

Public Document Pack

Penallta House,
Tredomen Park,
Ystrad Mynach,
Hengoed CF82 7PG

Ty Penallta,
Parc Tredomen,
Ystrad Mynach,
Hengoed CF82 7PG



www.caerphilly.gov.uk
www.caerffili.gov.uk

For all enquiries relating to this agenda please contact Rebecca Barrett
(Tel: 01443 864245 Email: barrerm@caerphilly.gov.uk)

Date: 21st February 2018

Dear Sir/Madam,

A meeting of the **Policy and Resources Scrutiny Committee** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 27th February, 2018** at **5.30 pm** to consider the matters contained in the following agenda. You are welcome to use Welsh at the meeting, a minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Christina Harrhy'.

Christina Harrhy
INTERIM CHIEF EXECUTIVE

A G E N D A

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

Councillors and Officers are reminded of their responsibility to declare any personal and/or prejudicial interest(s) in respect of any 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.

A greener place Man gwyrddach

Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat



To approve and sign the following minutes: -

- 3 Policy and Resources Scrutiny Committee held on 16th January 2018. 1 - 10
- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 To receive a verbal report by the Cabinet Member(s).
- 6 Policy and Resources Scrutiny Committee Forward Work Programme. 11 - 22
- 7 To receive and consider the following Cabinet Reports*: -
1. Annual Equalities Report 2016-2017 - 31st January 2018;
 2. Land at Plasturtwyn Terrace, Llanbradach - 31st January 2018;
 3. Land at Coronation Road East UI Blackwood - 31st January 2018;
 4. Update on Reserves - 31st January 2018;
 5. Housing Revenue Account Charges - 31st January 2018;
 6. Disposal of Land at Bargoed Development Plateau to Marstons PLC (EXEMPT) - 31st January 2018;
 7. Budget Proposals 2018/19 and Medium-Term Financial Strategy 2018/2023 - 14th February 2018;
 8. Business Improvement Portfolio Programme - 14th February 2018;
 9. Dying to Work Campaign - 14th February 2018;
 10. Control of Hand Arm Vibration at Work Policy - 14th February 2018;
 11. Electrical Safety Policy - 14th February 2018;
 12. Corporate Risk Register Monitoring (Q3 - 2017/18) - 14th February 2018;
 13. Cabinet Forward Work Programme - 14th February 2018.

**If a member of the Scrutiny Committee wishes for any of the above Cabinet reports to be brought forward for review at the meeting please contact Rebecca Barrett, 01443 864245, by 10.00 a.m. on Monday, 26th February 2018.*

To receive and consider the following Scrutiny reports:-

- 8 Re-Profiling Of WHQS Programme And HRA Capital Programme 2018/2019. 23 - 48
- 9 Outcomes Of The WHQS Cross Party Working Group. 49 - 70

Circulation:

Councillors M.A. Adams, Mrs E.M. Aldworth, K. Dawson, K. Etheridge, Mrs C. Forehead, Miss E. Forehead, L. Harding, G. Kirby, C.P. Mann, Mrs D. Price (Vice Chair), J. Pritchard (Chair), J. Ridgewell, R. Saralis, Mrs M.E. Sargent, J. Taylor and L.G. Whittle

And Appropriate Officers



POLICY AND RESOURCES SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON
TUESDAY, 16TH JANUARY 2018 AT 5.30 P.M.

PRESENT:

Councillor J. Pritchard - Chair

Councillors:

M. Adams, Mrs E.M. Aldworth, K. Etheridge, Mrs C. Forehead, Miss E. Forehead, L. Harding,
G. Kirby, C.P. Mann, J. Ridgewell, R. Saralis, J. Taylor, L.G. Whittle

Cabinet Members:

C. Gordon (Corporate Services), Mrs B. Jones (Finance, Performance and Governance),
Mrs L. Phipps (Homes and Places)

Together with:

S. Couzens (Chief Housing Officer), S. Harris (Interim Head of Corporate Finance), N. Akhtar
(Group Accountant), L. Allen (Principal Accountant), S. Isaacs (Rents Manager), E. Sullivan
(Senior Committee Services Officer), R. Barrett (Committee Services Officer)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from K. Dawson, Mrs D. Price (Vice-Chair) and Mrs M.E. Sargent.

2. DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement of the meeting. During the course of the meeting, Councillor J. Pritchard declared an interest in the report from the Cabinet Member for Homes and Places. Details are minuted with the respective item.

3. MINUTES – 14TH NOVEMBER 2017

RESOLVED that the minutes of the Policy and Resources Scrutiny Committee held on 14th November 2017 (minute nos. 1 - 9) be approved as a correct record and signed by the Chair.

4. MINUTES – 4TH DECEMBER 2017

RESOLVED that the minutes of the Special Policy and Resources Scrutiny Committee held on 4th December 2017 (minute nos. 1 - 4) be approved as a correct record and signed by the Chair.

5. CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

6. REPORT OF THE CABINET MEMBERS

The Scrutiny Committee received verbal reports from Councillors C. Gordon, Mrs L. Phipps, and Mrs B. Jones. Questions and comments were invited on the report contents.

Councillor C. Gordon (Cabinet Member for Corporate Services) provided an update on the developments within his portfolio. The Communications Team are analysing the responses to the Council's budget consultation exercise, which will be considered as part of the final budget report in February 2018. The reduction of sickness absence levels continues to be a priority and Human Resources are providing training and support to managers to ensure that the Managing Sickness Absence Procedure is effectively applied in the workplace. It is anticipated that these processes will improve the Council's sickness absence levels, which are currently above the national average and were recently reported in local media.

Members were informed that the Authority are preparing to implement the new Welsh Community Care Information System on 19th February 2018. In addition, the new General Data Protection Regulation comes into effect on 25th May 2018, and training sessions for staff and Elected Members have been arranged in readiness for the new regulations.

The Scrutiny Committee were advised that the Authority's Head of Procurement is currently reviewing the recommendations from two recent Wales Audit Office reviews of public sector procurement, and is drafting a revised Programme for Procurement which will be presented to the Scrutiny Committee for consideration in the near future. The Head of Procurement has also been invited to speak at the National Assembly's Public Accounts Committee on the matter of Public Procurement, which is a considerable honour for the Authority.

In response to Members' queries, the Cabinet Member provided clarification on the Managing Sickness Absence Procedure regarding trigger points and the timescales for involvement by Occupational Health. He also explained that the reported 12.2 average sickness days per employee related specifically to the proportion of staff who were absent from work through illness, and emphasised that 75% of the workforce had taken no sickness absence during 2016-17. A Member queried the Authority's safeguards in relation to the use of the new Welsh Community Care Information System and it was confirmed that Officers would arrange to send further information to Members following the meeting. Reference was also made to the potential Shared Resource Service (SRS) IT collaboration, and it was explained that staff are continuing to be kept updated on developments, and that the Scrutiny Committee will be asked to consider a report on the matter in due course.

Councillor Mrs L. Phipps (Cabinet Member for Homes and Places) updated Members on developments across Property Services, including the demolition works planned for the former Oakdale Comprehensive School building, the sale of the former Bedwellty School site, and the commencement of design work for the proposed £4m Children's Unit to be located on the lower portion of the former Pontllanfraith Comprehensive School site.

The Scrutiny Committee were pleased to hear that the Housing Repair Operations Team were runners-up in the Best Performer category at the recent APSE Performance Network Awards, and that Caerphilly Homes have been successful in their bid for Arbed and Vibrant and Viable Places (VVP) funding to support its work to transform and regenerate Lansbury Park. The total scheme value is in excess of £7m, with WG providing funding of just over £5m and WHQS funding the shortfall of just over £2m for council-owned properties. It is anticipated that the funding will cover energy efficiency works to all the privately-owned properties and contribute towards the cost of the council-owned properties on the estate. However, the funding needs to be fully spent by the end of the financial year, and so Officers are working to maximise the expenditure for the benefit of tenants and residents on the estate.

Members were informed that the WHQS programme remains on track to meet the targets set out as part of the Wales Audit Office Action Plan by March 2018 and for completion of the whole programme by March 2020. The WHQS Cross Party Working Group meetings are currently reviewing progress against the recommendations made following the Wales Audit Office review, and their final meeting on 29th January 2018 will highlight the outcomes and agree the conclusions of the Group.

The Scrutiny Committee were also updated regarding the status of the Abolition of the Right to Buy and Associated Rights (Wales) Bill. Once this becomes an Act, Welsh Government (WG) will supply information for tenants to all landlords, who will have a duty to provide the information to tenants. An information report on the new legislation will be provided to the Scrutiny Committee in the near future.

During the course of the discussion on the Cabinet Member's report, Councillor J. Pritchard declared a personal interest regarding the funding update for Lansbury Park, as he has a family member who resides in this housing estate.

Queries were received regarding the progress of the demolition programme for Pontllanfraith House and the reasons for the delay in selling the former Bedwellty School site. The Cabinet Member confirmed that she would make enquiries and respond to the Members in due course. A Member sought assurances that the best possible tender/value for money had been achieved for the Bedwellty site. The Cabinet Member confirmed that 55 new build homes are planned for the site (to include affordable housing) and that she intended to give a further update at the next meeting of the Scrutiny Committee.

Members congratulated Caerphilly Homes staff on their achievement in securing the substantial funding for Lansbury Park. A Member requested details of a previous scheme at Porset Park which had also benefitted from energy grant funding. Clarification was sought on the rationale for Lansbury Park being selected for VVP funding as opposed to other estates within the county borough and it was explained that Lansbury Park met the funding criteria in relation to the Welsh Index of Multiple Deprivation. Members were advised that other estates had benefitted from similar types of funding in the past and it was noted that this WG funding is geared towards improving houses of non-traditional construction (which is the case in Lansbury Park).

Clarification was sought on how the Authority planned to fully spend the VVP funding within the two-month timeframe. Officers outlined the challenges ahead in respect of the winter period and the impact on external works but explained that they are looking to distribute the workload of improvements in order to maximise the spend. Enquiries are also being made as to whether the spend deadline can be extended (although there is no guarantee of this) and there is some flexibility around spending the Housing Revenue Account funding element.

Councillor Mrs B. Jones (Cabinet Member for Finance, Performance and Governance) provided an update on Corporate Finance, and explained that the final 2018/19 Local Government Financial Settlement is showing an improved position in comparison with the Provisional Settlement. This will now need to be considered in light of the outcome of the

budget consultation and emerging cost pressures before final budget proposals are presented to Cabinet and Council in February 2018. A Members' Seminar has been arranged for 31st January 2018 where a more detailed update will be provided on the 2018/19 Final Local Government Settlement and feedback will be shared on the outcome of the consideration of draft savings proposals by Scrutiny Committees during December 2017.

An update was provided on Electoral Services and Members were informed that the 2018 electoral register for the county borough was published on 1st December 2017. The Cabinet Member referred to the recent Welsh Government consultation on electoral reform in Wales and explained that some proposals could result in major changes to the electoral system if adopted, including electronic voting, lowering the voting age for local elections to 16, and giving councils the option to change from the first past the post method of voting to the single transferable vote. Members were also informed that the Local Government Boundary Commission for Wales are reviewing all 22 authorities in Wales, with a view to implementing any changes ahead of the next scheduled local elections in 2022.

The Scrutiny Committee were also advised that a report is due to be presented to Cabinet shortly which will seek approval for a fixed penalty amount for fly-tipping offences (up to a maximum of £400) following the introduction of new legislation which gives Councils the authority to set their own levels. Members welcomed the news of the proposal.

The Cabinet Members were thanked for their reports.

7. POLICY AND RESOURCES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Emma Sullivan (Senior Committee Services Officer) presented the report, which outlined details of the Policy and Resources Scrutiny Committee Forward Work Programme (FWP).

Members were advised that the FWP included all reports agreed at the meeting held on 14th November 2017 and outlined the reports planned for the period January 2018 to July 2018. Members were asked to consider the FWP alongside the Cabinet Work Programme as appended to the report and to suggest any changes.

The Scrutiny Committee were advised of a Member request for a report on the current stage of the development Homeless Policy. A scoring matrix to evaluate the topic against a range of selection criteria was presented for Members' consideration. It was explained that if the Committee were minded to approve the request, then there was scope to include the report on the agenda for the meeting of 29th May 2018.

Members were also reminded that the workshop to consider and agree the Committee's forward work programme for the year ahead will be arranged in the coming months, and were encouraged to make every effort to attend, so that all Committee Members are involved in the formulation and prioritisation of their work programme for the year ahead.

Having considered the Member's request, it was unanimously agreed that a report on the Homelessness Review and Strategic Response be scheduled for 29th May 2018 and that subject to the foregoing addition, the Policy and Resources Scrutiny Committee Forward Work Programme be published on the Council's website.

8. CABINET REPORTS

None of the Cabinet reports listed on the agenda had been called forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

9. HOUSING REVENUE ACCOUNT CHARGES – 2018/2019

Lesley Allen (Group Accountant) presented the report, which provided details of the proposed increased charges which are intended to be effective for the Housing Revenue Account (HRA) for the 2018/19 financial year. The report sought the views of Members on the proposed increases contained therein, prior to its presentation to Cabinet.

Officers summarised the process involved in preparing the Housing Revenue Account (HRA) budget. Members were reminded that Welsh Government's (WG) Policy for Social Housing Rents sets a target rent band for each Authority whereby councils have to adjust average rents for their properties in line with this banding. The uplift on the new rent policy is fixed for five years and uses the previous September Consumer Price Index (CPI) inflation figure (as opposed to the RPI inflation figure) and also applies a 1.5% real increase to the average local authority rent. The previous September CPI inflation figure was 3%. WG announced the minimum rent uplift for 2018/19 to be 4.5% which is CPI at 3% plus 1.5%. This increase applied to the current average rent means that Caerphilly Council are within the low end of the target rent.

In order to comply with the rent policy, the minimum increase that can be applied in order to remain within the rent envelope is 3.6%, and due to a transitional protection arrangement in place, the maximum rent increase that can be applied by the Authority is 6.5%. However, a minimum increase of 4.5% has been recommended to minimise the additional financial risks within the Council's business plan from 2019/20 onwards. Members were therefore asked to recommend to Cabinet the level of increase per property from April 2018 based on the options in the report (3.6%, 4.5% or 6.5%). All relevant charges were highlighted within the report and detailed the amount of additional income that would be generated (excluding voids) for each of the proposed levels of increase, together with the percentage of service users receiving housing benefit. The increased income is required to offset other inflationary increases within the service area and support the delivery of all housing-related services, including the delivery of the WHQS programme.

The report also provided an update in respect of garage charges and it was noted that it was not proposed to increase the rent on Council-owned garages this year. This is due to the ongoing garage rationalisation and refurbishment programme, which is having a significant impact on void levels as the block of garages must be fully vacated prior to commencement of works on each site.

Discussion took place regarding the proposed levels of rent increase outlined in the report and Members raised concerns that the higher level could have a significant impact on some tenants when taking into account potential increases across other areas (such as council tax). Officers confirmed that those tenants in receipt of housing benefits will have the increase incorporated into their allowance, and that the Council's Housing Team can offer support to those tenants not in receipt of housing benefits who may be experiencing financial difficulties.

Members discussed the potential loss of income arising from the garage rationalisation and refurbishment programme. Officers outlined the specifics of the programme and explained that a new procurement process and demolition programme is currently underway. It was confirmed that former garage tenants and leaseholders will have priority when the tenancies for the newly built and refurbished garages are offered.

Following consideration of the report, it was moved and seconded that the following recommendation be referred to Cabinet for approval. By a show of hands, this was

unanimously agreed.

RECOMMENDED to Cabinet that for the reasons contained therein, the minimum increase of 3.6% to set rents at the absolute bottom of the rent envelope but not future proofing expected rent levels from 2019/20 onwards, be applied from April 2018.

10. TREASURY MANAGEMENT ANNUAL STRATEGY, CAPITAL FINANCE PRUDENTIAL INDICATORS AND MINIMUM REVENUE PROVISION POLICY FOR 2018/2019

Steve Harris (Interim Head of Corporate Finance) and Nadeem Akhtar (Group Accountant) presented the report, which detailed the Council's Annual Strategy for Treasury Management, Capital Finance Prudential Indicators and the Minimum Revenue Provision Policy for 2018/2019. Members were asked to consider and comment on the content of the report ahead of its presentation to the special meeting of Council on 22nd February 2018.

It was noted that in accordance with legislative requirements, Welsh Government guidance and Codes of Practice, the Council is required to approve a Treasury Management Strategy on an annual basis, which sets out its borrowing and investment strategies for the forthcoming year. The Council is also obliged to approve and publish a number of indicators relevant to Capital Finance and Treasury Management, and to prepare an Annual Minimum Revenue Provision Policy Statement. Further details were contained in the report and its appendices. The report also outlined the treasury management training that is provided to Members, which includes an annual seminar facilitated by the Council's Treasury Management Adviser (Arlingclose)

In response to a Member's query, Officers gave examples of the steps that have been taken to improve returns on investments. Discussion took place regarding the recommendation to borrow £17.6m for the General Fund. Officers explained that in the first instance the Authority maximises internal borrowing wherever possible but the revenue implications of borrowing need to be included in the base budget as internal balances will need to be replenished. Members were asked to note that the proposed amount of £17.6m is a provisional figure that may be subject to increase but that the final amount to be borrowed will be confirmed ahead of the report being presented to Council on 22nd February 2018.

Following consideration of the report and subject to noting that the proposed £17.6m to be borrowed against the General Fund (as contained in recommendation 18.7 of the report) could be subject to change, it was moved and seconded that the following recommendations be referred to Council for approval. By a show of hands, this was unanimously agreed.

RECOMMENDED to Council that:-

- (i) the Annual Strategy for Treasury Management 2018/19 be approved;
- (ii) the strategy be reviewed quarterly within the Treasury Management monitoring reports presented to the Policy and Resources Scrutiny Committee and any changes recommended be referred to Cabinet, in the first instance, and to Council for a decision. The Authority will also prepare a half-yearly report on Treasury Management activities;
- (iii) the Prudential Indicators for Treasury Management as outlined in Appendix 5 of the report be approved;
- (iv) the Prudential Indicators for Capital Financing as outlined in Appendices 6 and 7 of the report be approved;
- (v) the MRP policy as set out in Appendix 8 of the report be adopted;

- (vi) The continuation of the 2017/18 investment strategy and the lending to financial institutions and corporates in accordance with the minimum credit rating criteria disclosed within the report be approved;
- (vii) the Authority borrows £17.6m for the General Fund to support the 2018/19 capital programme and £44.6m for the HRA WHQS programme;
- (viii) the Authority continues to adopt the investment grade scale as a minimum credit rating criteria as a means to assess the credit worthiness of suitable counterparties when placing investments;
- (ix) the Authority adopts the monetary and investment duration limits as set in out in Appendix 3 of the report.

