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For all enquiries relating to this agenda please contact Charlotte Evans
(Tel: 01443 864210 Email: evansca1@caerphilly.gov.uk)

Date: 7th December 2016

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Rhymney Room, Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 15th December, 2016** at **5.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

Chris Burns
INTERIM CHIEF EXECUTIVE

AGENDA

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest.	

Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

To approve and sign the following minutes: -

3 Caerphilly Homes Task Group held on 3rd November 2016.	
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1 - 4

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To receive and note the following information items: -

- | | | |
|---|---|---------|
| 4 | Sheltered Housing Communications. | 5 - 24 |
| 5 | WHQS Progress Report April 2016 - September 2016 (Half Year). | 25 - 38 |

**If a member of the Caerphilly Homes Task Group wishes for the above information report(s) to be brought forward for discussion at the meeting, please contact Charlotte Evans on 01443 864210, by 10a.m. on Wednesday 14th December 2016.*

- 6 To receive any requests for an item to be included on the next available agenda.

Circulation:

Task Group Members: L. Ackerman, Mrs Y. Bryant, Mr C. Davies, Miss E. Forehead (Chair), Ms J. Gale, K. James, Mrs B. A. Jones, Ms S. Jones, Miss A. Lewis (Vice Chair), C.P. Mann, Mrs D. Moore, Mr J. Moore and D.V. Poole,

And Appropriate Officers

Agenda Item 3



CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
(SIRHOWY ROOM) ON THURSDAY, 3RD NOVEMBER 2016 AT 5.00 P.M.

PRESENT:

E. Forehead – Chair
A. Lewis – Vice Chair

Task Group Members:

Mrs Y. Bryant, Mrs B. Jones, Mrs S. Jones, C. Mann, D. Moore, J. Moore and D.V. Poole.

S. Couzens (Chief Housing Officer), M. Betts (Tenant and Community Involvement Manager), S. Isaacs (Rents Manager) F. Wilkins (Public Sector Housing Manager) and C. Evans (Committee Services Officer).

1. APOLOGIES

Apologies for absence were received from L. Ackerman, C. Davies and K. James.

2. DECLARATIONS OF INTEREST

Mrs Y. Bryant, Mrs B. Jones, Mrs S. Jones, Miss A. Lewis, Mrs D. Moore and Mr J. Moore as Council Tenants declared a personal but not prejudicial interest in all agenda items.

3. MINUTES – 7TH SEPTEMBER 2016

RESOLVED that the minutes of the meeting held on the 7th September 2016 be approved as a correct record and signed by the Chair.

MATTERS ARISING

Annual Review of the Tenancy Review Panel (Agenda Item 5)

Arising from the minute, a Tenant Representative raised concerns in relation to the number of tenants taken to court, for which evictions were actually upheld. It was noted that less than half of the tenants taken to court for eviction were evicted and therefore the criteria was questioned. Particular concerns were raised in relation to an eviction notice being served on a tenant for garden maintenance, which was not upheld.

In addition, discussions took place around rent arrears and concerns were raised around the sanctioning benefits and its impact on rent arrears.

4. HOUSING IMPROVEMENT PARTNERSHIP

Miss A. Lewis, Caerphilly Homes Task Group Member called the information item forward for discussion at the meeting.

The report informed the Caerphilly Homes Task Group (Task Group) of the work of the Housing Improvement Partnership (HIP) and the subsequent service improvements introduced as a result.

The Task Group were advised that the HIP is a partnership between tenants and Caerphilly Homes working together to improve the effectiveness of housing services. The HIP's methodology is to use real tenant experiences to understand what matters to Caerphilly tenants.

It was noted that over the last year, the HIP has undertaken two service reviews covering the Landlord Consent Service and the Tenant Support Service. Two Staff Service handbooks have been produced by the HIP, which sets out the key outcomes that tenants expect from each service area.

In addition, Officers provided details of the significant impact the HIP has had on the Rents Section, which included making improvements to Customer Service Satisfaction Surveys, notifying the tenant of which Member of staff would be visiting them and offering them a preference at point of booking of a male or female officer to visit,, providing the tenant with more information on the work of the TSO and their contact information and a follow up sheet detailing the actions agreed at each visit. It was also noted that the HIP is currently working with the Income Recovery Section the feedback of which is eagerly awaited.

The Task Group discussed the HIP and queried the length of time taken for the report to be presented to the Task Group. It was noted that, whilst the report was requested in March, the report needed to be fitted into the forward work programme and also as the reviews were not concluded, it was felt to be more appropriate for a report to be presented following the completion of a review and once the recommended improvements had been implemented.

A Tenants Representative sought further information on the Landlord Handbook, Tenant Measures and future reviews. Officers explained that the Handbook has been designed for staff and is based on "the perfect service" and what tenants could expect from such a service. The tenants measures are the guidelines by which the follow up tenant satisfaction surveys are conducted. In addition, it was noted that there is currently no review scheduled following the completion of the Income Recovery Section, and it was explained that Managers and the HIP would work together to identify the next service area.

Upon further discussion, it was queried whether tenants within the HIP were ready to lead to reviews. It was noted that when the HIP was originally established, an independent facilitator was sourced to assist with the first reviews. For the current review, it was noted that the HIP felt more confident to utilise staff from within the Community Involvement Teams, where necessary.

The Caerphilly Homes Task Group thanked the Officers for the report and noted its content.

5. COMPLAINTS AND REPRESENTATIONS – CAERPHILLY HOMES

Ms A. Lewis, Caerphilly Homes Task Group Member called the information item forward for discussion at the meeting.

The report was considered by the Caerphilly Homes Task Group (CHTG) on 3rd November 2016 and provided details of contacts, in relation to complaints and representations received by the Authority's Housing Customer Services Section, from 1st April 2015 to 31st March 2016.

The Task Group were advised that the monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern to improve services and monitor performance and ensure that similar problems are avoided in the future. The corporate complaints procedure places an emphasis on learning from complaints. There have been examples of complaints which have led to changes in policies and procedures and these are explained in the report.

It was noted that in addition to recording Stage 1, Stage 2 and Ombudsman complaints, Caerphilly Homes Customer Services Section also records any service requests received directly by the Customer Services Section and any housing related correspondence received by the Chief Executive. Between 1st April 2015 and 31st March 2016 the Customer Services Section of Caerphilly Homes recorded a total of 559 contacts from the public and/or their representative. This is in comparison with 520 between 1st April 2014 and 31st March 2015.

CHTG noted that records are also kept of any praise or thanks received by Caerphilly Homes. In 2015/16 there were 78 recorded. This is in comparison with 44 for 2014/15.

The Task Group discussed the report and it was felt that the complaints process was too long. Officers explained that complaints are dealt with within timescales, which are outlined within the Corporate Complaints Policy. In the case of service requests, these are dealt with initially by the service.

CHTG, in noting the increase in complaints between 2014/2015 and 2015/2016, sought further information on the increase. Officers highlighted that there have been no significant trends identified which could pin-point the reason for the increase, however, work has been conducted to make tenants more aware of the Complaints Procedure, which could be the reason for the increase.

The number of complaints made by advocates were discussed and the complexity of the Complaints process, and the Task Group sought clarification on the reason for the number of complaints made by advocates. Officers highlighted that there is no clear reason, and it would depend on the type of advocate, many tenants may prefer to contact their local Councillor or MP in order to place the complaint on their behalf as the first point of contact.

Following consideration of the report, it was moved and seconded that report be noted and forwarded to Policy and Resources Scrutiny for their consideration.

6. TO RECEIVE ANY REQUESTS FOR AN ITEM TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA

The following requests were received:-

1. A. Lewis requested an update report on the implementation, impact and progress of the Common Allocations Register. Officers agreed that a report would be provided on the first quarter, allowing for bedding-in issues etc.
2. In addition, the Task Group highlighted that there has not been a request for representation at Policy and Resources Scrutiny Committee in some time, Officers agreed to look into this and provide the Task Group with details.

The meeting closed at 5.47pm

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 15th December 2016.

CHAIR



CAERPHELLY HOMES TASK GROUP – 15TH DECEMBER 2016

SUBJECT: SHELTERED HOUSING COMMUNICATIONS

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To provide an update in relation to progress to date on communicating to residents the Council's plans to complete the Welsh Housing Quality Standard (WHQS) investment programme in the sheltered housing schemes.

2. SUMMARY

- 2.1 A report was presented to CHTG on the 19th May, 2016 advising members that the WHQS work to sheltered housing schemes will be managed internally.
- 2.2 A further report was presented to and endorsed by the CHTG on the 7th September, 2016 with a programme for the next 3 years for the delivery of the work for each scheme. See Appendix 1 & 2.
- 2.3 The in-house workforce will undertake the WHQS improvement works, both internally and externally to the majority of the sheltered housing schemes, supported as necessary by sub-contractors.
- 2.4 The feasibility/design studies for the six sheltered schemes identified for possible remodelling proposals remain separate from this programme and are being taken forward by the Council's Building Consultancy team.
- 2.5 This report provides a further update on activities undertaken to communicate with tenants of sheltered schemes regarding this programme.

