



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

# Performance Measures



Neath Port Talbot Council


## Appendix 5 - Housing & Communities Performance Measures - Quarter 4 (1st April - 31st March) - 2022/23

Performance RAG (Red, Amber Green) key:

- **Green:** achieved quarter 1 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 31/03/2023)?


PI Title	Qtr. 4 Actual 20/21	Qtr. 4 Actual 21/22	Qtr. 4 Actual 22/23	Qtr. 4 Target 22/23	Perf. RAG
<b>HOUSING AND COMMUNITIES</b>					
SSHCS - Community Safety - PI/154 - Number of new members to Paws on Patrol	96.00	289.00	163.00	0.00	
<p>During Q4, engagement events took place at Aberavon Beach Front, Taibach Park and Sandfields Library.</p> <p>Paws on Patrol was also promoted at Community Safetys new style engagement events, which are bespoke to the areas we visit. During Q4 these were 'A Safer Briton Ferry' and A Safer Croeserw'.</p> <p>During this quarter 5 new members signed up online, and 29 signed up in person.</p> <p>The scheme continues to go from strength to strength. There are now 1442 members signed up.</p>					
SSHCS - Community Safety - PI/901 - Number of children receiving age-appropriate Community Safety lessons; domestic abuse, cyber-crime, Crucial Crew etc.			1849.00	1677.00	 Green
<p>As per previous reports, the Crucial Crew event is held during the summer term and does not provide further opportunity for engagement during the year.</p> <p>However, during this quarter, 110 pupils did receive a follow up session to assess retention rate of information distributed at Crucial Crew 2022.</p> <p>This also offers an opportunity to engage with pupils who missed the event in 2022 and to develop further learning opportunities and discussion around all topics.</p>					
SSHCS - Community Safety - PI/903 - Number of people whose vulnerability is reduced, following discussion at the Street Vulnerability Multi Agency Risk Assessment Conference (MARAC)			8.00	7.00	 Green
<p>The Street Vulnerability MARAC is currently supporting 13 people.</p> <p>The Salvation Army 'Haven' project in Neath town centre supports a lot of the people referred to MARAC by providing a hot fresh meal, someone to talk to and links with the DWP for benefit claims. The project is also currently providing healthcare with a GP and nurse visiting once a week for medical appointments. The funding for the healthcare team is due to end and if further funding is not gained this loss of service will impact on those that are not registered with a GP.</p> <p>The lack of accommodation available to vulnerable people is a major issue, as a lot of landlords won't accept them due to issues with maintaining a tenancy.</p>					

SSHCS - Housing Options - CP/031 - Percentage of households successfully prevented from becoming homeless	66.67	60.67	53.72	60.00	 Red
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The overall prevention figure for this year is below the target of 60%. The reason for this is due to some fundamental changes in the private rented sector. The implementation of the Renting Homes Act saw many landlords leave the local market due to increased responsibilities on landlords. Therefore many households who received a notice to quit did so due to the landlord selling their properties. Unaffordability within the private sector has also increased and again many cases cannot be prevented as there is no leeway to make the property any more affordable, therefore moving to an alternative property is the only option. This can take time and is unlikely to happen within the timeframe of the prevention duty being owed and will therefore be deemed unsuccessful. The entire Housing Options service will be reviewed in the coming months and consideration will be given to increasing the capacity for prevention work which will allow for more early intervention work to be carried out and not having to wait until a prevention duty is owed.

SSHCS - Housing Options - PI/553 - Average calendar days taken to deliver a Disabled Facilities Grant	363.20	339.51	239.42	230.00	 Amber
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(60'812 days/254 grants delivered) The time taken to deliver DFGs continues to improve following the disruption of COVID-19. The availability of contractors is still an issue although it is improving.

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	37.30	34.67	34.77	31.00	 Red
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We have seen an increase of 25% in all referrals into the Service during 2022/23 compared to the previous the year.


Despite the increase in cases being referred, engagement rates with positive outcomes stands at 68%.

15% of referrals received were contacted and advice given in relation to safety planning and support options available however further support was declined at that point.

We have seen an increase in the complexity of cases in recent years resulting in cases requiring more intensive wide-ranging support and remaining in the Service for longer periods of time.

Repeat cases are slightly higher than previous year. However this can indicate a greater confidence to report domestic abuse and seek assistance and support but can also indicate aggravating support needs such as mental health, housing, economic/financial and long-term support, not being fully met at the point of crisis.

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.

SSHCS- Community Safety - PI/904 - Number of people whose vulnerability is reduced, following discussion at the Channel Panel			6.00	10.00	 Red
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The NPT Channel Panel is currently supporting one individual, who is being supported through a range of specialist services in order to manage and reduce their vulnerability. Another referral was discussed for the information gathering stage, but the panel did not adopt this case.

The referrals in Neath Port Talbot remain low. Refresher training has been rolled out to different organisations in relation to Channel Panel and how to make a Prevent referral.

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