



NEWPORT
CITY COUNCIL
CYNGOR DINAS
CASNEWYDD

MID-YEAR REVIEW

HOUSING & COMMUNITY

2022-24



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Introduction

Newport City Council's Corporate Plan 2022-27 has four Well-being Objectives to support its mission to deliver an Ambitious, Fairer and Greener Newport for everyone and contribute towards Wales' Well-being Goals set in the Well-being of Future Generations Act. To support the delivery of these objectives, strategic priorities, and deliver continuous improvement each service area has developed their service plan. This report provides the Mid-Year progress against the Housing & Communities Service Plan 2022-24 (23/24).

The Housing & Communities Service is part of Newport City Council's Environment and Sustainability Directorate and is responsible for delivering a wide range of services including strategic housing, housing-related public health and licensing functions, housing needs, homelessness, housing support, community regeneration, libraries, community cohesion and our resettlement services.

Housing: Newport Housing Services ensure that Registered Social Landlords provide housing to meet assessed needs in the city, including specialist or support accommodation and for those not usually catered to through the traditional housing market. We identify, promote and fund innovative sources of affordable housing by bringing empty properties back into use and working with the private rented sector. We also regulate the private rented sector using licensing and public health powers to ensure the safety and health of occupiers is protected. Directly and through our commissioned services we work with individuals to prevent homeless, support people to recover from the issues that lead them to become homeless and to move on from temporary accommodation. We also hold statutory duties in relation to homelessness and the fair allocation of social housing through the common housing register.

Community Regeneration: Placed within the heart of Newport's communities we manage and commission community centres which enable a range of services; including courses run by our Adult Community Learning team. Our network of libraries provide citizens with free access to books, digital resources, training and activities. The service also supports and deliver a range of community-based initiatives (alongside charities, and community-based organisations) supporting households with the cost of living, food poverty and the provision of warm spaces.

Community Cohesion: Our Community Cohesion Service supports Newport's diverse communities to connect to services and develop links across the city. We monitor developing tensions in communities, including issues with extremism, and work closely with Newport City Council colleagues and partners, including the police, to safely manage issues. Resettlement Services work with people who have moved to Newport, largely as a result of a conflict, supporting them to settle in the city and build new lives. Our immigration adviser supports colleagues from across the council in this complex legislative area.

Service Area Objectives

Objective 1 – Improve and increase the provision of housing, housing related support services through regulatory and licensing powers to meet the needs of Newport's citizens.

Objective 2 – Supporting the development of Newport's communities and making most effective use of resources available.

Objective 3 – Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Head of Service Executive Summary

Introduction:

The Housing and Communities Service has continued to experience considerable pressures in the first two quarters. The key pressure has been in homelessness both in terms of demand and cost pressures. To set this in context the council has experienced a 113% increase in demand for temporary accommodation provided under homelessness legislation due to the range of issues, including changes in legislation, UK government policy and wider socio-economic factors. Due to a lack of suitable alternatives, the council is reliant upon bed and breakfast placements. This is unsuitable for residents, especially for those with dependent children, and, due to the restrictive Housing Benefit Subsidy regime, the council is unable to cover the full cost of these placements. This the main cause of the significant budgetary pressures set out above. We are committed to resolving the situation for citizens and despite these considerable challenges there has been a wide range of achievements within the service:

Housing:

The Service Restructure has commenced with the creation of the Housing Supply and Regulation Service. The next phase of the restructure will be to transform the frontline team and increase the councils to focus on homelessness prevention and move on from TA. This will be underpinned by a wider cultural shift to working in line with best practice, including trauma informed approaches for people with complex needs.

Housing have established a Rough Sleeper Task Force which brings together partners from across the key. The task force has formed a new Multi-Disciplinary Team approach, co-chaired with health colleagues and a lived experience shadow group. Several funding bids are being developed through the Task Force.

The Housing Strategy and Delivery Team has continued to perform well, and the Social Housing Grant is committed for the next two years. Additionally, the team were able to secure £5.6 million in Transitional Accommodation Capital Grant which will create 52 homes in the city for people living in temporary accommodation.

