



**STRONGER
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CASSC

Housing & Communities

Q2 DDP Performance Report November 2022



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Wellbeing Objective 3 - Supporting People Out of Poverty

Corporate Plan Commitment

Commitment	Update
<p>Ensure support is available for people impacted by the pandemic and the migration to Universal Credit by:</p> <ul style="list-style-type: none">• Ensuring Hub and advice line staff are aware of all schemes available to provide support to residents who have seen a reduction in their income due to Covid;• Ensuring all Hub and advice staff are trained to be able to support clients who are being migrated from legacy benefits to Universal Credit from September 2022;• Continuing to promote the rent arrears pathway and reviewing how rent arrears cases in all tenures are managed, so that they are dealt with rapidly, whilst using the most appropriate financial support to prevent homelessness as well as providing advice and guidance;• Working closely with Cardiff Foodbank to better understand the causes of food poverty and improving pathways to support;• Building on the “Together for Cardiff” initiative to improve access to the new fuel poverty scheme – delivered in partnership with local businesses and ACE (Action in Caerau & Ely) and co-ordinated through the Money Advice Team – by October 2022.	<ul style="list-style-type: none">• All Hub staff have had new / refresher training on the triage process, audits and secret shopping audits are being carried out.• Together For Cardiff funding has been boosted, however there is more work to be done with the Employer Liaison Team to increase donations.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Update
<p>Understand and respond to the Impact of the migration to UC on Housing Benefit / Council Tax Reduction Scheme case / workloads.</p>	<ul style="list-style-type: none">• The Council Tax Reduction Scheme is currently at expected levels and no downward trends have been identified.• However, the DWP identified a decline in the number of pensioners applying for support (and ran a successful take up campaign) so an action plan is being drafted to run a pensioner specific CTRS take up campaign in Cardiff.• Notifications continue to be dealt with in a timely manner, the DWP have confirmed that the Work Coaches discuss CTR as part of the interview and evidence gathering.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Update
<p>Administer and promote additional funding schemes including New Welsh Government hardship / funding schemes / Discretionary Housing Payment</p>	<ul style="list-style-type: none">• New procedures have now all been created, agreed, approved by internal audit and implemented for all additional funding schemes.• Over 1,500 take up letters have been sent to promote the new schemes / Cost Of Living Discretionary schemes with over 1,200 resulting in payments to date. This is over £500,000 of additional support that's been paid to people in need.• Take up work will continue to ensure that as many people as possible are made aware of these schemes and helped• The spend/budget is reviewed on a weekly basis