11. UPDATE ON RESERVES

Steve Harris (Interim Head of Corporate Finance) presented the report, which provided details of the usable reserves held by the Authority and asked the Scrutiny Committee to consider proposals for the use of reserves in some areas, prior to presentation of the report to Cabinet.

The Appendix to the attached report showed an opening balance on usable reserves as at the 1st April 2017 of £120.576m, which is in accordance with the audited Financial Statements for the 2016/17 financial year. Members were advised that the balance on the General Fund is currently projected to be £13.131m as at the 31st March 2018. This is above the minimum prudent level of £10m recommended annually by the Section 151 Officer. The projected balance will be reviewed again when 2018/19 budget proposals are presented to Council in February 2018, and recommendations will be made at that time in relation to the use of any balance above the recommended minimum level of £10m.

With regards to Housing Revenue Account (HRA) reserves, Members were informed that these are ring-fenced and cannot be transferred into General Fund balances. The projected balance on HRA usable reserves was £16.821m as at the 1st April 2017 and much of this funding will be utilised for the Welsh Housing Quality Standard (WHQS) Capital Programme. The balance on General Fund Capital Reserves as at the 1st April 2017 was £37.709m and this is ring-fenced for the Authority's Capital Programme. The Capital Reserves will be subject to a detailed review over the coming months and the outcome will be reported to the Scrutiny Committee in due course.

The report detailed the balances held in usable reserves for each Directorate (£29.633m for Corporate Services, £3.285m for Communities, £8.284m for Education and Lifelong Learning and £7.011m for Social Services, Public Protection and Corporate Policy). Members were reminded of the policy previously agreed by Cabinet, whereby service areas retain 50% of reported underspends at the financial year-end, which has resulted in full ownership and accountability by budget holders in respect of delivering a balanced budget. In July 2016, Cabinet agreed a Reserves Strategy which included the introduction of a cap on the cumulative amount that can be held by Directorates in service underspend reserves. Details of the 2017/18 budget for each Directorate, the balance on underspend reserves as at 1st April 2017 and whether the cap has been exceeded were contained in the report.

Members noted the excess accumulated underspend reserves for Corporate Services (£0.769m) and Education and Lifelong Learning (£0.381m) and were asked to consider the proposals contained in the report to utilise or retain these amounts. The report also detailed the projected net overspend for Social Services/Public Protection and Corporate Property arising from increased service demand, and outlined proposals to establish specific reserves funded from the Retained Underspend Reserve and to utilise reserves held in the Social

Services Initiative Reserves to partially offset this overspend.

Discussion took place regarding retention periods for reserves and it was explained that there is a need to retain some reserves (such as those relating to PFI schools) for a significant period to ensure that future liabilities can be met. Clarification was sought on the regulations surrounding the transfer of reserves to other Directorates and it was explained that this is covered by the Reserves Strategy, with the 3% net revenue budget cap in place to ensure that no excessive reserve levels are held by any one Directorate. A Member queried whether it would be possible to transfer partial reserves to the General Fund and it was explained that this could be a feasible option moving forward in that Cabinet has previously given approval for certain reserves to be released into General Fund balances.

Members discussed the potential use of the General Fund balance in excess of the recommended 3% (£10m) minimum level to be proposed in the forthcoming budget report to Council and it was explained that the Council will investigate match-funding options in order to maximise this spend and use it to its full potential. Members queried a number of reserves held against specific service areas and Officers outlined the reason/need for their retention. Arising from discussion on the reserves held against Electoral Services, Officers confirmed that they would circulate further information on election costs to Members following the meeting and also clarify the situation in respect of the reserves held against Operation Jasmine.

Assurances were sought that the Reserves Strategy is being fully utilised and it was queried whether the reserves could be used to offset austerity measures moving forward. Officers reiterated that the majority of reserves are held for a specific purpose within the relevant service area and emphasised that the amounts held in reserve are invested in line with the Treasury Management Strategy which is approved by Council annually. Reference was also made to the recurring cost pressures against the Council's Private Finance Initiative (PFI) contracts for schools, and Members were advised that following the completion of an ongoing PFI review, a detailed report will be brought to the Scrutiny Committee to consider a range of options on the matter.

Following consideration of the report and in noting its contents, it was moved and seconded that the following recommendations be referred to Cabinet for approval. By a show of hands, this was unanimously agreed.

RECOMMENDED to Cabinet that

- (i) the contents of the report be noted;
- (ii) the accumulated underspend reserves above the 3% cap for Corporate Services and Education & Lifelong Learning be utilised as detailed in 4.9.2 of the report;
- (iii) specific reserves totalling £711k be established for Social Services as detailed in paragraph 4.9.3 of the report;
- (iv) funding totalling £508k be released from Social Services Service Initiative Reserves to partially offset the anticipated revenue budget overspend for 2017/18 (as detailed in paragraph 4.9.4 of the report).

12. WHOLE AUTHORITY REVENUE BUDGET MONITORING REPORT 2017/18

Steve Harris (Interim Head of Corporate Finance) presented the report, which provided information on the position of the whole-authority in respect of revenue budget monitoring for 2017/18. Detailed budget monitoring reports for each Directorate are prepared for Scrutiny

Committees throughout the financial year. Consideration has been given to actual expenditure and income trends, and projections have been made of the likely year-end outturn position. The report also highlighted and commented upon any variations from the budget.

The report summarised the ongoing challenging financial outlook for Local Government and the need to identify significant savings to support the Council's Medium-Term Financial Plan (MTFP). Consequently, expenditure has been curtailed in a number of areas in recent years with the aim of identifying savings in advance to support the MTFP. This prudent approach has resulted in a trend of reported year-end underspends for all Directorates.

It was explained that the position is now becoming more challenging with a number of cost pressures emerging across some service areas. Members were referred to Section 4.2 of the report which compared the original 2017/18 budget estimate, a revised estimate (where approved changes have been made in year), the projected outturn, and highlighted the projected overspend or underspend for each Directorate. A detailed summary for each Directorate and service division was also appended to the report. Overall, the projected revenue budget underspend for the Authority for 2017/18 is £947k, which has been mainly achieved through the management of vacant posts.

Members' attention was directed to significant overspends across some service areas, particularly across the Children's Services Division within Social Services, which is projected to overspend its budget by £2,749k. The Scrutiny Committee were informed that there continues to be significant budgetary pressures in respect of children's placement costs, arising from an increase in the number of complex cases and out of county placements. The forecasts assume that all current placements will remain in place throughout the financial year. Members also noted the details of an overspend within Waste Management and Cleansing Services for the dry recycling treatment budget, which is partially due to ongoing recycling contamination problems.

During the course of the ensuing debate, concerns were raised regarding the potential impact on staff wellbeing arising from the vacancy management processes across a number of service areas. Officers explained that there is very little scope to make further savings against vacant posts moving forward and that the Council now needs to examine how to make future savings in other ways. It was emphasised to Members that the Council has taken measures to protect front-line services to date but that it will now have to look at delivering services in a different way in view of the continued financial challenges ahead.

A Member referred to the projected overspend against Education Other Than School Provision (EOTAS) and queried the calculation of the budget for this service area. Officers explained that there is increased demand in this area due to an increase in the number of referrals for children with challenging behaviour. It was confirmed that this is an area that continues to be addressed and that further detail in respect of costs could be provided to the Member following the meeting. Comment was made on the reduction to the Music Service budget and it was agreed that Officers would provide further information to the Member following the meeting on how the service can be delivered moving forward.

Discussion took place regarding the continuing challenges being faced across Children's Services, particularly in relation to Looked After Children and the increased pressure on placements. Members were advised that this is due to an increase in the number of children with complex needs and challenging behaviour (which is in line with nationwide trends), and that changes to legislative and judicial requirements and a reduction in court timescales have also increased pressure on the Authority. It was explained that efforts are continuing to identify more cost-effective arrangements wherever possible in relation to external residential care and that consideration is being given to investment in additional residential provision within the county borough.

Following consideration of the report, Members noted its contents and requested that Directors and Heads of Service continue to review expenditure and income trends in order to ensure annual budgets are achieved.

The meeting closed at 7.35 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 27th February 2018, they were signed by the Chair.

CHAIR



POLICY AND RESOURCES SCRUTINY COMMITTEE – 27TH FEBRUARY 2018

**SUBJECT: POLICY AND RESOURCES SCRUTINY COMMITTEE FORWARD
WORK PROGRAMME**

**REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151
OFFICER**

1. PURPOSE OF REPORT

1.1 To report the Policy and Resources Scrutiny Committee Forward Work Programme.

2. SUMMARY

2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholders.

3. LINKS TO STRATEGY

3.1 The operation of scrutiny is required by the Local Government Act 2000 and subsequent Assembly legislation. The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient 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 Policy and Resources Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on 16th January 2018. The work programme outlines the reports planned for the period April 2018 to June 2018.

4.2 The forward work programme is made up of reports identified by officers and members and has been prioritised into three priority areas, priority 1, 2 or 3. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

4.3 The Policy and Resources Scrutiny Committee Forward Work Programme is attached at Appendix 1. The Cabinet Forward Work Programme is attached at Appendix 2.

5. WELL-BEING OF FUTURE GENERATIONS

5.1 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 that by ensuring the scrutiny function is effective when reviewing services and policies and ensure it considers the wellbeing goals.

6. EQUALITIES IMPLICATIONS

6.1 There are no specific equalities implications arising as a result of this report.

7. FINANCIAL IMPLICATIONS

7.1 There are no specific financial implications arising as a result of this report.

8. PERSONNEL IMPLICATIONS

8.1 There are no specific personnel implications arising as a result of this report.

9. CONSULTATIONS

9.1 There are no consultation responses that have not been included in this report.

10. RECOMMENDATIONS

10.1 That Members consider any changes and agree the final forward work programme prior to publication.

11. REASONS FOR THE RECOMMENDATIONS

11.1 To improve the operation of scrutiny.

12. STATUTORY POWER

12.1 The Local Government Act 2000.

Author: Catherine Forbes-Thompson, Interim Head of Democratic Services

Consultees: Dave Street, Corporate Director - Social Services
Richard Harris, Deputy Monitoring Officer

Appendices:

Appendix 1 Policy and Resources Scrutiny Committee Forward Work Programme.

Appendix 2 Cabinet Work Programme.

Policy & Resources Scrutiny Committee Forward Work Programme
APPENDIX 1

Policy & Resources Scrutiny Committee Forward Work Programme January 2018 to July 2018			
Meeting Date: 10th April 2018			
Subject	Purpose	Key Issues	Witnesses
British Telecom – Broadband Coverage and the Digital Profile (P3) – Members Request	To present an update on progress made providing superfast broadband services to the CCBC area following previous attendance at 28 th February 2017 meeting.	Key issues include how the programme is: <ul style="list-style-type: none"> • Supporting economic growth. • Reducing digital exclusion. Increasing availability of Fibre to the Cabinet (FTTC) services to improve performance and download speeds.	Paul Lewis – Acting Head of IT and Central Services
Disabled Facilities Grant – Performance (P2)	Information report to provide Members with an update regarding Performance Monitoring of Disabled Facilities Grant and the information regarding the implementation of ENABLE.	An update on performance of Disabled Facilities Grants during 2017/18 and highlight any potential challenges that may affect delivery of the Performance Indicator. Identify any areas of improvement linked to the implementation of ENABLE.	Shaun Couzens – Chief Housing Officer/Claire Davies – Principal Housing Officer
Affordable Homes in New Developments (P1)	Provide a six monthly Update on the delivery of Affordable Housing through the Planning process.	Members are aware of the position of Affordable Housing Provision through the planning process.	Tim Stephens – Development Control Manager and Interim Head of Planning.
Programme for Procurement	The Programme for Procurement sets out the Councils vision for developing and managing its third party expenditure in line with the Councils wellbeing objectives, Wales Procurement Policy and UK legislation.	The Council is committed to ensuring it achieves value for money from its third party procurement expenditure – circa, £170,000,000 per annum. It also recognises the value of using procurement to support its wider Cultural, Social, Economic and Environmental objectives, in ways that offer real long-term benefits to the community it serves and the people of Wales, whilst balancing the issues of value for money.	Liz Lucas

Policy & Resources Scrutiny Committee Forward Work Programme
APPENDIX 1

Meeting Date: 29th May 2018			
Subject	Purpose	Key Issues	Witnesses
Sheltered Housing Schemes, Eastern Valley Area Remodelling (P1)	To provide members with proposals for remodelling a small number of sheltered housing schemes in the eastern valley.	For members to consider a number of options in relation to our sheltered housing schemes which may include improvements remodelling, alternative use and possibly demolition.	Shaun Couzens – Chief Housing Officer/ Fiona Wilkins – Public Sector Housing Manager/Angela Hiscox – Elderly Persons Housing Manager
New Build – Options for Delivery (P1)	To advise Members of the new funding stream for Local Authority house building and to outline a development programme for new build Council homes. The report sets out how we will maximise the funding opportunities available over the next three years and deliver up to 46 new build homes, with an indicative total grant of £3,893,923 and indicative overall investment of £6,713,791. The report also confirms the sites available to develop, and the proposed specification for new build.	To confirm the new build Council Housing programme, including the preferred delivery option in order for the Council to utilise the Affordable Housing Grant funding that has been allocated to CCBC.	Shaun Couzens - Chief Housing Officer/Claire Davies – Principal Housing Officer/ Kevin Fortey – Housing Development Officer
Homelessness Review and Strategic response Members Request	To provide Members with the Council's new Gwent Regional Homeless Strategy and Caerphilly Homelessness Action Plan: Operational date December 2018	To introduce to Members the new local homelessness action plan for the delivery of homelessness prevention and reactive services. Members will be informed of the key indicators used to inform the strategy development and the local delivery mechanisms and partnerships created to respond to housing need.	Shaun Couzens - Chief Housing Officer Suzanne Cousins-Principal Housing Officer

Customer Services Review	To review the Authority’s current Customer Service provision across all Directorates and access channels. To identify opportunities for reshaping Customer Services throughout the Authority to deliver enhanced services, reduce costs and to future proof a sustainable service through embracing digital opportunities.	To provide A clear vision & structure for the delivery of Customer Services across the authority for the next ten years.	Liz Lucas – Head of Procurement
--------------------------	--	--	---------------------------------

Policy & Resources Scrutiny Committee Forward Work Programme
APPENDIX 1

Meeting Date: 10th July 2018			
Subject	Purpose	Key Issues	Witnesses
Year End Performance for Corporate Services 2017/18 (P2)	Performance of Corporate Services for 2017/18	Highlighting the exceptions and looking forward to 2018/19. The future challenges, setting out key objectives/priorities for the next twelve months, and identifying areas for improvement.	Nicole Scammell – Interim Corporate Director Corporate Services.
Wellbeing Objective WO5 – Investment in Council Homes (P1)	To provide an update of progress against the Councils highest priorities identified within the Councils Corporate Plan 2016.	To provide an update against the Well-being Objective action plan using the Council Ffynnon scorecard which provides PI data regarding completion of internal and external works programmes and adds information on peoples satisfaction with the internal works. The update of the WBO should also identify any emerging slippage or additional progress against the action plan	Shaun Couzens – Chief Housing Officer
Year End Performance Housing Services (P1)	Performance Monitoring	An update on performance of the Housing Service during 2017/18, to set out the key service objectives for 2018/19 and highlight any potential challenges that may affect delivery of these objectives.	Shaun Couzens – Chief Housing Officer Christina HARRY – Corporate Director Communities

Policy & Resources Scrutiny Committee Forward Work Programme
APPENDIX 1

Meeting Date: to be confirmed			
Subject	Purpose	Key Issues	Witnesses
Supported Accommodation (P3)	This information report will update members on the progress of supported accommodation	To advise members on the progress of supported accommodation.	
Local Housing Strategy			
Shared Resource Service (SRS) (Special Meeting) (P1)	To present the proposal in respect of the Authority joining the SRS.	The SRS is a joint committee that presently included Gwent Police, Torfaen CBC, Newport CBC, Blaenau Gwent CBC and Monmouth CBC. This collaboration provides IT Services to its Members.	Matthew Lewis SRS Nicole Scammell

This page is intentionally left blank

Cabinet Forward Work Programme

APPENDIX 2

28TH FEBRUARY 2018	Key Issues	Service Area
Fixed Penalty Notices for Flytipping	To seek Cabinet approval for a fixed penalty amount for flytipping offences following the introduction of the Unauthorised Deposit of Waste (Fixed Penalties) (Wales) Regulations 2017.	Public Protection
General Data Protection Regulation (GDPR) – Statutory Role of Data Protection Officer	To inform Members of the requirement to create a new statutory role of Data Protection Officer as prescribed by the forthcoming EU General Data Protection Regulation (GDPR) and recommend a suitable allocation of the responsibility to an existing role within the Authority.	Information Technology
ERDF 4.4 Funding Opportunities – The Lawn Industrial Estate Rhymney and T.D. Nelson.	The report advocates identifying the Lawn Industrial Estate and Ty Du Nelson as the Council's primary focus for ERDF Programme measure 4.4 and seeks to identify the required levels of match funding to allow the projects to progress. It also advocates agreeing in principle entering into a Joint Working/Development Agreement with Welsh Government at Ty Du based on the received draft Heads of Terms.	Economic Development
Decriminalisation of Parking – Stage 1 Report	For members of the committee to consider the outcomes from the options appraisal undertaken to date on the implications of taking on Civil Parking Enforcement Powers, and to offer views on how these findings should be developed further, in order to propose the most economical, effective and efficient service delivery model for the Council.	Engineering
Junior and Youth Forum Priorities	To inform Members of issues raised by Children & Young People via the Youth Service's Junior and Youth Fora. The report is seeking the views of Members prior to its presentation to Cabinet.	Youth Service
Adult Assisted Travel		Social Services
Re-Profiling of WHQS Programme and HRA Capital Programme 2018/2019	The report provides members with proposals for re-profiling the WHQS programme with the aim of ensuring full compliance by 2020.	Housing
14TH MARCH 2018	Key Issues	Service Area
Cefn Brithdir Access Road	To stop access to Cefn Brithdir access road	Communities