The Supporting People Team have successfully retendered for a new Street Outreach Service provided by the Salvation Army to provide support to people sleeping rough in the city.

At a strategic level, a draft Rapid Rehousing Transition Plan has been submitted to Welsh Government and the Housing Transformation board continues to develop a range of initiatives aimed at reducing costs and improving outcomes for citizens. Two key drivers of this work will be the 5-year Royal Foundation Homewards Project which was launched in quarter 1 and a new Strategic Housing Forum which will launch in the new year.

Community Regeneration:

Over the past two quarters, the key focus of the Community Regeneration service has been on progressing the Asset Rationalisation project, with colleagues from across the council, and implementing the Multiply Project.

Asset Rationalisation enables the service to ensure that council buildings are financially sustainable and meet community needs in the best way possible. To this end, the service is actively pursuing several opportunities to repurpose buildings internally as well as Community Asset Transfer proposals.

Multiply is a UK government funded project focused upon improving numeracy amongst adults. It is the largest component of the wider Shared Prosperity Fund. The scale of the funding and short implementation timescales made the setup of the project challenging for the team. However, over recent months considerable work has been done to commission external and internal providers to deliver relevant projects. As demonstrated in the narrative below, the project is now established as we anticipate that it will begin achieving positive outcomes over the coming months.

Community Cohesion:

The Community Cohesion Team has been through a period of considerable change with the previous manager leaving the authority this has led to underperformance in certain areas such as prevent training. That said the Community Cohesion Team has focused on the decant of a hotel used for the Welsh Government Super Sponsor Scheme.

Challenges, risks and issues

The key risk for Housing and Communities continue to relate to homelessness pressures. These pressures may be exacerbated by the Home Office's Streamlined Asylum Process which will increase the number of people granted status who subsequently become eligible for homelessness assistance. Current projections suggest that this could increase significantly increase homelessness presentations and financial pressure associated with temporary accommodation.

Due to staffing changes with Community Cohesion performance in several areas including prevention training has fallen below target. A new manager has been appointed to the team and is due to start by the new year. A key part of their role will be to drive performance improvement in this area.

Plans for the next 6 months:

The key focus for the next 6 months will be finalising the staffing restructure and embedding a process of training and cultural change within the housing department. This will be allied to various initiatives aimed at increasing the amount of settled accommodation available to people experiencing homelessness and creating alternative forms of transitional accommodation which are not subject to the Housing Benefit Subsidy Cap. It is important to note that these changes are significant, and this is a complex and multi-faceted piece of work which may take several years to deliver upon fully.

Housing & Communities 2023/24 Overview

Service Plan Objectives

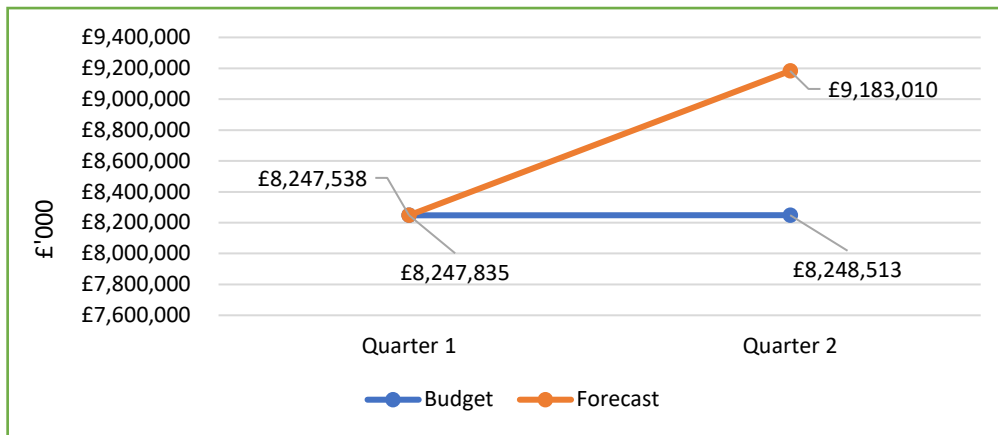
Objective	Mid-Year Status (Red / Amber / Green)
Objective 1 – Improve and increase the provision of housing, housing related support services through regulatory and licensing powers to meet the needs of Newport’s citizens.	Amber
Objective 2 – Supporting the development of Newport’s communities and making most effective use of resources available.	Green
Objective 3 – Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.	Amber

