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

**Date: 19th June 2019**

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Sirhowy Room - Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 27th June, 2019** at **5.00 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days, and a simultaneous translation will be provided if requested.

All Committee meetings are open to the Press and Public, observers and participants are asked to conduct themselves with respect and consideration for others. Please note that failure to do so will result in you being asked to leave the meetings and you may be escorted from the premises.

Yours faithfully,

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

**Christina Harrhy**  
INTERIM CHIEF EXECUTIVE

## AGENDA

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

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

To approve and sign the following minutes: -

- 3 Caerphilly Homes Task Group held on 16th May 2019. 1 - 4

To receive and consider the following reports and make recommendations to Housing and Regeneration Scrutiny Committee and Cabinet: -

- 4 WHQS Progress Report - Final Stages. 5 - 52

To receive and consider the following reports and make recommendations to the Housing and Regeneration Scrutiny Committee: -

- 5 Housing Revenue Account - Outturn 2018/19. 53 - 60

To receive and note the following information items: -

- 6 WHQS Local Employment Fund. 61 - 66

*\*If a member of the Caerphilly Homes Task Group wishes for the above information report(s) to be brought forward for discussion at the meeting, please contact Charlotte Evans on 01443 864210, by 10a.m. on Wednesday 26th June 2019.*

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

#### **Circulation:**

Task Group Members: Ms L. Pewtner, Mrs D. Moore, Ms M. James, Ms R. Thompson, Mrs Y. Bryant, M. Davies, L. Harding, A. Hussey, Mrs B. A. Jones, Ms S. Jones, L. Phipps, Mrs D. Price (Chair), L.G. Whittle and Mr C. Davies (Vice Chair),

And Appropriate Officers

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## **CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)**

**MINUTES OF THE MEETING HELD IN THE SIRHOWY ROOM, PENALLTA HOUSE, ON  
THURSDAY, 16TH MAY 2019 AT 5.00 P.M.**

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PRESENT:

Mr C. Davies - Vice-Chair

Task Group Members:

M. Davies, L. Harding, A. Hussey, S. Jones, L. Pewtner, L. Phipps and L.G. Whittle

Officers:

F. Wilkins (Housing Services Manager), S. Isaacs (Rent Manager), S. Cousins (Principal Housing Officer) and C. Evans (Committee Services Officer)

### **1. APOLOGIES**

Apologies for absence were received from Councillor B. Jones and D. Price and Tenant Representatives Y. Bryant, M. James, D. Moore and R. Thompson.

### **2. DECLARATIONS OF INTEREST**

Tenant Representatives C. Davies, S. Jones and L. Pewtner declared a personal but not prejudicial interest in all agenda items as they are Council Tenants.

### **3. MINUTES – 28TH MARCH 2019**

It was moved and seconded that the minutes of the meeting held on the 28th March 2019 be agreed as a correct record and by a show of hands was unanimously agreed.

RESOLVED that the minutes of the meeting held on 28th March 2019 (minute no. 1-6) be approved as a correct record and signed by the Chair.

### **4. UNIVERSAL CREDIT – HOUSING UPDATE**

The report sought the views of Members prior to its presentation to Housing and Regeneration Scrutiny Committee and thereafter Cabinet.

The purpose of the report was to recommend to Members that Cabinet agree to receive regular updates on the roll out of Universal Credit and its impacts, ratifies the approach being taken to manage the roll out of Universal Credit (UC) and the support being offered to tenants of Caerphilly Homes.

The report outlined the impact of UC on both Council tenants and Caerphilly Borough Council and explained how the roll out of UC operates and the issues this creates, resulting in an increase in rent arrears. The levels of rent arrears are significantly higher than that of tenants not in receipt of UC and it is quite clear that many tenants struggle with the complexity of UC and are at risk of not receiving their full benefit entitlement.

In recognition of the issues being experienced as a consequence of the roll out of the UC the report also explained the additional resource implications for Caerphilly Homes in delivering the extensive support mechanisms that are considered necessary for tenants to sustain tenancies, maximise incomes, improve living conditions and also maintain our rental income.

In addition, the Task Group were asked to note an amendment in the report at 10.2 and 10.3 in which 10.2 should read "Despite the positive impact of this increase in support provision over the last 3 years the level of tenant *arrears has increased by 7.5% in 2018/19*. 10.3 should read "Furthermore, due to the increase of tenants' arrears, it is necessary to ensure sufficient Bad Debt Provision is accounted for within the HRA. This is a reserve for future recognition of certain accounts being uncollectable and is an accounting requirement within the HRA. This level of provision has *also risen over the past 3 years by 10.73% in 2018/19*."

The Caerphilly Homes Task Group (the Task Group) thanked the Officer for the report and discussion ensued.

A Member, having received a number of complaints about the Universal Credit system and having less income, sought further information on UC and the allocation of benefits. Officers explained that there are some people who are worse off as a result of the system; however, there is an issue with budgeting as the system has moved to monthly and not fortnightly payments. In addition, during the assessment process, often people are without money for 5 weeks or more. However, claimants can apply for fortnightly payments on a short term basis to assist with budgeting where possible.

The Task Group raised a number of concerns around the arrears as a result of waiting period and the process and the additional financial difficulty UC is leaving people in. Officers explained that there is an option for people to apply for an advance payment, which acts as a loan and has to be repaid over 12 months, to bridge the gap during the assessment process. It was noted however that the process can take 5 weeks or more, depending on completion of the online applications and identification checks, which also need to be completed online with a Driving Licence or Passport. If tenants don't have either, they can book an appointment with DWP to action.

