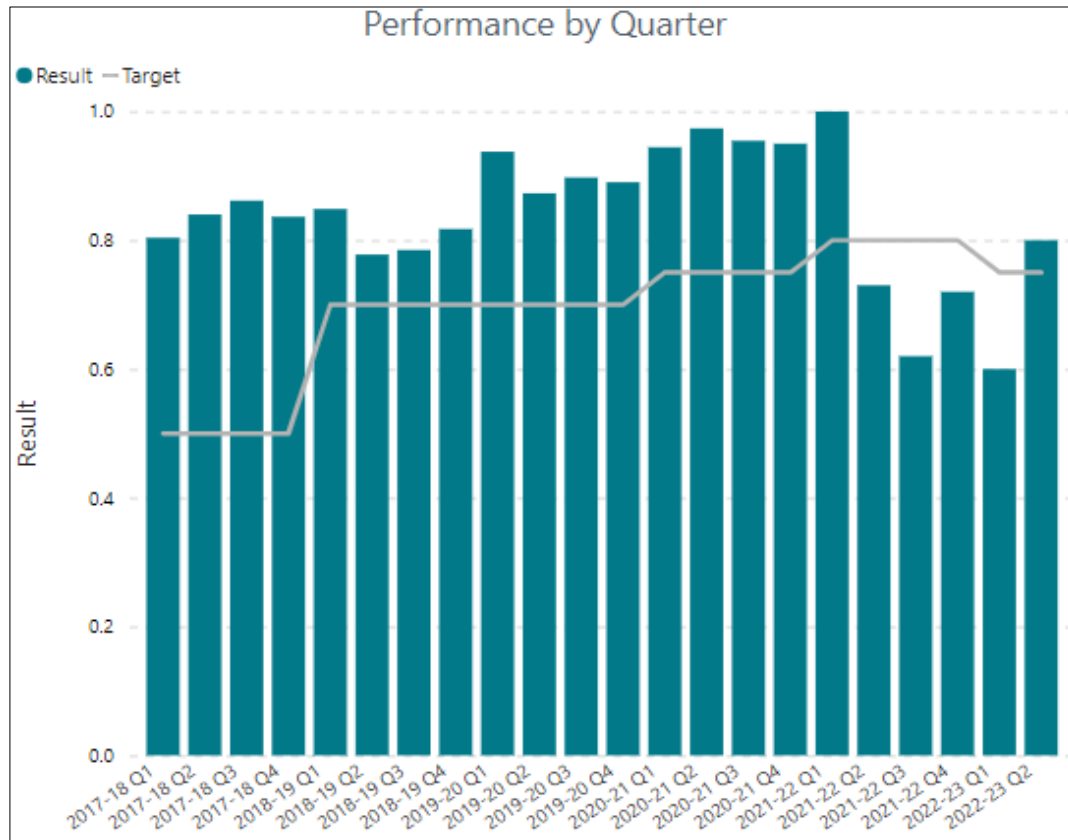
The service has been engaging with a cohort of individuals that live chaotic lives and after considerable work by the homeless MDT were placed in accommodation. These clients have experienced the “revolving door” of homelessness - although there was success in accessing accommodation, due to their needs, they have quickly returned to rough sleeping.

The Outreach Team are reviewing each of these cases individually to see if a more tailored approach to initial placement may help this client group to maintain accommodation.

**Wellbeing Objective: Supporting People Out of Poverty**

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

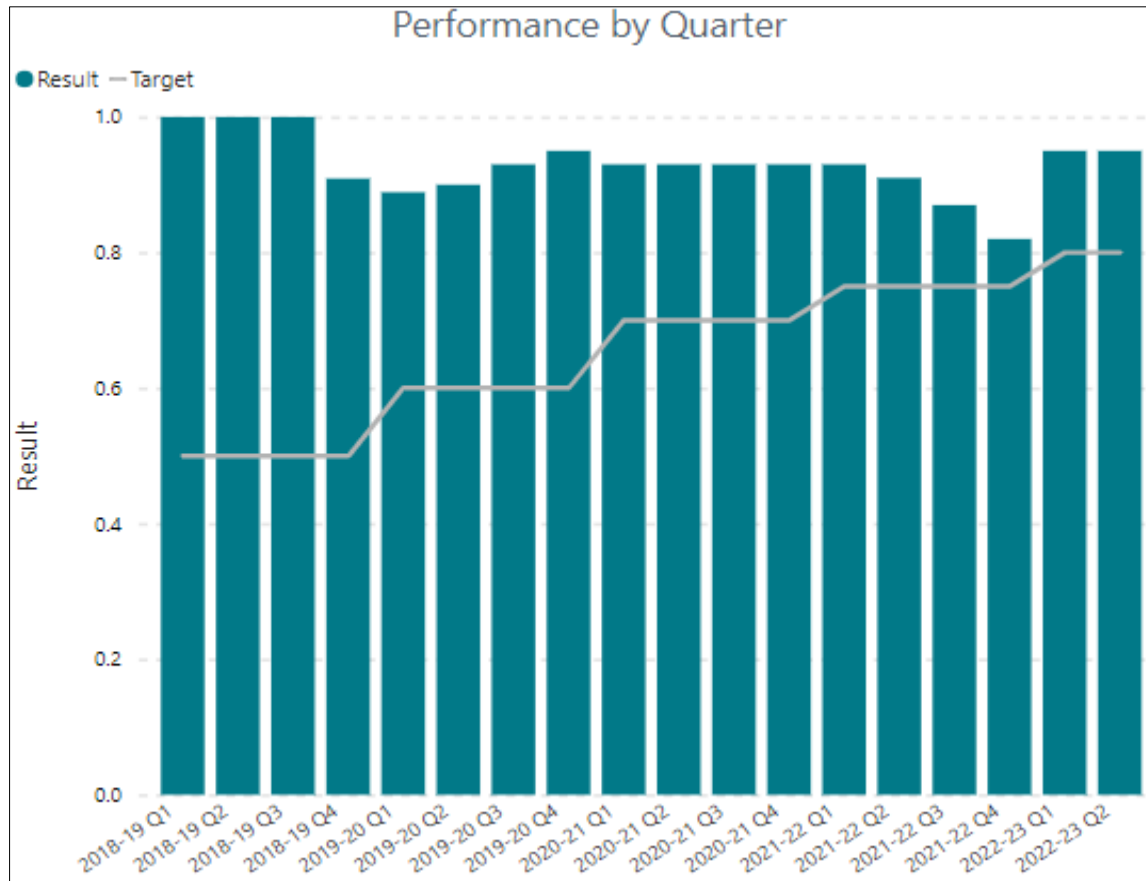
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>The percentage of people who experienced successful outcomes through the Homelessness Reconnection Service</b>	95%	72%	75%	60%	80%



A noted improvement in successful outcomes can be seen in Q2.