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (1 of 2)
<p>Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul style="list-style-type: none">• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;• Increase move-on options for single homeless people, including the development of managed housing schemes;• Increase Housing First provision and the access to intensive support in the community;• Extensively promote and support mutual exchanges to address housing need among social tenants.	<ul style="list-style-type: none">• The provisional Rapid Rehousing Transition Plan report is largely completed, pending input from finance with regards to the costs for homelessness services during the plan. The Plan will be taken forward to cabinet in March 2023 and submitted to Welsh Government prior to this.• We have completed our rebranding of the PRS Service. LETS / LLETY was launched at the National Landlord Investment Show in September. Alongside this we have a number of publicity methods we are currently utilising. This includes social media, bus stops and bus backs alongside adverts in Property Mail. The Council internal website is being updated to reflect the changes and advertise the incentives available. The Cardiff Housing website is due to be completed by December 2022, meaning we will have a further publicity drive in the new year directing prospective landlords to that website.• The service has been working on moving any clients in temporary accommodation under the Homeless Leasing Scheme (HLS) to permanent clients where suitable to do so. We do have a number where this is not possible due to overcrowding / under occupying or properties not being an area of choice.• Conversations continue to happen with landlords on the Homeless Leasing Scheme regarding their options of schemes under the Authority and this has proven to be successful with landlords who were choosing to leave the HLS, now coming on board to LETS.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (2 of 2)
<p>Deliver the strategic priorities within the new Housing Support Programme strategy including developing a detailed Rapid Rehousing Transition Plan by September 2022 to:</p> <ul style="list-style-type: none">• Greatly improve the offer to private landlords, extending the range of incentives available and promoting the leasing schemes;• Increase move-on options for single homeless people, including the development of managed housing schemes;• Increase Housing First provision and the access to intensive support in the community;• Extensively promote and support mutual exchanges to address housing need among social tenants.	<ul style="list-style-type: none">• Early indications from TA analysis is that we are not in a position to begin reducing Homeless Leasing Scheme stock. Where possible however, properties that are being highlighted as suitable accommodation for tenants are being offered in accordance with housing legislation which is naturally reducing the overall stock.• The first managed accommodation scheme was handed over in June 2022. Since that date we have rapidly moved residents in from Frontline Supported Accommodation to bring the building to capacity. In doing so we have made an impact on providing further availability within Supported Accommodation settings for those in need to access accommodation.• The service has offered support to Adult Services for 11 residents to move from Care settings. The Ukrainian refugee service has been provided with 5 flats to house adults who have arrived in the UK.• The scheme is currently staffed at a ratio of 1 Concierge and 1 member of support staff. This has allowed for smooth day to day operations. Staffing structure plans are ongoing with a view to add an additional member of support staff. This continues to be monitored and reviewed. Good partnership working is in place with Care company Adferiad who provide support to the 11 Adult Services residents. The data protection phase of the new mutual exchange portal is still ongoing. This is a more complex process than first realised but it is hoped that this will be finalised shortly. The system can then go live alongside promotion of the service via social media and other methods.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p>Encourage early take-up of housing advice and homeless prevention services by:</p> <ul style="list-style-type: none">• Developing and implementing a communications plan by July 2022 to widely promote the help available to prevent homelessness;• Increasing the accessibility of specialist housing advice, mediation, and prevention services by providing these through the Community Hubs by August 2022;• Reviewing the prisoner and hospital discharge pathways to ensure they are working effectively by December 2022.	<ul style="list-style-type: none">• Housing Helpline has now been relocated to County Hall.• Prevention Team aligned with Advice Services at the end of September 2022; an action plan has been implemented to address the efficiency of the service including the split of monitoring stats and trays with the Assessment team. A full audit of all prevention cases is underway, and a staff training plan being created.• The hospital pathway will shortly resume in full.• Recruitment for the Prevention (Mental Health) role now finalised and new officer in post who is undertaking a training plan.• Weekly surgeries are currently carried out by the Mobile Assessment Officers. These take place on a Thursday morning, and officers will identify any patients who need an assessment to facilitate move-on.• Hospital Discharge mailbox set up, and process set up to record demand. Monthly meetings set up with Health to progress improvements to the pathway.• Developments have been made to facilitate a broader range of outcomes/reporting so these can be added to the Assessment Dashboard moving forward.• The Prisoner Pathway is working well. A new resettled team, Forward Trust, has provided improvements and weekly meetings are ongoing to ensure any issues are quickly resolved.• Difficulty implementing the current CAS3 model – this is to be resolved