3. LINKS TO STRATEGY

- 3.1 The WHQS is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Single Integrated Plan 2013-2017 has a priority 'to improve standards of housing and communities, giving appropriate access to services across the County Borough'.
- 3.3 The Council's Local Housing Strategy 'People, Property and Places' has the following aims:- 'To provide good quality, well managed homes in communities where people want to live and offer people housing choices which meet their needs and aspirations'.
- 3.4 The Wellbeing of Future Generations Act 2015 sets out the following wellbeing goals which link with the aims of this report:-

- A resilient Wales
- A prosperous Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh language
- A globally responsible Wales

4. THE REPORT

- 4.1 The report presented to CHTG on the 7th September, 2016 advised members that the WHQS work to the sheltered housing schemes will commence in April 2017 with programmes planned for the surveying and proposed work for the 28 schemes over the next three financial years.
- 4.2 The Council has 34 sheltered housing schemes including one extra care scheme. Members have previously been advised that six schemes have been identified for possible remodelling and will be considered separately as to future options for the schemes. The Building Consultancy Team has been tasked with undertaking feasibility studies for the six schemes.
- 4.3 The programme will need to be supported by sufficient resources to meet the projected timelines.
- 4.4 Of the eleven schemes listed for the first year of the programme three schemes, St Peters Close, Ysgwyddgwyn and St Clares have already had the internal works completed and will be progressed separately by the WHQS Team for the remaining external and environmental works. The tenants will be contacted directly by the WHQS Team for updates and consultation.
- 4.5 For the remaining eight schemes being considered in the first year surveys commenced on 12th October and a more accurate work profile for each scheme will be established following these detailed surveys, with a view to commencing work on site on the first schemes from April 2017.
- 4.6 Currently the surveys being undertaken are in advance of their proposed dates as the WHQS Team make good progress with the survey programme.
- 4.7 The Building Consultancy Team is in the process of completing the feasibility studies for three of the schemes identified for possible remodelling, namely Castle Court, Ty Melin and Ynyswen. The options and costings for these schemes will be reported on separately once completed. The feasibility studies for the remaining three schemes will follow.

5. COMMUNICATIONS

- 5.1 A local press release was published to raise general awareness and an email and hard copy letter version of this email has been distributed to all Members to advise them of the programme. Appendix 3.
- 5.2 All sheltered housing tenants have been provided with an update by letter to confirm the current proposals for their specific scheme. The 3 variations of these letters are attached as appendices to this report. See Appendices 4, 5 and 6. These include the letter to the tenants of the schemes identified as potentially suitable for remodelling.
- 5.3 Specific WHQS/Housing Management scheme meetings have commenced for the schemes where surveys are imminent and where work is planned to start in 2017/18. All tenants were advised of these meetings in their update letter. Introductions to the WHQS and management teams are included as a part of these meetings in addition to advising tenants on what works

are being considered in their homes and the scheme. Tenants also have the opportunity to raise any related questions to the teams. Five scheme meetings have already been completed and the remaining three have been given meeting dates within the next three months. Staff attendance has varied at each scheme but has typically included the WHQS Project Manager, Older Persons Housing Manager, Sheltered Housing Officers, WHQS Occupational Therapist, Tenant Liaison Officers, WHQS Surveyor and Estate Management Officer. The proportion of residents attending these meetings has varied considerably by scheme, however there will be further opportunities for residents to discuss the programme and any concerns they may have as the work programme progresses.

- 5.4 For the schemes being considered in years 2018/19 and 2019/20, tenants are being updated generally through the quarterly tenant scheme meetings they have with members of the Older Persons Housing Team, with WHQS/management meetings to be programmed nearer their individual survey dates. Fourteen tenant scheme meeting updates have been completed since the programme was confirmed and the remainder are scheduled for updates by the end of the financial year. It is considered to be too early in the process to provide any detailed updates or introductions to staff for these tenants at this stage.
- 5.5 Tenants have been advised that WHQS/Management meetings for the schemes being considered in the second and third year of the programme will be scheduled as the programme evolves and in consideration of any changes to the planned survey dates.
- 5.6 A list of questions raised by tenants at the meetings held to date is attached for information. See Appendix 7.
- 5.7 As the surveys roll out and work commences, ongoing support will be available for tenants through a dedicated Tenant Liaison Officer, Occupational Therapist, an assigned WHQS Foreman, WHQS Surveyor, Project Manager, Older Persons Housing Team and Sheltered Housing staff.
- 5.8 The WHQS Communications & Tenants Engagement Officer will also be publicising a newsletter for tenants to keep them informed as the programme evolves.

6. WELL-BEING OF FUTURE GENERATIONS

- 6.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that:

Long Term – improving and future proofing our properties; Compliance with DDA/RNIB Visibly Better

Prevention – providing well maintained, safe, warm and secure homes; preventing disrepair and promoting low maintenance for the future

Integration – improved standards of housing and community environments

Collaboration – joined up working arrangements within in-house teams, cost effective procurement arrangements and improved shared IT recording facilities

Involvement – tenant meetings, consultation and information updates to obtain the views of the residents

7. EQUALITIES IMPLICATIONS

- 7.1 This is an information report; therefore there are no potential equality implications and no requirements to complete a full Equalities Impact Assessment.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications associated with the communications information provided in this report
- 8.2 The full extent of the work can only be determined by surveys of the individual complexes. The Housing Business Plan has accounted for the costs of undertaking WHQS to all our schemes, however, if the outcome of the surveys indicates significant increased expenditure is required, a further report will be submitted to provide members with the relevant details and the potential impact on the programme.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications associated with the communications information provided, however, action is being taken to increase resources within the WHQS team to deliver the agreed programme.

10. CONSULTATIONS

- 10.1 Comments received have been incorporated within this report.

11. RECOMMENDATIONS

- 11.1 The report is for information.

12. REASONS FOR THE RECOMMENDATIONS

- 12.1 To advise the CHTG on progress made in communicating to affected tenants the Council's plans for completing the WHQS works programme to sheltered housing schemes.

13. STATUTORY POWER

- 13.1 Housing Acts 1985, 1996, 2004, 2014 and Local Government Act 2000.

Author: Angela Hiscox, Older Persons Housing Manager
Consultees: Christina Harray, Corporate Director of Communities
Councillor Dave Poole, Deputy Leader and Cabinet Member for Housing
Shaun Couzens, Chief Housing Officer
Fiona Wilkins, Public Sector Housing Manager
Marcus Lloyd, WHQS and Infrastructure Strategy Manager
Jane Roberts-Waite, Strategic Co-ordination Manager
Gail Williams, Interim Head of Legal Services and Monitoring Officer
Alan Edmunds, WHQS Implementation Project Manager

Appendices:

- Appendix 1 - CHTG report dated 7th September 2016
Appendix 2 - Proposed Sheltered Housing Programme, appendix to the above report
Appendix 3 - Letter to Councillors (duplicate of email sent out)
Appendix 4 - Letter to tenants of schemes to be considered for remodelling
Appendix 5 - Letter to tenants of schemes to be considered in 2018/19 & 2019/20
Appendix 6 - Letter to tenants of schemes to be considered in 2017/18
Appendix 7 - Frequently Asked Questions



CAERPHILLY HOMES TASK GROUP – 7TH SEPTEMBER 2016

SUBJECT: SHELTERED HOUSING SCHEMES

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To provide an update in relation to the Welsh Housing Quality Standard (WHQS) investment programme to the sheltered housing schemes.

2. SUMMARY

- 2.1 A report was presented to CHTG on the 19th May, 2016 which advised members that the WHQS work to sheltered housing schemes will be managed internally.
- 2.2 The in-house workforce will undertake the WHQS improvement works, both internally and externally to the majority of the sheltered housing schemes, supported as necessary by sub-contractors.
- 2.3 The feasibility/design studies for the six sheltered schemes identified for possible remodelling proposals is being taken forward by the Council's Building Consultancy team.
- 2.4 This report provides a further update on progress and sets out the scheduled programme for the delivery of schemes being undertaken by the in-house workforce. Further reports will be submitted in the future in relation to the schemes identified for remodelling proposals.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.3 The Single Integrated Plan 2013-2017 has a priority 'to improve standards of housing and communities, giving appropriate access to services across the County Borough'.
- 3.4 The Council's Local Housing Strategy 'People, Property and Places' has the following aims:- 'To provide good quality, well managed homes in communities where people want to live and offer people housing choices which meet their needs and aspirations'.
- 3.5 The delivery of the WHQS environmental programme is coterminous with the aims of the Wellbeing of Future Generations (Wales) Act 2015 which requires public bodies to work towards a shared vision comprising 7 goals and adopt the 5 "Ways of Working". The goals and the 5 Ways of Working will underpin the delivery of the programme and include planning and acting for the long term, integration, involvement, collaboration and prevention. The WHQS investment in Council homes to transform lives and communities is a Well Being Objective.