Service Area Risks

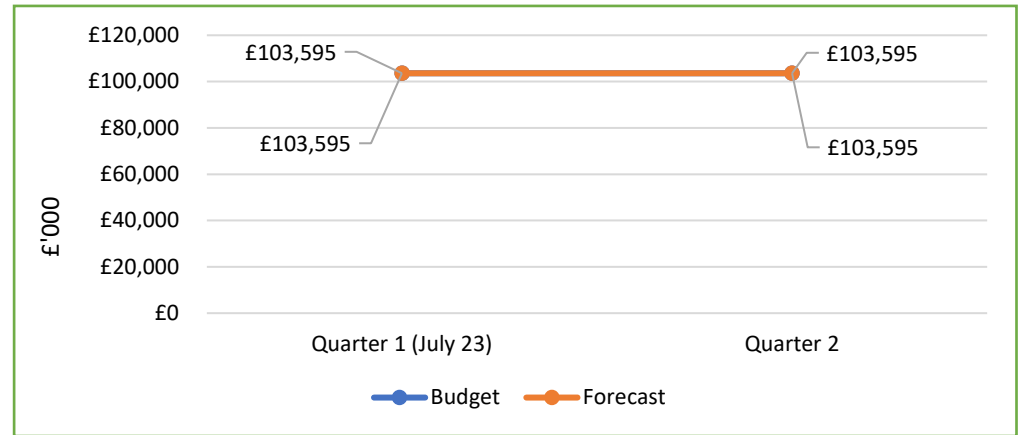
Risk	Corporate / Service Risk	Inherent Risk Score	Target Risk Score	Quarterly Risk Scores (Q3 2022/23 to Q2 23/24)			
				Quarter 3 22/23	Quarter 4 22/23	Quarter 1 23/24	Quarter 2 23/24
Pressure on Housing & Homelessness	Corporate	20	12	20	20	20	20
Housing Support Grant	Service	12	9	12	12	9	9
Social Housing Grant spend	Service	12	9	12	12	12	12

Service Area Finance Forecast (End of Quarter 2)

Revenue Forecast



Capital Forecast



Programmes and Projects

Programme / Project Title	Project Overview	Well-being Objective(s) supported	Expected Completion Date (Quarter / Year)	Quarter 2 RAG Assessment / % Completion	Commentary
Housing Transformation Programme	<p>To transform how housing and housing services are delivered in Newport by the council and our partners. This will be achieved through a thorough review of performance, data, systems, processes and through consultation with people who have lived experience of homelessness. As a result of these changes, effective homelessness prevention and housing support services, reduce homelessness, including rough sleeping. With partners, the council will also increase supply of affordable housing, with a specific focus on social rented housing.</p>	<p>Well-being Objective 2 Well-being Objective 3</p>	<p>Quarter 4 2025/26</p>	<p>20%</p>	<p>The Housing Transformation board was established in Quarter 1 and is delivering against a wide-ranging change program aimed making homelessness in the city rare, brief and unrepeated. The focus of the first year of the program is creating the internal structures and infrastructure required to support these changes. Key activities include a service restructure and identifying a suitable and fit for purpose IT system.</p>

Workforce Development

To support workforce development across the Housing & Communities service area the following actions have been identified as priority between 2022-24.