**Wellbeing Objective: Supporting People Out of Poverty**  
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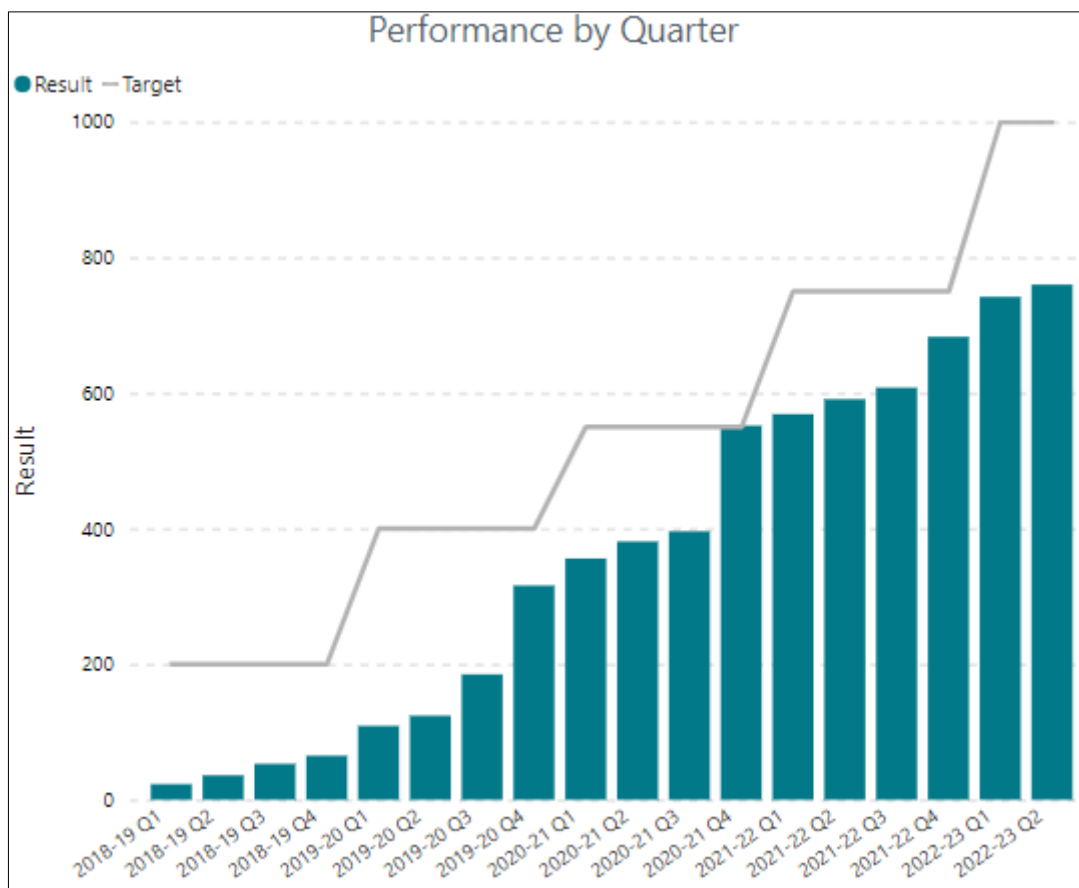
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>The percentage of clients utilising Housing First for whom the cycle of homelessness was broken</b>	95%	93%	80%	77%	95%



The Q1 result did not take into account tenancies that ended neutrally, for example if a service user moved from a Housing First property into care. However, these tenancies have been included in the figures for Q2 and the result now reflects all clients that have not re-entered Homelessness Services since engaging with the Housing First scheme.

**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
<b>Total number of new Council homes completed and provided (Target to be achieved by December 2022.)</b>	552	683	1,000 cumulative	59	18	760



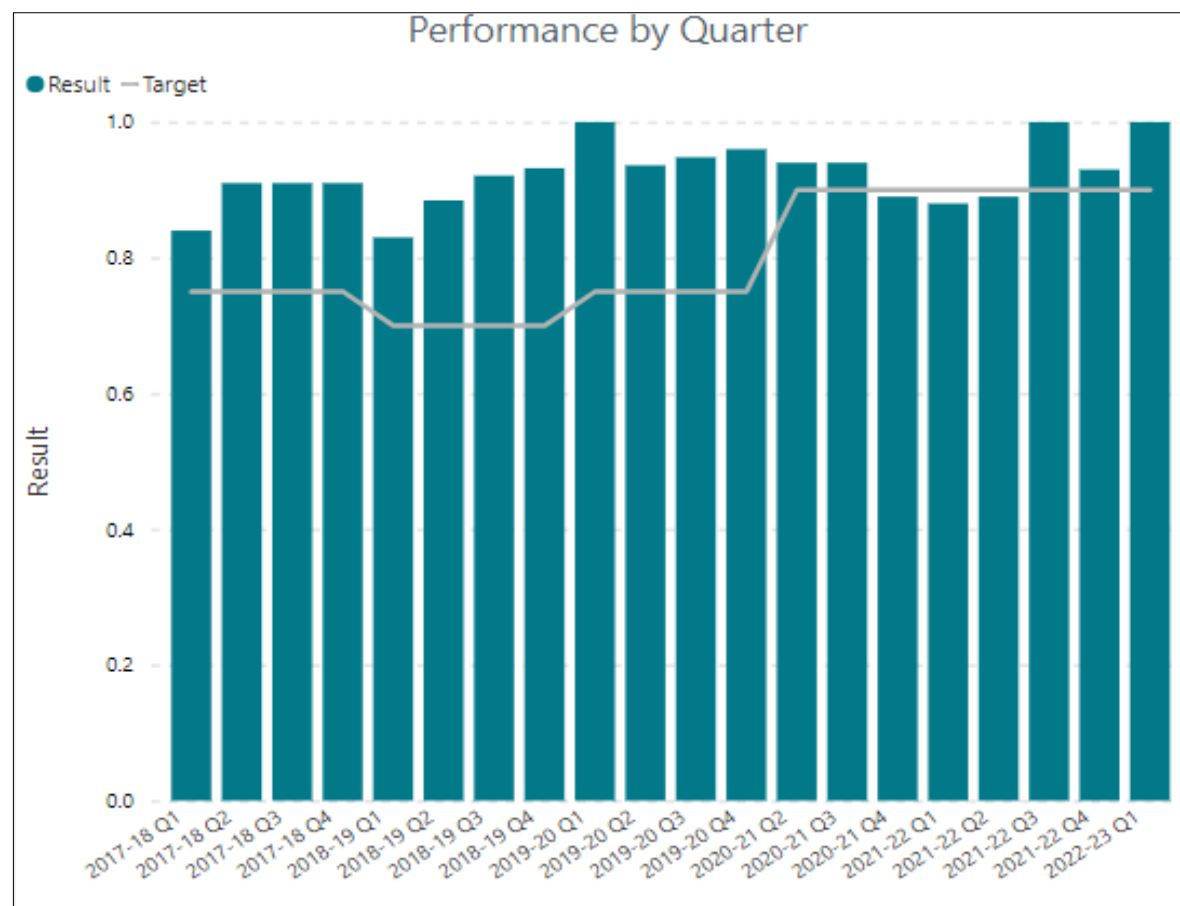
The council’s housing development programme continues to deliver new homes at scale, yet current market conditions are affecting the pace at which schemes can be completed.