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p>Embed an assessment/ triage approach for all those presenting as homeless by:</p> <ul style="list-style-type: none">• Ensuring need is properly identified for both individuals and families, and that housing and support plans are tailored to individual need;• Ensuring our family homeless centres offer appropriate support by working with Early Help and other partners;• Reviewing the success of the Single Homeless Assessment Centre and consider future development of the scheme.	<ul style="list-style-type: none">• Personal housing plans have been reviewed to ensure best practice and work to improve the plans for single people are ongoing.• A review of the assessment process for families has started and is ongoing, however, the current growth of the service and barriers to recruitment mean that we still don't have a full team which has impacted and delayed the review. This will be completed by Q4.• A training needs analysis hasn't yet been carried out, again due to rapid expansion, response to the Ukrainian crisis and not having appropriate levels of staff across the service. The Training Officer post within the project team hasn't been recruited and with the ongoing expansion the creation of a Development Officer is being considered. It is aimed to have this completed by Q4.• The well-being assessment provides an opportunity to complete quality in-depth support needs assessments that can provide the basis for specialist intervention from the Homelessness MDT team. The well-being assessment is now embedded as part of the homeless process and is the primary referral document for those moving through homelessness. Feedback from partner organisations has been positive and the in-depth nature of the assessment ensures that services users do not have to undertake this process more than once.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (1 of 2)
<p>Ensure that the complex needs of homeless people are met by:</p> <ul style="list-style-type: none">• Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate;• Ensuring that appropriate health and support services are available in hostels and supported accommodation;• Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;• Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.	<ul style="list-style-type: none">• Until recently access to mainstream services was continuing to prove problematic and static, however there is now a steady stream of people moving from RAPS into mainstream services and particularly CAU (Cardiff Addictions Unit). The current engagement and in treatment rate for the RAPS project is 88%.• CAVDAS are the new service provider for substance misuse services in Cardiff and they provide six practitioners to work as part of the Homelessness MDT ensuring that there is a direct link into mainstream services. This working relationship will be reviewed throughout the remainder of the year.• A role specific training plan is under development for managers. These are assessed and reviewed based on checklists developed for daily, weekly, and monthly checks. That has provided a structured training and development to the management team. Ideal courses have been identified that will be delivered to ensure confidence in new starters, ahead of recruitment for Senior Supported Accommodation Officers scheduled for Q3.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update (2 of 2)
<p>Ensure that the complex needs of homeless people are met by:</p> <ul style="list-style-type: none">• Further developing the Multi-Disciplinary Team (MDT) and ensuring clear pathways are in place for move on to mainstream services when appropriate;• Ensuring that appropriate health and support services are available in hostels and supported accommodation;• Fully training staff and focusing on assertive re-engagement with those that may fall out of services as well as providing meaningful opportunities for residents to train and volunteer;• Continuing to support and assist rough sleepers to access and maintain accommodation by reviewing and developing our assertive outreach approach and further developing and promoting the benefits of Diversionary Activities.	<ul style="list-style-type: none">• We have reviewed current training requirements and created a colour coded system which highlights the percentage of the staffing team who have attended compulsory training, allowing the service to set objectives and create targets. This system supports managers to easily review which staff members are fully trained in essential areas such as Fire Warden training and Emergency First Aid training to ensure there is adequately trained staff on each shift• A role specific training plan including full induction has been created for the Supported Accommodation Officer role for both day and night posts. This includes a service wide induction and a site-specific induction for each project. As many staff joined the service during the Covid-19 pandemic when training and inductions were limited, inductions are being delivered to both current staff and new starters.

Wellbeing Objective 3 - Supporting People Out of Poverty

Commitment	Update
<p>Improve the quality of our supported accommodation by:</p> <ul style="list-style-type: none">• Delivering the planned supported housing scheme for single people at Adams Court, with the first phase completed by April 2022 and final completion by December 2022;• Delivering the new family homelessness centre at the Gasworks by June 2022 and progressing with the construction phase of the scheme at Harrison Drive by March 2023;• Phasing out accommodation that no longer meets the required standards.	<ul style="list-style-type: none">• The Emergency accommodation that was provided by Ty Clyd was closed in line with the opening of Malvern Drive Managed accommodation scheme.• Work has commenced on developing individualised housing plans with partners for occupants of the schemes being phased out.• The list of all properties due for closure has been created and the repurpose has been discussed with the landlords. Property reviews have been compiled to review which premises can be repurposed.• The phased closure meetings have commenced with the contract and gateway team. The team are working with providers to identify if any residents can remain as tenants.• 2 properties have been identified as possible suitable alternative to deliver young person provision.