4. THE REPORT

- 4.1 The report presented to CHTG on the 19th May, 2016 advised members that the WHQS work to the sheltered housing schemes would be managed internally and that the work itself for the majority of schemes, would be undertaken by our in-house workforce.
- 4.2 The Council has 34 sheltered housing schemes which include one extra care scheme. Members have previously been advised that six schemes have been identified for possible remodelling, and these will be addressed in the future via a separate report.
- 4.3 The remaining 28 schemes are made up of the following:-
- Flats and communal areas under one roof
 - Bungalows or flats grouped around a communal block
 - Blocks of flats and communal facilities under one roof, plus external blocks of flats
- 4.4 The in-house workforce will undertake both internal and external works to the schemes as one contract, supported as necessary by sub-contractors.
- 4.5 In order to progress the works in line with the 2020 deadline, a completely separate programme of work has been scheduled (attached as Appendix 1) which will be managed and delivered independently to the main programme.
- 4.6 The programme will need to be supported by sufficient resources to meet the projected timelines. A high level review of the works utilising the Savills stock condition survey has enabled us to identify the type and number of staff and operatives required and adverts will be placed on a phased basis to recruit the required resources. A more accurate work profile will be established following more detailed surveys, which will result in a further review of the programme and resources.
- 4.7 There will also need to be a review of our procurement requirements to ensure the in-house workforce are adequately supported in the delivery of this programme with specialist contractors e.g. commercial heating, fire alarms, passenger lifts, electrical, I.T services, roofing. Discussions are taking place with colleagues in Procurement Services to progress this.
- 4.8 Based on information currently available, it is anticipated that one of the schemes included in the programme for 2017/18 will need to be fully or partially decanted due to the type and scale of works required. This will be arranged and funded by Caerphilly Homes in consultation with the tenants concerned.

5. EQUALITIES IMPLICATIONS

- 5.1 This is an information report; therefore there are no potential equality implications and no requirements to complete a full Equalities Impact Assessment.

6. FINANCIAL IMPLICATIONS

- 6.1 Based on the Savills stock condition survey, there is a budget provision of £10.1m (£3.1m external works, £7m internal works) in the business plan. However the full extent of the work can only be determined by surveys of the individual schemes.
- 6.2 There is already evidence to suggest that the WHQS budget may be under pressure and, therefore, it would be prudent not to commit further major unbudgeted expenditure in the period up to 2020. If the outcome of the surveys indicates significant increased expenditure is required, a further report will be submitted to provide members with the relevant details and the potential impact on the programme.

7. PERSONNEL IMPLICATIONS

- 7.1 Action is being taken to increase resources within the WHQS team to deliver the programme set out in Appendix 1. It is anticipated that the additional resources will be utilised to establish a separate team to focus on the delivery of the WHQS works to our sheltered housing schemes, independently of the main programme.

8. CONSULTATIONS

- 8.1 Comments received have been incorporated into this report.
- 8.2 Meetings will take place with tenants at each of our sheltered schemes following approval of the programme to make them aware of the proposed timescales and to provide a broad outline of the extent of work that is planned to be undertaken at their schemes.
- 8.3 In line with existing procedures surveys for the 2017/18 programme will commence in October, 2016 which will determine the full extent of works required to each of the tenants' homes. As part of this process tenants will be consulted to ensure work is specified to meet their specific needs.

9. RECOMMENDATIONS

- 9.1 The report is for information.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To advise the CHTG on the programme to deliver the WHQS works to the Council's sheltered housing schemes.

11. STATUTORY POWER

- 11.1 Housing Acts 1985, 1996, 2004, 2014 and Local Government Act 2000.

Author: Shaun Couzens, Chief Housing Officer
(Tel: 01443 8664208/01495 235314/Email: couzes@caerphilly.gov.uk)

Consultees: Cllr David V Poole - Deputy Leader & Cabinet Member for Housing
Christina Harry - Corporate Director Communities
Marcus Lloyd - Deputy Head of Programmes
Jane Roberts-Waite - Strategic Coordination Manager
Fiona Wilkins - Public Sector Housing Manager
Angela Hiscox - Housing Manager
Lesley Allen - Principal Accountant

Appendices:
Appendix 1 – Proposed Sheltered Housing Programme

PROPOSED SHELTERED HOUSING PROGRAMME

2017/2018

Ty Bedwellty (26 units)	- Under one roof
Palmer Place/Gibbs Close, Bryn Road (39 units)	- Bungalows & communal
Horeb Court (21 units)	- Bungalows & flats with communal
St Peters Close (30 units)	- Bungalows & communal
Y Glyn (37 units)	- Bungalows & flats with communal
Ysgwyddgwyn (25 units)	- Bungalows & flats with communal
Waun Rhydd (32 units)	- Bungalows & flats with communal
Glyn Syfi (33 units)	- Bungalows & communal
St Clares (33 units)	- Bungalows & communal
Glynderw (33 units)	- Bungalows & communal
The Willows (30 units)	- Bungalows & communal

2018/2019

Gwyddon Court (40 units)	- Under one roof & outside flats
Ty Mynyddislwyn (31 units)	- Under one roof
Woodland View (22 units)	- Flats & communal
Maesteg (28 units)	- Flats & bungalows with communal
Oaklands (32 units)	- Bungalows & communal
St Gwladys (22 units)	- Under one roof & outside flats
Pleasant Place (32 units)	- Bungalows & communal
Grove 1 (32 units)	- Bungalows & communal
Grove 2 (32 units)	- Bungalows & communal

2019/2020

Highfield Court (23 units)	- Under one roof
Alexander Court (20 units)	- Under one roof
Ty Isaf (13 units)	- Under one roof
Tredegar Court (39 units)	- Under one roof & Tredegar St Flats
Hafod Y Bryn (30 units)	- Flats & communal
Prospect Place (31 units)	- Bungalows & communal
Heol Islwyn (33 units)	- Bungalows & communal
Greenacres (32 units)	- Bungalows & communal

Public Sector Housing
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HENGOED
CF82 9BQ
Deputy Chief Executive / Dirprwy Brif Weithredw
Nigel Barnett ICSA, CIPD, MBA



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Date/Dyddiad: 3 October 2016

Dear Councillor

WHQS PROGRAMME FOR SHELTERED HOUSING

Please find attached report and appendix in relation to the above matter.

The programme has been agreed to enable the Council to progress WHQS work to 28 sheltered housing schemes over the next 4 years, with completion by the end of March 2020. The other 6 schemes identified for remodelling are not included in this programme and will be considered separately.

A press release has been published to raise general awareness and every tenant will have a letter to inform them of the progress for their specific scheme.

I have attached 3 sample letters which will give you a better understanding of what information is being given to tenants depending on the position of each scheme within this project. We will continue to communicate with tenants as the programme progresses and will notify them of any changes to the proposals as necessary.

I would advise that surveys have been programmed for each scheme and tenant scheme meetings will be arranged nearer the relevant survey dates. For the schemes where surveys are imminent, WHQS/Housing scheme meetings have already been set up to provide more details, to introduce the relevant staff and to answer any queries the tenants may have.

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As you may be aware, regular quarterly tenant meetings are held at each scheme and updates will also be provided during these meetings.

I hope this information is of assistance and if you have any further queries please do not hesitate to contact me.

Yours sincerely



Angela Hiscox
Older Persons Housing Manager

Attch



Older Peoples Housing Services
 Public Sector Housing CCBC
 PO Box 129
 Hengoed
 CF82 9BQ

Gwasanaethau Tai Pobl Hŷn
 Tai y Sector Cyhoeddus CBSC
 Blwch Post 129
 Hengoed
 CF82 9BQ

|TENBOTH|
 |HOUSEADD1|
 |HOUSEADD2|
 |HOUSEADD3|
 |HOUSEADD4|
 |HOUSEADD5|

Contact/Cysylltwch â Cerys Williams
 Direct line/Llinell Uniongyrchol 01495 235448
 Your ref/Eich Cyf |PROPPREF|
 Our ref/Ein Cyf SHEL21-REMODELLING
 Date/Dyddiad |LETTERDATE:DR|

Dear |TENGREET|,

REMODELLING SCHEMES

Following on from earlier information provided to you, I would advise you that a programme of work has now been agreed to progress Welsh Housing Quality Standard (WHQS) work to 28 sheltered housing schemes.

As you are aware, however, your scheme is included in the 6 remaining schemes which have been identified for possible proposed remodelling and is not, therefore, included in this current WHQS programme at this time.

Following on from earlier information and consultation with you, I would remind you that this remodelling work, if approved, is not proposed to start until after 2020, with a view to completing all six schemes by 2025. Any work to be considered for your scheme will be subject to a full feasibility study to consider the options available to the Council for future improvements. However, if the outcome of the study is favourable and affordable within existing budgets, it may be possible that some work may commence in advance of 2020.

Our Building Consultancy Team is undertaking the feasibility studies and will be visiting your scheme to complete a full survey before 2020. Two schemes have been surveyed already and the remainder of the schemes will be visited in due course.

As soon as we have the findings of the survey and the future proposals are available, we will be in touch to update you.

This programme is very complex and may be subject to change; however we will give you as much notice as we can if there are any changes made to the current proposals.

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
 Nigel Barnett ICSA, CIPD, MBA**

In the meantime we will keep you updated during your quarterly tenants' scheme meetings. I would like to thank you for your co-operation and patience to date and hope to be able to provide you with more detailed information sometime next year.