The sector as a whole is being affected by the knock-on effects of the pandemic and the increasing costs of energy and materials.

A number of well-established contractors have recently ceased trading due to the financial uncertainty of the construction market meaning that the pool of contractors building affordable homes is decreasing and is far more stretched than it used to be. We are finding the tendering process for new projects to be slower than normal and are seeing a lack of interest for some of our projects. Although we have completed over 700 new homes to date and we have a further 450 new homes currently being built on site, we are experiencing delays to our programme. We had two significant projects with Jehu ( total of 101 new homes) who recently ceased trading. These schemes will need to be re-tendered.

**Wellbeing Objective - Safe, Confident and Empowered Communities**  
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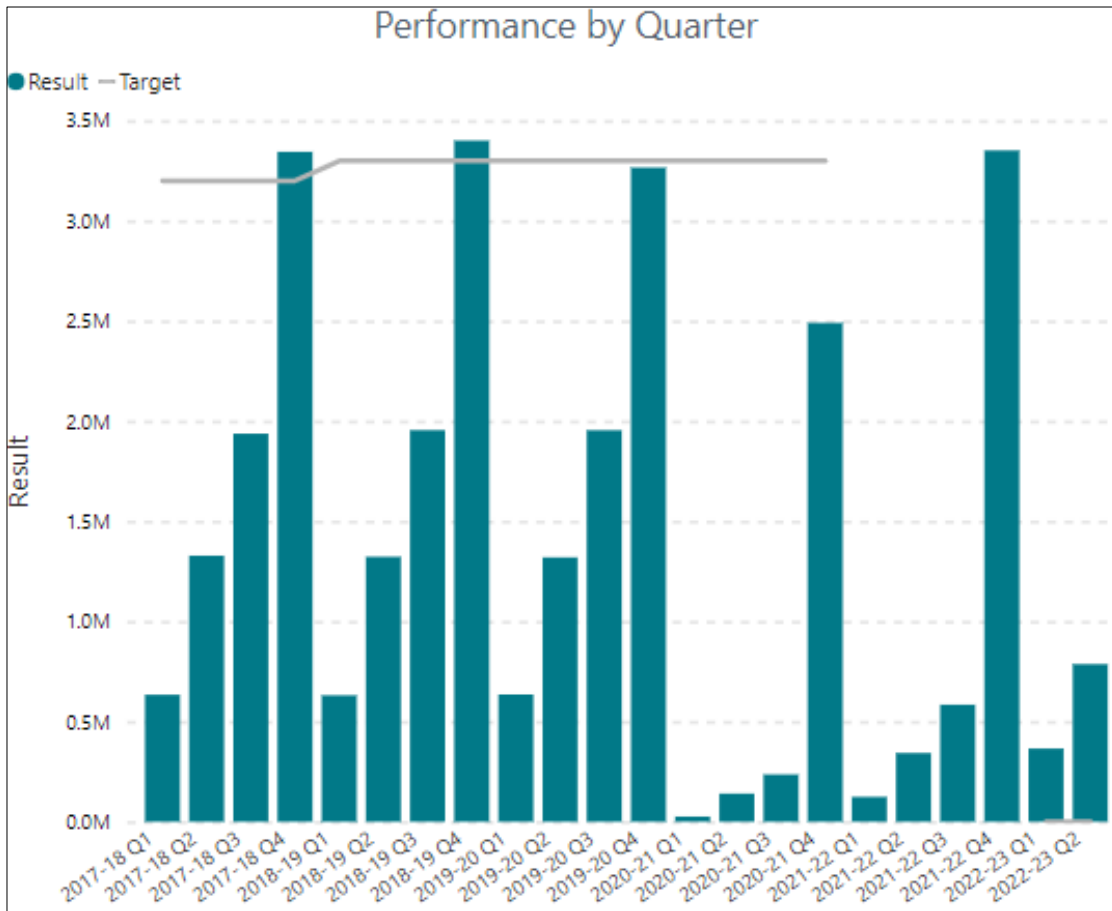
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>The percentage of residents satisfied with completed regeneration projects</b>	89%	93%	90%	100%	N/A



No surveys were completed in Q2 as no regeneration schemes were completed.

**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of visitors to libraries and Hubs across the city</b>	282,934	858,592	Monitor KPI, but no target set	365,268	421,495	786,763