Discussions took place around the support provided to tenants by the Tenant Support Officers (TSO's) and it was noted that an average of 15 tenants a week are moving over to UC and a number of new ways of working have been implemented, for example Surgeries have been implemented in some areas in which residents can drop in and have the support they need, and TSO's are provided with Wi-Fi enabled tablets to help tenants with applications where needed. It was noted that the level of support currently being provided to tenants may not be sustainable for future tenants moving to UC and as a result, all Customer Services Staff and Housing Benefit staff have been provided with relevant training and an advert has been posted for additional TSO's.

A Member sought further information into the levels of arrears as mentioned in the report. Officers explained that whilst UC has had an impact on the number of tenants in arrears, additional pressures such as a crisis in the family, Christmas period or change to direct payments also impact on the levels of rent arrears.

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

RESOLVED that for the reasons contained in the Officer's Report:

- i) Cabinet agree to a regular update on the roll out of UC and its impact;
- ii) Cabinet ratifies the approach being taken to manage the roll out of UC and the support being offered to tenants.

## **5. HOMELESSNESS UPDATE**

The report provided Caerphilly Homes Task Group (CHTG) with a progress report on the initial actions set out in the Gwent Homelessness Strategy 2018-2022 Action Plan and provided a summary of homeless causes and homeless prevention activities 2018/19, compared to 2017/18.

It was noted that the Gwent Homelessness Strategy 2018-2022 was approved by Cabinet on 12th December 2018. The strategic priorities and actions are contained in a regional action plan; however, each of the five Gwent authorities has specific local actions to deliver alongside the regional tasks. The report provided an update on the progress towards delivery of the action plan and demonstrated that whilst good progress has been made locally, more progress needs to be made regionally.

When comparing performance for 2017/18 against 2018/19, the report shows that despite an increase in homelessness presentations, success in preventing homelessness has only slightly reduced in 2018/19. The main reasons for households being threatened with homelessness were also detailed within the report.

The Task Group noted that actions taken to date to mitigate the increase in homelessness have also been provided, which include use of the private rented sector, churches night shelter project, emergency temporary accommodation and bed and breakfast facilities. There has been a slight increase in the use of B&B facilities during 2018/19 and action is currently being considered to address this.

Caerphilly's homeless prevention service is being used as a benchmark standard against which other Gwent neighbouring authorities will compare their performance.

The Task Group thanked the Officer for the report and discussion ensued.

A Task Group Member expressed their concerns that there are Registered Social Landlords (RSL's), who receive a significant amount of public funds and are refusing to house people due to concerns such as previous rent arrears or non-payment and affordability. It was requested that the Chief Executives be contacted to explain the reasons behind these decisions.

Discussions took place around the work undertaken across Gwent as part of the Regional Working Group. It was noted that due to the changes in legislation and requirements placed upon Local Authorities, Lead Officer suggested working in partnership to share best practice and deliver joint and collaborative projects and share resources, ultimately providing a better service to users. The Task Group noted that it is currently in the early stages of the project, however, if the Task Group were minded to, an updated progress report can be provided next year.

Following attendance at a recent Housing Conference, a Task Group Member queried the work of Housing First and whether this could benefit Caerphilly. Officers explained that this has been considered and a joint project with Pobl to provide youth homelessness services has been considered, and a bid has been submitted, but a response has not yet been received.

Discussions took place around the use of Bed and Breakfast (B&B) facilities. Officers explained that the Council has a Family Hostel, as well as a number of other properties that are designated for temporary and emergency accommodation for those entering into the Homelessness System, however, on occasions, these may be full, or not suitable, and as a result, as a last resort, B&B accommodation is used, however it was stressed this is only as emergency accommodation.

The Task Group discussed the number of Council owned and Private Rental void properties across the Authority. It was noted that there are approximately 200 Council owned properties currently long-term vacant, however, some properties have been allocated as decant properties during Shelter Scheme remodelling. It was noted however that there is also work underway to convert a number of vacant 3 bedroom properties to 2 bedroom properties, in order to meet demand. In respect of the vacant Private Rental void properties there are approximately 900 vacant properties.

A Task Group Member sought further information around the number of rough sleepers within the borough and the areas. Officers explained that there are very low numbers of rough sleepers across the borough, and work is undertaken to house them as soon as possible. It was noted that there is a waiting list of over 5,000, some of which are homeless and allocations are offered to those in most need at the time.

The Caerphilly Homes Task Group noted the report.

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

The Task Group requested that the following items be presented to the next meeting:

- Communications – Communication systems between WHQS and other Housing departments.
- Registered Social Landlords (RSL's) be invited to a future meeting to discuss their Housing Allocation Policies and contribution to Homelessness.

Officers agreed to seek further clarification around the Communications Report. In addition, the Task Group noted that the request to invite RSL's to a future meeting may be outside the remit of the Caerphilly Homes Task Group.

The meeting closed at 6:06pm.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 27th June 2019.

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CHAIR



## CAERPHILLY HOMES TASK GROUP – 27TH JUNE 2019

**SUBJECT: WHQS PROGRESS REPORT – FINAL STAGES**

**REPORT BY: DIRECTOR OF HOUSING AND SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 This report provides members with an overview of the performance of the Welsh Housing Quality Standard (WHQS) Team to date and also sets out the anticipated projected performance up to December, 2020, prior to its consideration by the Housing and Regeneration Scrutiny Committee and thereafter Cabinet.
- 1.2 Details of the year end outturn for 2018/19 for WHQS works are also included, together with an overview of the many achievements that have been made as part of the wider commitments and benefits delivered by the WHQS programme.
- 1.3 This report also details further changes to the sheltered housing schemes where survey results have necessitated in two further schemes having to be omitted from the programme, and transferred to the Post 2020 asset management programme on the grounds of health and safety.