Cabinet Forward Work Programme

APPENDIX 2

Park Lane	To enter into formal dialogue with one bidder.	Communities
Regeneration Strategy	To consider the performance made against the existing strategy and to consider a proposed new strategy.	Communities
Proposed Community Centre in Ty Sign, Risca	To seek Cabinet's in principle approval to support the delivery of a purpose built community centre on land at Holly Road, Ty Sign.	Public Protection
Council Tax Exemption for Care Leavers	The report will present a proposal to exempt care leavers between the ages of 18 and 25 from the payment of Council Tax. If agreed this will require amendments to the Council's 'Council Tax Discretionary Reduction Policy – Section 13A (1) (c)'.	Corporate Finance

28TH MARCH 2018	Key Issues	Service Area
EAS Business Plan	To seek members views on the draft EAS Business Plan 2018-2021 and the Local Authority Annex 2018-2019	Education
<ul style="list-style-type: none"> Data Protection Policy Records Management Policy Policy on Public Access to and Requests for Unpublished Information Information Security Policy 	To seek Cabinet approval for the adoption of the amended versions of the listed policies. The updates are required to meet the forthcoming requirements of the new EU General Data Protection Regulation, reflect industry best practice and underpin our ongoing campaign to assure information security within CCBC.	Information Technology
Pooled Funds	To agree proposals for integrated commissioning 2018-19	Social Services
Implementation of Welsh Government Land Drainage Byelaws	Since undertaking the Flood Water Management Act 2010 Local Authorities have noted some powers are limited and other activities are not consented. To address this Welsh Government updated the Byelaws under Section 66 of the Land Drainage Act. This report seeks approval to implement these Land Drainage Byelaws as Recommended by Welsh Government.	Communities
Pontllanfraith School and Leisure Site		Communities
Welsh Church Act Fund	The report will present proposals to change the level of grants currently awarded through the Welsh Church Act Fund.	Corporate Finance
Bedwas Tip	The report is to consider whether the Council should write to developers advising	Communities

Cabinet Forward Work Programme

APPENDIX 2

	them that the Council would be willing to open negotiations to allow them to enter its land for the purposes of reclaiming Bedwas Tips.	
--	---	--

11TH APRIL 2018	Key Issues	Service Area
CCBC Corporate Plan	The Corporate Plan sets out the Councils Priorities. The Local Government Measure 2009 requires all local authorities in Wales to set and publish a set of priorities as is 'practicably possible' in the new financial year. The introduction of the Well-being of Future Generations (Wales) Act 2015 (WBFGA) also places a legal requirement for public bodies to set and publish 'Well-being Objectives' and publish by a specific date of no later than 31st March 2018.	Public Protection
The Gwent VAWDASV Strategy	To seek Cabinet approval for the Regional Gwent Violence Against Women, Sexual Violence, & Domestic Abuse Strategy 2017-22. The purpose of this strategy is to set out the regional integrated approach to stop violence against women, domestic abuse and sexual violence, to improve the health and well-being of individuals and families affected by abuse and hold to account those who perpetrate such abuse.	Public Protection
21 st Century Schools Consultation	To seek Cabinet endorsement on the proposals contained within the 21st Century Schools and Education Band B Strategic Outline Programme 2019 – 2026	Education
Sport and Leisure Services - A Strategy for the Future	The report seeks to summarise the work undertaken over the last 12-18 months in relation to an emerging sport and leisure strategy for the authority and seeks cabinet agreement in relation to the detailed parts of the strategy which will lead to its formal adoption.	Leisure Services

25TH APRIL 2018	Key Issues	Service Area
Programme for Procurement	The Programme for Procurement sets out the Councils vision for developing and managing its third party expenditure in line with the Councils wellbeing objectives, Wales Procurement Policy and UK legislation. The Council is committed to ensuring it achieves value for money from its third party procurement expenditure – circa, £170,000,000 per annum. It also recognises the value of using procurement to support its wider Cultural, Social, Economic and Environmental objectives, in ways that offer real long-term benefits	Procurement

Cabinet Forward Work Programme

APPENDIX 2

	to the community it serves and the people of Wales, whilst balancing the issues of value for money	
WHQS		Housing
Islwyn Special Resource Base		Education
Bedwellty School Site Playing Fields		Communities

30TH MAY 2018	Key Issues	Service Area
Sheltered Housing Schemes – Eastern Valleys Area Remodelling	To provide members with proposals for remodelling a small number of sheltered housing schemes in the eastern valley, in order for members to consider a number of options which may include improvements, remodelling, alternative use and possibly demolition.	Housing
Affordable Homes New Build Proposals	To confirm the new build Council Housing programme, including the preferred delivery option in order for the Council to utilise the Affordable Housing Grant funding that has been allocated to CCBC.	Housing

13TH JUNE 2018	Key Issues	Service Area
Equalities and Welsh Language Annual Reports	To update Members on the progress made during the financial year 2017/18 against targets in the Council's current Strategic Equality Plan and Welsh Language Scheme and seek Cabinet approval for submission of the annual monitoring and improvement reports to the relevant commissions before the deadline dates.	Policy

11TH JULY 2018	Key Issues	Service Area
Corporate Risk Register	To provide an update of the Corporate Risk Register in accordance with the Council's Risk Management Strategy. The updated Corporate Risk Register (CRR) is presented to Audit Committee so there is opportunity for the Committee to satisfy itself that appropriate arrangements are in place for the council's risk management processes to be regularly and robustly monitored and scrutinised.	Public Protection



POLICY AND RESOURCES SCRUTINY COMMITTEE – 27TH FEBRUARY 2018

SUBJECT: RE-PROFILING OF WHQS PROGRAMME AND HRA CAPITAL PROGRAMME 2018/2019

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES AND SECTION 151 OFFICER

-
- 1.1 The report was considered by Caerphilly Homes Task Group on 15th February provided Members with proposals for re-profiling the WHQS programme with the aim of ensuring full compliance by 2020.
 - 1.2 The report outlined that there has continued to be good progress with the WHQS delivery programme during 2017/18. However, it has been necessary to review the programme and take account of changing circumstances to ensure full compliance by 2020. The report sets out the reviewed programme.
 - 1.3 Following the Wales Audit Office Review conducted in April 2017, a commitment has been made to complete 40% of the external works and 75% of the internal works by March 2018. At the end of December 2017, 33% of the external works have been completed and 70% of the internal works have been completed. A further commitment has been made to Welsh Government that 80% of external works and 90% internal works would be completed by March 2019.
 - 1.4 A separate programme of works was established for the sheltered housing schemes with agreement that both internal and external works would be undertaken by the in-house workforce. This work is on programme for completion by 2020 and is therefore not required to be re-profiled at this time.
 - 1.5 The HRA Capital Programme budget has been revised based on accurate recent actual costs projected forward to the end of the programme. This data now replaces the previous Savill's estimates and demonstrates that the housing business plan and the WHQS Programme remains financially viable.
 - 1.6 The Caerphilly Homes Task Group discussed the report at length and raised concerns in relation to the external works and assurances were sought that the programme of works would be completed by the 2020 deadline. Officers confirmed that there has been a need to re-profile due to slippage, however, these issues have now been resolved and the Task Group were assured that the works would be completed within the Welsh Government timescale.
 - 1.7 The Caerphilly Homes Task Group were also asked to consider rolling forward the properties that were planned to be undertaken by an external contractor during 2018/19 to 2019/20, whereby the in-house workforce would have capacity to undertake the work. With a marginal number of properties programmed for the final year there can be confidence that the internal works can be completed by March 2020. In addition, Welsh Government has confirmed that the deadline for achievement of WHQS is December 2020 which provides additional flexibility.

- 1.7 Following consideration and discussion, it was moved and seconded that the recommendation in the report be approved. By a show of hands this was unanimously agreed.

RESOLVED that for the reasons outlined in the Officers report and as discussed at the meeting, the Caerphilly Homes Task Group support the option in 4.17 of the report to roll forward the properties planned to be undertaken in 2018/19, in order that the works can be conducted by the in-house workforce, and recommend to Policy and Resources Scrutiny Committee and thereafter Cabinet.

- 1.8 The Scrutiny Committee are asked to consider the report and comments from the CHTG.

Author: C. Evans, Committee Services Officer, Ext. 4210

Appendix: Report to Caerphilly Homes Task Group – 15th February 2018



CAERPHILLY HOMES TASK GROUP – 15TH FEBRUARY 2018

SUBJECT: RE-PROFILING OF WHQS PROGRAMME AND HRA CAPITAL PROGRAMME 2018/2019

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report provides members with proposals for re-profiling the WHQS programme with the aim of ensuring full compliance by 2020, prior to the report being considered by Policy and Scrutiny Resources Committee and thereafter Cabinet for approval.

2. SUMMARY

- 2.1 Whilst good progress has been made with the delivery of the programme during 2017/18, it has been necessary to review the programme to take account of changing circumstances to ensure full compliance by 2020. This report sets out the revised programme.
- 2.2 Following the Wales Audit Office Review conducted in April 2017, a commitment has been made to complete 40% of the external works and 75% of the internal works by March, 2018. At the time of writing this report 33% of external works had been completed and 70% of internal works. A further commitment has been made to WG that 80% of external and 94% of internal works would be completed by March 2019.
- 2.3 A separate programme of works was established for our sheltered housing schemes with agreement that both internal and external works would be undertaken by our in-house workforce. This work is on programme for completion by 2020 and is therefore not required to be re-profiled at this time.
- 2.4 The HRA Capital Programme budget has been revised based on accurate recent costs projected forward to the end of the programme. This data now replaces the previous Savill's estimates and demonstrates that the housing business plan and the WHQS programme remains financially viable.

3. LINKS TO STRATEGY

- 3.1 The delivery of the WHQS 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.
- 3.2 The Welsh Housing Quality Standard is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards. It is a Welsh Government requirement that the WHQS is achieved by 2020.

- 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”.

4. THE REPORT

- 4.1 In September 2012 an investment strategy was approved by the Caerphilly Homes Task Group/Cabinet Sub Committee which outlined how the WHQS Programme would be implemented on a community based approach over the period to 2019/20. The work is split between the in house work force and contractors and, with the exception of sheltered housing, there are separate sequences for internal and external works.
- 4.2 As a result of various setbacks which caused major slippage to the programme the investment strategy was reviewed and a revised programme was approved in March 2017. This formed the basis for the 2017/18 Capital Programme and 2017/18 works programme.
- 4.3 During the course of the programme there will inevitably be issues that will impact on its delivery given the volumes of properties and works involved. There are occasions where tenants are unable to proceed with the works due to a variety of reasons e.g. ill health, personal circumstances or simply they may not want the disruption that some of these works can cause. There have also been some issues in relation to contractor performance where outputs have not achieved the expected levels as well as encountering unforeseen additional work. These factors can all give rise to delays with the programme and subsequent slippage.
- 4.4 In addition in August 2017 one of our main internal works contractors (Contract Services) ceased trading. This has impacted on the progress of internal works in the Lower Rhymney Valley and therefore the future programme has been amended to take account of this.
- 4.5 Following a WAO Review of the WHQS programme, which was undertaken in April 2017, a commitment has been made to complete 75% of the internal works programme by March 2018 and at the time of preparing this report, completions are at 70%. Projections indicate that completions are still likely to be close to 75% target.
- 4.6 A stepped change has resulted in a significant improvement to the completion of external works. At 31st March 2017 completions were at 10% whereas currently this has increased to 33% with a target for the delivery of 40% by 31st March 2018.
- 4.7 In addition external improvements have also been undertaken to a number of our non-traditional housing which has included major structural changes to Precast Reinforced Concrete (PRC) properties, as well as energy efficiency improvements to no-fines concrete properties, over and above WHQS requirements.
- 4.8 Given the various delays and issues that have occurred over previous years, contingency arrangements have been put in place to increase momentum and to provide a safeguard for any unforeseen changes to ensure the programme continues to be deliverable.
- 4.9 Contingency arrangements include the implementation of a new Dynamic Purchasing System (DPS) which has provided a large list of approved contractors who can be utilised to tender for internal or external works throughout the borough.
- 4.10 The Private Sector Housing team continue to assist with the delivery programme by undertaking packages of external works which include leaseholder properties and the Housing Repair Operations team are also assisting with bespoke projects, e.g. door entry systems, fire doors as well as bringing void properties up to WHQS.
- 4.11 Following previous agreement for the work to our sheltered housing schemes to be undertaken by our own in-house workforce, good progress has been made with completion on track to meet programme targets.

- 4.12 Taking account of various factors impacting on the programme a revised property profile is shown in the table below, which includes the sheltered schemes and leasehold properties.
- 4.13 The property profile assumes that the number of properties for either internal or external works will be delivered in the year shown and provides the basis for planning. However the reality is that this will never be the case on the ground and adjustments will inevitably arise between the years for a variety of reasons. An overriding concern is to limit the amount of slippage as the scope to catch up in the last year is limited. Slippage has been assumed from 2017/18 and 'built in' to the forward work programme below:-

Revised Property Profile

Year	Internal Work	External Work
2018/19	2045	4328
2019/20	666	2165

- 4.14 The average rate of internal weekly completions for 2017/18 is consistent with performance for 2016/17 with approximately 44 per week up to week 36 of the programme. Officers are working closely with the contractors and in-house teams to maintain these high levels of productivity and further improve where possible without impacting on quality.
- 4.15 Members will be aware that one of our main internal contractors ceased trading in August 2017. Consideration has been given on how best to manage the workload that had been programmed for this contractor and taking feedback into account from members and tenants, it has been determined that much of this work could be undertaken by the in-house workforce.
- 4.16 The revised programme, therefore, allows for properties that are remaining in the LRV, which were originally planned to be undertaken by the external contractor, in 2017/18, to now be carried out by the in-house workforce during the 2018/19 financial year. Work allocated to the external contractor for 2018/19 can be packaged to create a number of smaller contracts which could be tendered for using the Dynamic Purchasing System. Therefore those properties originally programmed for 2018/19 will remain within this financial year.
- 4.17 Alternatively, consideration could also be given to rolling forward the properties that were planned to be undertaken by the external contractor during 2018/19 to 2019/20, whereby the in-house workforce would have capacity to undertake the work. The proposed programme, however, has been re-profiled based on works in the LRV being progressed by external contractors. With a significant reduction in the numbers of properties programmed for the final year there can be some confidence that the internal works can be completed by March 2020. In addition Welsh Government have confirmed that the deadline for achievement of WHQS is December 2020 which provides additional flexibility.
- 4.18 For external works the total property completions for 2016/17 amounted to 835. This was significantly short of the original target, so the slippage was brought forward and included in the 2017/18 target of 4,675. Despite significant improvements being made, it is anticipated that we will fall short of this target. A commitment was however made following the Wales Audit Office Review of the WHQS programme, that 40% of the external works would be completed by March 2018. This equates to a total of 4,328 properties which is on target to be delivered.
- 4.19 A further commitment was made to deliver 80% of the external works and 94% of internal works by March 2019 and this has been reflected in the table above and the re-profiled programme attached as Appendix 1.

- 4.20 The expenditure estimates in previous years have been derived from the Savills cost plan which was provided in 2008, based on a 15% stock condition survey. The programme provided in Appendix 1 is now based on more accurate costs, utilising average outturn costs from recent contracts and more up to date surveys. There will continue to be regular reviews of the cost plan based on trend data from valuations and tender prices. The latest assessment indicates that the programme currently remains within the limits of affordability set by the HRA business plan.
- 4.21 Energy efficiency measures continue to be explored and implemented where possible. Works are currently ongoing in Lansbury Park. These works will continue into 2018/19. There are indications that further funding assistance may become available which will be monitored and should suitable funding opportunities be identified applications for access to these funds will be made.
- 4.22 A copy of the sheltered housing programme has been provided in Appendix 2, although this remains unchanged.
- 4.23 Due to the ongoing variances to the budget a contingency sum has been included. Given the size of the programme and the unknown work content this contingency sum is a best assessment based on the knowledge to date.

5. WELLBEING OF FUTURE GENERATIONS

- 5.1 The delivery of the WHQS improvement programme is coterminous with the aims of the wellbeing of Future Generations (Wales) act 2015, in particular:-
- **Long Term:** the report includes the continued investment to achieve WHQS by 2020. This investment provides long term improvements to the property, community and to the tenants well being.
 - **Integration:** The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities.
 - **Involvement:** Tenants and local residents are being consulted on the proposed property improvements, environmental works along with various initiatives that are part of the WHQS programme delivery.
 - **Collaboration:** The programme delivery is focussed on internal collaboration, partnerships with suppliers and contractors, joint working with the community and various groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus and is clearly demonstrable within its delivery.
 - **Prevention:** The works to improve lives and communities will help tackle local unemployment. It will further improve the look and feel of the environment and help prevent antisocial behaviour.

6. EQUALITIES IMPLICATIONS

- 6.1 An EqlA screening has been completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for lower level or minor negative impact have been identified, therefore a full EqlA has not been carried out.
- 6.2 The implementation of the WHQS Programme will ensure compliance where appropriate with current Building Regulations and Equality Act requirements. The Council's procurement processes include equalities requirements and compliance by contractors undertaking WHQS work.

7. FINANCIAL IMPLICATIONS

- 7.1 The budget estimate for the overall programme for 2018/19 is £35m which is now based on a more accurate cost plan for external works and internal works. Work has been completed on assessing the actual outturn costs in place of Savills budget estimates and including an adjustment based on properties that are “previously achieved” or categorised as acceptable fails. This work has been developed and included in the reassessment of the budget cost plan and re-profiled WHQS programme.
- 7.2 Based on the budget estimate the works programme for 2018/19 will require an average expenditure for the direct works programme of approximately £700k per week.
- 7.3 Arbed grant funding is already being utilised at Lansbury Park in relation to EWI works. This grant assisted work will also be supported by WHQS funding to be extended into 2018/19 to transform the estate and contribute towards addressing fuel poverty. Further grant funding opportunities will be sought as opportunities arise for the benefit of our tenants and the housing stock.

8. PERSONNEL IMPLICATIONS

- 8.1 The timetable pressure is increasing and there has to be the capacity within the staff resources to cope with the volume of work. Staff movement and recruitment will continue to meet changing demand and risks to the programme.
- 8.2 A restructure of Caerphilly Homes is being progressed to improve integration in order to maximise the skills, experience and capacity within the service area to not only deliver the WHQS programme by 2020, but to also ensure the required resources are in place to continue to maintain the standard post 2020.
- 8.3 Elements of the programme have also been allocated to third parties as a means to spread the risk and create extra capacity. These relate to the HRA garages and the proposed re-modelling of a number of sheltered schemes allocated to Building Consultancy and the external works to various leaseholder properties throughout the authority being allocated to the Private Sector Housing Team.
- 8.4 A separate report will be provided on the Environmental Programme which is also being delivered with in-house support being provided by Grounds Maintenance and the Highways Operations Group.