Yours sincerely,



Angela Hiscox
Housing Manager – Older Persons



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Gilfach House
William Street, Gilfach
Bargoed CF81 8ND
Tel: Tel: 01443 873535
Fax:
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Contact/Cysylltwch â
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Your ref/Eich Cyf
Our ref/Ein Cyf
Date/Dyddiad

Dear

WELSH HOUSING QUALITY STANDARD (WHQS) PROGRAMME OF WORK FOR SHELTERED HOUSING SCHEMES

Following on from earlier information provided to you, we are pleased to advise that a programme has now been agreed to enable the Council to progress WHQS work to 28 sheltered housing schemes over the next 4 years, with completion by the end of March 2020. This programme was also endorsed by the Caerphilly Homes Task Group which includes Tenants Representatives.

Our own in-house workforce will undertake both internal and external works to the schemes, supported as necessary by sub-contractors.

Before any work can start each scheme and property will require a survey. The WHQS Surveyor will consider what internal and external works will be required.

Internal works could include new kitchens, bathrooms, heating and electrical rewiring but this will be subject to the findings of the survey. You will also be consulted in relation to the internal works so that this work meets your specific needs. External works could include, for example, new doors, guttering/downpipes and roofing works. The work identified will vary from property to property and only the work necessary to bring the properties up to the Welsh Housing Quality Standard will be considered.

The surveys for your scheme are planned to commence in XXXX. The WHQS work is scheduled to be carried out between XXXXX and XXXXX.

While these surveys and the WHQS works are taking place your Sheltered Housing Officer will be available to offer you support when in attendance at the scheme. You will also be provided with details of a WHQS Tenant Liaison Officer as a point of contact for any queries concerning the work. Your Older Persons Housing Team will also be available for any queries and staff at your local Housing Office will be available for any tenancy management related assistance.

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

This programme is very complex and may be subject to change, however we will give you as much notice as we can if there are any changes to the current proposals and before work commences.

In the meantime we will update you when we can during your quarterly tenants scheme meetings.

There will also be a tenants meeting nearer the programmed survey date where council staff will be present at this meeting to offer introductions, provide you with further information and to give you an opportunity to raise any questions you may have.

Yours sincerely,



Angela Hiscox
Housing Manager - Older Persons

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**



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Our own in-house workforce will undertake both internal and external works to the schemes, supported as necessary by sub-contractors.

Before any work can start each scheme and property will require a survey. The WHQS Surveyor will consider what internal and external works will be required.

Internal works could include new kitchens, bathrooms, heating and electrical rewiring but this will be subject to the findings of the survey. You will also be consulted in relation to the internal works so that this work meets your specific needs. External works could include, for example, new doors, guttering/downpipes and roofing works. The work identified will vary from property to property and only the work necessary to bring the properties up to the Welsh Housing Quality Standard will be considered.

The surveys for your scheme are planned to commence in xxxxxxx. The WHQS work is scheduled to be carried out between xxxxxxxxxx and xxxxxxxxxxxx.

While these surveys and the WHQS works are taking place your Sheltered Housing Officer will be available to offer you support when in attendance at the scheme. You will also be provided with details of a WHQS Tenant Liaison Officer as a point of contact for any queries concerning the work. Your Older Persons Housing Team will also be available for any

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

queries and staff at your local Housing Office will be available for any tenancy management related assistance.

This programme is very complex and may be subject to change, however we will give you as much notice as we can if there are any changes to the current proposals and before work commences.

There will also be a tenants meeting held in the communal lounge at the xxxxxxxxxxxx Sheltered Housing Scheme on xxxxxxxxxxxxxxxxxxxx. Council staff will be present at this meeting to offer introductions, provide you with further information and to give you an opportunity to raise any questions you may have.

We look forward to seeing you there.

Yours sincerely,

Angela Hiscox
Housing Manager - Older Persons

**Deputy Chief Executive / Dirprwy Brif Weithredwr:
Nigel Barnett ICSA, CIPD, MBA**

SHELTERED HOUSING WHQS PROGRAMME – TENANTS MEETINGS**FREQUENTLY ASKED QUESTIONS**

1. Will the damp and condensation problems be sorted when the work is undertaken?
2. Will we have wet rooms?
3. Do I have to have the work done?
4. I have fitted my own kitchen, will I be entitled to a new one?
5. What about those tenants who have brought their properties up to a better standard, will they be disrupted?
6. Will the communal areas/kitchen/toilets be improved?
7. Who agrees that the standard of work is satisfactory once its completed?
8. Will we have help to move things?
9. How will tenants manage when the work is being done?
10. Will I have to move out?
11. What if I don't have anywhere to move out to?
12. What will happen to my belongings if I have to move out?
13. Who is doing the work?
14. Will the extractor system be sorted?
15. Why have contractors been used elsewhere and we are having Council workmen?
16. Does the work include new windows and doors?
17. Will the survey include garden sheds?
18. Will you be providing storage?
19. Will paths and outside walls/pillars and gates be renewed?
20. Do you have enough money to complete the programme?
21. Can you confirm that all work will be completed by a qualified tradesperson?
22. What will be the timescale for the work to be completed in each property?
23. Do we have to have electrical work done?
24. Why are you providing blanking plates?
25. Do we have to have trunking if electrics done or will the cables be put into the wall?
26. Will you be providing extra car parking facilities?
27. Will you be providing a scooter store?
28. What is the WHQS standard – can we have a copy of the document?
29. Can we have an automatic door to the communal area/scheme?
30. Can we have new internal doors?
31. Can the fire doors be reviewed, they are too heavy for us to open?
32. Can we have handrails?
33. Can we have speeding and parking restrictions?
34. Will the car park area be resurfaced?
35. Will the external patios be renewed?
36. Will the trees be cut back or removed, we have problems with leaves?
37. Can we have an extra washing machine/tumble drier?
38. Can our trip switches be moved when the electrics are done, they are too high for us to reach?
39. Can we have a new bin store?
40. Can we have sensors on the lighting to save on electricity costs?

41. Can we have external sensor lights on our bungalows?
42. Can we have ramped access and existing steps replaced with ramps?
43. Will this work actually go ahead, we've been promised before and it didn't happen?
44. Will the shrub beds be replanted?
45. Can we have raised flower beds?
46. Will our defective roof be sorted?
47. Will the window openers be upgraded?
48. Can we have a rear exit to our bungalow instead of a window?
49. Can we have garden sheds?
50. If you have put your own kitchen in will you be made to take it out?
51. Who can we get advice off when the work is being done?
52. Can we have a canopy over the front door?
53. Will drainage issues be resolved?
54. Will the handrails be painted?
55. Will our medical/mobility needs be considered when the work is undertaken and being decided?
56. Will you be knocking toilets and bathrooms into one?
57. Will you be painting the outside of the buildings?
58. Will you repaint the white lines on the steps and in the car park?
59. Why are we in the last year of the programme?
60. Can we have individual stopcocks?
61. Will they be upgrading/renewing the heating system?
62. Can we have our own heating controls?
63. Will signage at schemes be renewed?
64. Can we have a residents only parking sign?
65. Will you change the bathroom door to open outwards?
66. Can we have a passenger lift?
67. What if I am not able to be at my property when you want to come in and do the work?
68. Can I keep my bath if I don't want a shower?
69. What external work will be done?
70. Will you keep us informed?
71. Will you tell us what work is being carried out beforehand?
72. Will you be removing pullcords?
73. Will you be redecorating the properties when the work is done?
74. Will you be doing flooring in the properties?
75. I've fitted my own oven & hob, can I keep it, will it be redesigned into my new kitchen?
76. Will we have gas and electric cooker points?
77. Will you be installing CCTV?
78. Can we have new benches?
79. Will you be renewing carpets in the communal areas?
80. Can we have another laundry room where the guest room is at the moment?
81. Can we have windows that open in the upstairs communal landing area?
82. Will we have a choice of kitchens and bathrooms?
83. Will the communal shower room remain?
84. What will you do with the bedsits?

- 85. Why are you doing an asbestos survey?
- 86. Can the handles/locks on the gates be changed, they are too difficult to open?
- 87. Will the team be experienced in carrying out such large projects?
- 88. Will the buildings be cladded?
- 89. Can we be assured that all properties will be done?

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CAERPHILLY HOMES TASK GROUP – 15TH DECEMBER 2016

SUBJECT: WHQS PROGRESS REPORT APRIL 2016 – SEPTEMBER 2016 (HALF YEAR)

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report provides members of the Task Group with an overview of the performance of the WHQS Team during the six months from April 2016 to the end of September 2016.
- 1.2 Details of the capital expenditure programme for 2016-17 for WHQS works are also included.

