



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Indicators


Neath Port Talbot Council

Appendix 5 - Housing & Communities Key Performance Indicators - Quarter 3 (1st April - 31st December) - 2022/23

Performance RAG (Red, Amber Green) key:

- **Green:** achieved quarter 3 target for 2022/23
- **Amber:** Within 5% of target
- **Red:** 5% or more below target
- **N/a or blank column** – no comparable data or no target set

## How will we know we are making a difference (01/04/2022 to 31/12/2022)?


PI Title	Qtr.3 Actual 20/21	Qtr.3 Actual 21/22	Qtr.3 Actual 22/23	Qtr.3 Target 22/23	Perf. RAG
<b>1.2.2 SRP - Wellbeing Objective 2 - All communities are thriving and sustainable</b>					
<b>SSHCS - Community Safety - PI/154 - Number of new members to Paws on Patrol</b>	6.00	231.00	129.00		
<p>Community conscious dog walkers in NPT are asked to help their local neighbourhood by being the eyes and ears of the community and report issues such as Graffiti, Dog Fouling, Faulty Street Lighting, Fly Tipping and Anti-Social Behaviour and Criminal Activity.</p> <p>The Safer NPT Partnership believes that the 1000's of dog walkers within the County Borough can play an important part in keeping neighbourhoods safer and cleaner.</p> <p>Everyone can help in the fight against crime and Anti-social Behaviour, even the smallest action can have an impact.</p> <p>This scheme is run by NPT Community Safety Team and links in with existing community initiatives such as Neighbourhood Watch and South Wales Police Community Support Officers (PCSO'S).</p> <p>At no time are dog walkers expected to intervene in any incidents. Their role is to simply report and help gather evidence.</p> <p>Each new member receives a welcome pack containing all the information they need. Regular newsletters are sent via email which includes up to date information on events, crime trends and advice from the Community Safety Partnership.</p> <p>During Q3, events took place at Gnoll Country Park, working in conjunction with DogsTrust and partner agencies, engaging with our current members and registering new members to the scheme.</p> <p>The Team discussed concerns and advice around Bonfire Night/Halloween as well as Christmas safety - advising the public how they could keep themselves and their pets safe.</p> <p>The scheme was also promoted at The Dove Workshop in Banwen during Q3.</p> <p>Also included in these statistics are those who chose to join the scheme via online registration.</p>					
<b>SSHCS - Community Safety - PI/901 - Number of children receiving age-appropriate Community Safety lessons; domestic abuse, cyber-crime, Crucial Crew etc.</b>			2009.00	1677.00	 Green
<p>Lesson delivery in schools has now fully resumed, post pandemic. This has allowed services to go back into schools on a face to face basis and offer age appropriate lessons on healthy relationships to many school age children.</p> <p>This work forms part of our early intervention and prevention programme around Violence Against Women, Domestic Abuse &amp; Sexual Violence. The work is the responsibility of the 'Relationship and Sexuality Education sub group' which is co-chaired by the Principal Officer of Community Safety and the Senior Youth &amp; Community Worker of the Youth Service.</p> <p>Children are taught about the different types of domestic abuse and are encouraged to think of who they would speak to if they had concerns about their own family home, or a friend. Depending on the ages of the children they are also encouraged to think of who to speak to should they have concerns re their own relationship.</p>					

From research with children and young people, they would prefer these lessons and topics to be delivered by someone other than their teacher which means providers such as Camau, and Hafan Cymru's Spectrum deliver these lessons.

Community Safety's flagship event 'Crucial Crew' has also returned during Q1 of this year, celebrating its 25th Year, following a break due to Covid-19 restrictions. This event sees all Year 6 pupils attend the event, taking part in a series of fun workshops on various safety topics delivered by our partner agencies; Road Safety, Police, Fire Service, RNLI, Dogs Trust and many more. This includes a workshop on Healthy Relationships and another on Cyber Crime. The event is designed to equip children with important advice before their transition to secondary school.