9. CONSULTATIONS

- 9.1 Comments received have been taken into consideration within the report.

10. RECOMMENDATIONS

- 10.1 The CHTG note the contents of the report prior to the report being forwarded to the Policy and Resources Scrutiny Committee and Cabinet.
- 10.2 That members consider the options provided in items 4.15 and 4.16 of the report and make a recommendation for further consideration by Policy and Resources Scrutiny Committee and thereafter Cabinet.

11. REASON FOR RECOMMENDATIONS

- 11.1 To inform the Task Group of proposed changes to the WHQS Programme and the HRA Capital Programme.

12. STATUTORY POWER

- 12.1 Housing Acts 1985, 1996, 2004. This is a Cabinet function.

Author: Shaun Couzens, Prif Swyddog Tai/Chief Housing Officer
(Tel: 01443 864208/861406 / Email: couzes@caerphilly.gov.uk)

Consultees:

Cllr Lisa Phipps	- Cabinet Member for Homes and Places
Christina Harrhy	- Interim Chief Executive
Marcus Lloyd	- Acting Head of Engineering Services
Jane Roberts Waite	- Strategic Co-ordination Manager
Rhys Lewis	- Systems and Performance Manager
Fiona Wilkins	- Public Sector Housing Manager
Paul Smythe	- Housing Repair Operations Manager
Colin Roden	- WHQS Project Manager
Alan Edmunds	- WHQS Project Manager
Steve Greedy	- WHQS Project Manager

Appendices:

Appendix 1: Re-profiled Investment Strategy

Appendix 2: Sheltered Housing Programme

Community/Street	Number of homes	Internal works complete by	External works complete by	All works complete by
ABERBARGOED LOWER	47	2016/17	2017/18	2017/18
CHURCH STREET	1	2016/17	2017/18	2017/18
COMMERCIAL STREET	15	2016/17	2017/18	2017/18
CWRT COCH STREET	8	2016/17	2017/18	2017/18
ELM STREET	2	2016/17	2017/18	2017/18
GEORGE STREET	1	2016/17	2017/18	2017/18
HEOL TIR Y LLAN	2	2016/17	2017/18	2017/18
PENGAM ROAD	3	2016/17	2017/18	2017/18
TY FRY ROAD	11	2016/17	2017/18	2017/18
WILLIAM STREET	4	2016/17	2017/18	2017/18
ABERBARGOED MIDDLE	88	2016/17	2017/18	2017/18
BEDWELLY ROAD	3	2016/17	2017/18	2017/18
BRYN Y PWLL	10	2016/17	2017/18	2017/18
BYRON ROAD	5	2016/17	2017/18	2017/18
DUFFRYN STREET	11	2016/17	2017/18	2017/18
MILTON CLOSE	7	2016/17	2017/18	2017/18
NEUADDWEN STREET	19	2016/17	2017/18	2017/18
PANT STREET	4	2016/17	2017/18	2017/18
RHIWAMOTH STREET	5	2016/17	2017/18	2017/18
SHELLEY CLOSE	12	2016/17	2017/18	2017/18
TREDEGAR TERRACE	4	2016/17	2017/18	2017/18
YEW STREET	8	2016/17	2017/18	2017/18
ABERBARGOED UPPER	216	2017/18	2018/19	2018/19
COEDYMOETH ROAD	17	2017/18	2018/19	2018/19
COMMIN ROAD	9	2017/18	2018/19	2018/19
HEATHFIELD WALK	11	2017/18	2018/19	2018/19
HIGHFIELD CRESCENT	25	2017/18	2018/19	2018/19
LEWIS STREET	59	2017/18	2018/19	2018/19
PANTYFID ROAD	19	2017/18	2018/19	2018/19
ROCKLEIGH AVENUE	11	2017/18	2018/19	2018/19
SANNAN STREET	16	2017/18	2018/19	2018/19
THOMAS STREET	16	2017/18	2018/19	2018/19
TY LLWYD WALK	3	2017/18	2018/19	2018/19
WILLIAM FORBES BUNGALOWS	30	2017/18	2018/19	2018/19
ABERCARN	37	2018/19	2018/19	2018/19
GWYDDON COURT	11	2018/19	2018/19	2018/19
THE RANKS	26	2018/19	2018/19	2018/19
ABERTRIDWR	133	2017/18	2014/15	2017/18
BRIDGEFIELD STREET	1	2016/17	2014/15	2016/17
BRONMYNYDD	15	2016/17	2014/15	2016/17
BRYNGELLI TERRACE	1	2016/17	2014/15	2016/17
CEFN ILAN	28	2017/18	2018/19	2018/19
COEDCAE ROAD	1	2016/17	2014/15	2016/17
DAN Y GRAIG	4	2016/17	2014/15	2016/17
GRAIG Y FEDW	7	2016/17	2014/15	2016/17

GREENFIELD PLACE	13	2016/17	2014/15	2016/17
HIGH STREET	1	2016/17	2014/15	2016/17
HILLSIDE AVENUE	2	2016/17	2014/15	2016/17
ILAN ROAD	48	2016/17	2014/15	2016/17
LOWER FRANCIS STREET	1	2016/17	2014/15	2016/17
PLAS NANT	8	2016/17	2014/15	2016/17
THOMAS STREET	1	2016/17	2014/15	2016/17
WILLIAM STREET	2	2016/17	2014/15	2016/17
ABERTYSSWG	51	2017/18	2016/17	2017/18
ALEXANDER STREET	2	2017/18	2016/17	2017/18
ARTHUR STREET	2	2017/18	2016/17	2017/18
CARNYTYLA TERRACE	3	2017/18	2016/17	2017/18
GREENSWAY	35	2017/18	2016/17	2017/18
WARNS TERRACE	7	2017/18	2016/17	2017/18
WESTVILLE	2	2017/18	2016/17	2017/18
PROSPECT PLACE	30	2019/20	2019/20	2019/20
ARGOED	30	2015/16	2014/15	2015/16
GREENFIELD TERRACE	5	2015/16	2014/15	2015/16
LOWER JAMES STREET	1	2015/16	2014/15	2015/16
PENYLAN ROAD	24	2015/16	2014/15	2015/16
BARGOED	155	2018/19	2017/18	2018/19
GILFACH STREET	1	2018/19	2017/18	2018/19
HEOLDDU AVENUE	5	2018/19	2017/18	2018/19
HEOLDDU CRESCENT	21	2018/19	2017/18	2018/19
HEOLDDU DRIVE	4	2018/19	2017/18	2018/19
HEOLDDU GREEN	6	2018/19	2017/18	2018/19
HEOLDDU GROVE	47	2018/19	2017/18	2018/19
HEOLDDU ROAD	1	2018/19	2017/18	2018/19
MOORLAND ROAD	5	2018/19	2017/18	2018/19
MOUNT PLEASANT	10	2018/19	2017/18	2018/19
PARK LODGE	1	2018/19	2017/18	2018/19
ST GWLADYS AVENUE	33	2018/19	2017/18	2018/19
ST GWLADYS COURT	21	2018/19	2018/19	2018/19
BEDWAS	254	2018/19	2018/19	2018/19
BRYNAWEL	17	2018/19	2017/18	2018/19
BRYNCANOL	15	2018/19	2017/18	2018/19
BRYNFEDW AVENUE	26	2017/18	2017/18	2017/18
BRYNGLAS	21	2018/19	2018/19	2018/19
BRYNGOLEU	12	2018/19	2018/19	2018/19
BRYNHEOL	25	2018/19	2017/18	2018/19
BRYNTEG	8	2018/19	2018/19	2018/19
BRYNTIRION	15	2018/19	2018/19	2018/19
EAST AVENUE	10	2017/18	2017/18	2017/18
GLEBE STREET	4	2017/18	2017/18	2017/18
GREENACRE DRIVE	45	2017/18	2017/18	2017/18
HILLSIDE TERRACE	10	2017/18	2017/18	2017/18
NEWPORT ROAD	6	2017/18	2017/18	2017/18
RECTORY ROAD	3	2018/19	2018/19	2018/19
THE CRESCENT	8	2017/18	2017/18	2017/18

THE WILLOWS	29	2017/18	2017/18	2017/18
BLACKWOOD	307	2019/20	2018/19	2019/20
ALBANY ROAD	14	2019/20	2017/18	2019/20
ALDERMAN CLOSE	16	2018/19	2017/18	2018/19
APOLLO WAY	23	2018/19	2017/18	2018/19
ATLEE ROAD	12	2018/19	2018/19	2018/19
BLOOMFIELD ROAD	11	2019/20	2017/18	2019/20
CEFN ROAD	2	2018/19	2017/18	2018/19
CHARTIST WAY	40	2018/19	2017/18	2018/19
COEDCAE WALK	2	2018/19	2017/18	2018/19
CORONATION ROAD	14	2019/20	2017/18	2019/20
CROESO SQUARE	14	2018/19	2017/18	2018/19
DAVID STREET	1	2018/19	2017/18	2018/19
FROST PLACE	5	2018/19	2017/18	2018/19
GIBBS CLOSE	23	2018/19	2017/18	2018/19
LEWIS LEWIS AVENUE	21	2019/20	2018/19	2019/20
MONTCLAIRE AVENUE	19	2019/20	2018/19	2019/20
MORRISON STREET	21	2019/20	2018/19	2019/20
PALMERS PLACE	16	2017/18	2017/18	2017/18
PARFITT PLACE	15	2019/20	2017/18	2019/20
PLEASANT VIEW	3	2019/20	2018/19	2019/20
SUNNYBANK ROAD	2	2019/20	2018/19	2019/20
TREE TOPS AVENUE	8	2019/20	2018/19	2019/20
TY ISHA TERRACE	6	2019/20	2018/19	2019/20
WAUN LLWYN CRESCENT	18	2019/20	2017/18	2019/20
WOODBINE ROAD	1	2019/20	2018/19	2019/20
BRITANNIA	83	2015/16	2017/18	2017/18
BRITANNIA WALK	15	2015/16	2017/18	2017/18
FARM VIEW	12	2015/16	2017/18	2017/18
HODGES CRESCENT	4	2015/16	2017/18	2017/18
ORCHARD LANE	22	2015/16	2017/18	2017/18
SALWAY AVENUE	30	2015/16	2017/18	2017/18
BRITHDIR	8	2016/17	2015/16	2016/17
BRISTOL TERRACE	8	2016/17	2015/16	2016/17
BRYNCENYDD	32	2014/15	2017/18	2017/18
HEOL GANOL	3	2014/15	2017/18	2017/18
HEOL Y FELIN	1	2014/15	2017/18	2017/18
HEOL Y NANT	2	2014/15	2017/18	2017/18
HEOL Y PARC	3	2014/15	2017/18	2017/18
HEOL YR ONEN	9	2014/15	2017/18	2017/18
MORGAN JONES PARK	8	2014/15	2017/18	2017/18
PLAS PHILLIPS	6	2014/15	2017/18	2017/18
CAERBRAGDY	24	2017/18	2018/19	2018/19
CAEBRAGDY	24	2017/18	2018/19	2018/19
CASCADE	18	2015/16	2018/19	2018/19
LLWYN ONN	18	2015/16	2018/19	2018/19
CEFN FFOREST	349	2017/18	2018/19	2018/19
ADDISON STREET	17	2015/16	2018/19	2018/19
BEDWELLY ROAD	26	2015/16	2018/19	2018/19

BEVAN CRESCENT	4	2015/16	2018/19	2018/19
BRYN ROAD	2	2015/16	2018/19	2018/19
BRYNGOLEU STREET	10	2015/16	2018/19	2018/19
CEFN FFOREST AVENUE	20	2015/16	2018/19	2018/19
CENTRAL AVENUE	4	2015/16	2018/19	2018/19
CRAIGLAS CRESCENT	10	2015/16	2018/19	2018/19
DAVIES STREET	7	2015/16	2018/19	2018/19
DERWENDEG AVENUE	13	2015/16	2018/19	2018/19
DYLAN AVENUE	27	2015/16	2018/19	2018/19
FAIR VIEW	6	2015/16	2018/19	2018/19
GREENWOOD ROAD	14	2015/16	2018/19	2018/19
MARIANWEN STREET	1	2015/16	2018/19	2018/19
PENCOED AVENUE	66	2015/16	2018/19	2018/19
PENYBRYN AVENUE	23	2015/16	2018/19	2018/19
PWLLGLAS ROAD	8	2015/16	2018/19	2018/19
ST MARGARETS AVENUE	27	2015/16	2018/19	2018/19
THE OLD POLICE STATION	4	2015/16	2018/19	2018/19
TWYNYFFALD ROAD	15	2015/16	2018/19	2018/19
TY BEDWELLY	25	2017/18	2017/18	2017/18
TYNCOED CRESCENT	2	2015/16	2018/19	2018/19
WAUNBORFA ROAD	8	2015/16	2018/19	2018/19
WHEATLEY PLACE	10	2015/16	2018/19	2018/19
CEFN HENGOED	165	2017/18	2018/19	2018/19
BIRCH CRESCENT	23	2017/18	2016/17	2017/18
DERWENDEG AVENUE	1	2015/16	2018/19	2018/19
GELLIGAER ROAD	11	2015/16	2018/19	2018/19
HENGOED AVENUE	5	2017/18	2016/17	2017/18
HENGOED CRESCENT	5	2017/18	2016/17	2017/18
HENGOED HALL CLOSE	10	2017/18	2015/16	2017/18
HENGOED HALL DRIVE	4	2017/18	2015/16	2017/18
HEOL Y FELIN	16	2015/16	2018/19	2018/19
LANSBURY AVENUE	76	2015/16	2018/19	2018/19
THREE ELMS CLOSE	9	2017/18	2015/16	2017/18
WOODLAND PLACE	5	2017/18	2015/16	2017/18
CHURCHILL PARK	178	2016/17	2018/19	2018/19
CEIRIOG DRIVE	5	2016/17	2018/19	2018/19
DAVIES DRIVE	9	2016/17	2018/19	2018/19
DYFED DRIVE	9	2016/17	2018/19	2018/19
DYLAN DRIVE	19	2016/17	2018/19	2018/19
EMLYN DRIVE	3	2016/17	2018/19	2018/19
GLYN DERW	32	2017/18	2017/18	2017/18
GRUFFYDD DRIVE	16	2016/17	2018/19	2018/19
GWYN DRIVE	3	2016/17	2018/19	2018/19
HERBERT DRIVE	1	2016/17	2018/19	2018/19
HOWARD DRIVE	14	2016/17	2018/19	2018/19
ISLWYN DRIVE	4	2016/17	2018/19	2018/19
LEWIS DRIVE	39	2016/17	2018/19	2018/19
LLEWELLYN DRIVE	7	2016/17	2018/19	2018/19
PANTYCELYN DRIVE	3	2016/17	2018/19	2018/19

STANLEY DRIVE	14	2016/17	2018/19	2018/19
CLAUDE ROAD	70	2017/18	2018/19	2018/19
CLAUDE ROAD	70	2017/18	2018/19	2018/19
CROESPENMAEN	28	2017/18	2015/16	2017/18
BYRON PLACE	14	2017/18	2015/16	2017/18
PANDY ROAD	6	2017/18	2015/16	2017/18
SHELLEY CLOSE	8	2017/18	2015/16	2017/18
VERNON PLACE	1	2017/18	2015/16	2017/18
<i>TY MELIN</i>	<i>33</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
CROSSKEYS	126	2019/20	2019/20	2019/20
RISCA ROAD	36	2017/18	2019/20	2019/20
TREDEGAR COURT	25	2019/20	2019/20	2019/20
TREDEGAR STREET	13	2019/20	2019/20	2019/20
WAUNFAWR GARDENS	46	2017/18	2019/20	2019/20
WAUNFAWR PARK ROAD	3	2017/18	2019/20	2019/20
WOODWARD AVENUE	3	2017/18	2019/20	2019/20
<i>WAUNFAWR HOUSE</i>	<i>22</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
CWMCARN	104	2017/18	2019/20	2019/20
ABERCARN FACH	23	2017/18	2019/20	2019/20
EDWARDSVILLE	15	2017/18	2019/20	2019/20
GEORGE STREET	41	2017/18	2019/20	2019/20
NANTCARN ROAD	20	2017/18	2019/20	2019/20
TRIBUTE AVENUE	5	2017/18	2019/20	2019/20
DERI	28	2016/17	2017/18	2017/18
GLYN DERW	4	2016/17	2017/18	2017/18
YSGWYDDGWYN	24	2014/15	2017/18	2017/18
FAIRVIEW	31	2015/16	2017/18	2017/18
ANEURIN AVENUE	15	2015/16	2017/18	2017/18
EDWARD STREET	13	2015/16	2017/18	2017/18
FLORAL AVENUE	3	2015/16	2017/18	2017/18
FLEUR-DE-LYS	46	2015/16	2017/18	2017/18
BEILI GLAS ROAD	9	2015/16	2017/18	2017/18
CHURCH VILLA	1	2015/16	2017/18	2017/18
COUNDLEY CLOSE	6	2015/16	2017/18	2017/18
FRANCIS STREET	1	2015/16	2017/18	2017/18
GWENT COURT	6	2015/16	2017/18	2017/18
HAFOD CLOSE	11	2015/16	2017/18	2017/18
SCHOOL STREET	1	2015/16	2017/18	2017/18
SUMMERFIELD TERRACE	9	2015/16	2017/18	2017/18
WARNE STREET	2	2015/16	2017/18	2017/18
FOCHRIW	150	2018/19	2017/18	2018/19
BRYN NANT	12	2018/19	2017/18	2018/19
CAE GLAS NEWYDD	19	2018/19	2017/18	2018/19
CORONATION CRESCENT	20	2018/19	2017/18	2018/19
GLANYNANT	38	2018/19	2017/18	2018/19
HEOL IAGO	7	2018/19	2017/18	2018/19
HEOL Y BRYN	24	2018/19	2017/18	2018/19
HILLSIDE	9	2018/19	2017/18	2018/19
PONTLOTTYN ROAD	13	2018/19	2017/18	2018/19