### **2. SUMMARY**

- 2.1 The details contained within this report provide information on current and projected performance of the internal and external works main WHQS programme and demonstrate that the achievement of full compliance is achievable prior to the deadline of December 2020.
- 2.2 Good progress has been made with surveys which are now almost 100% complete which provides us with more detail on the scope of anticipated works which assists with contract forecasting and budget monitoring. As at the 31<sup>st</sup> March 2019, internal works are 85% compliant, external works 71%, with overall compliance currently at 57%.
- 2.3 At the start of this financial year it has been necessary to transfer 43 sheltered properties out of the WHQS programme into the Post 2020 Asset Management programme for health & safety reasons which are explained further in this report.
- 2.4 The energy efficiency schemes have been delivered throughout the borough since the commencement of the programme, with approximately a third of our housing stock now benefitting from external wall insulation. The latest scheme at Lansbury Park seeing the completion of all Council owned properties and approximately 50% of the privately owned properties. A further bid for additional funding has been submitted to Welsh Government (WG) for the remainder of the private properties and a response is awaited. Funding for other areas will also continue to be pursued as this work will assist in addressing fuel poverty and reduce carbon emissions for the benefit of all.

- 2.5 Feedback from our customers has been incorporated within the report which generally demonstrates high levels of satisfaction. It is accepted that levels of customer satisfaction for external works continues to be less than those received for internal works. As a result we have reviewed our current practise and have now introduced telephone surveys in the first instance.
- 2.6 Consultation to identify environmental projects continues throughout the borough with many projects having now been delivered. A number of large-scale projects have also been identified and officers are working with in-house service colleagues to ensure that specific WHQS projects are delivered within our programme deadlines.
- 2.7 The current and projected financial position is set out within the report and borrowing has been required for the first time since the programme commencement in the sum of £23m. It is also confirmed that the housing business plan remains financially viable throughout the programme and to deliver the post 2020 strategy.
- 2.8 The WHQS programme has also resulted in community benefits being achieved with the provision of training opportunities, work placements, permanent jobs and apprenticeships created with the in-house service, external contractors and our supply partner. The Value Wales Toolkit also demonstrates the positive effect the Councils WHQS investment has on the wider community.

### **3. RECOMMENDATIONS**

- 3.1 That the report is noted, prior to its consideration by the Housing and Regeneration Scrutiny Committee on 23<sup>rd</sup> July 2019 and thereafter the position and approach being taken to deliver this programme is considered and ratified by Cabinet on 24<sup>th</sup> July 2019.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 The report is for information only prior to submission to Cabinet.

### **5. THE REPORT**

#### **5.1 Progress of Internal Surveying**

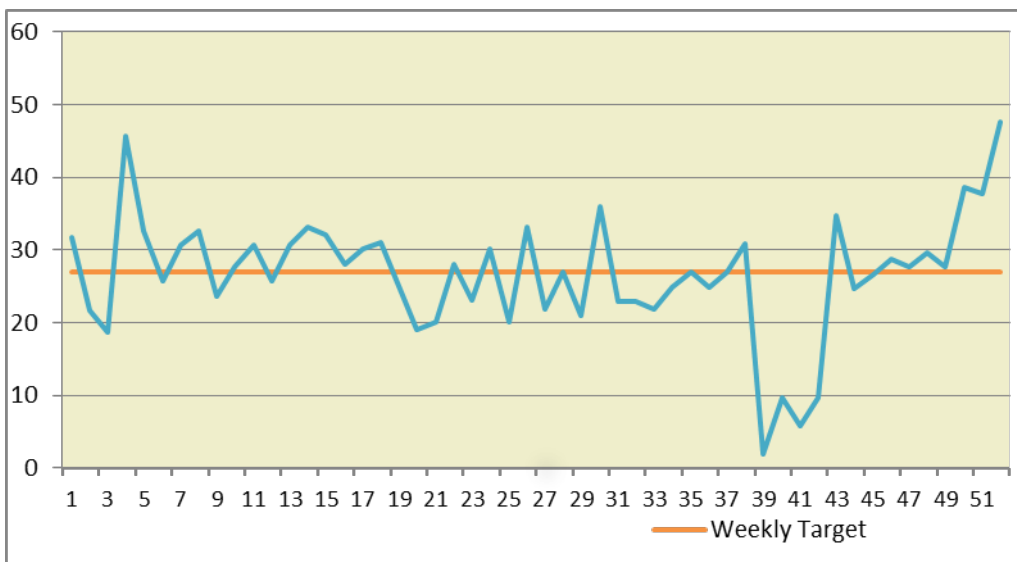
- 5.1.1 Internal surveys were expected to be completed in full by December 2018. However, due to the loss of an Occupational Therapist (OT) position which has delayed OT assessments, and the difficulty in obtaining access to some properties, the target has not yet been met. We have also recently bought back 5 properties using the Affordable Housing Grant (AHG) in reaction to the Welsh Governments agenda to increase affordable housing supply which was not built into the original survey plan. To date 99% surveys have been completed. All available resource has been prioritised to ensure all surveys are undertaken as soon as possible. The survey data has assisted with forecasting future scope of works and budget monitoring for the final year.

#### **5.2 Progress of the Internal Works Programme 2018/19 – Completion of Works**

- 5.2.1 The number of properties where internal WHQS compliance has been achieved per week is shown in Chart 1 below. The average compliance rate for 2018/19 was 27.80 properties per week which was just above the target of 27 properties per week. The chart shows a decline around week 39 as a result of the Christmas closedown period. Support was also received from the Housing Repairs Operations (HRO) Team who assisted in achieving compliance to 109 properties. The internal compliance of 85.01% was just ahead of the annual target of 85%.