We will visit the children during their first year at secondary school and offer them a quiz, to see how much information they have retained. This also acts as a refresher on the information we have already provided.

During Q3 an additional 209 children received a healthy relationship lesson delivered by Camau Training on behalf of the Community Safety Team and Partnership.

<b>SSHCS - Community Safety - PI/903 - Number of people whose vulnerability is reduced, following discussion at the Street Vulnerability Multi Agency Risk Assessment Conference (MARAC)</b>			7.00	6.00	 Green
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The Street Vulnerability MARAC is a multi-agency forum, coordinated by the Community Safety Team, in order to discuss those in our community who are street homeless or at risk of homelessness and who have particularly complex needs. Each case is discussed and an individual action plan put in place.


The number of people being supported through the Street Vulnerability MARAC is currently at the lowest since it began in November 2018. However, for those that are discussed during these meetings, it remains a valuable forum for all partners to assess ongoing work and monitor progress. It is difficult to predict whether referrals will spike at any time, due to the nature of the client group that are discussed and changes to homelessness legislation and provision.

This remains an effective partnership meeting, with all agencies working together, striving for positive outcomes with some of our most vulnerable residents in our communities.

There are established links between this forum and the Domestic Abuse MARAC and Sex Worker MARAC.

During Q2 there was a slight increase in referrals. However for the year so far, there have been only 7 brand new referrals. Ongoing cases are discussed at the meetings also.


During Q3 the concern of the reduction in rental properties was discussed again. The indication is that landlords will be selling due to the increase in interest rates, as the rent achieved will not cover mortgage payments, as well as the changing requirements for Landlords. Another factor is some landlords are not carrying out regular maintenance, meaning tenants are living in properties which are in poor condition and often uninhabitable. Environmental Health are involved with these cases.

<b>SSHCS- Community Safety - PI/904 - Number of people whose vulnerability is reduced, following discussion at the Channel Panel</b>			6.00	7.00	 Red
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The Channel Panel continue to meet on a monthly basis which is working well. The panel remains accountable to the Regional CONTEST Board, where highlight reports are shared and discussed on a quarterly basis. All cases are subject to a 6 monthly review upon case closure, which is recognised as best practice. Meetings continue to be held on a virtual basis for the time being. Work continues to raise awareness with partners on the role of Channel and how to refer in those in our communities who may be vulnerable / at risk of being drawn into terrorism.

<b>SSHCS - Housing Options - CP/031 - Percentage of households successfully prevented from becoming homeless</b>	70.59	62.13	58.29	60.00	 Amber
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(232 of 398) Prevention outcomes are currently just under target. Recent legislation changes have made prevention more difficult due to many landlords leaving the market as a result of new legislation and expectations. Cost of living is also making it more difficult as many households are finding their existing accommodation unaffordable so prevention options are currently more limited. However prevention work will continue with the team considering different ways of working to ensure intervention is as early as possible

<b>SSHCS - Housing Options - PI/553 - Average calendar days taken to deliver a Disabled Facilities Grant</b>	346.71	332.48	263.17	230.00	 Red
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(42,633 days/162 grants delivered) The time taken to deliver DFGs continues to improve following the disruption of Covid. The availability of contractors is still an issue although it is improving.

<b>SSHCS- Community Safety - CP/034 - Percentage of incidents of domestic abuse where people are repeat victims - Independent Domestic Violence Advisor (IDVA) Service - highest risk victims</b>		34.39	32.62	31.00	 Red
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(152 of 466) The % of cases referred that are assessed as repeat cases remains consistent with previous quarters at just over 30%

We continue to review repeat cases routinely in order to identify any issues, trends or patterns and also identify specific areas of learning that may highlight the need for a change in approach within service provision.

It is important to note that repeat referrals are not necessarily negative, as sometimes victims feel more able to engage a second time around, depending on the complexity of their circumstances.