RHODFA GANOL	8	2018/19	2017/18	2018/19
GELLIGAER	345	2017/18	2017/18	2017/18
ANEURIN BEVAN AVENUE	51	2017/18	2017/18	2017/18
CHURCH ROAD	10	2017/18	2017/18	2017/18
CLAERWEN	62	2017/18	2017/18	2017/18
DAN Y GAER	7	2017/18	2017/18	2017/18
GAER PLACE	11	2017/18	2017/18	2017/18
GREENHILL PLACE	38	2017/18	2017/18	2017/18
HAMAN PLACE	17	2017/18	2017/18	2017/18
HEOL CATTWG	11	2017/18	2017/18	2017/18
HEOL EDWARD LEWIS	42	2017/18	2017/18	2017/18
HEOL PENALLTA	2	2017/18	2017/18	2017/18
HEOL Y WAUN	21	2017/18	2017/18	2017/18
PENYWRLOD	2	2017/18	2017/18	2017/18
ST CATTWGS AVENUE	41	2017/18	2017/18	2017/18
WAUN RHYDD	30	2017/18	2017/18	2017/18
GELLIGROES	58	2018/19	2018/19	2018/19
GELLIGROES ROAD	28	2017/18	2015/16	2017/18
TY MYNYDDISLWYN	30	2018/19	2018/19	2018/19
GILFACH LOWER	108	2018/19	2017/18	2018/19
AERON COURT	20	2018/19	2017/18	2018/19
AERON PLACE	1	2018/19	2017/18	2018/19
ANDREWS CLOSE	29	2018/19	2017/18	2018/19
CROSS STREET	1	2018/19	2017/18	2018/19
GWERTHONOR ROAD	4	2018/19	2017/18	2018/19
LEWIS CRESCENT	12	2018/19	2017/18	2018/19
ST ANNES CRESCENT	1	2018/19	2017/18	2018/19
THE AVENUE	5	2018/19	2017/18	2018/19
THE CLOSE	6	2018/19	2017/18	2018/19
THE DRIVE	5	2018/19	2017/18	2018/19
VERE PLACE	20	2018/19	2017/18	2018/19
VERE STREET	4	2018/19	2017/18	2018/19
GILFACH PHASE 1 GIL1	72	2018/19	2018/19	2018/19
BRYNTEG	1	2016/17	2017/18	2017/18
HEOL FACH	3	2016/17	2017/18	2017/18
HEOL FARGOED	14	2016/17	2017/18	2017/18
HILLSIDE VIEW	8	2016/17	2017/18	2017/18
VALE VIEW	10	2016/17	2017/18	2017/18
WESTERN DRIVE	5	2016/17	2017/18	2017/18
OAKLANDS	31	2018/19	2018/19	2018/19
GILFACH PHASE 2	178	2017/18	2017/18	2017/18
ASH PLACE	29	2016/17	2017/18	2017/18
BEECH COURT	16	2016/17	2017/18	2017/18
BRYNTEG	10	2016/17	2017/18	2017/18
OAK PLACE	16	2016/17	2017/18	2017/18
PARK VIEW	73	2017/18	2017/18	2017/18
PARK VIEW COURT	4	2017/18	2017/18	2017/18
SYCAMORE COURT	30	2017/18	2017/18	2017/18
GILFACH PHASE 3	137	2017/18	2018/19	2018/19

HEOL BRYCHAN	17	2017/18	2018/19	2018/19
HEOL CAE DERWEN	29	2017/18	2018/19	2018/19
HEOL CARADOC	36	2017/18	2018/19	2018/19
HEOL COEDCAE	22	2017/18	2018/19	2018/19
HEOL PENGARREG	9	2017/18	2018/19	2018/19
HEOL Y MYNYDD	24	2017/18	2018/19	2018/19
GRAIG Y RHACCA	388	2016/17	2019/20	2019/20
BURNS CLOSE	16	2016/17	2019/20	2019/20
COLERIDGE GARDENS	18	2015/16	2019/20	2019/20
DICKENS COURT	48	2015/16	2019/20	2019/20
GRAYS GARDENS	57	2015/16	2019/20	2019/20
HERRICK PLACE	7	2016/17	2019/20	2019/20
KEBLE COURT	92	2016/17	2019/20	2019/20
LONGFELLOW GARDENS	61	2016/17	2019/20	2019/20
MILTON PLACE	47	2016/17	2019/20	2019/20
SHELLEY COURT	42	2016/17	2019/20	2019/20
HENGOED	105	2016/17	2018/19	2018/19
ACACIA AVENUE	2	2014/15	2018/19	2018/19
ASHGROVE	10	2014/15	2018/19	2018/19
BEECH DRIVE	9	2014/15	2018/19	2018/19
BRYNGLAS	1	2014/15	2018/19	2018/19
CEFN ROAD	1	2014/15	2018/19	2018/19
CHAPEL TERRACE	16	2014/15	2018/19	2018/19
HAWTHORNE AVENUE	20	2014/15	2018/19	2018/19
HENGOED ROAD	5	2014/15	2018/19	2018/19
HEOL CELYN	4	2014/15	2018/19	2018/19
HEOL DERW	5	2014/15	2018/19	2018/19
HEOL DEWI	6	2014/15	2018/19	2018/19
HEOL UCHAF	1	2014/15	2018/19	2018/19
HILL VIEW	10	2014/15	2018/19	2018/19
MYRTLE GROVE	1	2014/15	2018/19	2018/19
THE BUNGALOWS	14	2016/17	2018/19	2018/19
HEOL TRECASTELL	57	2018/19	2014/15	2018/19
HEOL BEDDAU	1	2018/19	2014/15	2018/19
HEOL GLEDYR	13	2018/19	2014/15	2018/19
HEOL TRECASTELL	34	2018/19	2014/15	2018/19
NANTGARW ROAD	1	2018/19	2014/15	2018/19
PLAS THOMAS	8	2018/19	2014/15	2018/19
HIGHMEADOW	42	2014/15	2015/16	2015/16
HIGH MEADOW	42	2014/15	2015/16	2015/16
LANSBURY PARK	520	2015/16	2018/19	2018/19
ALEXANDER COURT	64	2015/16	2017/18	2017/18
ATLEE COURT	54	2014/15	2018/19	2018/19
BUXTON COURT	57	2015/16	2017/18	2017/18
GRAHAM COURT	64	2015/16	2018/19	2018/19
GREENWOOD COURT	20	2014/15	2017/18	2017/18
HALDANE COURT	23	2014/15	2018/19	2018/19
HARTSHORN COURT	41	2015/16	2018/19	2018/19
MAXTON COURT	51	2015/16	2017/18	2017/18

SNOWDEN COURT	74	2015/16	2017/18	2017/18
TREVELYAN COURT	36	2015/16	2017/18	2017/18
WEDGEWOOD COURT	36	2015/16	2018/19	2018/19
LLANBRADACH	76	2016/17	2017/18	2017/18
GARDEN STREET	16	2016/17	2017/18	2017/18
PLAS CAE LLWYD	26	2016/17	2017/18	2017/18
SCHOOL STREET	25	2016/17	2017/18	2017/18
THOMAS STREET	1	2016/17	2017/18	2017/18
WOODLAND FLATS	8	2016/17	2017/18	2017/18
LLANFACH	24	2014/15	2017/18	2017/18
CLYTHA SQUARE	8	2014/15	2017/18	2017/18
PENRHIW TERRACE	11	2014/15	2017/18	2017/18
TWYN PLACE	5	2014/15	2017/18	2017/18
MACHEN	63	2017/18	2018/19	2018/19
BRONRHIW	7	2017/18	2018/19	2018/19
BRYNHEULOG TERRACE	1	2017/18	2018/19	2018/19
BRYNHYFRYD TERRACE	5	2017/18	2018/19	2018/19
CHATHAM PLACE	4	2017/18	2018/19	2018/19
FFWRWM ROAD	18	2017/18	2018/19	2018/19
GLAN YR AFON	2	2017/18	2018/19	2018/19
GRAIG VIEW	7	2017/18	2018/19	2018/19
LLANARTH STREET	1	2017/18	2018/19	2018/19
MOUNTAIN VIEW	2	2017/18	2018/19	2018/19
SUNNYBANK TERRACE	3	2017/18	2018/19	2018/19
THE CRESCENT	13	2017/18	2018/19	2018/19
MAES MABON	148	2016/17	2019/20	2019/20
CHURCH LANE	20	2016/17	2019/20	2019/20
HEOL LLYSWEN	8	2016/17	2019/20	2019/20
LAN Y PARC	28	2016/17	2019/20	2019/20
LLWYN YR EOS	35	2016/17	2019/20	2019/20
MAES YR ONEN	17	2016/17	2019/20	2019/20
PRIMROSE CLOSE	6	2016/17	2019/20	2019/20
YNYS LAS	34	2016/17	2019/20	2019/20
MAESYCWMMER	112	2018/19	2017/18	2018/19
CHAVE TERRACE	1	2018/19	2017/18	2018/19
GLEN VIEW	4	2018/19	2017/18	2018/19
GLENCOED	16	2018/19	2017/18	2018/19
GWERNA CRESCENT	13	2018/19	2017/18	2018/19
HILL VIEW	13	2018/19	2017/18	2018/19
PARK ROAD	12	2018/19	2017/18	2018/19
PLEASANT VIEW	5	2018/19	2017/18	2018/19
THE CRESCENT	6	2018/19	2017/18	2018/19
VALE VIEW	5	2018/19	2017/18	2018/19
Y GLYN	37	2017/18	2017/18	2019/20
MARKHAM-HOLLYBUSH	127	2016/17	2014/15	2016/17
COMMIN CLOSE	13	2016/17	2014/15	2016/17
JAMES STREET	18	2016/17	2014/15	2016/17
JOHN STREET	3	2016/17	2014/15	2016/17
LLWYNBACH TERRACE	1	2016/17	2014/15	2016/17

MONMOUTH WALK	39	2016/17	2014/15	2016/17
MOUNTAIN VIEW	51	2015/16	2014/15	2015/16
SPRINGFIELD TERRACE	2	2016/17	2014/15	2016/17
MORRISVILLE	12	2015/16	2017/18	2017/18
MORRISVILLE	11	2015/16	2017/18	2017/18
NINE MILE POINT ROAD	1	2015/16	2017/18	2017/18
NANTDDU	52	2016/17	2014/15	2016/17
NANTDDU	52	2016/17	2014/15	2016/17
NELSON	79	2015/16	2019/20	2019/20
BRYNCELYN	35	2015/16	2019/20	2019/20
RHIWFER	1	2015/16	2019/20	2019/20
TAI SIRIOL	11	2015/16	2019/20	2019/20
HEOL ISLWYN	32	2019/20	2019/20	2019/20
NEW TREDEGAR	140	2019/20	2017/18	2019/20
GLYNSYFI	32	2017/18	2017/18	2017/18
GREENFIELD STREET	23	2019/20	2016/17	2019/20
JUBILEE ROAD	28	2019/20	2016/17	2019/20
LONG ROW	29	2019/20	2016/17	2019/20
QUEENS ROAD	8	2019/20	2016/17	2019/20
RHOSYN GWYN	20	2019/20	2016/17	2019/20
NEWBRIDGE	88	2019/20	2019/20	2019/20
ASHFIELD ROAD	6	2017/18	2019/20	2019/20
BEYNON STREET	5	2017/18	2019/20	2019/20
BLAENBLODAU STREET	16	2017/18	2019/20	2019/20
DOLAU	1	2017/18	2019/20	2019/20
HIGH STREET	2	2017/18	2019/20	2019/20
HILL STREET	5	2017/18	2019/20	2019/20
MARTINSFIELD	20	2017/18	2019/20	2019/20
MEREDITH TERRACE	5	2017/18	2019/20	2019/20
PANTEG TERRACE	3	2017/18	2019/20	2019/20
PENMAR STREET	4	2017/18	2019/20	2019/20
HIGHFIELD COURT	20	2019/20	2019/20	2019/20
HIGHFIELD HOUSE	1	2019/20	2019/20	2019/20
OAKDALE	73	2016/17	2014/15	2016/17
CENTRAL AVENUE	7	2016/17	2014/15	2016/17
FARM CLOSE	19	2016/17	2014/15	2016/17
GROVESIDE ROAD	6	2016/17	2014/15	2016/17
HIGHTREE RISE	3	2016/17	2014/15	2016/17
IVY BUSH COURT	8	2016/17	2014/15	2016/17
PARK VIEW BUNGALOWS	2	2016/17	2014/15	2016/17
PENMAEN CORNER	11	2016/17	2014/15	2016/17
TREKENNING	1	2016/17	2014/15	2016/17
UNDERWOOD ROAD	15	2016/17	2014/15	2016/17
WEST VIEW CRESCENT	1	2016/17	2014/15	2016/17
PANTSIDE LOWER	221	2014/15	2017/18	2017/18
CARLYON ROAD	14	2013/14	2017/18	2017/18
CENTRAL AVENUE	30	2014/15	2017/18	2017/18
CLAREMONT ROAD	12	2013/14	2017/18	2017/18
CORONATION CRESCENT	14	2013/14	2017/18	2017/18

ELLESMERE COURT	2	2013/14	2017/18	2017/18
GREENLANDS	10	2013/14	2017/18	2017/18
HAZELWOOD ROAD	9	2013/14	2017/18	2017/18
HILARY ROAD	10	2013/14	2017/18	2017/18
HILLTOP CRESCENT	15	2013/14	2017/18	2017/18
NEWLYN ROAD	18	2013/14	2017/18	2017/18
OLD PANT ROAD	22	2013/14	2017/18	2017/18
PANT VIEW	16	2013/14	2017/18	2017/18
QUEENS ROAD	9	2013/14	2017/18	2017/18
STONERWOOD VIEW	5	2013/14	2017/18	2017/18
SUNNYCREST	6	2013/14	2017/18	2017/18
TIR Y PWLL TERRACE	18	2013/14	2017/18	2017/18
ST PETERS CLOSE	11	2017/18	2017/18	2017/18
PANTSIDE UPPER	77	2014/15	2017/18	2017/18
CEFN COURT	2	2013/14	2017/18	2017/18
ELM COURT	6	2014/15	2017/18	2017/18
GLANSHON COURT	13	2013/14	2017/18	2017/18
LIME COURT	9	2014/15	2017/18	2017/18
LINDEN COURT	11	2013/14	2017/18	2017/18
OAK TREE COURT	12	2014/15	2017/18	2017/18
PENYCAEAU COURT	5	2014/15	2017/18	2017/18
ROSE COURT	8	2013/14	2017/18	2017/18
WILLOW COURT	11	2013/14	2017/18	2017/18
PENGAM	28	2015/16	2017/18	2017/18
BONT CLOSE	9	2015/16	2017/18	2017/18
ISLWYN CLOSE	19	2015/16	2017/18	2017/18
PENLLWYN LOWER	71	2016/17	2017/18	2017/18
AELYBRYN	1	2016/17	2017/18	2017/18
BELMONT	1	2016/17	2017/18	2017/18
BRYNGLAS AVENUE	20	2016/17	2017/18	2017/18
BRYNTEG AVENUE	33	2016/17	2017/18	2017/18
COED CAE DDU RD -PLEASANT VIEW	1	2016/17	2017/18	2017/18
GLAN ISLWYN	3	2016/17	2017/18	2017/18
HEBRON	1	2016/17	2017/18	2017/18
MANOR ROAD	8	2016/17	2017/18	2017/18
PENLLWYN TERRACE	3	2016/17	2017/18	2017/18
PENLLWYN UPPER	253	2018/19	2017/18	2018/19
BEECH AVENUE	4	2017/18	2017/18	2017/18
BEECH CROFT	2	2017/18	2017/18	2017/18
BROADMEAD	11	2017/18	2017/18	2017/18
EDGEHILL	8	2017/18	2017/18	2017/18
FLEUR DE LYS AVENUE	31	2017/18	2017/18	2017/18
HEOL TRELYN ROAD	16	2017/18	2017/18	2017/18
HIGHMEAD	36	2018/19	2017/18	2018/19
HILL VIEW	34	2018/19	2017/18	2018/19
LLANOVER AVENUE	10	2017/18	2017/18	2017/18
MYNYDDISLWYN CLOSE	15	2017/18	2017/18	2017/18
PENYMEAD	12	2017/18	2017/18	2017/18

RHYMNEY CLOSE	9	2017/18	2017/18	2017/18
RUSHMERE ROAD	2	2017/18	2017/18	2017/18
ST MARYS ROAD	21	2017/18	2017/18	2017/18
ST SANNANS ROAD	27	2017/18	2017/18	2017/18
THE GROVE	7	2017/18	2017/18	2017/18
TREOWEN AVENUE	8	2017/18	2017/18	2017/18
PENPEDAIRHEOL	8	2018/19	2018/19	2018/19
HENGOED ROAD	2	2018/19	2018/19	2018/19
OAKS END CLOSE	6	2018/19	2018/19	2018/19
PENTWYNMAWR	62	2017/18	2016/17	2017/18
CAERBRYN	16	2017/18	2016/17	2017/18
COED DUON VIEW	3	2017/18	2016/17	2017/18
EDMUND PLACE	6	2017/18	2016/17	2017/18
GLANBRYNNAR	4	2017/18	2016/17	2017/18
MAESGWYN	6	2017/18	2016/17	2017/18
MAESTEG	27	2018/19	2018/19	2018/19
PENYBRYN	4	2018/19	2018/19	2018/19
CYLLA STREET	2	2018/19	2018/19	2018/19
PENYBRYN TERRACE	2	2018/19	2018/19	2018/19
PENYRHEOL LOWER	167	2018/19	2018/19	2018/19
BRYNGLAS	42	2018/19	2017/18	2018/19
BRYNHEULOG	5	2018/19	2017/18	2018/19
BRYNTEG	12	2018/19	2017/18	2018/19
BRYNTIRION	3	2018/19	2017/18	2018/19
CAE GLAS	4	2018/19	2017/18	2018/19
GELLI DEG	20	2018/19	2017/18	2018/19
HEOL TIR COED	3	2018/19	2017/18	2018/19
HEOL TIR GIBBON	28	2018/19	2017/18	2018/19
MAES HIR	4	2018/19	2017/18	2018/19
PLEASANT PLACE	31	2018/19	2018/19	2018/19
RHIW FACH	4	2018/19	2017/18	2018/19
TROED-Y-BRYN	11	2018/19	2017/18	2018/19
PENYRHEOL UPPER	322	2018/19	2018/19	2018/19
CEFN Y LON	4	2018/19	2018/19	2018/19
GLAN FFRWD	32	2018/19	2018/19	2018/19
HEOL ANEURIN	67	2018/19	2018/19	2018/19
HEOL FAWR	18	2018/19	2018/19	2018/19
HEOL FER	1	2018/19	2018/19	2018/19
HEOL TIR BACH	7	2018/19	2018/19	2018/19
HEOL Y GOGLEDD	2	2018/19	2018/19	2018/19
PENTWYN	34	2018/19	2018/19	2018/19
PENYBRYN	66	2018/19	2018/19	2018/19
PENYGROES	32	2018/19	2018/19	2018/19
Y CILGANT	59	2018/19	2018/19	2018/19
PERSONDY	29	2015/16	2017/18	2017/18
ACACIA TERRACE	6	2015/16	2017/18	2017/18
LABURNUM TERRACE	2	2015/16	2017/18	2017/18
MAPLE TERRACE	2	2015/16	2017/18	2017/18
PERSONDY TERRACE	4	2015/16	2017/18	2017/18