- 5.2.2 Appendix 1 provides the weekly compliance achievements and targets that are shown against each contract area for the financial year 2018/19.
- 5.2.3 The planned programme for 2019/20 confirms that 1,606 properties are remaining in its final stage which represents approximately 15% of the total stock. However, since the start of this year we have transferred 43 properties to the Post 2020 Asset Management programme which relates to 2 sheltered housing schemes.
- 5.2.4 This was as a result of secondary surveys carried out at the schemes in preparation for the works to commence, which identified issues with electrical works involving the supply from Western Power. To carry out this work within the timescale would be disruptive to the tenants in these schemes, many of whom are extremely vulnerable. Due to the schemes layouts, concerns were also raised for the tenant's health & safety, which was felt at high risk if we were to undertake the work whilst tenants remained in situ. Furthermore due to the current condition of the electrical supply, a significant upgrade to the incoming mains and pyros is necessary to enable us to be compliant to the new 18<sup>th</sup> Edition Regulations.
- 5.2.5 For this reason, tenants will need to be decanted via a staged approach for both schemes, which will not be achievable within the timescale of the WHQS programme. These schemes will therefore be included within the first year of the Post 2020 Asset Management programme.
- 5.2.6 The Post 2020 programme will mainly focus on external works over a five year period and will ensure continuity of work for the in-house workforce who will be undertaking the majority of the work. This will also include several sheltered schemes identified for remodelling or demolition, in addition to the one scheme previously suspended from the programme on health & safety grounds (previously reported in the Re-profiling of the WHQS programme on 14<sup>th</sup> February 2019). These schemes will be accounted for as an Acceptable Fails due to Timing of Remedy within the WHQS programme, in line with the WHQS guidance document issued by Welsh Government and officers within WG have been made aware during our regular monitoring meetings.
- 5.2.7 The above performance has been achieved despite the loss of one of the main contractors in 2017 and the recent termination by another contractor. Contingency arrangements to cover these losses are in place, i.e. the DPS (Dynamic Purchasing System), in-house mop up teams with other options also being considered. Over 55% of the total WHQS internal works programme is being completed by our own in-house workforce, the remaining work is being carried out by external contractors.
- 5.2.8 Chart 1: The WHQS internal works weekly compliance rate during 2018/19



### **5.3 Current Position of the Internal Works Programme 2018/19**

5.3.1 In 2018/19 1,390 properties were compliant in relation to their internal elements. This has resulted in a cumulative total of 9,111 properties that are currently compliant in relation to internal works (85% of the total stock). 'Compliance' indicates that a property meets the WHQS internally because:

- We have carried out works to renew one or more elements to achieve compliance.
- One or more elements within a property were already compliant.
- One or more elements within the property have been classed as an acceptable fail.
- Or any combination of the above reasons.

### **5.4 Progress of External Surveying**

5.4.1 To date with the exception of the 5 buy-back properties, 100% of external surveys have been undertaken to deliver the overall programme. The survey data has assisted with forecasting for future scope of works and budget monitoring for the final year.

### **5.5 Progress of the External Works Programme 2018/19 – Completion of Works**

5.5.1 The number of properties (including leaseholders) where external WHQS compliance has been achieved per month is shown in Chart 2 below. Welsh Government expect statutory returns on the progress of WHQS achievement against our stock but this does not include leaseholders, therefore there are two separate projections i.e. including and excluding leaseholders. The average compliance rate for 2018/19 was 56 properties per week against a target of 78 per week (including leaseholders), or 54 properties per week against a target of 73 per week (excluding leaseholders). The external compliance of 71% (excluding leaseholders) was below the target set of 80%. The target of 80% of properties being compliant by the end of 2018/19 was the equivalent of achieving 73 properties per week. To achieve 80% compliance meant that 35% of the stock would have to be compliant in this year. Projections throughout the year confirmed that this would be unachievable. The chart shows a decline around week 39 as a result of the Christmas closedown period. We also experienced the loss of an external contractor going into administration in December 2018, which created delays in procuring new contracts, in addition to following up on their remaining contracts where works were uncomplete. However, this will not affect the overall projected completion date which is still on track to be achieved prior to December 2020.

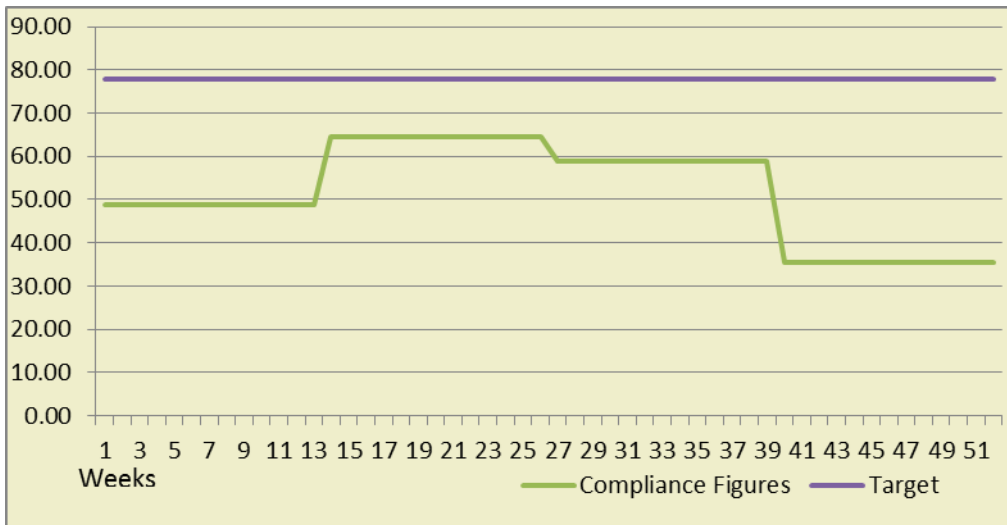
5.5.2 The planned programme for 2019/20 confirms that 3,108 properties (excluding leaseholders) are remaining in its final stages which represent 29% of the stock. However as explained in 5.2.3 above, it has been necessary to transfer 43 properties out of the WHQS Programme into the Post 2020 Asset Management Programme.