Wellbeing Objective 3 - Supporting People Out of Poverty

Embedding our new approach to tackling homelessness and ending rough sleeping

Commitment	Update
<p>Prevent youth homelessness and ensure that young people leaving care are supported by:</p> <ul style="list-style-type: none">• Reviewing and enhancing advice and mediation services, with particular regard to young people;• Considering targeted interventions and support for school-aged children and their families;• Ensuring the young person’s gateway accommodation meets current needs, reviewing and increasing capacity within the gateway as needed;• Developing the Citadel supported housing scheme for young people with complex needs	<ul style="list-style-type: none">• Into Work have started to provide support to the Youth Justice System. A dedicated Youth Mentor is attending offices to support staff, discuss referrals and meet young people. The Youth Mentor has also started attending Side Step – Action for Children to meet young people, most of whom are open to the Youth Justice Service.

Wellbeing Objective 3 - Supporting People Out of Poverty

Directorate Delivery Plan Commitment

Commitment	Update
<p>Continue to improve our specialist pathways for refugees by:</p> <ul style="list-style-type: none">• Building on the improved communication with the Home Office regarding refugees• Working with Welsh Government and the third sector to address the issue of those with no recourse to public funds	<ul style="list-style-type: none">• Improvements have been made for information sharing for those refugees who receive a positive decision. Clients who have received negative decisions remain in Home Office accommodation at present. Information sharing for this cohort will need to be agreed by Welsh Government and the Home Office.• Regular meetings are now taking places with host providers; however, their accommodation portfolio is small, and the qualifying criteria and period of occupation will provide little accommodation.

Wellbeing Objective 3 - Supporting People Out of Poverty
Directorate Delivery Plan Commitment

Commitment	Update
<p>Gain a better understanding of how homelessness affects diverse groups such as single men, those from ethnic minority communities and the LGBTQ+ community.</p>	<p>Data analysis of those disproportionately affected by homelessness is continuing.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Update
<p>Expand the scale, pace and carbon-efficiency of the council house building programme by:</p> <p>Building over 4,000 new homes to include; -2,800 affordable homes; -and 1,200 homes for sale;</p> <p>Implementing an accelerated model of delivery, reducing the time it takes to get from planning approval stage to start on-site</p> <p>Decarbonising the programme, moving rapidly towards a net-zero carbon standard</p>	<ul style="list-style-type: none">• The Cardiff Design Guide has now been updated to reflect our move towards low carbon development. The design guide will be adopted this year (December 2022).• Further to this, we are undertaking our first Net Zero Pilot Housing Project at the St Teilo's site, this is in partnership with WG and the scheme will deliver 50 New Zero Carbon Council homes.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