SYCAMORE TERRACE	13	2015/16	2017/18	2017/18
YSTRAD TERRACE	2	2015/16	2017/18	2017/18
PHILLIPSTOWN	159	2019/20	2015/16	2019/20
CEFN RHYCHDIR ROAD	4	2019/20	2015/16	2019/20
CROFT STREET	6	2019/20	2015/16	2019/20
DAVALOG TERRACE	13	2019/20	2015/16	2019/20
DERLWYN STREET	18	2019/20	2015/16	2019/20
FARM TERRACE	2	2019/20	2015/16	2019/20
FERNHILL TERRACE	16	2019/20	2015/16	2019/20
FIELD TERRACE	6	2019/20	2015/16	2019/20
JONES STREET	43	2019/20	2015/16	2019/20
MEADOW TERRACE	15	2019/20	2015/16	2019/20
ORCHARD STREET	6	2019/20	2015/16	2019/20
PENRHYN TERRACE	6	2019/20	2015/16	2019/20
PRITCHARDS TERRACE	21	2019/20	2015/16	2019/20
SOUTH VIEW ROAD	3	2019/20	2015/16	2019/20
PONTLOTTYN	231	2015/16	2018/19	2018/19
BOARD STREET	9	2015/16	2018/19	2018/19
BRYNGLAS	20	2015/16	2018/19	2018/19
BRYNHYFRYD	67	2015/16	2018/19	2018/19
CHAPEL STREET	4	2015/16	2018/19	2018/19
DANYGRAIG	31	2015/16	2018/19	2018/19
FARM ROAD	15	2015/16	2018/19	2018/19
HEOL EVAN WYNNE	5	2015/16	2018/19	2018/19
HEOL Y WAUN	6	2015/16	2018/19	2018/19
HIGH STREET	7	2015/16	2018/19	2018/19
HILL ROAD	5	2015/16	2018/19	2018/19
MERCHANT STREET	3	2015/16	2018/19	2018/19
MOUNT STREET	12	2015/16	2018/19	2018/19
QUEEN STREET	9	2015/16	2018/19	2018/19
RIVER ROAD	8	2015/16	2018/19	2018/19
SOUTHEND TERRACE	2	2015/16	2018/19	2018/19
SUNNYVIEW	13	2015/16	2018/19	2018/19
UNION STREET	5	2015/16	2018/19	2018/19
WINE STREET	10	2015/16	2018/19	2018/19
PONTYMISTER	50	2018/19	2017/18	2018/19
FIELDS ROAD	10	2018/19	2017/18	2018/19
HILL STREET	2	2018/19	2017/18	2018/19
MEADOW CRESCENT	2	2018/19	2017/18	2018/19
NEWPORT ROAD	17	2018/19	2017/18	2018/19
SPRINGFIELD ROAD	30	2018/19	2017/18	2018/19
TANYBRYN	13	2018/19	2017/18	2018/19
TY ISAF CRESCENT	5	2018/19	2017/18	2018/19
TY ISAF PARK AVENUE	30	2018/19	2017/18	2018/19
TY ISAF PARK CIRCLE	4	2018/19	2017/18	2018/19
TY ISAF PARK CRESCENT	3	2018/19	2017/18	2018/19
TY ISAF PARK ROAD	22	2018/19	2017/18	2018/19
TY ISAF PARK VILLAS	5	2018/19	2017/18	2018/19
TYNYCWM ROAD	7	2018/19	2017/18	2018/19

TY ISAF COMPLEX	12	2019/20	2019/20	2019/20
PONTYWAUN	19	2018/19	2017/18	2018/19
GARDEN SUBURBS	18	2018/19	2017/18	2018/19
NORTH ROAD	1	2018/19	2017/18	2018/19
<i>CASTLE CLOSE</i>	<i>15</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
<i>CASTLE COURT</i>	<i>41</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
PORSET PARK	179	2018/19	2018/19	2018/19
CLOS GUTO	7	2018/19	2018/19	2018/19
COED CAE	43	2018/19	2018/19	2018/19
COED MAIN	35	2017/18	2018/19	2018/19
COED PWLL	29	2018/19	2018/19	2018/19
GWAUN NEWYDD	46	2018/19	2018/19	2018/19
LON YR ODYN	19	2018/19	2018/19	2018/19
PWLLYPANT	38	2013/14	2017/18	2017/18
CASTLE VIEW	7	2013/14	2017/18	2017/18
CENTRAL STREET	26	2013/14	2017/18	2017/18
MOUNTAIN VIEW	2	2013/14	2017/18	2017/18
NEW STREET	3	2013/14	2017/18	2017/18
RHYMNEY NORTH	394	2014/15	2017/18	2017/18
ANEURIN TERRACE	10	2013/14	2017/18	2017/18
BRYN CARNO	38	2014/15	2017/18	2017/18
GLAN YR AFON	28	2012/13	2017/18	2017/18
GLANYNANT	24	2014/15	2017/18	2017/18
GOLWG Y MYNYDD	19	2014/15	2017/18	2017/18
HEOL UCHAF	12	2013/14	2017/18	2017/18
HEOLYTWYN	24	2013/14	2017/18	2017/18
HIGH STREET	1	2014/15	2017/18	2017/18
ISFRYN	19	2014/15	2017/18	2017/18
LOWER ROW	1	2014/15	2017/18	2017/18
PENYDRE	32	2014/15	2017/18	2017/18
PHILLIPS WALK	50	2014/15	2017/18	2017/18
ROWAN PLACE	64	2014/15	2014/15	2014/15
TWYN CARNO	2	2014/15	2017/18	2017/18
TY COCH	70	2014/15	2017/18	2017/18
RHYMNEY SOUTH	443	2014/15	2019/20	2019/20
BEULAH STREET	2	2014/15	2019/20	2019/20
BROOKFIELD AVENUE	12	2014/15	2019/20	2019/20
BRYNHYFRYD	10	2014/15	2019/20	2019/20
DUFFRYN VIEW	13	2014/15	2019/20	2019/20
EGLWYS FAN	15	2014/15	2019/20	2019/20
FORGE CRESCENT	12	2014/15	2019/20	2019/20
GARDEN CITY	5	2012/13	2019/20	2019/20
HAFODYMYNYDD	28	2013/14	2019/20	2019/20
HAVARDS ROW	20	2014/15	2019/20	2019/20
IDRIS DAVIES PLACE	12	2012/13	2019/20	2019/20
JENKINS ROW	3	2014/15	2019/20	2019/20
MAERDY VIEW	52	2014/15	2019/20	2019/20
MAES YR HAF	3	2012/13	2019/20	2019/20
MOUNTBATTEN	10	2014/15	2019/20	2019/20

NURSERY CRESCENT	31	2012/13	2019/20	2019/20
PLANTATION TERRACE	14	2014/15	2019/20	2019/20
RAMSDEN STREET	9	2014/15	2019/20	2019/20
ST CLARES	32	2013/14	2017/18	2017/18
SUNNYHILL	12	2012/13	2019/20	2019/20
TANYBRYN	121	2012/13	2019/20	2019/20
THOMAS FIELDS	6	2014/15	2019/20	2019/20
WELLINGTON WAY	21	2012/13	2019/20	2019/20
RISCA	101	2018/19	2017/18	2018/19
CLYDE STREET	27	2018/19	2017/18	2018/19
CRESCENT ROAD	8	2018/19	2017/18	2018/19
CROMWELL ROAD	10	2018/19	2017/18	2018/19
CROMWELL ROAD BUNGALOWS	10	2018/19	2017/18	2018/19
DANYGRAIG BUNGALOWS	5	2018/19	2017/18	2018/19
EXCHANGE ROAD	3	2018/19	2017/18	2018/19
FERNLEA	14	2018/19	2017/18	2018/19
GROVE ROAD	15	2018/19	2017/18	2018/19
RAGLAN STREET	9	2018/19	2017/18	2018/19
<i>ST MARYS COURT</i>	<i>33</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
<i>BRITANNIA CLOSE</i>	<i>30</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
RUDRY	15	2017/18	2018/19	2018/19
EDWARD THOMAS CLOSE	10	2017/18	2018/19	2018/19
GARTH LANE	1	2017/18	2018/19	2018/19
PENTWYNGWYN	2	2017/18	2018/19	2018/19
STARBUCK STREET	2	2017/18	2018/19	2018/19
SENGHENYDD	118	2014/15	2017/18	2017/18
ALEXANDER TERRACE	2	2013/14	2017/18	2017/18
CENYDD TERRACE	2	2014/15	2017/18	2017/18
COMMERCIAL STREET	6	2013/14	2017/18	2017/18
HIGH STREET	4	2013/14	2017/18	2017/18
PARC COTTAGES	8	2013/14	2017/18	2017/18
PLAS CWM PARC	59	2014/15	2017/18	2017/18
STATION TERRACE	1	2013/14	2017/18	2017/18
TAN Y BRYN TERRACE	36	2013/14	2017/18	2017/18
SPRINGFIELD	220	2016/17	2015/16	2016/17
ALDER RISE	6	2016/17	2015/16	2016/17
BROOK LANE	1	2016/17	2015/16	2016/17
BROOKFIELD ROAD	34	2016/17	2015/16	2016/17
CWMALSIE CRESCENT	5	2016/17	2015/16	2016/17
CWMDRAW COURT	8	2016/17	2015/16	2016/17
HIGHLAND CRESCENT	5	2016/17	2015/16	2016/17
LEA COURT	1	2016/17	2015/16	2016/17
MEADOW ROAD	32	2016/17	2015/16	2016/17
MILL ROAD	18	2016/17	2015/16	2016/17
MILLBROOK ROAD	35	2016/17	2015/16	2016/17
MUSSELWHITE COURT	14	2016/17	2015/16	2016/17
OAKFIELD	3	2016/17	2015/16	2016/17
ORCHARD COURT	3	2016/17	2015/16	2016/17
PEMBREY GARDENS	11	2016/17	2015/16	2016/17

SIRHOWY VIEW	16	2016/17	2015/16	2016/17
SPRINGFIELD COURT	3	2016/17	2015/16	2016/17
UPLAND ROAD	10	2016/17	2015/16	2016/17
WARREN COURT	2	2016/17	2015/16	2016/17
WOODLAND ROAD	13	2016/17	2015/16	2016/17
<i>YNYSWEN</i>	<i>19</i>	<i>2025</i>	<i>2025</i>	<i>2025</i>
THOMASVILLE	31	2013/14	2018/19	2018/19
THOMASVILLE	31	2013/14	2018/19	2018/19
TIRPHIL	39	2016/17	2018/19	2018/19
BIRCHGROVE	23	2016/17	2018/19	2018/19
CEFN Y MYNYDD	16	2016/17	2018/19	2018/19
TIRYBERTH	44	2015/16	2018/19	2018/19
CHURCHFIELD CLOSE	30	2015/16	2018/19	2018/19
ORCHID CLOSE	14	2015/16	2018/19	2018/19
TRAPWELL	10	2017/18	2018/19	2018/19
TRAPWELL	10	2017/18	2018/19	2018/19
TRECENYDD	201	2014/15	2017/18	2017/18
EAST AVENUE	17	2014/15	2017/18	2017/18
FIRST AVENUE	42	2014/15	2017/18	2017/18
GRANGE CLOSE	33	2014/15	2017/18	2017/18
HEOL FACH	2	2014/15	2017/18	2017/18
PEN Y FFORDD	3	2014/15	2017/18	2017/18
SECOND AVENUE	30	2014/15	2017/18	2017/18
TEGFAN	12	2014/15	2017/18	2017/18
THE CRESCENT	30	2014/15	2017/18	2017/18
THIRD AVENUE	23	2014/15	2017/18	2017/18
WEST AVENUE	9	2014/15	2017/18	2017/18
TRELYN UPPER	79	2014/15	2017/18	2017/18
ADELAIDE COURT	10	2014/15	2017/18	2017/18
BRISBANE COURT	13	2014/15	2017/18	2017/18
CWRT Y WAUN	14	2014/15	2017/18	2017/18
MELBOURNE COURT	14	2014/15	2017/18	2017/18
PERTH COURT	15	2014/15	2017/18	2017/18
SYDNEY COURT	13	2014/15	2017/18	2017/18
TREOWEN	11	2017/18	2019/20	2019/20
AEL Y BRYN TERRACE	5	2017/18	2019/20	2019/20
BRYNDERI TERRACE	2	2017/18	2019/20	2019/20
PARRY TERRACE	1	2017/18	2019/20	2019/20
PENYLAN TERRACE	3	2017/18	2019/20	2019/20
TRETHOMAS	143	2018/19	2018/19	2018/19
AELYBRYN	18	2015/16	2018/19	2018/19
ASHGROVE	2	2015/16	2018/19	2018/19
BEVAN CLOSE	17	2015/16	2018/19	2018/19
BEVAN RISE	8	2015/16	2018/19	2018/19
BIRCHGROVE	2	2015/16	2018/19	2018/19
BRYN Y FRAN AVENUE	12	2015/16	2018/19	2018/19
GROVE ESTATE	62	2018/19	2018/19	2018/19
HAZEL GROVE	4	2015/16	2018/19	2018/19
NAVIGATION STREET	3	2015/16	2018/19	2018/19

REDBROOK AVENUE	4	2015/16	2018/19	2018/19
STANDARD STREET	3	2015/16	2018/19	2018/19
THE BRYN	7	2015/16	2018/19	2018/19
UPPER GLYN GWYN STREET	1	2015/16	2018/19	2018/19
TRINANT	240	2017/18	2018/19	2018/19
BELVEDERE CLOSE	12	2017/18	2018/19	2018/19
CEDAR ROAD	11	2017/18	2018/19	2018/19
CHARLES STREET	3	2017/18	2018/19	2018/19
CONWAY ROAD	21	2017/18	2018/19	2018/19
HOREB COURT	20	2017/18	2018/19	2018/19
LLANERCH ROAD	27	2017/18	2018/19	2018/19
MARSHFIELD ROAD	6	2017/18	2018/19	2018/19
OSBOURNE ROAD	4	2017/18	2018/19	2018/19
PENTWYN TERRACE	12	2017/18	2018/19	2018/19
PENYFAN CLOSE	6	2017/18	2018/19	2018/19
PENYWAUN ROAD	23	2017/18	2018/19	2018/19
PHILIP STREET	11	2017/18	2018/19	2018/19
PRINCE ANDREW ROAD	11	2017/18	2018/19	2018/19
PRINCESS CRESCENT	18	2017/18	2018/19	2018/19
THORNLEIGH ROAD	2	2017/18	2018/19	2018/19
TRINANT TERRACE	49	2017/18	2018/19	2018/19
VALLEY VIEW	4	2017/18	2018/19	2018/19
TWYN GARDENS	37	2016/17	2018/19	2018/19
TWYN GARDENS	37	2016/17	2018/19	2018/19
TY ISAF	7	2014/15	2016/17	2016/17
TY ISAF BUNGALOWS	7	2014/15	2016/17	2016/17
TY NANT	29	2013/14	2018/19	2018/19
TY NANT	29	2013/14	2018/19	2018/19
TY-SIGN LOWER	153	2019/20	2019/20	2019/20
CHANNEL VIEW	35	2017/18	2019/20	2019/20
CHARTIST COURT	9	2017/18	2019/20	2019/20
HAFOD Y BRYN	29	2019/20	2019/20	2019/20
ISLWYN COURT	6	2017/18	2019/20	2019/20
MACHEN CLOSE	4	2017/18	2019/20	2019/20
MAPLE AVENUE	7	2017/18	2019/20	2019/20
SEVERN CLOSE	12	2017/18	2019/20	2019/20
SYCAMORE CRESCENT	8	2017/18	2019/20	2019/20
THISTLE WAY	2	2017/18	2019/20	2019/20
WOODVIEW CRESCENT	22	2017/18	2019/20	2019/20
WOODVIEW ROAD	19	2017/18	2019/20	2019/20
TY-SIGN UPPER	304	2016/17	2018/19	2018/19
ALMOND AVENUE	19	2016/17	2018/19	2018/19
ASTER CLOSE	5	2016/17	2018/19	2018/19
BIRCH GROVE	3	2016/17	2018/19	2018/19
ELM DRIVE	78	2015/16	2018/19	2018/19
FAIRVIEW AVENUE	17	2016/17	2018/19	2018/19
FORSYTHIA CLOSE	31	2016/17	2018/19	2018/19
HOLLY ROAD	83	2016/17	2018/19	2018/19
MANOR COURT	4	2016/17	2018/19	2018/19

MANOR WAY	64	2016/17	2018/19	2018/19
WATTSVILLE	49	2018/19	2018/19	2018/19
ISLWYN ROAD	28	2015/16	2017/18	2017/18
WOODLAND VIEW	21	2018/19	2018/19	2018/19
WAUNFACH	17	2018/19	2017/18	2018/19
WAUNFACH STREET	1	2018/19	2017/18	2018/19
WAUNFACH STREET FLATS	16	2018/19	2017/18	2018/19
WESTEND	12	2015/16	2017/18	2017/18
RAILWAY TERRACE	11	2015/16	2017/18	2017/18
TROEDYRHIW	1	2015/16	2017/18	2017/18
YNYSDDU-CWMFELINFACH	41	2018/19	2015/16	2018/19
CRAIG Y DON BUNGALOW	1	2018/19	2015/16	2018/19
GRAIG VIEW	8	2018/19	2015/16	2018/19
HIGH STREET	5	2018/19	2015/16	2018/19
ISLWYN CLOSE	6	2018/19	2015/16	2018/19
JOHN STREET	1	2018/19	2015/16	2018/19
ROSE VILLA BUNGALOW	1	2018/19	2015/16	2018/19
ALEXANDRA COURT	19	2019/20	2019/20	2019/20
YSTRAD MYNACH	48	2014/15	2018/19	2018/19
BRYNMYNACH AVENUE	11	2014/15	2018/19	2018/19
CENTRAL STREET	1	2014/15	2018/19	2018/19
COED YR HAF	12	2014/15	2018/19	2018/19
EDWARD STREET	1	2014/15	2018/19	2018/19
GRIFFITHS STREET	2	2014/15	2018/19	2018/19
HILL STREET	6	2014/15	2018/19	2018/19
PANTYCELYN STREET	15	2014/15	2018/19	2018/19
Grand Total	10802	2019/20	2019/20	2019/20

SHELTERED HOUSING PROGRAMME

2017/2018

Ty Bedwellty (26 units)	- Under one roof.
Palmer Place/Gibbs Close (39 units)	- Self contained lounge, separate 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 & communal.
Waun Rhydd (32 units)	- Bungalows & flats with communal
Glyn Syfi (33 units)	- Bungalows with separate communal
St Clares (33 units)	- Bungalows with communal.
Glynderw (33 units)	- Bungalows with communal
The Willows (30 units)	- Bungalows with 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 and communal
Oaklands (32 units)	- Bungalows & communal
St Gwladys (22 units)	- Under one roof & 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 Close (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



POLICY AND RESOURCES SCRUTINY COMMITTEE – 27TH FEBRUARY 2018

SUBJECT: OUTCOMES OF THE WHQS CROSS PARTY WORKING GROUP

REPORT BY: DIRECTOR OF SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To provide feedback to members of the Policy & Resources Scrutiny Committee on the outcomes and conclusions made by the WHQS Cross Party Working Group, following the review of the Wales Audit Office report and in particular progress made against the recommendations included within the report on the Council's delivery of the WHQS programme.