Action	Outcome(s) of Action Delivery	Action Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
New on-call service is developed and introduced which provides best value to citizens and supports effective service delivery.	A new model for on-call which is proportionate to need and does not impact on day-to-day service delivery.	7 th November 2022	31 st March 2024	C	A number of additional temporary posts have been created within the Housing Needs Team which has created additional capacity for the on-call rota. The team is complying with statutory guidance.
Restructure the housing service to meet current housing needs with a specific focus on homelessness prevention and increasing the supply of affordable housing.	Following the restructure, the housing service decreases the number of people who become homeless in Newport by preventing homelessness, providing effective support to people who do become homelessness and increasing the supply of affordable housing. This work will be supported by improved systems and training for staff working within Newport's housing services.	1 st January 2023	31 st March 2024	50%	Introductory discussions have taken place with the Union representatives and Human Formal consultation with the team will follow imminently.
Restructure the Connected Communities Service by increasing management capacity to ensure that there is sufficient capacity and resilience to deliver the various strategic, policy and client facing objectives	The Connected Communities Team has sufficient management capacity which drives performance improvement in all areas of the team's work. This includes developing a clear model of support and training for resettlement support which is focused upon developing resilience and independence for clients.	1 st September 2023	31 st March 2024	50%	Initial structures have been developed and a business case will be developed by the end of quarter 3.

Objectives and Action Plan Update

Objective 1 – Improve and increase the provision of housing, housing related support services through regulatory and licensing powers to meet the needs of Newport’s citizens.

Objective 1 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Publish a Homelessness Prevention and Support Strategy for Newport.	A Homelessness Prevention Strategy which clearly sets out how the council and a wide partners will collaborate to reduce homelessness in the city through effective prevention and support is published.	WBO 3 / Strategic Priority 5	1 st October 2022	31 st March 2025	10%	A Homeless Prevention Team has been established and policies and procedures are being drafted. Work has commenced to increase prevention activity on an outreach basis within the city and strengthen partnership working with NCC’s internal prevention and inclusion team and external stakeholders. As part of the new Strategic Forum Housing Governance Structure a new Homelessness Prevention Task Force is to be established which will drive the development of the new strategy.
2	Publish Newport’s Rapid Rehousing Transition Plan.	The Rapid Rehousing plan is published.	WBO 3 / Strategic Priority 5	1 st October 2022	31 st December 2023	90%	The draft Rapid Rehousing Transition Plan has been submitted to Welsh Government (WG) for comment. Amendments will be made following receipt of feedback from WG and submitted for formal corporate NCC approval, which may delay publication into quarter 4.
3	Produce a Local Housing Market Assessment (LHMA).	An up-to-date assessment of the gaps between supply and demand of all housing tenures within the city to assist with future decisions about grant funding and planning, and recreation interventions.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	1 st October 2022	31 st December 2024	70%	The assessment has been completed following new WG guidance and is out for consultation (ending 29.10.23). Consultation responses will be collated and the LHMA will be submitted to WG by the 31.03.24 and will be used as a tool to inform the development of all types of housing within the city.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
4	Produce a Housing Prospectus.	An up-to-date assessment of the areas of focus for different property types and tenures within the city to be used for planning purposes for RSL partners seeking to develop units of affordable housing.	WBO 2 / Strategic Priority 2 WBO 3 / Strategic Priority 5	1 st January 2023	31 st December 2024	0%	This action will be following the completion of the Local Housing Market Assessment as the results of this assessment will feed directly into the Prospectus.
5	Increase the number of private landlords working with the council to provide high quality and affordable housing.	Landlords are offered a range of incentives, which are well promoted, including Leasing Scheme Wales, grants to bring empty properties back into use and a rent guarantee scheme. to the number of properties leased to the council or to let directly to people in housing need, including those in temporary accommodation, increases.	WBO 2 / Strategic Priority 2 WBO 2 / Strategic Priority 7 WBO 3/ Strategic Priority 5	1 st October 2022	31 st March 2024	50%	Work is progressing well to implement Leasing Scheme Wales, the first property should be leased in November 2023. A Landlords' Forum meeting is scheduled for early December 2023. The council's offer to landlords is currently being rebranded a communication strategy drafted.
6	Review the Local Toilets Strategy in accordance with Welsh Government guidance.	Review completed and Action Plan updated as required.	WBO 3 / Strategic Priority 4	1 st October 2022	31 st March 2024	50%	This work has been delayed due to other pressures. Officers anticipate that it remains on track to be completed within target time.
7	Review the HMO Licensing Scheme and take appropriate action, including Scheme renewal if appropriate.	Regulatory powers are used as appropriate to ensure occupants' safety is protected.	WBO 2 / Strategic Priority 7	1 st April 2023	31st March 2024 31 st May 2024	50%	This work has commenced and is now expected to be delivered in May 2024.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
8	Undertake a review of the Council's Empty Residential Property action plan and consider implementing Council Tax premiums for empty properties.	An effective action plan is in place and actions are being delivered to bring empty properties back into use. The service achieves its performance standards.	WBO 3 / Strategic Priority 5	1 st June 2023	31 st March 2024	30%	Work has commenced on the review. Finance will be producing a paper setting out a consultation proposal for Council Tax Premiums. The Transitional Accommodation Capital Programme for 23/24 will bring 24 empty RSL units back into use in addition to the circa. 30 from last year.
9	Increase the number of social housing units through maximising available capital grant / Welsh Government funding.	In collaboration with Registered Social Landlords (RSLs), Finance, we will proactively seek to obtain capital grant funding and increase the supply of social housing in Newport.	WBO 3 / Strategic Priority 5	1 st June 2023	31 st March 2024	50%	Work with RSLs is progressing well, including utilising WG Transitional Accommodation Capital Programme (TACP) funding. Off the Shelf purchases by RSLs using Social Housing Grant will deliver an additional circa. 30 units which will be used to house priority households.
10	Establish multi-agency task forces to reduce rough sleeping, improve homelessness prevention outcomes and increase the supply of housing in the city.	The task forces are established and are working towards clear action plans.	WBO 3 / Strategic Priority 5	1 st April 2023	31 st March 2024	50%	The Rough Sleeper Task Force meetings are held regularly and actions from the Multi-Disciplinary Team regrading individuals who are sleeping rough who have complex needs are fed into the taskforce when required. The fundamental challenge remains the lack of suitable housing for people with support needs.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
11	A clear action plan is developed, a coalition established, and delivery begins on the Homewards Program.	The year one milestones set out in the Homewards Action Plan are achieved.	WBO 3 / Strategic Priority 5	1 st June 2023	31 st March 2027	25%	A Regional Coordinator has been appointed and the first meeting of the Coalition is due to take place on 5 th December.
12	Review the types of Temporary Accommodation in use and implement changes to reduce cost, increase income and improve outcomes.	The use of Temporary Accommodation is controlled, unit costs are reduced, income collection increases and the most appropriate type is used wherever possible.	WBO 2/ Strategic Priority 2 WBO 3 / Strategic Priority 2	1 st April 2023	31 March 2024	50%	A number of workstreams are ongoing to achieve this and are progressing well.