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"> • Implementing improvement schemes for existing housing estates across the city based on the priorities identified in the current Estate Regeneration Programme; • Designing a new cohesive development and regeneration programme where it is feasible to join up new build with wider estate regeneration, providing a co-ordinated approach and delivering wider benefits to our local communities; • Securing Welsh Government Targeted Regeneration Investment Programme (TRIP) funding to deliver regeneration initiatives in: <ul style="list-style-type: none"> -The South Riverside Business Corridor and wider district and local centres; -Other schemes including the Roath and Adamsdown business corridor, and improvement schemes on Cowbridge Road East; • Implementing a further three-year programme for Neighbourhood Renewal Schemes based on ideas submitted by Ward Members; • Delivering the ‘Michaelston College’ multi-generational wellbeing village, delivering older person and family housing and bringing together health, housing and community facilities into one sustainable and transformational project. 	<ul style="list-style-type: none"> • Scoping work complete for Caerwent Rd/ Penmark Green- current programme fully committed. • Llanishen Park- children’s play area complete, small scheme elements outstanding due to contractor supply chain issues. • 2 estate regeneration schemes are now on site- Lincoln Court & Pennsylvania. • NRS Funding- a new round of inviting ideas from local members is being prepared for the Autumn. • Initial transport modelling work complete for Cowbridge Rd East- further work to commence once resources are available. • Final layouts have been prepared for the Michael Wellbeing Village masterplan ahead of formal submission for Pre-Application Consultation with the Local Planning Authority. • A further community engagement event will be held prior to PAC being submitted. A significant amount of traffic surveys are being instructed.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Update (1 of 2)
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <p>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</p> <p>Working with the University Health Board on the Maelfa Health & Wellbeing Hub, Ely & Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</p> <p>Collaborating with the Health Board to promote wider health benefits and screening information through the Hubs.</p>	<ul style="list-style-type: none">• Maelfa Health and Wellbeing Hub/ Powerhouse opened in July.• Heads of terms being negotiated with Cardiff and Vale University Health Board for Ely Parkview Hub. Outline planning application submitted.• A design team has been appointed to commence work on the City Centre Youth Hub project.• Hub staff are participating in Public Health Wales (PHW) Screening Champion training, which will provide staff with the tools to talk to customers about appropriate screening programmes. The service is working in partnership with PHW and additional training opportunities for staff, including new starters will be provided when further sessions are made available. Gentle exercise classes such as Elderfit, LIFT classes, walking football/netball etc have been taking place throughout the city. Elderfit are also establishing a CIMPSA endorsed training programme and the Hub staff will be the first to access this following roll out.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Update (2 of 2)
<p>Continue to deliver the Community Hubs programme, in collaboration with partners, including:</p> <p>Progressing plans for a Youth Hub in the city centre and working with partners to deliver new provision at the Ely Youth Hub;</p> <p>Working with the University Health Board on the Maelfa Health & Wellbeing Hub, Ely & Caerau Parkview Wellbeing Hub and on developing new joint Hubs on strategic planning sites;</p> <p>Collaborating with the Health Board to promote wider health benefits and screening information through the Hubs.</p>	<ul style="list-style-type: none">• Cardiff Met University carried out free Blood Pressure Testing within Hubs as part of the May Measure Month• Falls Prevention week was rescheduled due to the Queens death and will take place early in quarter 3.• Work is also taking place in collaboration with Sports Cardiff to work towards progressing Eat Well Move More including the provision of free sports equipment to children and young people via their library cards as well as staff training in the Dragon Play initiative which will align storytelling with physical activity.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities DDP

Commitment	Update
<p>Progress with delivery of Community Hubs programme - 2022 refurbishment to Rhiwbina Library.</p>	<ul style="list-style-type: none">• Current building programme has been delayed and is now scheduled for completion in mid-November. The Mobile Library is being utilised to ensure continuity of book provision and community locations are being utilised to ensure community is still receiving support and information.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update
<p>Prepare and adopt a new Regeneration Strategy by February 2023 to support district and local centres, and 15-minute city principles including:</p> <ul style="list-style-type: none">• Aligning with funding sources such as Welsh Government's Transforming Towns Programme;• Joining up schemes and themes across the Council;• Considering housing-led regeneration projects.	<ul style="list-style-type: none">• A draft overarching framework for the regeneration of district and local centres is being worked on across a number of service areas.• Project delivery and resource pressures have slowed the timeline for this down.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Building new Council homes and investing in community facilities

Commitment	Update
<p>Work in partnership with Registered Social Landlords to maximise the amount of affordable housing that can be delivered through the Social Housing Grant Programme by:</p> <p>Achieving a full spend of allocated Welsh Government funding;</p> <p>Maximising opportunities to secure additional monies.</p>	<p>Meetings have taken place with relevant senior offices, the affordable housing planning policy is be redrafted and will be discussed with Cabinet Member in November.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Building new Council homes and investing in community facilities

Commitment	Update
<p>Work in partnership across the directorate and with partner Housing Associations to enable a range of specialist and supported accommodation to be delivered to respond to their associated housing needs.</p>	<ul style="list-style-type: none">• All partner RSLs have been provided with the Local Authority Prospectus for 22/23, which outlines the Council's priorities for Social Housing Grant (SHG).• The LA prospectus provides information on the priority housing need for both general and supported housing, and supported housing opportunities are discussed at individual RSL quarterly meetings.• In terms of a 5 year delivery programme, a pipeline of schemes for supported housing is being collated by the Regional Partnership Board (RPB).