2. SUMMARY

- 2.1 Following presentation of the WAO report on the Council's arrangements to deliver the WHQS by 2020, members of the Policy & Resources Scrutiny Committee agreed to establish a Cross Party working Group.
- 2.2 The purpose of the group is to focus on the progress being made to address the recommendations made within the WAO report and make a judgement on whether the completion of the WHQS programme by 2020 is achievable.
- 2.3 An Action Plan was developed which set out how the recommendations would be addressed and additional information was provided to the Cross Party Working Group to assist with their assessment of the progress being made.
- 2.4 Following comments made by members of the Cross Party Working Group, the Action Plan has been amended and a revised version attached as Appendix 1 to this report.
- 2.5 Overall members were satisfied that considerable progress had been made since the WAO review, which now put the Council in a better position to deliver the programme by 2020, although accepted that this was still a significant challenge and requires ongoing scrutiny.

3. LINKS TO STRATEGY

- 3.1 This report links to the Single Integrated Plan 2013-2017 priority to "improve standards of housing and communities giving appropriate access to services across the county borough".
- 3.2 Improving Lives and Communities: Homes in Wales 2010 which sets out the national context on meeting housing need, homelessness and housing related support services.
- 3.3 The National Housing Strategy 'better homes for people in Wales' sets out the Welsh Government's vision 'We want everyone in Wales to have the opportunity to live in good

quality, affordable housing’

- 3.4 Corporate Plan 2016/17 sets out the Corporate Priorities which includes ‘invest in our council homes and their communities to transform lives’.
- 3.5 This report links most closely to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016:
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities.

4. THE REPORT

- 4.1 As part of the 2016/17 performance audit plan, the WAO, during March and April 2017, undertook a review of the Council’s arrangements to deliver the WHQS by 2020. WAO sought to answer the question “*does the Council have effective arrangements in place to enable it to meet the WHQS by 2020?*”.
- 4.2 The Wales Audit Office presented their report to Policy & Resources Scrutiny Committee on the 14th November 2017 and set out the recommendations made within the report.
- 4.3 Following detailed debate members subsequently agreed that a Cross Party Working Group should be established to review the recommendations and progress made in more detail.

5. RECOMMENDATION 1

- 5.1 The first meeting of the Cross Party Working Group was held on the 5th December 2017 and focussed on Review Recommendation 1:-
- By September 2017 develop a comprehensive, overarching, financial and operational programme, setting out how the Council will achieve WHQS by 2020.*
- 5.2 Officers provided more detailed evidence in support of the progress made against Recommendation 1 and this is attached as Appendix 2.
- 5.3 Officers provided copies of the revised WHQS programme and were challenged on how this had been created as members noted the concerns raised by the Wales Audit Office.
- 5.4 Reference was made to the supporting papers and the fact that due to improved survey information, combined with more accurate costs to replace previous Savill’s estimates, the revised programme satisfies Recommendation 1 by providing a comprehensive, overarching, financial and operational programme that sets out how the Council will achieve WHQS by 2020.
- 5.5 Members queried progress on the environmental programme and requested that an update report be presented to Caerphilly Homes Task Group and Policy & Resources Scrutiny Committee. A report has subsequently been scheduled for the CHTG
- 5.6 Members also requested that the Action Plan be updated to show current status with objectives going forward and target completion dates (Appendix 1).
- 5.7 Members were satisfied with the current position and progress made on Action point 1a:-

- 5.8 Members noted that progress was being made in relation to Action point 2 – to undertake an independent benchmarking exercise in relation to the single source supply arrangement to assess value for money. Target completion for March 2018.
- 5.9 The Cross Party Working Group suggested that Action point 3 be amended so that value for money is “ensured” rather than “considered”. The group also agreed that value for money needs to consider quality and performance as well as cost and noted that tenants were extremely supportive of the in-house workforce. Members noted the favourable performance of the in house team in the customer satisfaction surveys. The tenant representative agreed to compile a letter in support of the in-house workforce which they suggested be shared with the Policy & Resources Scrutiny Committee and thereafter the Wales Audit Office.
- 5.10 Members accepted that the Dynamic Purchasing System was implemented at the time of the WAO Review and that this was proving to be very successful and was also acting as a contingency for works throughout the borough.
- 5.11 Action 5 has been amended to reflect comments made by members that officers should deliver best value for money rather than “attempt”.
- 5.12 In relation to Recommendation 1b officers provided members with the revised WHQS programme in draft as an example of the information that was proposed to be made available to all members and tenants. The deadline to complete this recommendation is March 2018 and it is intended that the information will be made available on-line as well as circulated in hard copy form.
- 5.13 A high level WHQS Performance scorecard was also shared with members which could be used to track performance across a range of disciplines including internal/external completions, full compliance, finance and customer satisfaction.
- 5.14 Members requested that the Action Plan be amended to reflect that the performance information would be updated in a timely way for ongoing monitoring and checking purposes.
- 5.15 The Cross Party Working Group also suggested that Action point 5, under Recommendation 1c, be amended to emphasise the fact that “experienced” in-house resources are being utilised to support the programme.

6. RECOMMENDATION 2

- 6.1 The second meeting of the Cross Party Working Group was held on the 11th January 2018 to review Recommendation 2:-

Assure itself that the Council is meeting its statutory landlord responsibilities in relation to gas servicing

- *All properties have a valid gas safety certificate in place, or are having the Council’s non-compliance arrangements applied to them fully and,*
 - *Arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.*
- 6.2 Officers provided members of the Cross Party Working Group with an update and written supporting information in relation to progress made against Recommendation 2 and 2a (Appendix 3).
- 6.3 At the time of the meeting on the 11th January 2018, performance for gas servicing had improved from 98% to 99.71% and all actions listed on the Action Plan in relation to this recommendation had been completed. Members noted the forced entry policy is a “last

resort" and agreed the policy was in part responsible for the upturn in gas servicing (as evidenced above).

- 6.4 Members of the Cross Party Working Group were satisfied with the progress made, but asked that consideration be given to vulnerable tenants and that any required support was provided. Officers confirmed that support for vulnerable households was included within the no access procedure; members were supplied with a copy of the procedure outlining the steps taken to support vulnerable people.
- 6.5 Having reviewed the Actions completed in relation to Recommendation 2a, Cross Party Working Group members were satisfied with the progress made.

7. RECOMMENDATION 3

- 7.1 The meeting of the Cross Party Working Group on the 11th January 2018 also considered progress against Recommendation 3:-

Ensure the Council has sufficient project management capacity to deliver the WHQS programme by 2020.

- 7.2 Officers provided members with an update and supporting evidence in relation to the progress made against Recommendation 3 (Appendix 4).
- 7.3 Members of the Cross Party Working Group were satisfied with the progress made against this recommendation and in particular the support being provided by other service areas within the Council.
- 7.4 Officers were questioned on the use of agency workers, but it was explained that this was necessary due to market conditions and also provided flexibility as the workforce would be required to reduce post 2020. Members asked further questions on the capability of agency workers to undertake the tasks. The Chief Housing Officer was confident the work undertaken by agency staff was very good and cost effective.

8. CONCLUSIONS

- 8.1 Members of the Cross Party Working Group requested a number of amendments be made to the Action Plan and these have been implemented and indicated in red within Appendix 1.
- 8.2 Members requested that a progress report on the environmental programme be presented to the Caerphilly Homes Task Group and Policy and Resources Scrutiny Committee.
- 8.3 Members requested that accurate and timely performance data is provided to ensure progress can be monitored and checked on a regular basis.
- 8.4 The Cross Party Working Group challenged officers in detail on the progress made against each recommendation and although some amendments have been made to the Action Plan and additional assurances provided as detailed within this report, overall members were satisfied with progress.
- 8.5 The Cross Party Working Group suggested that the chair of Policy & Resources Scrutiny Committee writes to the WAO to make them aware of the progress and conclusions made.
- 8.6 The Cross Party Working Group agreed that tenants should provide a letter of support in relation to the in-house workforce.
- 8.7 Members of the Cross Party Working Group requested that site visits be arranged for Policy &

Resources Scrutiny Committee members to see the standard and extent of work being delivered as part of the WHQS programme.

- 8.8 It was acknowledged that the Cross Party Working Group had made a positive contribution to the scrutiny of the Council's progress regarding the recommendations of the WAO review report and the Chair thanked all members, tenant representatives and officers who took part in the meetings and contributed to the outcomes reached.

9. WELL-BEING OF FUTURE GENERATIONS

- 9.1 The report outlines the contribution made towards the Well-being Goals as set out in the Links to Strategy section above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that our processes have been developed in collaboration with Welsh Government and the local authority's housing partners, taking a long term approach to the development needs of the county borough. The programme itself assists the prevention agenda being delivered by our Homelessness Team and the affordable housing programme delivery plan integrates the work of the local authority alongside the work of the Housing Associations who themselves have similar aims.

10. EQUALITIES IMPLICATIONS

- 10.1 An EIA screening has been completed in accordance with the Council's Strategic Equality Plan and supplementary guidance. No potential for unlawful discrimination and/or low level or minor negative impact has been identified; therefore a full EIA has not been carried out.

11. FINANCIAL IMPLICATIONS

- 11.1 Following the exercise to replace Savill's estimated costs with more accurate costs based on tender submissions, completed contracts and advanced survey information, the business plan has been reviewed. This has resulted in projected costs increasing by £10M, however the business plan continues to be financially viable and well within our borrowing cap level.

12. PERSONNEL IMPLICATIONS

- 12.1 A business case for additional resources has been approved by CMT which allows flexibility to recruit additional resources to meet the changing demands of the programme. The recruitment of a Technical Officer to address the specific concerns raised in relation to the management of asbestos is being progressed. Generic job descriptions have also been developed to provide increased flexibility of resources across the team.

13. CONSULTATIONS

- 13.1 The report reflects any views of the consultees.

14. RECOMMENDATIONS

- 14.1 This report is for information and provides members of Policy & Resources Scrutiny Committee with the outcomes and conclusions of the WHQS Cross Party Working Group following a review of progress made against each of the recommendations made in the Wales Audit Office report.

12. REASONS FOR THE RECOMMENDATIONS

- 12.1 To ensure that members of the Policy & Resources Scrutiny Committee are aware of the review work undertaken by the WHQS Cross Party Working Group on the report submitted by the WAO.

13 STATUTORY POWER

- 13.1 Local Government Acts 1972 and 2003.

Author: Shaun Couzens, Chief Housing Officer
(Tel: 01495 235314/01443 864208/Email: couzens@caerphilly.gov.uk)

Consultees:

Cllr Lisa Phipps	- Cabinet Member for Home and Places
Cllr James Pritchard	- Chair WHQS Cross Party Working Group
Dave Street	- Corporate Director of Social Services & Housing
Cllr Mike Adams	- WHQS Cross Party Working Group Member
Cllr Kevin Etheridge	- WHQS Cross Party Working Group Member
Cllr Gez Kirby	- WHQS Cross Party Working Group Member
Cllr Colin Mann	- WHQS Cross Party Working Group Member
Cllr John Ridgewell	- WHQS Cross Party Working Group Member
Cllr Royston Saralis	- WHQS Cross Party Working Group Member
Cllr Lyndsay Whittle	- WHQS Cross Party Working Group Member
Dianne Moore	- WHQS Cross Party Working Group Tenant Representative
Sandra Jones	- WHQS Cross Party Working Group Tenant Representative
Marcus Lloyd	- WHQS and Infrastructure Strategy Manager
Steven Harris	- Interim Head of Corporate Finance
Elizabeth Lucas	- Head of Procurement
Alan Edmunds	- WHQS Project Manager
Steve Greedy	- WHQS Project Manager
Colin Roden	- WHQS Project Manager
Kath Webb	- Relationship Manager
Rhys Lewis	- Systems and Performance Manager

Appendices:

Appendix 1 – Action Plan

Appendix 2 – WHQS Cross Party Working Group Briefing Notes – 5 December 2018

Appendix 3 – WHQS Cross Party Working Group Briefing Notes – 11 January 2018

(Recommendations 2 and 2a)

Appendix 4 – WHQS Cross Party Working Group Briefing Notes – 11 January 2018

(Recommendation 3)

WALES AUDIT OFFICE WHQS REVIEW – ACTION PLAN – AUGUST 2017

Recommendations	Actions	Owner	Progress/ Due Date
<p>Recommendation 1</p> <p>Develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.</p>	<ol style="list-style-type: none"> 1. Ensure that the Keystone Asset Database provides up to date survey information. 2. Review projected programme costs by replacing Savill's estimates with more accurate actual costs based on recently completed contract information. 3. Amend existing programme in order to reflect communities where work has been completed, is currently ongoing or is planned. Programme to also incorporate a breakdown of the communities to clarify which streets are included. 4. Ensure adequate resources to enable surveys to be completed at the earliest opportunity in order to better inform future investment requirements and budget forecasting. 	<p>MRL</p> <p>LA</p> <p>MRL</p> <p>MRL</p>	<p>Sept 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>Ongoing</p>
<p>Recommendation 1a</p> <p>Review procurement arrangements to ensure value for money.</p>	<ol style="list-style-type: none"> 1. Ensure adequate procurement arrangements are in place to cover all aspects of the programme. 2. Undertake an independent benchmarking exercise in relation to the single source supply arrangement to assess value for money. 3. Undertake an exercise to compare costs of the in-house workforce to those of external contractors, whilst also considering ensuring quality and performance to determine value for money. 	<p>MRL</p> <p>KRW</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>March 2018</p> <p>March 2018</p>

	<p>4. Introduce a flexible Dynamic Purchasing System for the external works in the lower Rhymney valley, whilst also providing options to deliver contracts for internal and external works throughout the borough.</p> <p>5. Contracts for internal works are in place until 2020 and were procured in open competition. External work packages are tendered individually from existing frameworks and more recently the D.P.S. Tenders are evaluated on receipt and if deemed to be uncompetitive, the work is re-tendered in an attempt to deliver improved value for money.</p>	MRL	April 2017/ Completed
		MRL	Ongoing
<p>Recommendation 1b</p> <p>Provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates.</p>	<p>1. Review existing programme information being provided to members and tenants and amend this to ensure it is accurate, easily understood and timely.</p> <p>2. Review the way performance information is presented to all stakeholders to ensure that this provides a good overview on the progress of the overall programme and is easily understood and timely, to assist with ongoing monitoring.</p>	MRL	March 2018
		SC/MRL	Dec 2017/ Completed
<p>Recommendation 1c</p> <p>Secure the resources needed to deliver the programme by 2020.</p>	<p>1. Business case approved for the appointment of additional staff and operatives to support the in-house team in view of the additional work they will be undertaking to deliver WHQS works to our sheltered housing schemes.</p> <p>2. Business case approved for the appointment of Surveyors/Clerks of Works to support the delivery of the external works programme following the implementation of the DPS.</p> <p>3. Use of agency workers ongoing to supplement directly employed staff as workforce will need to reduce post 2020.</p>	MRL	April 2017/ Completed
		MRL	April 2017/ Completed
		MRL	Ongoing

	<p>4. Introduction of DPS has provided an additional pool of contractors to deliver all aspects of the programme and to act as a contingency in case any issues are encountered with existing contracts.</p> <p>5. Use of other experienced in-house teams, both within and outside Caerphilly Homes, has been implemented to provide further assistance and resources for the delivery of the programme, e.g. Housing Repair Operations, Network Contracting Services, Highways Operations Group, Grounds Maintenance.</p> <p>6. Additional financial resources being sourced to assist with the delivery of the programme and to provide additional improvements to the housing stock and communities, e.g. ECO, Arbed, V.V.P.</p>	<p>MRL</p> <p>SC/MRL</p> <p>MRL/JRW</p>	<p>April 2017/ Completed</p> <p>Ongoing</p> <p>Ongoing</p>
<p>Recommendation 2</p> <p>Assure itself that the Council is meeting its statutory landlord responsibilities in relation to gas servicing.</p>	<p>1. The Council's performance in relation to gas servicing averages 98% which results in approximately 200 properties not having a valid gas safety certificate, which has been identified as an issue with no access. A review of the no access procedure has been undertaken.</p> <p>2. To improve compliance the gas servicing cycle will be changed to operate on a 10 month cycle rather than the existing 11 months.</p> <p>3. To reduce issues with no access, a charge will be introduced for tenants who fail to provide access at the appointment time.</p> <p>4. The timescales for issuing letters to tenants seeking access will be reduced and if required a Notice of Seeking Possession will be issued prior to the expiry of the gas certificate.</p> <p>5. Failure to provide access during the NOSP period will result in arrangements being made to force entry, with the tenant being provided with advanced notice of such action.</p>	<p>SC</p> <p>PS</p> <p>PS</p> <p>Housing Managers</p> <p>Housing Managers/ PS</p>	<p>July 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>August 2017/ Completed</p> <p>August 2017/ Completed</p> <p>Sept 2017/ Completed</p>

Gas

<p>Recommendation 2a</p> <p>Ensure that arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.</p>	<ol style="list-style-type: none"> 1. Review the accuracy and timeliness of asbestos information being recorded within the Keystone Asset Database. 2. Ensure that all relevant staff have access to asbestos records to ensure these are checked prior to commissioning surveys. 3. Submit a business case to appoint a Technical/Admin Officer to input surveys and cleanliness certificates into Keystone in a timely manner, and also act as a central point of contact. 	<p>PS</p> <p>PS</p> <p>PS</p>	<p>August 2017/ Completed</p> <p>Dec 2017/ Completed</p> <p>August 2017/ Completed</p>
<p>Recommendation 3</p> <p>Ensure the Council has sufficient project management capacity to deliver the WHQS programme by 2020.</p>	<ol style="list-style-type: none"> 1. Business case approved for the appointment of additional resources, allowing recruitment to take place as and when required. 2. Project management of the sheltered housing programme being carried out by the in-house team following consultation with tenants. 3. Project management of various aspects of the programme is being undertaken by other services to spread workload and maximise use of existing resources, e.g. work to leaseholder properties being managed by Private Sector Housing, WHQS work to voids and statutory maintenance being undertaken by Housing Repair Operations Team, environmental programme being progressed by utilising services of Grounds Maintenance, Highways Operations Group, Network Contracting Services. 4. A restructure of Caerphilly Homes to be undertaken to further improve integration and better align key functions with the aim of improving capacity to support the programme. 	<p>MRL</p> <p>MRL</p> <p>SC/MRL</p> <p>SC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

WHQS WORKING GROUP – 5 December 2017

WAO Recommendation 1

By September 2017 develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.

