

Community Safety

- **Anti Social Behaviour (ASB)** – Between April – August 2020 there has been an increase of 166% on reported ASB (2622 reported incidents compared to 987 for the same period last year. This has resulted in an increase in ASB referrals by 34% compared to last year. The main issues reported are involving young people and neighbour disputes which are having a long term impact.
- **Deployable CCTV** – As a result of the increase in ASB the Council have purchased 5 deployable CCTV to assist both the Council and the Police to help prevent ASB or detect those responsible for causing ASB.
- **Domestic Abuse** – The reporting of Domestic abuse has remained stable in the Vale compared to last years reports. The reports are monitored daily to ensure that we remain able to respond quickly if the reports increase. All agencies have worked together to ensure that victims are aware that services are still operating and are available to provide support and advice.
- **Target Hardening** – The Council continues to provide the target hardening facilities to victims of ASB. April – to date there have been 38 homes that have benefitted from this service.
- **Community Engagement** – Many of the events that had been planned have been cancelled. We continue to use social media to engage on hotspot areas / advise people of the work of community safety.
- **Partnership working** – The impact of Covid- 19 on community safety activity has increased demand massively for all partners, therefore it has strengthened partner agencies relationships to work and support each other.

Building services

- **Project and Planned** – Service continued on a limited basis as access to schools was not allowed during lockdown. Supplied assistance to the stores service in the form of staff cover during the pandemic.
- **Responsive repairs** – Initially emergency jobs only were carried out, and the out of hours service. Now building up to achieving full capacity. Throughout the pandemic assisted with delivering PPE and recycling equipment. Supported all colleagues when required.
- **Voids** – Works on void properties, temporary accommodation and adaptations has continued throughout the pandemic, social distancing has been adhered to and phone calls made to tenants to inform them of the safety measures that need to be followed when visited.
- **Building Cleaning and Security** – Cleaning services continued for premises that remained open all throughout the pandemic. Additional cleaning was required and delivered all throughout the pandemic. Security services remained unchanged and were delivered all throughout the pandemic.
- **Stores** – The stores service continued throughout the pandemic supplying materials, PPE and cleaning products.
- **Support services** – Support services continued throughout the pandemic providing administration support and financial support.
- **Public Buildings compliance** – Operated throughout pandemic apart from site visits due to refused access by building managers, these visits have now resumed and appointments are being arranged and undertaken. Statutory compliance was not overly effected by the pandemic.
- **General** – A move towards more flexible working arrangements. A mixture of staff in the office and at home.

Housing Solutions & Supporting People Team

- **Homelessness:** The Housing Solutions Service continues to operate as normal with the exception of telephone interviews currently in place of face to face. Emergency accommodation is being provided at B&B/hotels across the Vale. Team will be offering pre bookable appointments at the Civic Offices from 28/09/20.
- **Housing Reception:** Currently closed, but will open on a limited basis from 28/09/20.
- **Ty Iolo Hostel:** The service continues, but the hostel is closed to non-essential visitors.
- **Homes4U/Allocations:** The Homes4U advert is now only available digitally and can be located on the Council website. Applicants registered to receive the Council's updates will also be notified when adverts are published.
- **Accommodation Solutions:** Service continues to be delivered remotely with OT assessments now being completed in person.
- **Housing Support:** Continuing to operate carried out over the phone and via social media. Face to face support is only carried out with the most vulnerable clients.
- **Supported Housing:** Continues to operate with a reduction in staff to ensure social distancing measures. The team continues to accept referrals to Supported Housing and suitability assessments are carried over the telephone where possible.
- **One Stop Shop:** This service is being delivered remotely over the telephone. Drop in services are being delivered in two hotels providing emergency accommodation for homeless clients.
- **Housing Strategy:** The service continues to be delivered remotely.
- **UK Resettlement Service:** The service continues to be delivered remotely, with a pause in new families being resettled by the Home Office.