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update (1 of 2)
Implement the new Renting Homes Act (2016)	<ul style="list-style-type: none">• The implementation of the Renting Homes Act (RHA) has been delayed until 1st December by Welsh Government.• The project plan is being re-visited on a regular basis to ensure that tasks are being worked on and completed by target dates.• Recently initiated and facilitated a Support Provider meeting with Welsh Government attendance, for a brief overview on new guidance which has been released in relation to Supported Accommodation.• Meetings will continue to be arranged with Welsh Government when clarification is required on different issues and topics.• A Cabinet Report has been developed to ensure all changes as a result of the Renting Homes Act have been clearly communicated and what impacts these will have. It will be presented to cabinet in October 2022.• Renting Homes Act overview training is still taking place to cover any staff who may have missed the training and any new starters who are now working in the sector.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update (2 of 2)
Implement the new Renting Homes Act (2016)	<ul style="list-style-type: none">• Meetings have been taking place to decide on the practicalities of sending the new contracts to existing tenants. The different options and quotes are currently being sourced by the Digital Transformation team.• Weekly meetings are taking place with the Legal Services team to discuss queries, concerns and gain clarification on issues External legal meetings have been taking place with Hugh James solicitors on a regular basis.• Regular working groups are taking place internally to discuss processes and procedures which need to be developed or updated as a result of the Act. Meetings with other Local Authorities and Providers are taking place to ensure that issues are identified and addressed.• Working groups are currently taking place to ensure that procedures and policies are discussed with the relevant Team Managers and either new work is developed or existing work is updated to reflect the changes. These include working with the Tenancy Management, Anti-Social Behaviour and Void Management Unit teams.• Plans for training on new procedures and policies are currently being discussed and planned prior to implementation date.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop a new Housing Strategy for Cardiff</p>	<p>An initial timetable had been developed and regular meetings set up between Strategy team, Director and Assistant Director, however the development of the Strategy has been delayed and will be picked back up once a new Local Housing Market Assessment is completed.</p> <p>The Housing Support Programme Strategy currently sets out the strategic direction of the Authority's homelessness and housing support services.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Expand the Local Action Team (LAT) and encourage local community engagement.</p>	<ul style="list-style-type: none">• The Estate Coordinators have been working in additional wards of the city. Prior to engagement, the relevant ward councillors are contacted advising them that the Local Action Team (LAT) are working in the area to see how the service can help the residents. Cllrs are given the opportunity to meet the team and identify any hot spots or an area that they would like the team to look at. One of the teams also works alongside Waste Management.• The LAT attended Community Days between May and September which were held within the hubs, advising the residents how the team can assist them. Litter picks were organised, competitions and lots of goodies were on offer. The LAT have also supported events by attending those organised by other community groups within the service area.• The team are working with the Hubs and the Community Inclusion Officer for Rumney, to pilot a gardening tool borrowing scheme and offering useful tips and advice for the basic garden advice.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Work with Cardiff Council tenants to ensure that they can sustain their tenancies by providing support and signposting them to other agencies when needed.</p>	<ul style="list-style-type: none">• Although regular meetings are taking place in order to consider the needs and requirements of our residents who need support around hoarding and other such issues, there has been some delays with the progress made.• Council Tenants are being well supported by the Tenancy Sustainment Team and they now have access to MIND for additional support, however there are a limited number of clients at this time who can receive this support.• The Multi Disciplinary team is being considered. Discussions around how that would develop so it can assist even more complex tenants are ongoing.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Progress with the recladding of 3 high-rise blocks at Lydstep flats in Llandaff North</p> <p>Commence the proposed second phase of the recladding programme at Nelson and Loudoun House in Butetown.</p>	<ul style="list-style-type: none">• Lydstep Flats are ahead of target and works are progressing well.• Nelson & Loudoun – the procurement route is taking longer than expected to conclude because of contractors’ reluctance to accept “insurance risks” associated with high-rise over cladding projects.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Seek funding to progress with the BISF property External Wall Insulation (EWI) scheme in Llandaff North and Rumney.</p>	<p>We are still awaiting a response from Welsh Government on funding for this, however we are being told this is imminent.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update
<p>Address the current backlog of work within the Responsive Repairs Unit, ensuring that it is completed within the set requirements. Ensure that new works do not then create a new backlog.</p>	<ul style="list-style-type: none">• The backlog of work has reduced from 5,702 to 826 outstanding jobs, with 2,841 of those jobs being completed by our in-house workforce. It is anticipated that by end of October all this work should be completed if tenants allow access.• The current work has 1,308 new jobs and 805 follow on jobs – this is the level which would be expected prior to any lockdowns.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Creating safe and inclusive communities