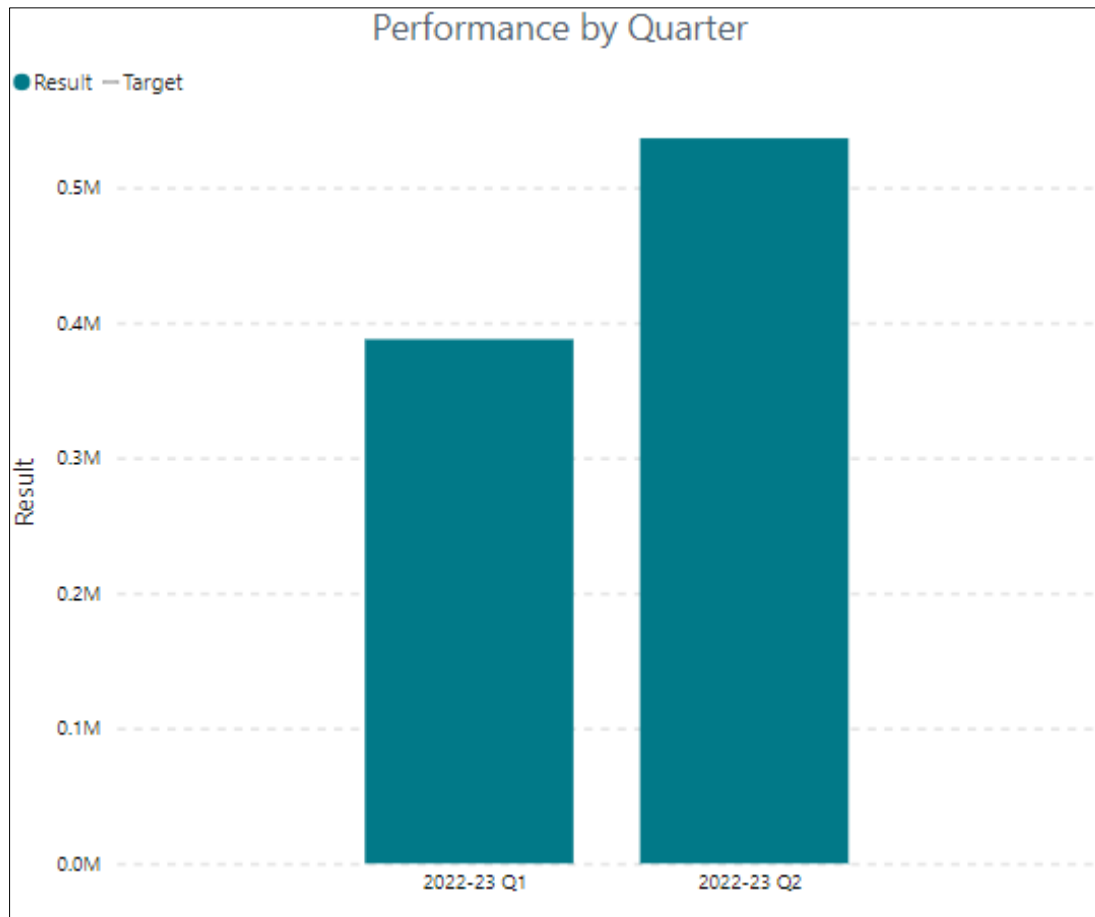


There has been a 15% increase in the number of visitors to Hubs and Libraries between Q1 and Q2 of this year.



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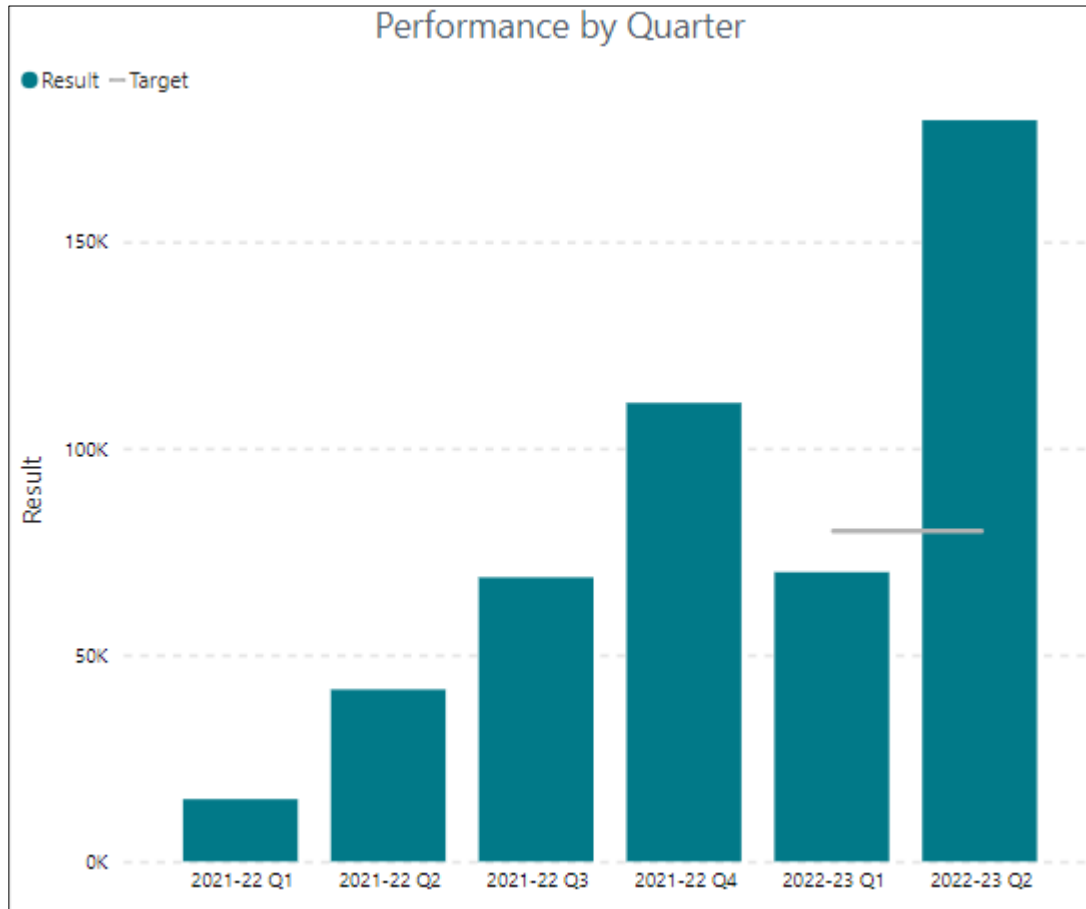
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of books borrowed from libraries and Hubs across the city</b>	115,758	831,835	Monitor KPI, but no target set	387,764	148,692	536,456



In Q2, automatic renewals which were switched on during the pandemic so that people did not need to attend the hub or library to renew a book, have now ended. This has led to a reduction in the number of borrowed books recorded.

**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Building new Council homes and investing in community facilities**