2. SUMMARY

- 2.1 The report describes the arrangements that have been put in place to monitor and manage the performance of the WHQS programme for 2016-17. Performance is monitored and managed formally via; the WHQS Delivery Team Management Group meetings, which occur every month; the Caerphilly Homes Project Board; and also overseen by the Repairs and Improvements Working Group.
- 2.2 The WHQS internal works programme for 2016-17 includes 1,994 properties - which is an 8.9% increase from the 1,837 properties included in the 2015-16 programme. As of the 21st October 2016 89.9% of the 2016-17 internal works programme had been surveyed. This compares with 70.1% of the previous year's 2015-16 internal works programme being completed at 13th January 2016. The WHQS Team has also surveyed 23.8% of the 2017/18 programme. The Team has therefore made significant progress to increase the internal works survey completion rate. During the financial year 2016-17 the WHQS Team also completed a significant number of internal works from the previous year's programme 2015-16.
- 2.3 Of the properties surveyed so far in the WHQS internal works programme for 2016-17 only 3 were found to require no works. Of the remaining 1,991 properties, work on 639 will be undertaken by the in-house workforce, supported by specialist sub-contractors (a 10.1% increase on last year). This leaves 1,352 properties which will be undertaken by the three main outside contractors (an 8.0% increase on last year); Keepmoat (Eastern Valleys); Contract Services (Lower Rhymney Valley); and Vinci (Upper Rhymney Valley). Details of compliance levels within each community in the internal works programme 2016-17 are included in the report.
- 2.4 As of 21st October 2016, 665 properties within the internal works programme for 2016-17 were compliant in respect of their internal elements (33.4%). This compares with 29.6% of the internal works programme for 2015-16 being compliant at 13th January 2016. The programme of works this year are already 3.8% ahead of last year's performance level, with 84 days remaining before last year's comparison point is reached. Based on the current completion rate of 40 properties per week it is likely that 75.5% of the 2016-17 internal works programme will be completed by the end of the financial year.

- 2.5 Arrangements have been put in place to measure tenant satisfaction levels and compliance with service standards for the internal works contracts via surveys. The 127 surveys returned in the first half of 2016-17 reveal that the overall satisfaction level for internal works is 93%. They also reveal that we are achieving 88% of the standards that we measure within the Charter for Trust document. Both of these key measures have improved on last year's quarter 1-2 results (86% satisfaction and 83% standards met). An external works satisfaction survey has been prepared but not yet implemented.
- 2.6 The WHQS external works programme for 2016-17 includes work on 2,218 properties which are going to be carried out by outside contractors. This represents a 25% increase on last year's programme which contained 1,780 properties. Surveying of the WHQS external works programme for 2016-17 is currently 80.3% complete (1,781 properties surveyed), as of the 26th October 2016. 18.5% (487 properties) in the 2017-18 external works programme within the Keystone system have also been surveyed. The WHQS Team has therefore made significant progress to increase the external works survey completion rate.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to specified standards.
- 3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.3 The Council's Local Housing Strategy "People, Property, and Places" has the following aim:
"To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations."
- 3.4 The delivery of the WHQS environmental programme is coterminous with the aims of the Council's Single Integrated Plan 2013-2017 which aims to 'improve standards of housing and communities, giving appropriate access to services across the county borough' and the recently approved, Caerphilly Poverty Strategy 2015.
- 3.5 The delivery of the WHQS environmental programme is coterminous with the aims of the Wellbeing of Future Generations (Wales) Act 2015 which requires public bodies to work towards a shared vision comprising 7 goals and adopt the 5 "Ways of Working". The goals and the 5 Ways of Working will underpin the delivery of the programme and include planning and acting for the long term, integration, involvement, collaboration and prevention. The WHQS investment in Council homes to transform lives and communities is a Well Being Objective.

4. THE REPORT

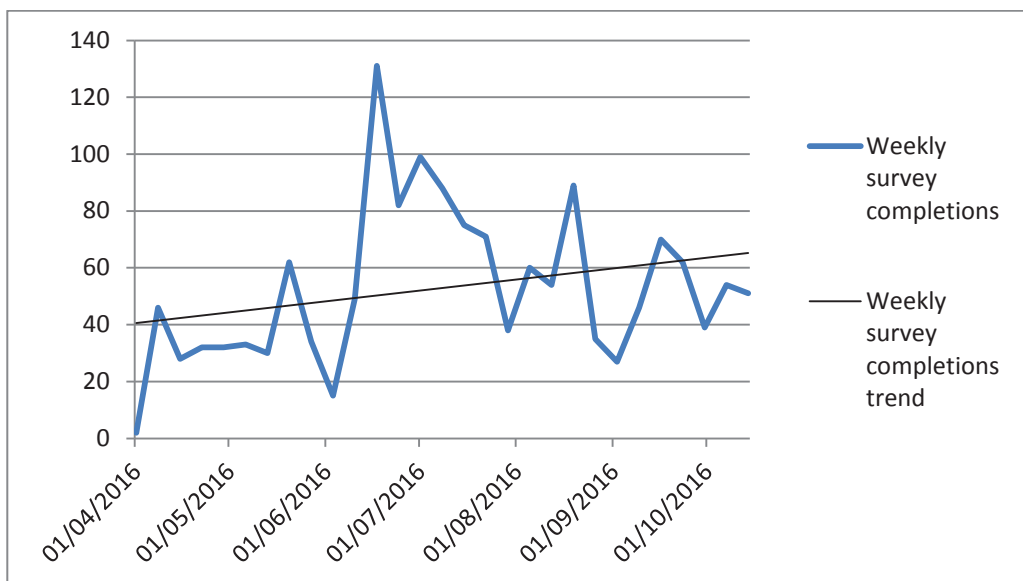
4.1 Performance monitoring and management arrangements

- 4.2 The performance of the WHQS Team is monitored using reports based on data within the Keystone asset management system. This system records information relating to the age of individual components within council homes, along with the estimated costs associated with replacing those components. The system is also used to monitor the contracts within the WHQS programme, and the actual costs associated with those contracts.
- 4.3 Performance is monitored and managed formally via; the WHQS Delivery Team Management Group meetings, which occur every month; the Caerphilly Homes Project Board; and also overseen by the Repairs and Improvements Working Group.

4.4 Progress of the internal works programme 2016-17 - Surveying

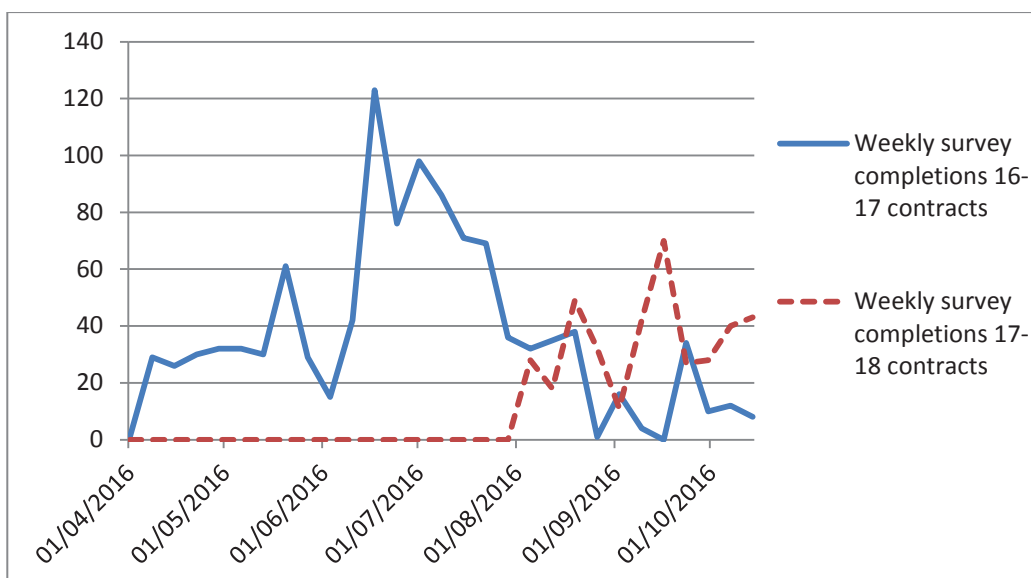
4.5 Surveying of the 1,994 properties in the internal works programme for 2016-17 is 89.9% complete. This compares with 70.1% of the previous year's 2015-16 internal works programme being completed at 13th January 2016. The WHQS Team has also surveyed 23.8% of the 2017/18 programme. The Team has therefore made significant progress to increase the survey completion rate. Chart 1 below shows how the weekly survey completion rate has increased during 2016-17 (see trend-line). The internal works survey completion rate is now approaching 60 properties per week which is well above the rate of works completions. The current survey completion rate equates to 3,060 property survey completions per year (based on a 51 week working year).

4.6 Chart 1: The WHQS internal works weekly survey completions rate during 2016-17



4.7 Since the commencement of the internal works programme the WHQS Team have had difficulty providing contractors with sufficient surveyed works to meet the rate of their work completions. However, during 2016-17 the Team have managed to address that issue and are now building up a small buffer of surveyed works in advance of the rate that works are completed by contractors. Chart 2 below shows how in August 2016 the WHQS Team began surveying the properties that are included in the internal works programme for 2017-18 (the red dotted line on the chart) as they had by then completed the majority of the surveying for the current year's programme (solid blue line on the chart).