Objective 2 - Supporting the development of Newport's communities and making most effective use of resources available.

Objective 2 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	Support the delivery of the Council's Asset Rationalisation programme developing long-term approach for the management of Community Centres across Newport.	Community Centres are financially sustainable and meet the assessed needs of the community. Community Asset Transfer options and alternative uses are pursued where appropriate.	WBO 3 / Strategic Priority 4 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 2	1 st October 2022	31 st March 2024	50%	Community Centre assets review paper was delivered to the Asset Rationalisation Board on 26 th October. Will now go forward to the Exec Board for consideration on 21 st November.
2	Adult Community Learning (ACL) – develop and deliver an updated programme which supports community need in venues across the City. This will include an increased focus upon delivering Family Learning and Essential Skills courses within Communities.	Full programme value is achieved and no clawback of funding at the end of 2023/24 academic year. ACL is more flexible and offers a wider range of activity than in previous years.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st October 2022	31 st August 2024	50%	The 23-24 community learning programme commenced in September. The planned programme value of £640k will comfortably meet funding targets. New for this year is the delivery of courses under the Highfield scheme, which provides access to short vocational courses such as Food Safety and Introduction to First Aid.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Lead and collaborate with partners the Council's community support to help households through the cost of living.	Working in collaboration with other Council services, third sector organisations and charities, we will lead and support the delivery of initiatives to help households through the cost of living. This will include delivering Warm Spaces over the winter and developing a clear approach to preventing and relieving food poverty.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st April 2023	31 st March 2024	50%	Proforma submitted for additional SPF funding to delivery Warm Spaces grants to third sector organisations this Winter. GAVO have again agreed to administer the scheme on our behalf if the bid is successful.
4	The Multiply Project achieves its targets to improve numeracy skills across people aged 16 and above.	The Community Regeneration service, in partnership with other departments and commissioned partners, delivers a diverse range of courses which engage citizens.	WBO 3 / Strategic Priority 4 WBO 4 / Strategic Priority 4	1 st April 2023	31 st March 2025	25%	<p>There has been significant progress on the Multiply project in recent weeks. The external tender process has been completed and awards made to 5 providers across 6 of the 7 available lots. The providers have committed to delivering courses to 1700 residents against our overall Multiply target of 900.</p> <p>Internal recruitment has been completed within the Early Tears team and delivery has commenced in that area.</p> <p>2 of 3 support staff roles have been recruited with staff expected to be in post by January. At this point, an amber rating is appropriate, but this should change to green when delivery starts in earnest in Quarters 3 and 4.</p>