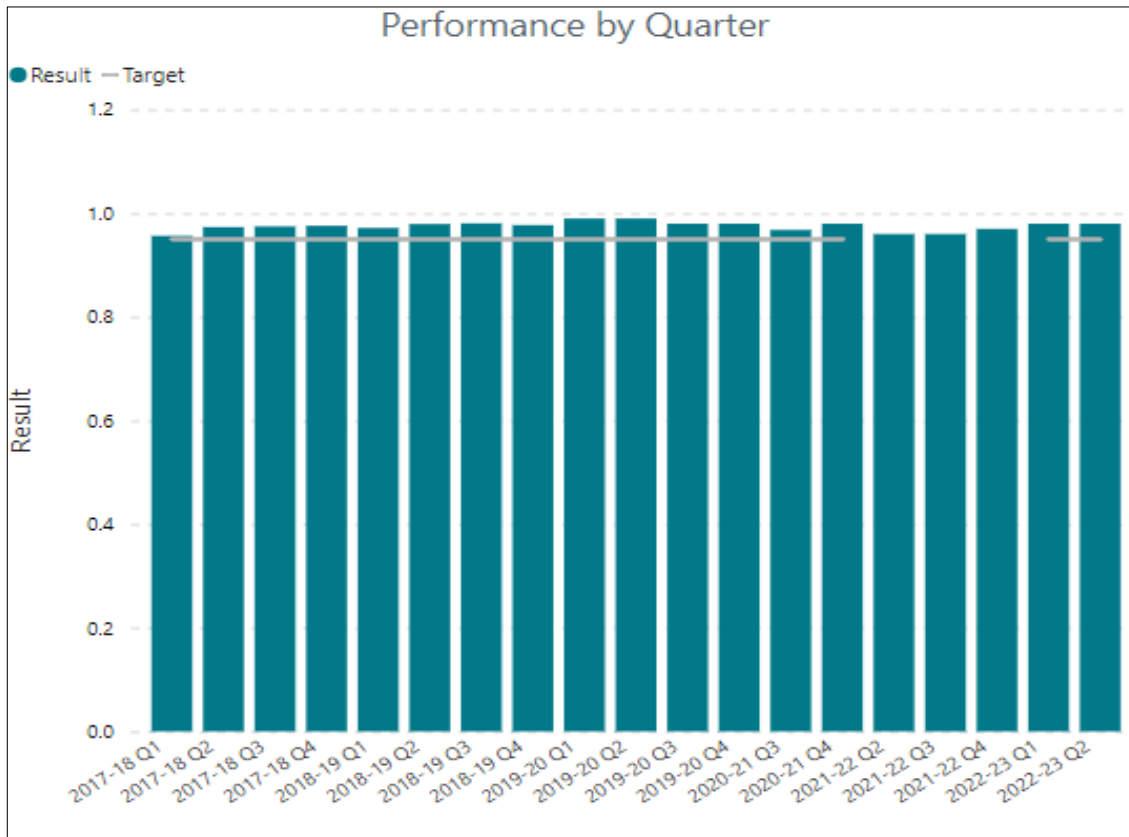
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
The number of page views on the Hubs website	N/A	111,006	80,000	70,043	109,413	179,456



Views on the Hub Website have increased by 56% between Q1 and Q2. The result is 334% higher than at Q2 of 2021/22.

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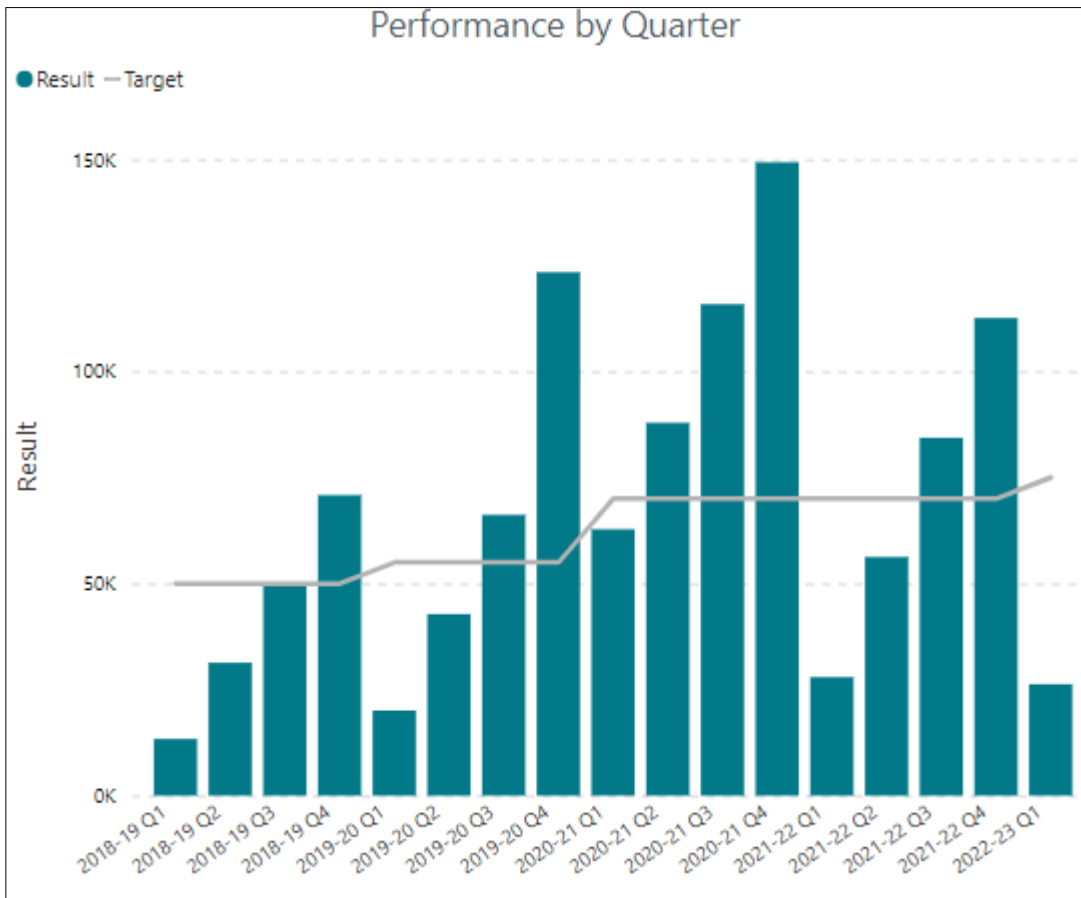
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
The percentage of customers who agreed with the statement 'Overall the Hub met my requirements/ I got what I needed'	97.9%	96%	95%	98%	98%



The result for this KPI is consistently high demonstrating the success of the Community Hubs.