5.5.3 In addition to the above, we are also completing external works to 410 leasehold properties; however this has detrimentally affected progress due to the legislative process that needs to be followed by way of consultation, where costs and works are constantly being challenged by leaseholders. As at the end of 2018/19 170 leaseholder properties were compliant, with the remaining 240 programmed in 2019/20. Although these properties are included in our final year programme to be completed, we do have an option to transfer them to the Post 2020 Asset Management Programme under the Acceptable Fail criteria (Timing of Remedy) if there are challenges, in line with the WG guidelines.

5.5.4 Performance for this area of the programme has improved considerably due to a combination of mobile working, improved procurement processes through the DPS and also the successful integration of the HRO team supporting the WHQS programme by completing mop-up properties, and follow up works to properties where the external contractor went into administration.

5.5.5 Appendix 2 provides the weekly compliance achievements and targets which are shown against each contract area for the financial year 2018/19

5.5.6 Chart 2: The WHQS external works monthly compliance rate during 2018/19



## 5.6 Current Position of the External Works Programme 2018/19

5.6.1 As at 31/3/2019 2,695 properties (excluding leaseholders) in the external works programme were compliant in relation to their external elements. This results in a cumulative total of 7,609 properties which are currently compliant in relation to external works which represents 71% of the total stock. 'Compliance' indicates that a property meets the WHQS externally because:

- We have carried out works to renew one or more elements to achieve compliance.
- One or more elements for a property were already compliant.
- One or more elements for the property have been classed as an acceptable fail.
- Or any combination of the above reasons.

5.6.2 93% of the whole WHQS external works programme (including leaseholders) is being completed by external contractors and 7% by our own in-house workforce. Following previous agreement by Cabinet, the in-house workforce are undertaking all works (internal and external) to sheltered housing schemes.

5.6.3 Significant progress has been made in 2018/19 in terms of the management and monitoring of external works contracts. All new contracts are now being entered into and managed via the Keystone Asset Management System.

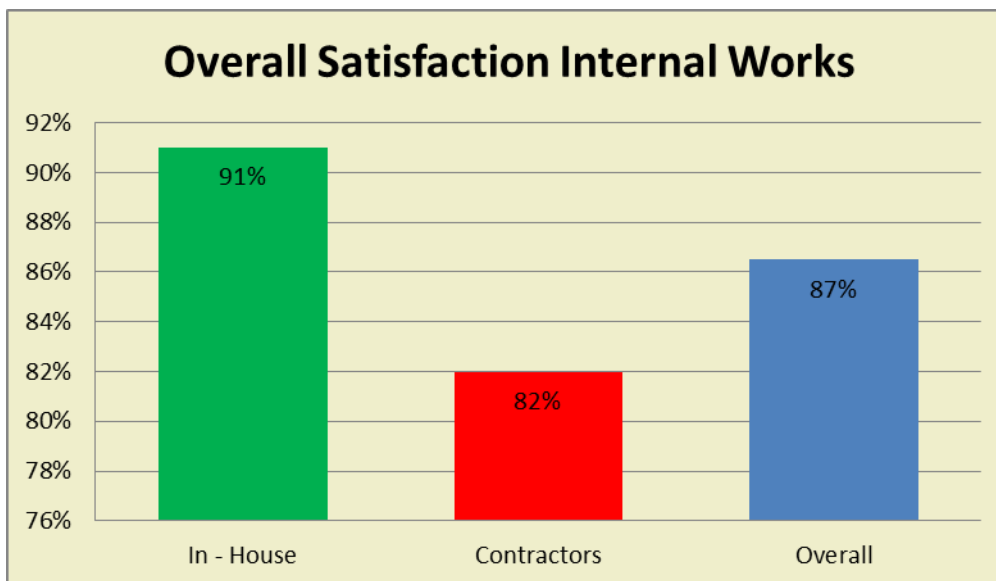
## 5.7 Overall Position of the WHQS Programme for Internal/External Works

5.7.1 When combining the performance for both internal and external works, overall compliance of the programme as at 31<sup>st</sup> March, 2019 is 57%. Whilst this may appear low for this stage of the programme, this was always anticipated due to the way the programme was structured i.e. internal and external works being undertaken in different communities concurrently throughout the borough. This means that properties would need to wait until both internal and external works are completed on different contracts before the property can be classified as fully compliant.

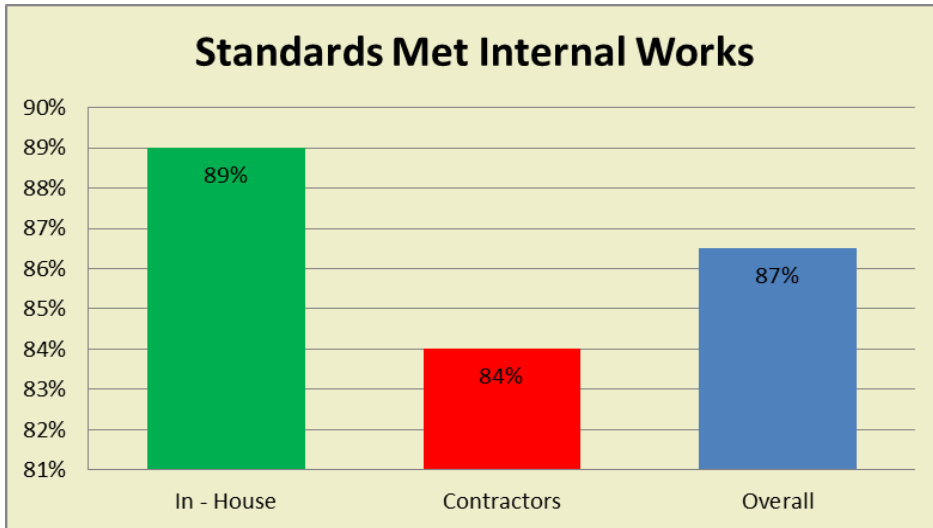
5.7.2 At this stage of the programme where the vast majority of properties i.e. 78%, have received either internal or external works, we are now seeing a significant improvement in the full compliance figure as each property that receives further improvements will now become fully compliant.