4.8 Chart 2: Addressing the WHQS internal works surveying backlog.



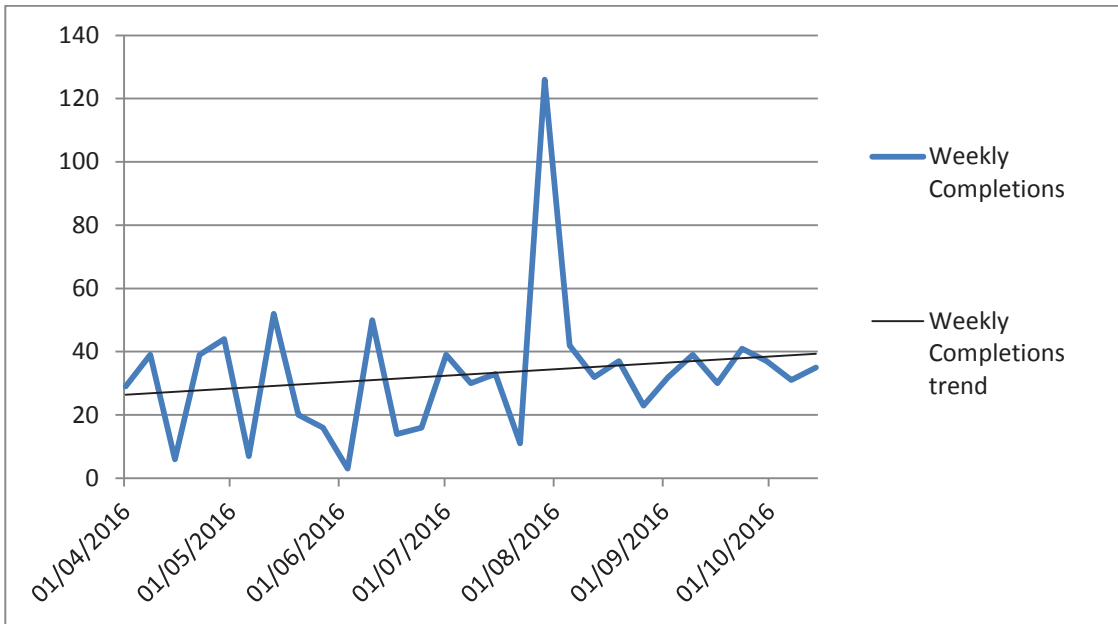
4.9 Within the internal work programme for 2016-17 there remain 127 kitchens; 143 bathrooms; 11 heating systems; and 10 electrical systems that are un-surveyed in a total of 202 properties. This compares favourably with the 549 properties which were un-surveyed in the internal works programme for 2015-16 on the 13th January 2016. Of the 202 properties with un-surveyed elements; 66 of these properties are within the in-house contractor programme; and 136 within the outside contractor programme. WHQS Team management are taking steps to ensure that all the properties in the programme for 2016-17 are fully surveyed and entered in the Keystone system. Arrangements are in place to complete these surveys and this is not anticipated to have any detrimental impact on the continuity of work for the contractors.

4.10 Progress of the internal works programme 2016-17 – Completion of works

4.11 The number of properties where internal WHQS works have been completed per week (weekly completions) has increased during the course of 2016-17 (see trend-line in Chart 3 below). The completion rate is now approaching 40 properties per week. Based on the current completion rate it is likely that 75.5% of the 2016-17 internal works programme will be completed by the end of the financial year.

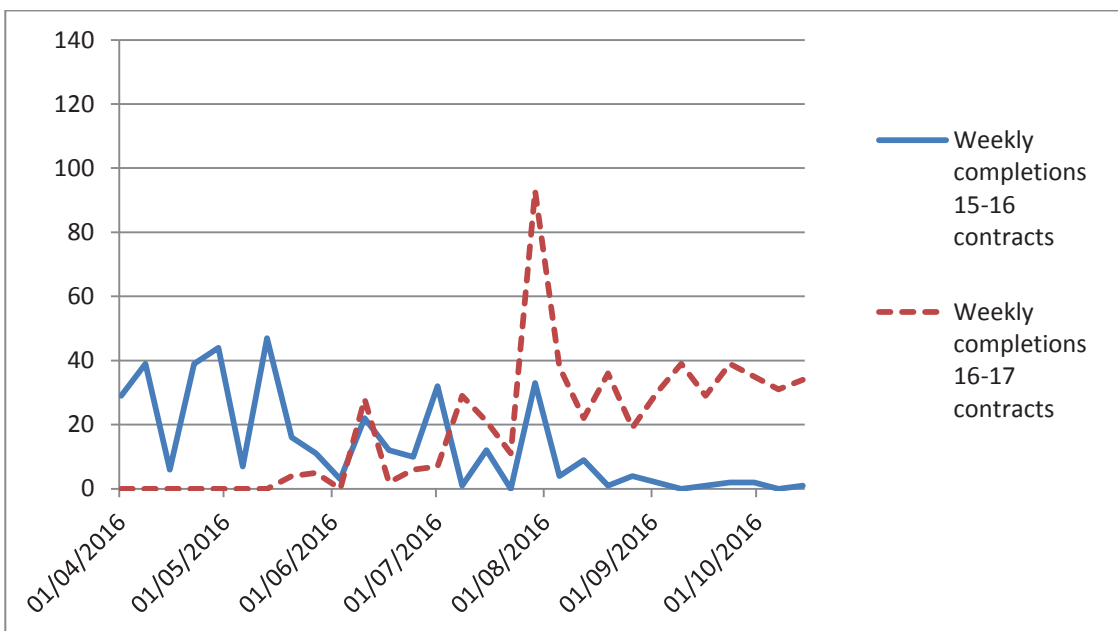
Note: the spike in weekly completions on 01/08/2016 was due to a data cleansing exercise which picked up a number of completions which hadn't been entered into the Keystone system.

4.12 Chart 3: The WHQS internal works weekly completions rate during 2016-17



4.13 Since the commencement of the internal works programme the WHQS Team have been working with a backlog of outstanding works from previous years. Chart 4 below shows how during 2016-17 the weekly completions for the first three months of the financial year were for properties that belonged primarily to the previous year's programme (solid blue line on the chart). It has only been since August 2016 that the Team have focussed almost entirely upon the current year's programme (dotted red line on the chart). There was a three-to-four-month backlog of work from the previous year, which has impacted on the performance against this year's target. The weekly completions rate will need to increase in order to erode this backlog, though as the number of properties in the internal works programme begins to reduce from 2018-19 onwards it is anticipated that any backlog would be eliminated in that year or the following year.

4.14 Chart 4: Addressing the WHQS internal works backlog.

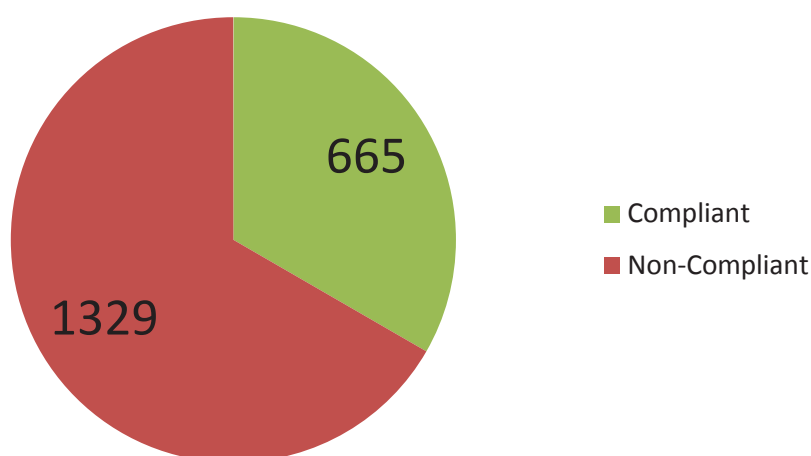


4.15 Progress of the internal works programme 2016-17 – WHQS compliance

4.16 Chart 5 below shows that at the time of writing 665 properties in the 2016-17 internal works programme were compliant in relation to their internal elements. This compares favourably with the 544 properties which were compliant in the internal works programme for 2015-16 on the 13th January 2016. Upon surveying, 3 properties in this year's programme were found to be already compliant or were classed as acceptable fails – no works were therefore required in these homes. 'Compliance' indicates that a property meets the WHQS internally because:

- We have carried out works to renew one or more elements to achieve compliance.
- One or more elements within a property were already compliant.
- The tenant refused the renewal of one or more elements (this is classed as an acceptable fail – resident choice).
- Or any combination of the above reasons.

4.17 Chart 5: Internal works compliance of properties in the internal works programme 2016-17.



4.18 Contract work is delivered and managed in three geographical areas; Eastern Valleys; Lower Rhymney Valley; and Upper Rhymney Valley. Table 1 (below) reports on compliance levels within each of the community areas within the 2016-17 WHQS programme. It reveals that overall 33.4% of the properties in the programme are now compliant. This compares favourably with the 29.6% properties which were compliant in the internal works programme for 2015-16 on the 13th January 2016. Where communities have a low level of compliance, typically it indicates that works have not yet commenced, or have not yet been completed, or have been completed but not yet entered into the Keystone system by WHQS Team staff.