**Wellbeing Objective - Safe, Confident and Empowered Communities**  
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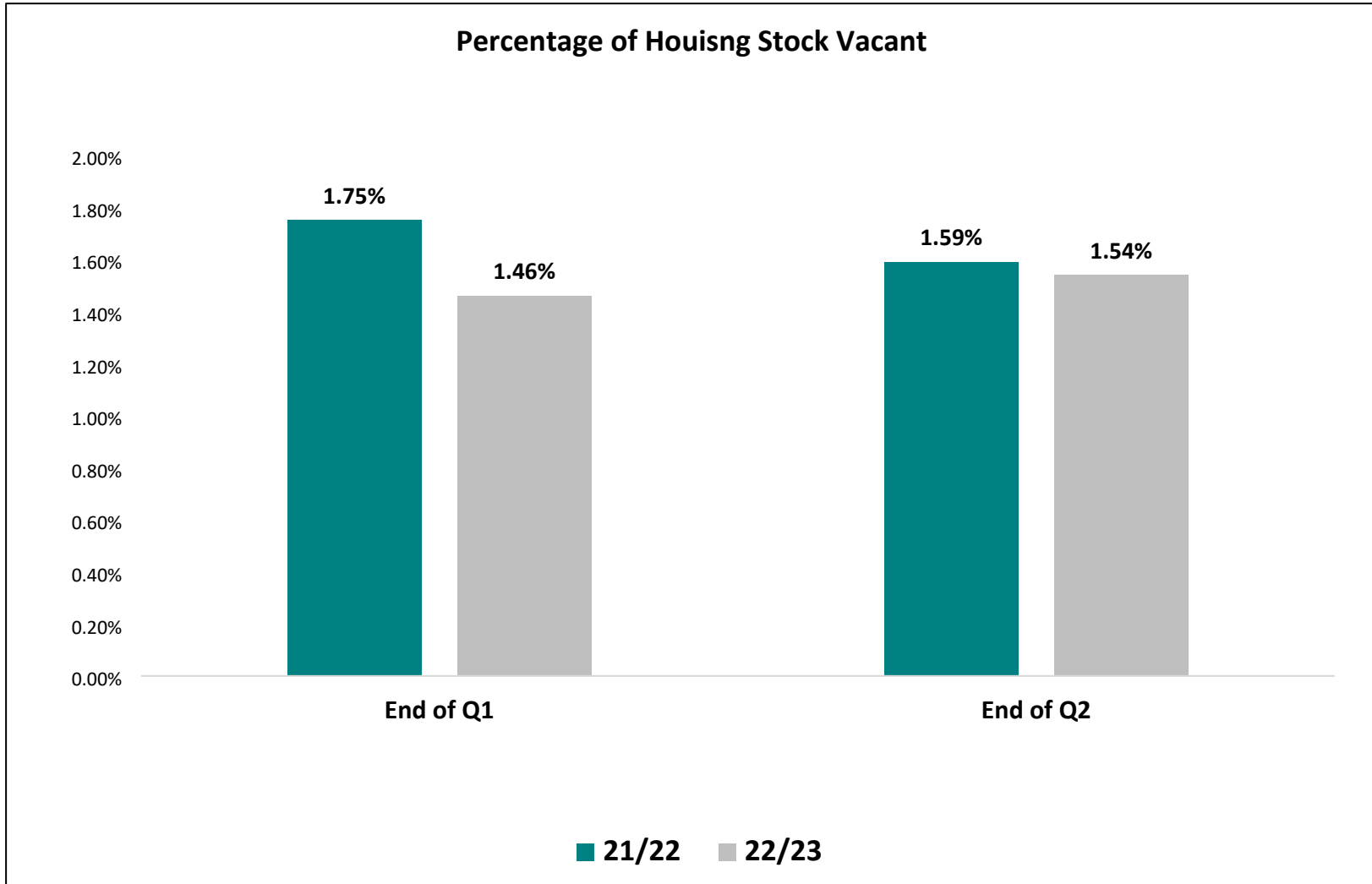
Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result	Cumulative Total
<b>The number of visits (page views) to the volunteer portal</b>	156,153	112,622	75,000	26,275	12,541	38,816



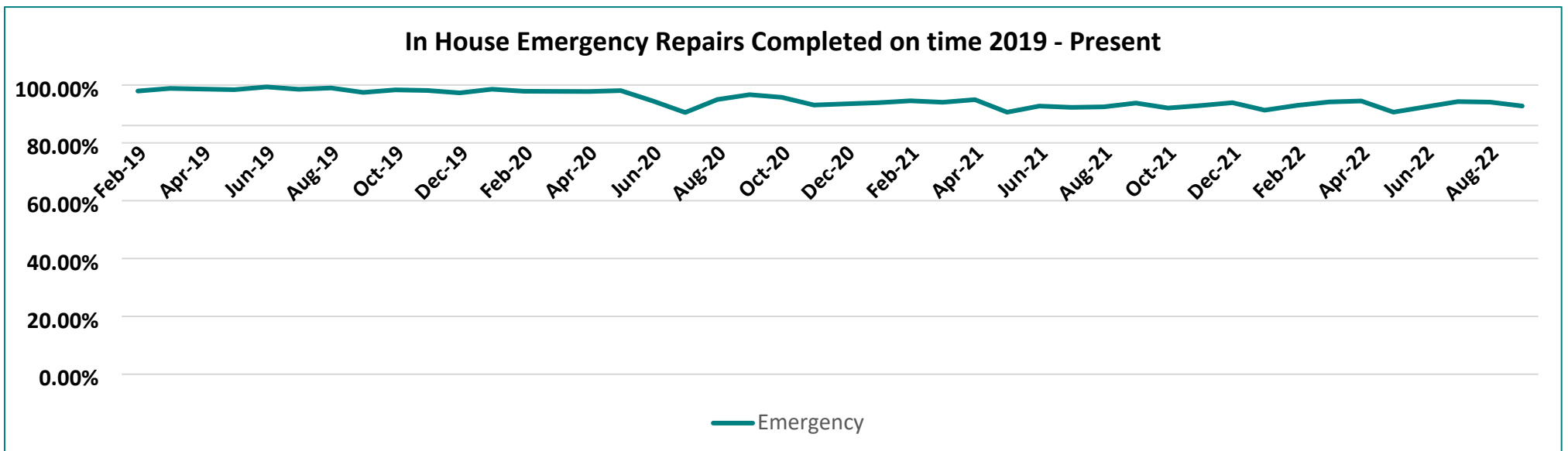
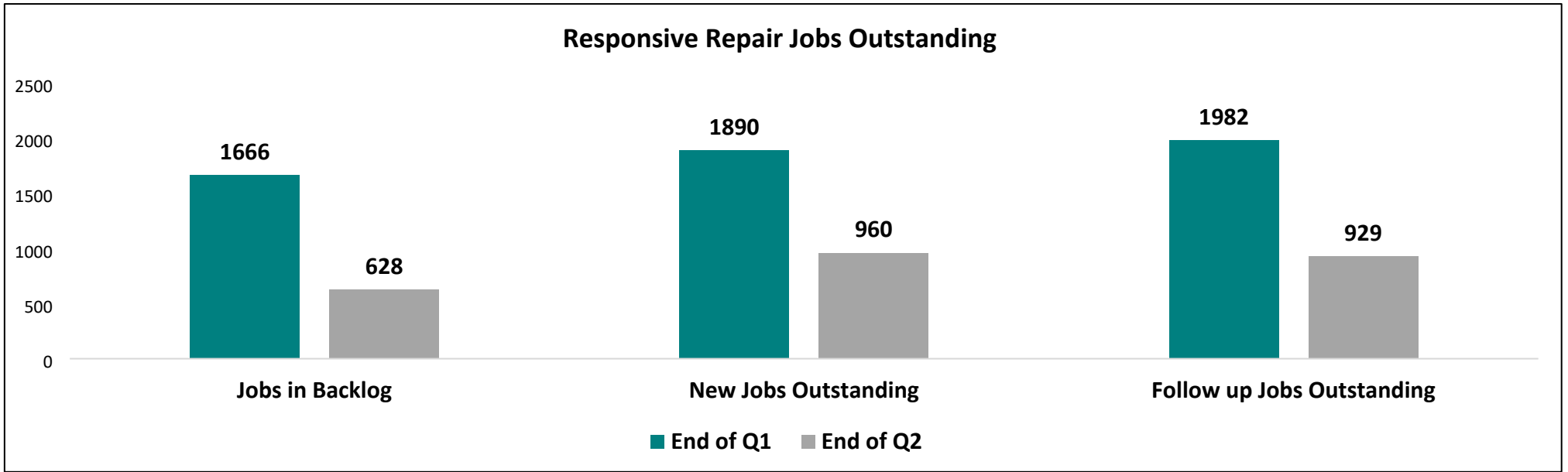
This figure has dropped significantly between Q1 and Q2.

