

Agenda item no. 5 - Questions from councillors

Question No.	Questioner	Question	Question to
Q 1.	Cllr Ben Proctor	<p>In the Statutory homelessness in England: October to December 2024 official statistics released in April 2025, Herefordshire Council data was absent from the tables on:</p> <ul style="list-style-type: none"> • Initial assessment information • Prevention and relief outcomes • Main duty decisions • Main duty outcomes <p>Why was Herefordshire Council data missing from these tables?</p>	Cllr Gandy

Response:

H-CLIC, or the Homelessness Case Level Information Collection, is a mandatory data collection for local authorities in England that collects detailed case-level information on households as they move through the statutory homelessness system. This data is used to monitor the implementation of the Homelessness Reduction Act 2017. The data is collected quarterly and is used to produce official statistics, published on a quarterly basis with an annual report.

After each quarter the Housing Solutions Team upload our data to H-CLIC a system held by DELTA*. The Oct – Dec quarter was the first quarter where the information was provided through the newly procured IT system Home Connections, previously it has been submitted through Abritas Civica.

The information was prepared and we had attempted to bulk upload direct from Home Connections but the information was left hanging on the system. We contacted DELTA and an extension was granted whilst investigations were made by Home Connections and DELTA as to why the information could not be imported. On the advice of DELTA we worked with Home Connections to rerun the report and tried uploading the information into a different format, unfortunately by the time the systems were able to talk to each other DELTA had closed and the information was not published. For clarity DELTA do have the information for the Oct – Dec quarter.

Thank you for bringing this to our attention. We are happy to share the information directly with you and circulate with all members.

* Delta is the online system provided by the Ministry for Housing, Communities and Local Government to facilitate the collection of statistical data and the administration of grant applications including:

- local government finance statistics

- *housing and planning statistics*
- *homelessness statistics (e.g. H-CLIC)*
- *other MHCLG data collections*
- *grant administration*

Supplementary question:

Supplementary response:

Q 2.	Cllr Robert Owens	<p>Cabinet may be aware that almost all of the fast electric vehicle (EV) charge-points in the City of Hereford are currently inoperable because their fixed cables have been stolen. They have yet to be repaired and the lack of this facility is of concern to many residents.</p> <p>There is an increasing demand for reliable EV charging infrastructure across the County and Herefordshire Council has an important role to play in providing this, and a responsibility to its residents to facilitate the greater use of zero emissions vehicles. Fast charge-points with tethered cables are a target for thieves.</p> <p>With more EV charging stations due to be installed, including rapid charge-points, from this Summer what does the Administration intend to do, in collaboration with the Council's Commercial Partner Wenea, the Police and other partners to protect the growing EV charging network from further criminal damage?</p>	Cllr Price
<p>Response:</p> <p>Whilst we are aware that privately owned charge-point location was recently vandalised, we have not experienced any issues of vandalism at any of the Council's EV charge points.</p> <p>As part of our ambitious plans to accelerate the roll out of EV charge-points we will continue to work closely with our provider Wenea and we do consider the risk of potential vandalism and the safety of residents using the charge-points as important considerations when assessing the locations of new charge points.</p>			

If we do experience any instances of vandalism we will work closely with the police and other partners to address this.	
Supplementary question:	
Supplementary response:	
Supplementary response:	