4.19 Table 1: Internal works compliance by community (WHQS Programme 2016-17)

Contractor	Area	Community Area	Compliant	Non-Comp.	Grand Total	% Compliant
In-House	Eastern Valleys	TY SIGN - UPPER	55	171	226	24.3%
In-House	Lower Rhymney Valley	GRAIG Y RHACCA	125	140	265	47.2%
In-House	Upper Rhymney Valley	MAES MABON	83	65	148	56.1%
In-House Contractor Sub Total			263	376	639	41.2%
Outside Contractor	Eastern Valleys (Keepmoat)	GELLIGROES	0	28	28	0.0%
Outside Contractor		MARKHAM-HOLLYBUSH	62	16	78	79.5%
Outside Contractor		OAKDALE	47	26	73	64.4%
Outside Contractor		PENLLWYN - LOWER	1	70	71	1.4%
Outside Contractor		PENTWYNMAWR	0	35	35	0.0%
Outside Contractor		SPRINGFIELD	23	197	220	10.5%
Outside Contractor		TWYN GARDENS	9	28	37	24.3%
Outside Contractor	Lower Rhymney Valley (Contract Services)	ABERTRIDWR	91	42	133	68.4%
		CHURCHILL PARK	19	127	146	13.0%
		LLANBRADACH	56	20	76	73.7%
Outside Contractor	Upper Rhymney Valley (Vinci)	NANTDDU	5	47	52	9.6%
		ABERBARGOED – LOWER	30	17	47	63.8%
		ABERBARGOED – MIDDLE	59	29	88	67.0%
		BRITHDIR	0	8	8	0.0%
		DERI	0	5	5	0.0%
		GILFACH PHASE 1	0	41	41	0.0%
		GILFACH PHASE 2	0	178	178	0.0%
TIRPHIL	0	39	39	0.0%		
Outside Contractor Sub Total (including 3 homes that were already compliant)			402	953	1355	29.7%
Grand Total			665	1329	1994	33.4%

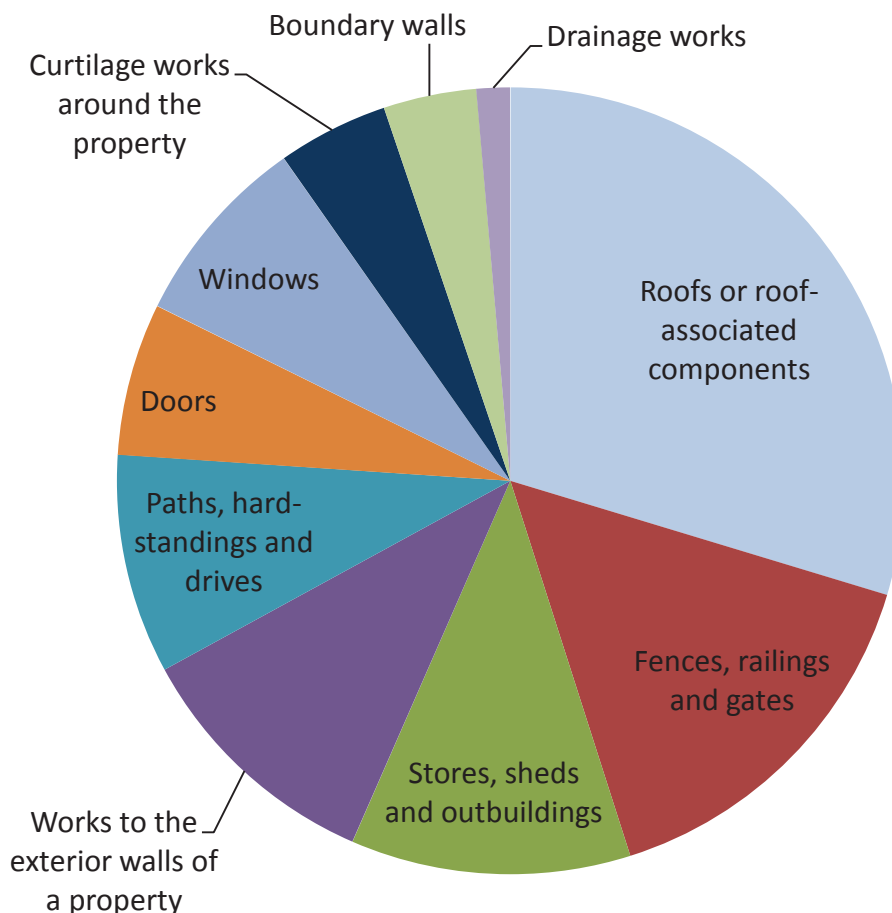
4.20 Progress of the external works programme 2016-17

- 4.21 The WHQS external works programme for 2016-17 within the Keystone system includes 2,218 properties - all of which are being completed by outside contractors. This represents a 25% increase on last year's programme which contained 1,780 properties.
- 4.22 Significant progress has been made in 2016-17 in terms of the management and monitoring of external works contracts. All new contracts are now being entered into and managed via the Keystone asset management system except for those managed by Private Sector Housing although these will be recorded in the system retrospectively in order that performance and asset completion information can be monitored. At present details of progress on those contracts managed by Private Sector Housing are therefore not included in this report.
- 4.23 The majority of contracts are now being surveyed using hand-held tablet devices. This has significantly improved the efficiency of the surveying process as data collected in the field is automatically loaded into the Keystone system. The implementation of an external works Schedule of Rates (SOR) has also improved the efficiency of the surveying process as surveyors now select SOR items from a list whilst in the field rather than having to use paper notes and manual reference guides back in the office.
- 4.24 Surveying of the WHQS external works programme for 2016-17 is currently 80.3% complete (1,781 properties surveyed). It is also worth noting that 18.5% (487 properties) in the 2017-18 external works programme within the Keystone system have also already been surveyed.
- 4.25 The use of an external SOR in the Keystone system now allows for an analysis of the nature of the external works being undertaken in the 2016-17 programme. External works are divided into 10 elements within a Council property. These elements are shown in Table 2 below, together with details of the percentage of; works undertaken; acceptable fails under the WHQS; and works that were achieved previously i.e. already compliant with the WHQS.
- 4.26 Table 2: Proportion of works, previously achieved and acceptable fails in the external works programme 2016-17.

Property Element	% Properties where works undertaken in contracts	% Properties where works achieved previously	% Properties where there is an acceptable fail
Roofs or roof-associated components	99.6%	0.4%	0.0%
Fences, railings and gates	95.5%	4.4%	0.2%
Stores, sheds and outbuildings	87.8%	9.7%	2.5%
Works to the exterior walls of a property	86.7%	12.4%	0.9%
Paths, hard-standings and drives	82.0%	17.5%	0.4%
Doors	77.7%	22.3%	0.0%
Windows	75.3%	24.6%	0.1%
Curtilage works around the property	59.5%	40.3%	0.2%
Boundary walls	44.7%	55.1%	0.2%
Drainage works	28.4%	70.8%	0.7%

- 4.27 An analysis of the 28,361 SOR work items added to external works contracts in the 2016-17 programme reveals the approximate distribution of works across the 10 elements in a typical property – see chart 6 below.

4.28 Chart 6: The distribution of external works carried out in a typical property in the 2016-17 programme.



4.29 Performance information relating to the completion of external works is not yet available in Keystone, but arrangements are underway for Clerk of Works to use mobile technology (tablets) to undertake contract variations and completions for external works contracts in the Keystone system. This will facilitate the development in 2016-17 of a new external works dashboard which will be used for monitoring contract completions.

4.30 Tenant satisfaction with the internal works programme 2016-17

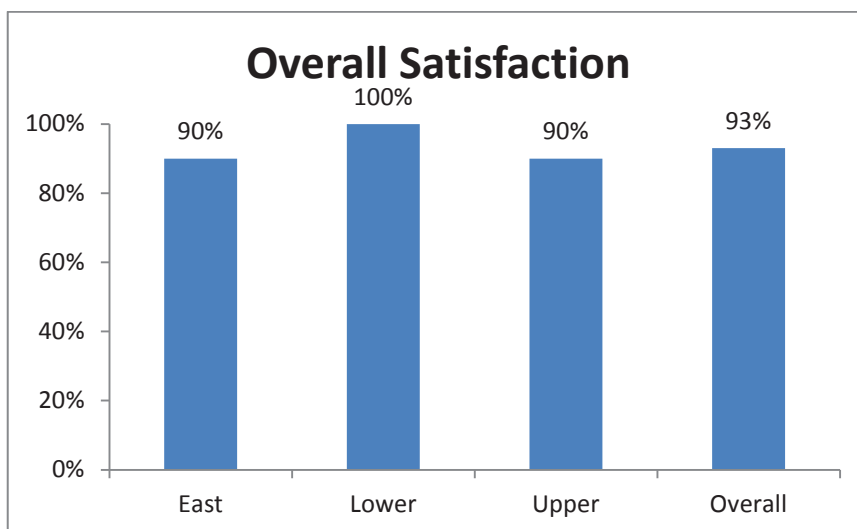
4.31 Tenant satisfaction levels and compliance with service standards for internal works are measured via surveys which are sent to tenants after each property has been completed. The Housing Systems and Performance section administer this service. A total of 282 surveys were produced in Quarters 1 & 2 for 2016-17 internal works contracts - of which 127 were completed - which represents an overall return rate of 45%. Of the 127 completed surveys, 37 were completed via telephone by tenant representatives (CSIMs).