Commitment	Update
<p>Deliver the existing two-year Alley Gating Programme (2021-2023), subject to consultation with local communities, South Wales Police and other stakeholders, and identify priority lanes for the next two-year gating programme (2023-2025) by April 2023.</p>	<p>Legal Notices Canton Group 1: 10 lanes have moved to the Notice of Making stage where the Order has been sealed and the gates can be installed 5 lanes are at the Notice of Proposal stage 3 are at the consultation stage, slight delay due to technical / equality issues.</p> <p>Canton Group 2 3 are at the consultation stage, slight amendment in view of consultation responses.</p> <p>Penylan 4 lanes are at consultation stage</p> <p>Operation Bang Legal notices being prepared- resident letters sent.</p>

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update (1 of 2)
<p>Work to improve and develop services within the Gypsy & Traveller sites</p>	<ul style="list-style-type: none">• An internal review of services on site has taken place and significant gaps in Health & Education were identified. An action plan will be developed to address this and linked in with statutory partners.• Meetings have been held with Allocations and the Service Development team to undertake the review of the current Gypsy and Traveller Allocation Policy.• A new policy has been drafted and is now awaiting approval.• As part of the council's vision for supporting marginalised groups following the pandemic the Gypsy Traveller service has made this point central to its vision for the future. The pandemic saw many mainstream services such as health, benefits and education move to a more digital setting which further marginalised this group and reduced access to these services.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities
Directorate Delivery Plan Commitment

Commitment	Update (2 of 2)
<p>Work to improve and develop services within the Gypsy & Traveller sites</p>	<ul style="list-style-type: none">• To tackle this issue the council has been working with partners from Welsh Government, Digital Communities Wales and partner agencies who support the Travelling community. At the start of the quarter a digital skills audit was carried out on the residents of the sites to identify the current gaps in skill level. The assessment covered use of devices, ownership and access of devices and targeted questions towards gaining and understand of what the community use digital platforms for.• There are now plans being drawn up with BT to provide wifi to the site for a five year period. Welsh Government have made capital funds available and the council is in discussion about securing funds to ensure everyone can have access to the wifi free of charge. This will take some time to establish and meetings are ongoing.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (1 of 2)	Update (1 of 2)
<p>Provide accommodation and support to Ukrainian guests who enter the UK under the individual sponsor / super sponsor and family visa scheme routes.</p> <ul style="list-style-type: none"> • Including help to claim Universal Credit, school admissions, registering with a GP and help into work. • To ensure that sufficient emergency temporary accommodation is available for placing guests who have no accommodation or who have experienced breakdown in their host placements. • To work with WG/ WLGA/ Health/ Police/ Community Cohesion/ Education / RSL's and other stakeholders and professionals to have full awareness of the issues and address, resolve and mitigate these as they arise. • To seek and source appropriate move on accommodation, making the best use of the PRS to support guests into settled accommodation. • To regularly and carefully monitor data in terms of numbers of guests arriving, support required, accommodation provided and move on. Constantly reviewing and updating policies, procedures and monitoring requirements. 	<ul style="list-style-type: none"> • Data is reviewed weekly by the resettlement team and housing staff to ensure that all new and existing Ukrainian guests are fully supported and can access all the services they are entitled to, including homeless assessment and assistance with securing PRS accommodation. • Regular meetings take place each week to discuss individual cases to ensure all avenues have been explored before they are considered for PRS such as mediation with current host or rematching with a new host. • Key members of staff regularly attend meetings with WG, other LA's and partners to ensure that they are up to date with all relevant information relating to the Homes for Ukraine scheme and have the necessary tools to deal with guests who present to the Housing Options service. • The service is currently working with ICT to create a database to ensure that it will capture all the necessary data so that it is fit for purpose. • The MAPPA Steering Group has been alerted of the role of Cardiff in the Homes for Ukraine Scheme.