## 5.8 Tenant Satisfaction with the Internal Works Programme

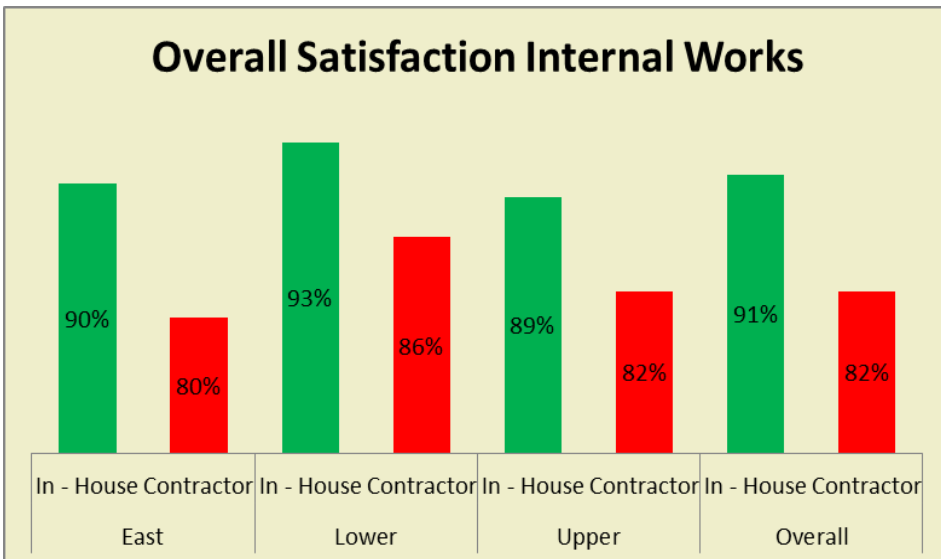
- 5.8.1 Tenant satisfaction levels and compliance with service standards for internal works were measured via postal surveys which were sent to tenants after each property had been completed. The survey process was suspended for a period of time during this year at the request of Wales Audit Office (WAO), as they were undertaking their own survey as part of their review of the WHQS programme. During this period the process for capturing tenant satisfaction was reviewed and tenants are now approached in the first instance by a telephone survey. The survey form has also been amended in consultation with WG which has reduced the number of questions asked, and also making it more specific to the area of work. This allows a more timely survey to take place and also gives tenants an opportunity to feedback more effectively, along with sign posting tenants to other Council services (such as reporting repairs) thus allowing any issues to be recorded and resolved at an earlier stage. The new telephone customer satisfaction survey process went live at the end of January 2019 and early indications show an increased number of surveys are now being completed through this process to that of the postal returns.
- 5.8.2 Chart 3 below provides a summary and breakdown of the returned surveys for each of the WHQS service providers for internal works as at 31/3/19. It shows that the overall satisfaction level for internal works is 87%. Satisfaction levels from tenants who had internal work carried out by our in-house workforce is 91% based on a return rate of 40%, and 82% for internal works carried out by external contractors, based on a 38% return rate. This is predominantly based on the previous postal survey process as the new telephone process has yet to be completed over a full quarter to give us a representative comparison.
- 5.8.3 Chart 4 shows that overall we are achieving 87% of the standards that we measure within the Charter for Trust document. Our in-house workforce have met 89% of these standards and external contractors have met 84%. It is clear from the results that our in-house workforce are receiving higher levels of satisfaction than external contractors on internal works.
- 5.8.4 Charts 5 and 6, below, further display these two measures over each of the WHQS Team operational areas.
- 5.8.5 Chart 3: Satisfaction levels by service provider



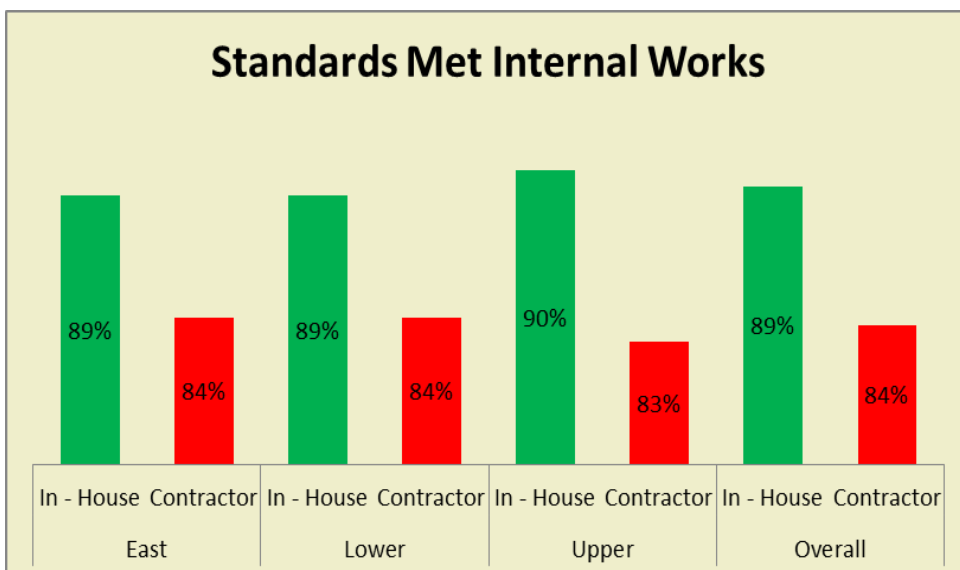
5.8.6 Chart 4: Standards met by service providers