4.32 Table 3 below provides a summary and breakdown of the returned surveys for each of the WHQS Team operational areas within the County Borough for internal works contracts in the 2016-17 programme. It shows that the overall satisfaction level for internal works is 93% (up from 86% on 13th January 2016). It also shows that we are achieving 88% of the standards that we measure within the Charter For Trust document (up from 83% on 13th January 2016). Charts 7 and 8 below display these two measures for each of the WHQS Team operational areas.

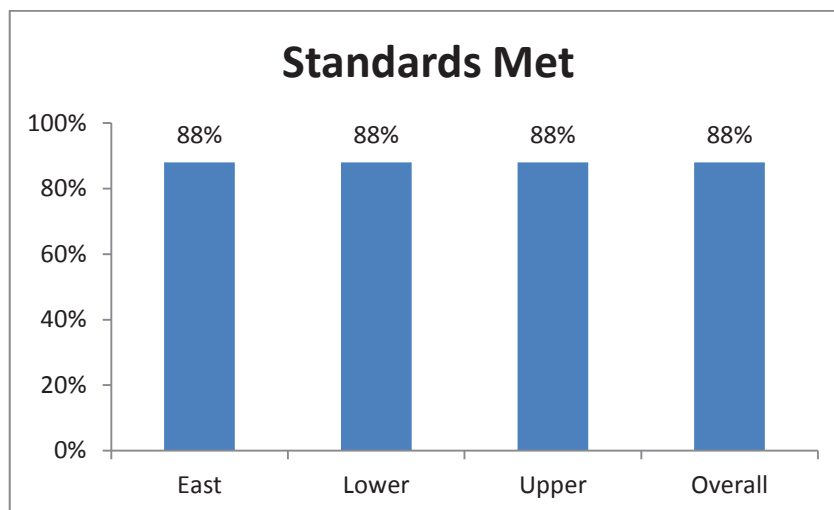
4.33 Table 3: Satisfaction levels and standards met by WHQS Team operational areas (2016-17).

Area	Surveys Returned	Overall Satisfaction	Standards Met
East	52	90%	88%
Lower	43	100%	88%
Upper	32	90%	88%
Overall	127	93%	88%

4.34 Chart 7: Overall satisfaction levels by WHQS Team operational areas (2016-17).



4.35 Chart 8: Standards met by WHQS Team operational areas (2016-17).



4.36 Table 4 below summarises internal works satisfaction levels and standards met by the in-house contractor for contracts in the internal works programme for 2016-17. Table 5 below summarises internal works satisfaction levels and standards met by the outside contractors in the programme. Table 6 below summarises the internal works satisfaction levels and standards met for individual contracts within the internal works programme.

4.37 Table 4: Overall satisfaction levels and standards met by the in-house contractor (2016-17).

In-house Contractor	Surveys Returned	Overall Satisfaction	Standards Met
East	1	100%	89%
Lower Rhymney Valley	15	100%	91%
Upper Rhymney Valley	12	100%	90%
Overall	28	100%	90%

4.38 Table 5: Overall satisfaction levels and standards met by the outside contractors (2016-17).

Outside Contractors	Surveys Returned	Overall Satisfaction	Standards Met
Keepmoat(East)	51	90%	88%
Contract Services (Lower)	28	100%	87%
Vinci (Upper)	20	84%	86%
Overall	99	92%	87%

4.39 Table 6: Overall satisfaction levels and standards met for individual internal works contracts (2016-17).

Contract	Surveys Returned / Produced	Overall Satisfaction	Standards Met
INT16C-EC28 MONMOUTH WALK	18 / 29	94%	86%
INT16C-EC29 JAMES ST/COMMUN CL/JOHN ST/HOLLYBUSHX2	17 / 24	94%	90%
INT16C-EC30 UNDERWOOD/HIGHTREE/GROVESIDE/PARK VIEW	8 / 18	67%	85%
INT16C-EC31 PENMAEN CORNER/IVY BUSH COURT	6 / 11	83%	83%
INT16C-EC32 CENTRAL AVENUE/FARM CLOSE	2 / 4	100%	97%
INT16C-LC13 - ABERTRIDWR PHASE 1	6 / 18	100%	82%
INT16C-LC14 - ABERTRIDWR PHASE 2	4 / 5	100%	90%
INT16C-LC16 - ABERTRIDWR PHASE 4 - ILAN ROAD	16 / 31	100%	90%
INT16C-LC17 - GARDEN STREET - LLANBRADACH PHASE 1	2 / 4	100%	71%
INT16C-UC12 ABERBARGOED MIDDLE - PHASE 1	11 / 17	90%	87%
INT16C-UC13 ABERBARGOED MIDDLE - PHASE 2	6 / 12	67%	86%
INT16C-UC14 ABERBARGOED LOWER - PHASE 1	3 / 12	100%	82%
INT16D-E27 BIRCH GROVE/FAIRVIEW AVENUE	1 / 3	100%	89%
INT16D-L28 BURNS CLOSE / SHELLEY COURT	10 / 45	100%	92%
INT16D-L29 MILTON PLACE	1 / 2	100%	95%
INT16D-L30 LONGFELLOW GARDENS	4 / 16	100%	86%
INT16D-U31 LAN Y PARC/HEOL LLYSWEN	10 / 26	100%	91%
INT16D-U32 LLWYN YR EOS	2 / 5	100%	85%
Overall	127 / 282	93%	88%

4.40 A survey to measure satisfaction levels and service standards for external works has been prepared. No surveys have been produced yet as the inputting of a contract completion date in Keystone drives the generation of the survey forms. Once contract completion dates are input, surveys will be produced.

4.41 **The capital expenditure programme for WHQS works (2016-17)**

- 4.42 The WHQS budget for 2016/17 was set at £38.6m. The total expenditure on the WHQS capital programme for the first 6 months of 2016/17 is £12.5m which is some 32% of the total budget. However, £4.6m (37%) of this spend relates to carried forward contracts from previous years.
- 4.43 The spend to date on internal works is £7.3m. This includes £324k of spend that relates to work outside of the WHQS programme which could not be delayed to fit into future programmes i.e. emergency heating installations and voids. £2.9m (39%) of this spend relates to carried forward contracts from previous year.
- 4.44 The spend to date on external works is £2.8m which is for the North and East areas only and is predominantly carried out by external contractors. £1.8m (63%) of this spend relates to carried forward contracts from previous years. Contracts for the South are currently being procured.
- 4.45 External wall insulation had been undertaken in Gelligaer, Pontllytyn and Gilfach to a value of approximately £1.3m, which incorporated 320 number properties.
- 4.46 The remaining spend is on Fees (£1.1m), Large Scale Voids (£723k), Adaptations (£273k), Garages (£256k) and Non Traditional Properties (£62k).
- 4.47 Work has been ongoing to establish an indicative average cost/rate per property for internal works which will assist with budget monitoring and financial forecasts. The rate was based on completed contracts to date which showed £17,108 for external contractors and £19,096 for the in-house workforce. This was assuming full works on all 4 key components in a typical property.
- 4.48 It is clear however that full works are not anticipated on all remaining properties within the programme. In fact historically only 60% of Kitchens, 70% of Bathrooms, 49% of Electrics and 16% of Heating have received full works in the properties to date, therefore it has been necessary to reduce the average rate to reflect this and to allow for an element of partial works, previously achieved and acceptable fails. The rate therefore has been revised to £9,128 for external contractors and £10,810 for the in-house workforce. This should more accurately reflect the actual works being undertaken in each property, however, work is ongoing to attempt a more accurate outturn position by looking at each individual property to ascertain the works identified by the surveyors and applying a typical cost for each element and each eventuality (eg partial works, full works, previously achieved) This exercise has been carried out for the Lower Rhymney Valley external contractors (internal works) and has resulted in £1m in reduced commitments for 2016/17 contracts.
- 4.49 Currently the business plan incorporates the Savills costings for the remainder of the programme to 2019/20. This now needs to be replaced with the revised averages mentioned above, to give a more accurate financial position, and more importantly to confirm the level of funding required, ensuring that the borrowing cap is not breached. A revised programme is also necessary to incorporate any changes necessary to ensure the WHQS completion date is met.
- 4.50 Funding for the 2016/17 programme of £38.5m will be met from the Major Repairs Allowance (MRA) given by WG of £7.3m, and revenue contributions from the HRA of £31.2m. The MRA has been fully drawn down from Welsh Government this year. There is £38.4m of HRA funding available this year. No borrowing has been required to fund the WHQS spend to date. Borrowing is expected to take place in 2017/18 which will be confirmed when the slippage has been identified from 2016/17 and the business plan is updated with the revised average costs. The programme will also need to be re-profiled to account for any work that will now be carried out after 2019/20 e.g. remodelling.

4.51 The Councils Business Plan (which is required for scrutiny from WG each year and is relied upon to release the MRA funding), allows for the expenditure mentioned in this report and forecasts for the next 30 years. The plan remains viable at this stage.

5. EQUALITIES IMPLICATIONS

5.1 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel implications

8. CONSULTATIONS

8.1 All consultee responses have been incorporated within the report.

9. RECOMMENDATIONS

9.1 That the report is noted.

10. REASONS FOR THE RECOMMENDATIONS

10.1 Not applicable.

11. STATUTORY POWER

11.1 Not applicable.

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