Wellbeing Objective 4 - Safe, Confident and Empowered Communities

Directorate Delivery Plan Commitment

Commitment (2 of 2)	Update (1 of 2)
<ul style="list-style-type: none">• Provide into work mentoring support to assist guests into employment.• Provide and promote Early Help support to guests with support workers referring in as required.• Adult Safeguarding to work in partnership with Children Services, Legal, and Housing to develop a risk management matrix to address positive DBS results for sponsors.• Adult Safeguarding to alert the MAPPA Steering Group to the role of Cardiff in the Homes for Ukraine Scheme and request the transient and settling population of Ukrainian nationals are considered in risk assessment panels for the rehousing of high- risk offenders	<ul style="list-style-type: none">• The service is currently working with ICT to create a database to ensure that it will capture all the necessary data so that it is fit for purpose.• The MAPPA Steering Group has been alerted of the role of Cardiff in the Homes for Ukraine Scheme.

Wellbeing Objective 6 – Cardiff grows in a resilient way
Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop a public housing decarbonisation strategy to compliment the council's One Planet agenda</p>	<p>Some initial progress has been made and links made with the sustainability team whose consultants have agreed to assist with the project.</p>

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p>Review the apprenticeship posts within Responsive Repairs Unit and introduce the Responsive Repairs Academy</p>	<p>Four new apprentices have been appointed, 2 for heating and plumbing, 1 carpentry and 1 plastering. This assists with our workforce planning. Two gas engineer apprentices have qualified and one electrician qualified this year. Two have already been successful in obtaining posts within the Responsive Repairs Unit</p>

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p>Review processes within the Responsive Repairs Unit in preparation for a new repairs online system</p>	<ul style="list-style-type: none">• This upgrade is on target and there are some system developments that will also be introduced that will improve the details provided to operatives and also assist with back-office calls.• Further testing and meetings will be held to ensure everything is fine for the full upgrade.

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p>Develop digital methods of service delivery in housing.</p>	<ul style="list-style-type: none">• A design date with the NEC Project Lead for Housing Repairs Online has been agreed - starting Dec 6th. Work will continue into Jan 23.• An initial meeting has taken place with ICT regarding Power Bi, requirements and resources to be agreed in October 2022.• Digital strategy is in draft and will be finalised in due course.• First phase of the Power BI dashboards is being agreed with ICT in October, build is going to start soon after.• The self service at the hubs is still being considered, a viable plan will follow in due course• Scoping exercise has been undertaken and draft action plan has been developed to engage with tenants• The updated version of the document management systems is still in its development stage. A working group which includes ICT has been set up to plan the implementation

Wellbeing Objective 7 - Modernising and integrating our public services

Directorate Delivery Plan Commitment

Commitment	Update
<p>Investigate further the Digitalisation of Benefit services, fully reviewing the Risk Based Verification (RBV) policy and technology and Hybrid Mail contract</p>	<ul style="list-style-type: none">• Further investigations regarding new technologies are ongoing.• First meeting has been set regarding the Hybrid Mail contract