From Q2 the Council's Web Team provide this figure. The team have moved their sites over to the new version of Google Analytics, as the existing one is expiring in July 2023. This technical issue may be contributing to the decline in visits recorded. The situation will be monitored over the next few weeks.

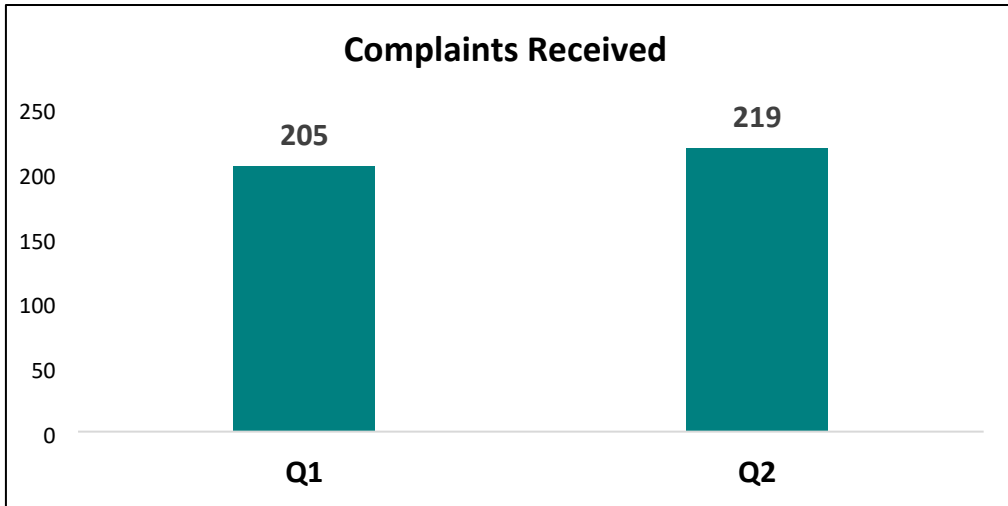
## Maintaining our Housing Stock – Core Data Q1 & Q2



### Responsive Repairs – Core Data Q1 & Q2



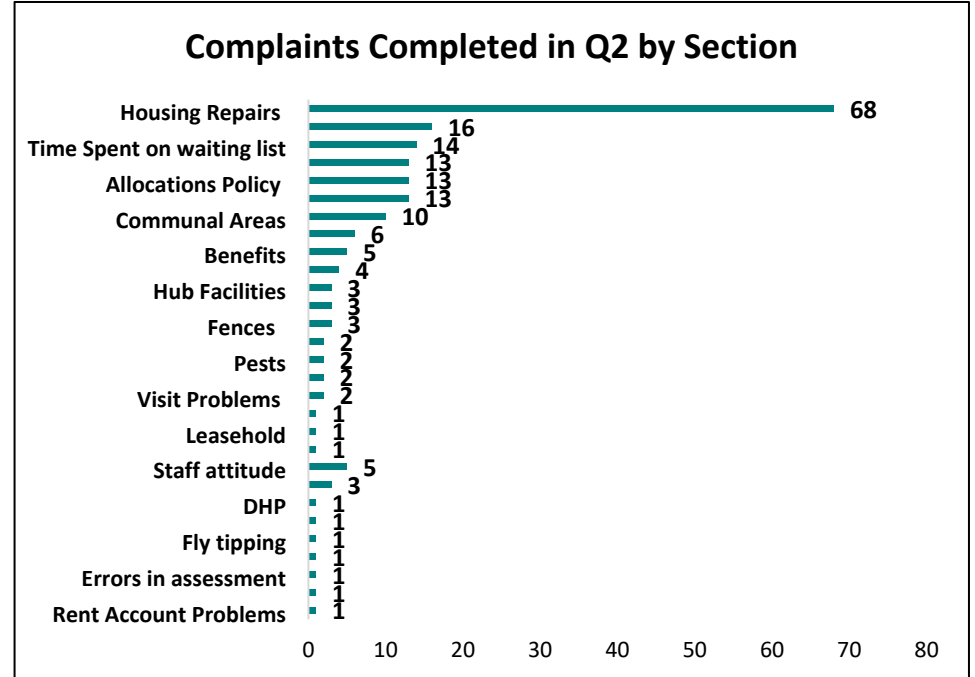
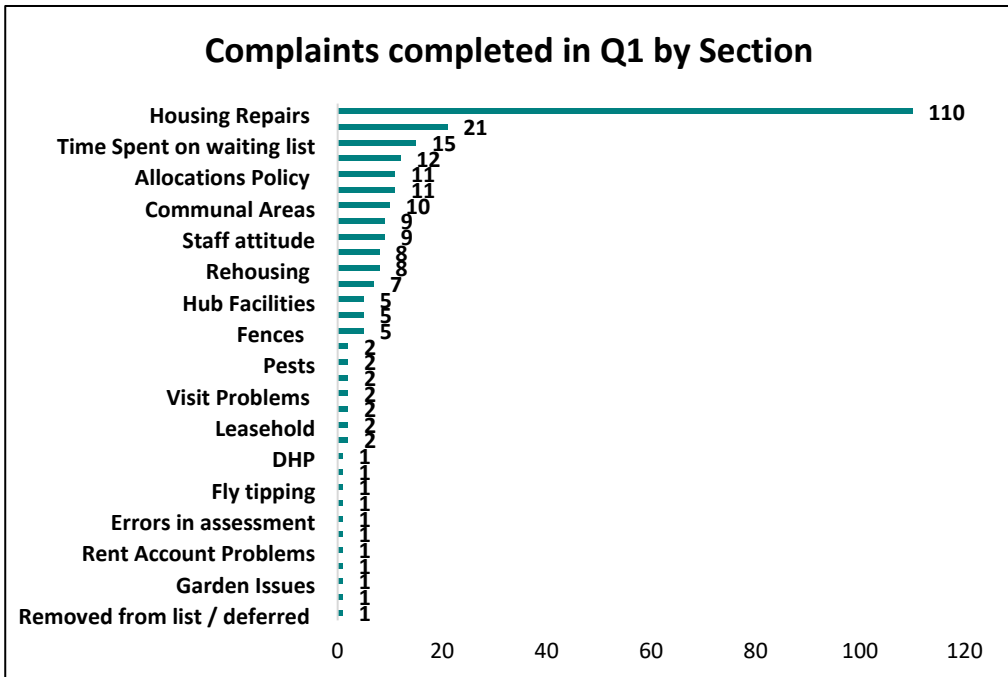
## Housing & Communities Complaints



The largest number of complaints completed across both quarters concern housing repairs, however these figures must be looked at against the total number of repair jobs completed.