Objective 3 - Developing cohesive and inclusive communities across the city through supporting delivery that promotes positive community relations.

Objective 3 Mid-Year Assessment

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
1	To develop an Integration Strategy for Newport, focusing on our approach to asylum seekers, refugees and migrants and contributing to Welsh Government's Nation of Sanctuary Plan.	Positive messages about migration are regularly highlighted. Newcomers to Newport are welcomed and have access to appropriate services. Services, decision and policy making consider the impact on refugees, asylum seekers and migrants. Continued support of families under the UK Resettlement scheme integrated with other services.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st October 2022	30th September 2024	30%	Meetings are taking place to deliver this work. This will be pushed forward when a new Connected Communities Manager joins and following the restructure to create some resource to focus on this aspect of work.
2	Delivery against community cohesion requirements identified in the Strategic Equalities Plan 2020-24.	Provision of immigration advice and representation to people with an insecure migration status. Developing a Council Hate Crime policy. Delivery of a Welcome to Newport App to the city. Working in partnership to develop a safe space for LGBTQ+ people in Newport.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7 WBO 4 / Strategic Priority 4	1 st October 2022	31 st March 2024	50%	Work continues to support clients via the hardship group and partnership working. Change in role for the immigration caseworker 50% of her role now works with social services for UASC cases. A meeting being arranged with Equalities, Community Cohesion and the Library manager to develop a safe space.

Ref	Action	Action Outcome(s)	Well-being Objective Supported	Start Date	Expected Completion Date	Q2 RAG Assessment / % Completion	Commentary
3	Deliver effective resettlement services which prioritises creating independence and responds to new and emerging needs.	Continued support for families under the Home Office UK Resettlement schemes. Coordinating response to the Ukraine humanitarian support.	WBO 3 / Strategic Priority 6 WBO 3 / Strategic Priority 7	1 st October 2022	31 st March 2024	50%	The resettlement service continues to perform well and has been focused on decanting people supported by the Welsh Government Super Sponsor Scheme. NCC's approach to resettlement will be reviewed by the new Team Leader to ensure it is resilient to emerging needs.
4	Up to 3 staff in relevant service areas are become IOSC accredited at an appropriate level.	Organisational capacity to provide immigration advice increases. This enables services to engage more effectively and will enable the council's specialist service to focus on complex cases.	WBO 3 / Strategic Priority 7	1 st September 2023	31 st March 2025	C	Funding has been secured to train up 2 additional members of staff. This would take the full complement of staff up to 3.