5.8.7 Chart 5: Satisfaction levels by WHQS Team operational areas.



5.8.8 Chart 6: Standards met by WHQS Team operational areas.

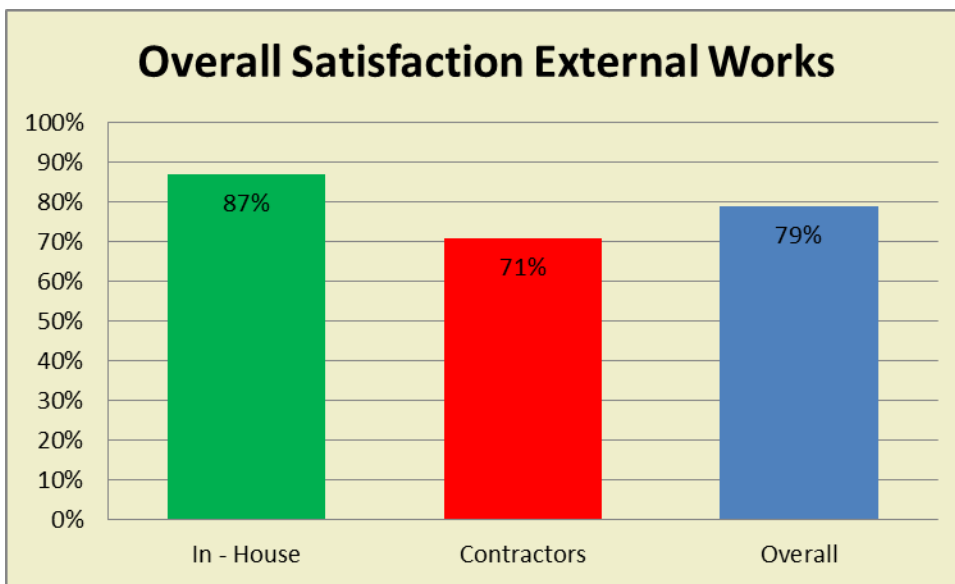


## 5.9 Tenant Satisfaction with the External Works Programme

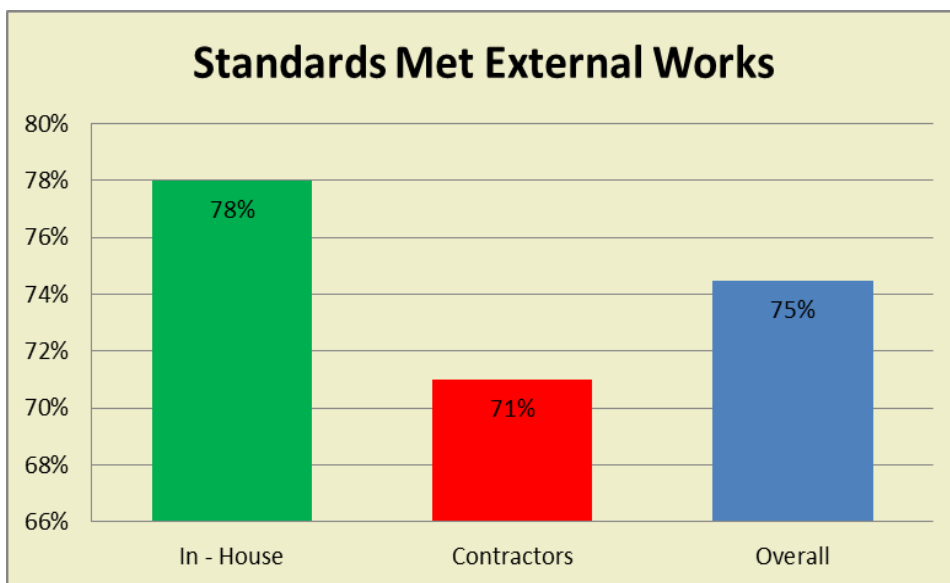
5.9.1 Chart 7 below provides a summary and breakdown of the returned surveys for each of the WHQS service providers for external works contracts as at 31/3/19. It shows that the overall satisfaction level for external works is 79% based on a return rate of 31%. Chart 8 further shows that we are achieving 75% of the standards that we measure within the Charter for Trust document. Chart 9 and 10 below further depict these two measures over each of the WHQS Team operational areas. It is clear from the results that our in-house workforce are also out performing external contractors on external works.

5.9.2 As explained in 4.16 above, tenants surveys have recently been reviewed so that a telephone survey is undertaken which captures a timelier tenant response. This process also increases the volume of surveys carried out as opposed to a postal survey.

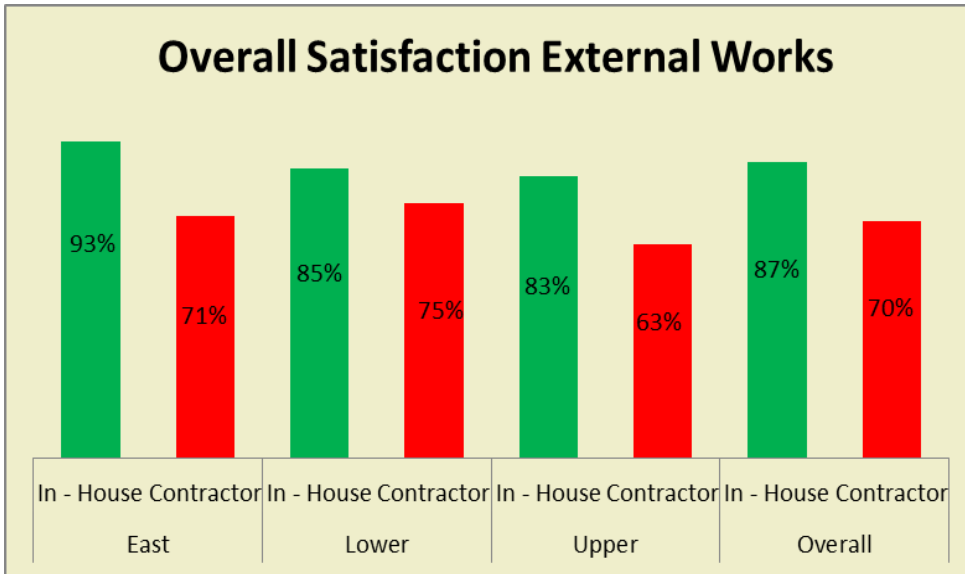
5.9.3 Chart 7: Satisfaction levels by service provider