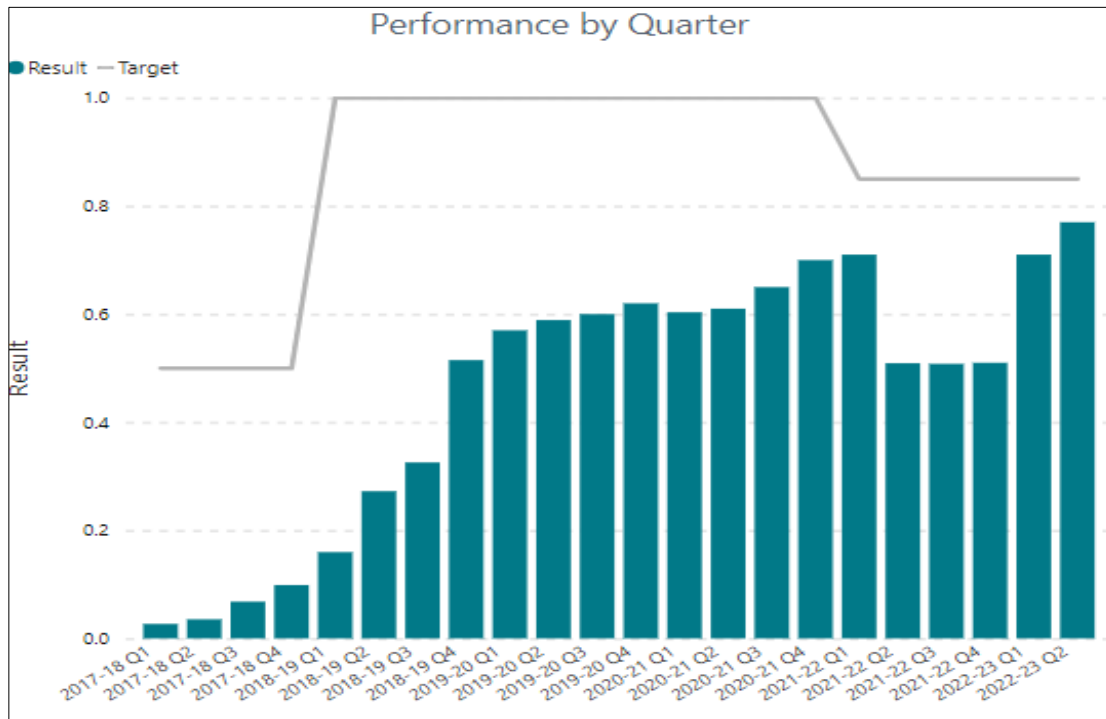
In Q1, 110 housing repair complaints were completed, however a total of 11,818 repairs were completed.

In Q2, 68 housing repair complaints were completed, however a total of 12,125 repairs were completed within the quarter.



**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Creating Safe and Inclusive Communities**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 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	70%	N/A	85%	71%	77%



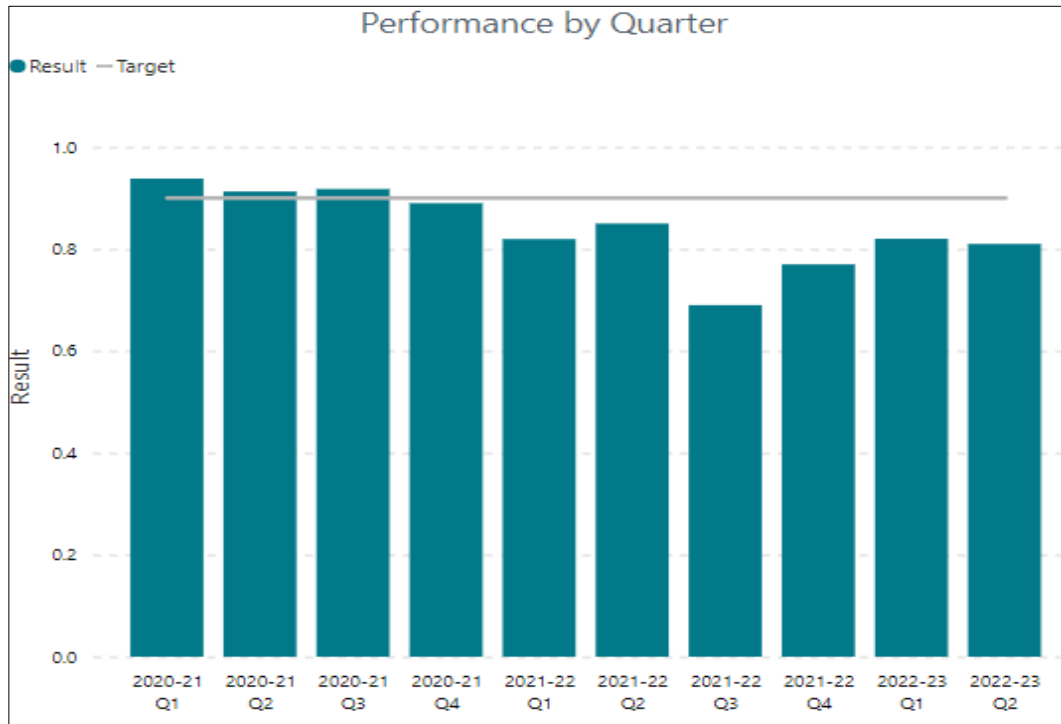
An improvement has been seen in Q2, however this indicator is still under target.

The figure is affected by the number of people who have received the training but then left the Council as this brings the result down. Work continues to offer to support to those who have not yet completed the module.



**Wellbeing Objective - Safe, Confident and Empowered Communities**  
**Creating Safe and Inclusive Communities**

Corporate Performance Indicator	2020/21 Result	2021/22 Result	2022/23 Target	Q1 Result	Q2 Result
<b>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</b>	89%	77%	90%	82%	81%



Q2 has seen an improvement on the results Q3 and Q4 of 2021/22, this is despite the RISE service still struggling with recruitment. There are still some vacancies in the duty team and the staff they have appointed are currently being trained.

It is anticipated that a further improvement will be seen in future quarters as trained staff will then be fully operational.