Performance Measures

Annual performance measures are not included in the Mid-Year review and will be reported as part of 23/24 End of Year Review.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
The percentage of households for whom homelessness was prevented increases.	40.1% (283 / 706)	33.6% (181 / 539)	30.7% (77 / 251)	34.13% (157 / 460)	50%	Whilst the Council exceeded 50% in September there is still significant work and change required to improve performance. A key area of focus within the housing restructure will be homelessness prevention.
Percentage of people seeking housing assistance who are determined as statutorily homeless decreases.	17.6% (320 / 1,830)	15.1% (341 / 2,261)	16.4% (202 / 1,234)	35.5% (354 / 998)	30%	This figure represents average performance to date. The figure for end September is 16.35% (26/159) which correlates with the positive performance in relation to homeless prevention.
The percentage of empty private residential properties brought back into use meets targets	1.37% (16 / 1164)	0.4% (4 / 993)	0.2% (2 / 993)	0.7% (8 / 1,157)	1.52%	In previous years we have seen the number of properties brought back into use increase in greater numbers in the latter part of the year. It is therefore anticipated that the target will be achieved, especially now that we are able to offer a longer-term leasing option under Leasing Scheme Wales.
Number of employees trained in Prevent PVE.	136	527	18	88	145	Performance in this area has decreased due to the staffing changes described earlier in this document and other pressures. We expect performance to increase significantly with the appointment of a new permanent manager.
Percentage of households for whom homelessness was relieved.	No Data	32.4% (381 / 1,175)	35.5% (206 / 580)	17% (118 / 694)	35%	Performance in this area requires significant focus and performance over the coming months. The figure for end of September is 22.6% (19/84), showing a positive increase in the number of households for whom homelessness has been successfully relieved.

Performance Measure / Description	End of Year Performance (21/22 to 22/23)			Mid-Year Performance 23/24		
	Actual 2021/22	Actual 2022/23	Actual Q2 2022/23	Actual Q2 2023/24	Target 2023/24	Commentary
The number of Households in temporary accommodation under homelessness duties.	No Data	443	523	482	360	Due to the pressures described earlier in this document, there has been an increase in the number of households requiring temporary accommodation.
Number of private sector dwellings improved with local authority grants or loans.	No Data	2	No Data	3	5 (Q2 Target – 2)	Performance is on track.

Case Studies, Key Achievements, Awards

The real names of individuals have been replaced to protect their anonymity.

Homelessness prevention/ relief

- Joe arrived in the UK from Eastern Europe with his father and his uncle, there was a family breakdown and Joe was placed into bed and breakfast accommodation after becoming street homeless. He settled into his new accommodation well and during this time he discovered that his ex-partner in his home country had given birth to his son a couple of years previously and she was forced to leave her family home due to her family not being able to accommodate her and her child, she was living in very basic accommodation and life was very difficult for them, they were living in poverty, with limited healthcare, food and warmth. Joe brought his ex-partner and his son to the UK to be with him and they were placed with him in the bed and breakfast accommodation, we ensured that they had healthcare and the correct benefits in place and found the correct support for their son who had started displaying some behavioural issues from the trauma he endured as a very small child in the home where he lived with his mum. The family were bidding for social housing appropriately and Joe found work to provide for his family as his girlfriend was pregnant. Joe agreed to be filmed for The Royal Foundation and disclose his story to help support the charity to alleviate street homelessness. Joe and his family are now living in a social housing property with his girlfriend and two children, he is working, the children are healthy, and they are embracing life as a family, we were able to obtain grants for the family to equip their house with the relevant items including white goods, beds and furniture. Joe and his family have the relevant skills to manage and maintain their tenancy, making their stay in temporary accommodation rare, brief and unrepeatable.
- Mrs K, single person with a 3 year old son, presented as homeless due to a relationship breakdown and was issued notice by his lettings agent as they assessed she could not afford to remain in the property as a single person. The housing team liaised with the letting's agent, referred the client for housing related support and contacted the Department for Work and Pensions and negotiated a package of support to clear some of the rent arrears, arranged direct benefit payments to the landlord and a top up from Discretionary Housing Payments until at least April 2024. The landlord and agent agreed to this and homelessness was prevented.
- When Mr I contacted the preventions team he was in hospital and unable to return to his private rented property as he was no longer able to physically gain access to the property due to a significant worsening of his health and an amputation. As a result, Mr I was bed blocking and required a property with significant adaptations to meet his mobility needs, which rarely become available in the city. His case was considered by the housing assessment panel to be considered outside of policy. By closely working with partner Housing Associations the housing team secured Mr I a suitably adapted property with Pobl. This was achieved within a few months. This work relieved Mr I's homelessness far more quickly than would have been the case if he had continued to bid on properties on the Home Options register. This effective partnership work provided Mr I with a safe, accessible home and effectively relieved his homelessness. It also saved a large amount of public money as the time he was bed blocking was kept to a minimum.