The programme should:-

Establish the full scope of investment needed in the Council's housing stock based on accurate, comprehensive and up to date stock condition information.

Background

In order to support the ballot for housing stock transfer back in 2012, the Council was required to develop a financial business plan to establish if the delivery of the WHQS programme was viable. In order to inform the business plan a stock condition survey was undertaken in compliance with WG guidance based on 15% of the stock.

Following the outcome of the ballot in February, 2012, consideration was given to commissioning a new 100% stock condition survey, but a decision was made not to progress this as delays would be incurred whilst the process was procured, and the cost was estimated to be in excess of £1m.

Whilst it is accepted that a full stock condition survey would have provided an indication on the extent of work required to each property, e.g. which require new kitchens, bathrooms, heating, this would not provide detailed information on the full scope of work for accurate financial projections, e.g. structural works, asbestos removal, kitchens designed to each individual tenant's needs, plastering, tiling. Also, if a stock condition survey had been progressed so early in the programme, the extent of work would very likely change over time due to the deterioration of elements and changing tenants' circumstances.

Current Position

For the reasons stated above surveys are being undertaken in-house which detail the full extent of works required which are then used to specify the scope of works into contract packages. These surveys are also completed in a more timely manner in advance of the works commencing, and this therefore improves the accuracy of survey information whilst also allowing for any tenancy changes.

The survey information has now been used to calculate projected costs, based on average rates previously obtained from competitive tenders. This has replaced previous projections which were based on Savill's estimated costs submitted with the original stock condition survey.

(L.A. to provide a summary of the process undertaken to establish more accurate costs)

These revised costs have been used to update the Housing Business Plan which has resulted in the overall investment increasing by approximately £11m. This increase cost however is still affordable, with our Business Plan continuing to be viable and well within our borrowing limits.

The survey information, revised costs, historical and projected contract progress has now been considered and used to inform a new comprehensive, overarching, financial and operational programme.

The programme sets out those communities where internal or external works have already been completed and also identifies the financial year that other communities are anticipated to benefit from internal and external works. These communities are further broken into individual contracts and each contract can then be broken down to display the streets that will be covered.

As a further check, each contract will be provided with an actual or estimated cost based on the more accurate average costs recently calculated. This again demonstrates that the programme continues to be affordable which further supports the business plan.

Whilst the programme also sets out the operational delivery of this major project, this continues to be closely monitored by officers to ensure the 2020 deadline is achievable.

For contract and delivery purposes and following tenant and Council approval, the programme is being progressed on the basis of external and internal works being undertaken separately.

Current Performance

The Council currently has a housing stock of 10,822 which includes all our sheltered housing schemes and members will be aware that the improvement of 6 schemes may be postponed until after 2020 for potential remodelling, subject to the outcome of feasibility studies. The following statistics however assume that that all schemes will be improved to WHQS until the outcome of the feasibility studies are known.

See attached breakdown.

Internal completions since the commencement of the programme, including the current year total 7,376. Our overall completion target to the end of 2017/18 is 8,372. Based on performance achieved since 15/16, completions are averaging 2,000 per year. Our projected completions for 18/19 are 1,754 and for 19/20, 696 which indicates that internal completions for 2020 is deliverable.

It is accepted that there will be annual slippage, but there is contingency within the final year of the programme to address this.

In relation to external works, this element of the programme did not commence until 2015/16. Progress has been slow with only 1,320 properties being completed by the end of March 2017. Since March there has been a stepped change in performance which has been aided by a new Dynamic Purchasing System. Completions for the current year stand at 2,123 which provides an overall total of 3,443. The anticipated completion target for 2017/18 is 4,329, for 2018/19 3,400 and for 2019/20, 3,093. The external programme is challenging but is achievable if we meet the target set for 2017/18.

See below:-

North

6	Contracts ongoing in the North	1219	Completed
8	Contracts completed in the North		
402	Properties ongoing in the current year		

East

11	Contracts ongoing in the East	1312	Completed
19	Contracts completed in the East		
529	Properties ongoing in the current year		

South

9	Contracts ongoing in the South	669	Completed
0	Contracts completed in the South		
696	Properties ongoing in the current year		

Private Sector Housing

13	Contracts ongoing	243	Completed
13	Contracts completed		
223	Properties ongoing in the current year		

1,850 Total ongoing

3,443 Total Completions

WHQS Cross Party Working Group

11 January 2018

Wales Audit Office WHQS Review

Recommendation 2

Assure it that the Council is meeting its statutory landlord responsibilities in relation to gas servicing by September 2017

Background

At the time of the Audit the Council's performance in relation to gas servicing averaged 98% resulting in approximately 200 properties not having a valid gas Landlord Safety Certificate (LSR)

Non compliance in this area was a result of no access. At the time of the audit the council believed that it was meeting its statutory responsibilities in relation to gas servicing.

Performance at the time fluctuated between 98% and 99% where we could evidence that all properties are visited with the intention of undertaking a service within the 12 month timescale.

The Gas Safety (Installation and Use) regulations 1998 state that landlords are expected to make all reasonable efforts to carry out the service which does not extend to forced entry. The Council has an agreed no access procedure in place and evidence recorded against each property to demonstrate what efforts that has been made. WAO officers were afforded the opportunity to view our systems and reports in detail but this was not pursued.

It is accepted that at the time of the review that there were 12 properties that were overdue their annual service by more than six months. In all cases, this was due to tenants failing to allow access, despite physical calls to the properties, cards being posted, letters delivered and telephone calls being made. In the event of continued access issues a lengthy court process was progressed via the relevant Area/Neighbourhood Housing Office to ensure access was gained.

Current Position

In accordance with this WAO recommendation, the existing Tenancy Management Procedure for staff has been reviewed in relation No Access for Annual/Bi Annual Servicing of Gas/Solid Fuel Heating Appliance where the following changes have now been implemented.

Once the Heating Contractor has failed to gain access to a property by following the New Heating Appointment and No Access Procedure for contractors (See attached Heating No

Access Procedure) the Tenancy Management Procedure for staff has now been amended which reduces the process from 3 letters and a visit by the Estate Management Officer (EMO) down to 1 letter which is the only letter now sent to the tenant by Housing Repair Operations (HRO) confirming an appointment date for the Heating Contractor to attend.

This letter explains that a recharge is payable (£28.81) if access is not made available to complete the heating service.

If access is not made available following the letter, the relevant Housing office will be contacted in order for the relevant EMO to check all records to establish if there are any exceptional circumstances that need to be considered and discussed with the A/NHM before moving onto the next stage of the procedure.

Once these checks have been completed the EMO will print off a Notice of Seeking Possession (Signed by A/NHM) in order to serve on the tenant or at the property via the letter box if the tenant is not at home.

During the 4 weeks that the NOSP is running a weekly letter will be sent to constantly remind the tenant that access is still required. However 14 days after the NOSP has been served HRO will send an APPOINT 1 letter by hand confirming a date when the heating engineer will be calling and the intension to force entry if access is not available when he calls to complete the service. The date of the forced entry visit must coincide with the expiry of the 12 month service and the NOSP

If force entry is required, the property will be accessed by a HRO trained locksmith and the service undertaken or the gas supply capped off at the meter if no gas supply is live in order to complete the service.

If at the time of calling the tenant is present at the property but still refuses to allow access to complete the service, HRO will prepare an AFFIDAVIT and instruct legal to commence proceedings for court action to take place.

Current Performance.

At the time of writing this briefing note performance on Gas Servicing is 99.71% compliant (and increasing).

To date we have completed 50 forced entries in order to complete the service/cap off the meter. We are also arranging to provide support to tenants where this is deemed necessary, including referrals to relevant services where medical or mental health issues are identified.

Recommendation 2a

Ensure that arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust by September 2017.

Background

At the time of the Audit officers were unaware of the issues being referred to in this item which states that Asbestos surveys of its housing stock are flawed.

The Council requested further information and evidence to support the statement That was being made, however to date this information has not been provided.

All works instructed to Council properties are accompanied with an Asbestos survey, if there are to be any intrusive works to the property. This is fully covered in all contractual arrangements and documents that the authority has in place for WHQS works.

Keystone (Asset management system) contains information relating to the commission of the survey and an electronic copy of all Asbestos survey documents, which is available to all Housing staff.

In accordance with this WAO recommendation a full review of the following Asbestos arrangements were undertaken to ensure continued compliance.

1. Review the accuracy and timeliness of asbestos information being recorded within the Keystone Asset Database.
2. Review to ensure that all relevant staff has access to asbestos records to ensure these are checked prior to commissioning surveys.

Current position

Asbestos documents are being received on a daily basis from external contractors and these were filed regularly. In June 2016 however the timeliness of filing of the documents lead to a delay in this process due to the fact the administration officer dedicated to the team had left the authority and was not replaced. These duties were then completed by asbestos officers within the team as and when they had time resulting in a number of delays in the timeliness of filing of the documents where very often information was placed in a temporary folder whilst awaiting to be entered into the Keystone data base.

Following the Audit report a business case was approved to re-appoint a dedicated Technical Administrator who would be responsible for uploading asbestos documents into Keystone and filing them correctly. This resource will also assist in preparing documentation for new survey contracts and also acts as an advocate for the housing surveyors when they are on site in order to provide asbestos survey information to avoid any unnecessary sampling taking place.

A new naming protocol has also been created to ensure that the files in the backup temporary folder are named in the same format that they are saved on Keystone. This protocol also dictates that document descriptions will be used more affectively on Keystone attachments and should make the searching for asbestos information clearer. This protocol is being followed with immediate affect and once the filing backlog has been cleared, the Asbestos Technical Assistant will work through all existing files to ensure that they are amended in accordance with it.

Current Performance

The new Asbestos Technical Assistant commenced his position on 21st November 2017. In this time he has completed his initial training and has so far filed 180 documents from our current backlog, in addition to the ongoing current filing he completes on a daily basis.

Currently there are 20101 asbestos documents on file for asbestos and a further 2823 documents waiting to be filed with an anticipated completion date of 31st January 2018.

These include survey reports, bulk sample certificates, waste notes and asbestos removal certificates.

Currently 10652 properties have an Asbestos Management Survey Report held within Keystone.

New Heating Appointment and No Access Procedure

This procedure is what is written within the new Service and Maintenance Contract, once this procedure has been carried out it will then enter the Caerphilly Councils tenancy Management procedure for servicing of gas /solid fuel central heating Appliances.

Appointments

The Contractor is required to arrange an appointment with the tenants of each property to gain access and complete the Landlord Safety check and Appliance Servicing requirements by the required deadline.

The Contractor is required to contact by telephone the tenant(s) of each property to arrange an appointment for the required Landlord Safety check and Appliance Service to be completed.

The Contractor shall as a minimum follow the process set out below when contacting tenants by telephone.

First Call Answered	Caller to explain who you are and that you are working on behalf of the Council and that a Landlord Safety check and Appliance Service of their HHWS is required. Give brief details of how long the work will take and if requested what will be involved.
Call Answered By Machine	Caller to explain who you are and that you are working on behalf of the Council and that a Landlord Safety check and Appliance Service of their HHWS is required. Leave your name and contact number (number must be charged at national geographic call rate or less) and ask that they call you back to make an appointment within two (2) days or an appointment will be allocated.
Call Not Answered	Proceed to second call – see below.
Incorrect Number	Contact the Council as soon as possible

A second call must be made the next working day after an initial unsuccessful call or a message has been left unless the tenant has already called back. The second call must be at a different time of day to the first attempt.

The Contractor shall offer the appointment slots set out in the table below in accordance with the Times and Days of work for this Contract.

Appointment	Appointment Time Slot
AM appointment	08:00 – 12:00 Hours
PM appointment	12:00 – 17:00 Hours

The Contractor shall attempt to make all appointments within five (5) working days of receipt of the Schedule of Safety Checks. Where the Contractor is unable to contact a tenant they shall notify the Council within five (5) working days of receipt of the Schedule of Safety Checks. The Council will attempt to source any alternative or updated contact details for tenants and issue these to the Contractor within two (2) working days. All exchanges of tenants' details will be via *Egress Switch*.

The Contractor shall attempt to make all remaining appointments within three (3) working days. Where the Contractor is unable to arrange an appointment by telephone they shall allocate an appropriate appointment slot accordingly.

The Contractor is to email to the Council a schedule which sets out the appointment time and date for each property that has been arranged or allocated. This schedule must include the property reference number, full property address and the appointment date and time.

The Contractor is required to confirm by bilingual (English and Welsh languages) letter to each property the date and time of the appointment arranged. Where the letter is sent via post it must be posted a minimum of five (5) working days prior to the appointment date. In addition to the appointment date and time, the letter shall also include as a minimum a telephone number (charged at national geographic call rate or less) for tenants to contact the Contractor in order to rearrange their appointment. The layout and specific content of such letters shall be agreed during the contract mobilisation period.

The Contractor is required to call the tenant using the relevant contact number thirty (30) minutes prior to arrival at the property to advise of their estimated arrival time.

In the case of empty properties (those currently untenanted) the Contractor is required to contact the Area Housing Office to make arrangements to gain access to the property in accordance with the above process. For such properties, the Contractor may be required to collect keys from an agreed location in order to gain access to the property. Moreover, confirmation of the appointment time shall be issued via email to the nominated Council officer instead of by letter to the property.

No Access

Where a Contractor is unable to gain access to a property they shall follow the No Access procedures as set out below.

No Access Procedure

Where the Contractor is unable to gain access to a property or site at the appointed time to deliver the required services or works they should return to the property or site and re-attempt to gain access after 30 minutes.

If on the second attempt the Contractor is still unable to gain access to a property or site they shall leave a bilingual (English and Welsh languages) card at the property or site which gives details of the access attempts and requests the tenant contact the Contractor to make a new appointment.

The bilingual card must include as a minimum the following:

- Date and time of the attempted visits;
- Date and time of the agreed appointment;
- Contractor Name, Logo and the name of the operative calling at the property.

- Contractor telephone number (charged at national rate) for tenants to make contact in order to rearrange the appointment.

If the tenant has not contacted the Contractor within five (5) working days of the attempted visit, the Contractor shall complete a Job Record Form detailing the time and date of the attempted visit and send this to the Council via email, this will then be input onto our system where we will start at the first letter stage.

WHQS Cross Party Working Group

11 January 2018

Wales Audit Office WHQS Review

Recommendation 3

Ensure it has sufficient project management capacity to deliver the Council's WHQS programme effectively by 2020.

Members have previously been advised of the procurement strategy that was originally adopted for the delivery of this major investment programme, which complied with strict procurement legislation, but with an aim to also support local business and to deliver community benefits on larger scale contracts, particularly the internal works and the supply partner arrangements.

It has also been reported that there were delays in establishing an arrangement for the external works in the lower Rhymney Valley area, as the original intention was that this work would be undertaken by our own in-house workforce. This was then impacted by the problems found at Rowan Place, Rhymney whereby agreement was reached that the in-house team would carry out the major improvements required as a whole house approach.

Although we had contract arrangements in place for external works in the north and east areas, due to the way the contracts were set up, there was no opportunity to utilise these arrangements for the south area. Subsequently a new Dynamic Purchasing System was progressed to not only provide a mechanism for inviting tenders for external works in the south, but the opportunity was also taken to ensure that this arrangement could be used borough wide for both internal and external works.

The DPS was in the process of being established at the time of the WAO review and was actually implemented in April, 2017. The arrangement has proved to be very successful with good progress now being made on the external works in the south area. This has contributed to the external works completions increasing from 1,300 properties at March 2017 to 3,500 properties currently.

We have three dedicated Project Managers in place, one managing the internal works programme, one managing the external works programme and another managing all work undertaken by the in-house team (internal, external and sheltered housing).

In order to assist with the project management of such a major investment programme, the use of resources is being maximised through improved integration within Caerphilly Homes following changes in the management structure last year and by also utilising the services of other departments within the Council, including Building Consultancy, Grounds Maintenance, Highways Operations Group and Network Contracting Services.

A business case has previously been approved which enables officers to proceed with the recruitment of additional resources without delay, either directly or via a recruitment agency. This allows resources to be brought into the programme as and when required to meet contractual demands, being mindful that post 2020, it is likely that resource levels will need to reduce.

Members will also recall that agreement was reached that the sheltered housing programme would be delivered by the in-house team, as this was the preference of our tenants and considered to provide improved value for money over the option of outsourcing this area of work. This is currently progressing well with the first years phase on programme for completion by March 2018.

The WHQS programme is overseen by the Corporate Director Communities with the Chief Housing Officer as the lead Head of Service, who is supported by a WHQS Programme Manager. This management structure is supported by a multi-disciplined WHQS and Caerphilly Homes staff structure. In order to maximise the use of skills and capacity across both teams, a restructure is already being developed with the aim of ensuring that sufficient capacity is in place to deliver the WHQS programme by 2020 and this will be further informed by the review of our systems.

The Wales Audit Office report makes no recommendations for increasing project management capacity, but requests that the Council ensures that it has sufficient management capacity to deliver the WHQS programme by 2020. Resource capacity will therefore continue to be kept under review and will adapt in order to meet any changes in circumstances which are inevitable in the delivery of such a major project.

This page is intentionally left blank