- Melin Homes completed a development of 9 new build flats at Hubert Road, St Julians with Social Housing Grant funding. A panel allocated the properties to those who were homeless or at risk of homelessness to support the housing pressures upon the authority and ensure tenancy sustainability and community cohesion. One service user in temporary accommodation required an accessible property and a 24 hour supply of oxygen provided via oxygen bottles. The offer of the Melin property provided the client with a safe accessible home.

New Developments

- A 6-flat supported scheme opened in late May 2023 for people recovering from mental health issues. The scheme was developed in partnership with Melin Homes and Newport Mind and includes a self-contained adapted flat and communal areas. The scheme was developed as transitional or move-on accommodation to free up bedspaces in existing supported housing and homelessness temporary accommodation.
- A move-on scheme for 7 homeless young people 18yrs – 24yrs opened in June 2023 comprising three 2-bed flats and one 1-bed self-contained flat. This scheme was developed in partnership with the Pobl Group and Llamau Ltd., a specialist supported housing provider for young homeless and women-only provision. As above, the scheme was developed to free up bedspaces in other supported housing schemes and young people placed in unsuitable temporary accommodation.

Commissioning

- The Housing Support Team started an ambitious programme of re-commissioning a number of floating support services.
- In July 2023 a new service for people sleeping rough/with a street-based lifestyle commenced with The Salvation Army. The service pulled together assertive outreach and dedicated floating support into a more cohesive scheme.
- Work is being finalised on a migrant support scheme that brings together support for EA migrants and refugees in the borough. This will assist the Council's work on the increased number of refugees dispersed to the City under the Home Office's NASS programme.

Glossary

Service Area Project / Action Assessment

RAG Status	Description
X%	Project / Action is not on track to deliver with major issues preventing the action being completed by the agreed ' Target Date '. Immediate management interventions is required to improve performance and escalation to Directorate Management Team and/or relevant Board.
X%	Project / Action is mainly on track with some minor issues which could prevent the Project / Action being completed by the agreed ' Target Date '. Management intervention(s) required to improve performance and close monitoring by the Head of Service / Service Management Team.
X%	Project / Action is on track to be completed by the Agreed ' Target Date '.
C	Project / Action has been successfully delivered

Performance Measure Monitoring / Tolerance Assessment

Newport City Council has agreed a 15% tolerance against targets set in service plans.

RAG Status	Description
=>15%	Performance is under achieving against Target or previous year's performance. Immediate management intervention and escalation to Directorate Management Board is required.
<15%	Performance is off target or Previous Year's Performance but within a variance of 15%. Management intervention and close monitoring by the Head of Service / Service Management Team is required.
	Performance is achieving / succeeding against its agreed Target or Previous Year's Performance.

Risk Assessment Matrix

Probability	5	5 - Moderate	10 - Major	15 - Severe	20 - Severe	25 - Severe
	4	4 - Moderate	8 - Moderate	12 - Major	16 - Severe	20 - Severe
	3	3 - Low	6 - Moderate	9 Major	12 - Major	15 - Severe
	2	2 - Low	4 - Moderate	6 - Moderate	8 - Moderate	10 Major
	1	1 - Very Low	2 - Low	3 - Low	4 - Moderate	5 - Moderate
		1	2	3	4	5
		Impact				

Abbreviations

Abbreviation	Description
LHMA	Local Housing Market Assessment
RSL	Registered Social Landlords
SPF	Shared Prosperity Fund
TACP	Transitional Accommodation Capital Programme
UASC	Unaccompanied Asylum Seeker Children