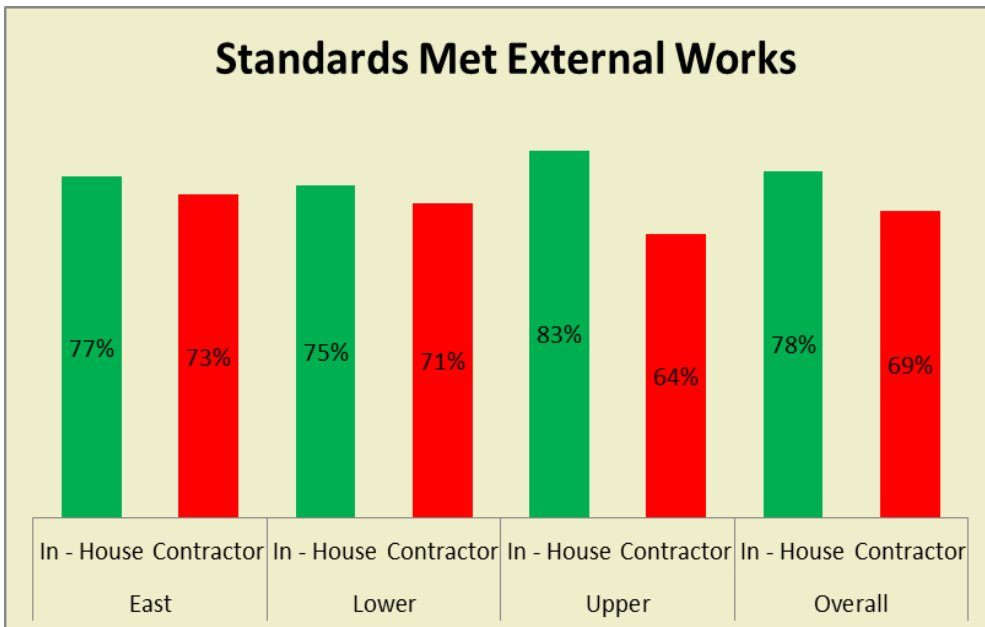
5.9.4 Chart 8: Standards met by service provider



5.9.5 Chart 9: Satisfaction levels by WHQS Team operational areas.



5.9.6 Chart 10: Standards met by WHQS Team operational areas



## 5.10 Environmental Programme

5.10.1 Part of the commitment to deliver the WHQS programme across all 10,717 homes (31<sup>st</sup> March 2019 count) also includes a requirement to comply with Part 6 which aims to ensure that 'all dwellings should be located in an environment to which residents can relate and in which they can be proud to live'.

5.10.2 An indicative budget of £10.6m has been set aside in the business plan and agreed with WG specifically for this purpose.

5.10.3 Three Environmental Officers were recruited to work with the Area Housing teams and local members in order to initially identify environmental maintenance / repair issues. The issues were identified and collated into a single spreadsheet with each project being detailed using a proforma.

- 5.10.4 Over 300 minor projects were initially identified across the county borough as part of the first phase of the programme. The majority were progressed; some were repackaged into larger schemes.
- 5.10.5 The second phase of the programme commenced in 2017 and involved the environmental officers undertaking an extensive engagement programme throughout the county borough which is intended to:-
- i) Engage local communities in discussions regarding the quality and safety of their local environment.
  - ii) Identify solutions to some of the challenges and constraints within communities that could be overcome via the WHQS environmental programme, and
  - iii) To work with partners to help develop more cohesive and resilient communities through joint working and the pooling of resources.
- 5.10.6 An extensive consultation and engagement process throughout the county borough is ongoing. Of the 82 communities identified as part of the Council's WHQS programme, consultation and engagement events have been undertaken in 48 communities.
- 5.10.7 Engagement is ongoing in 21 communities and scheduled for the remaining 13 communities. Officers have given a commitment to members that all 82 communities throughout the county borough will have been engaged and consulted by March 2020.
- 5.10.8 Members have received a separate report indicating that the delivery of projects may take up to 12 months longer due to the size and complexity of some of the projects identified. However any schemes which relate specifically to WHQS compliance will be prioritised to ensure the programme does not compromise meeting the WG deadline for achieving WHQS. It is anticipated that all projects identified will be completed by March 2021. Projects approved and scheduled for implementation include new car parking schemes, external improvements to Caerphilly Homes sheltered accommodation, new skate parks and provision for young people, benches and bins, dropped kerbs to facilitate greater accessibility within communities, green gyms to encourage greater wellbeing and lighting schemes. Many of the projects are being delivered in house utilising the Council's expertise and delivery mechanisms. At the outset of the programme a commitment was made to deliver 'synergistic outcomes' and to utilise the WHQS environment programme to support the Council's Highways and Engineering, NCS, Housing Repairs Operations and Parks services who have undertaken the majority of the work identified by the Environmental Officers during their consultation and engagement with communities and members. The estimated expenditure of works identified to date is £8.8m. This includes works that are scheduled for delivery but have not yet commenced. It does not include the work that may be identified in the remaining 13 communities that have yet to be engaged and consulted.
- 5.10.9 The programme is therefore on target to commit the entire £10.6m allocation by March 2021.
- 5.10.10 An extensive consultation process has identified a number of large-scale projects and officers are working with in-house service colleagues to ensure these are delivered within our programme deadlines. Projects identified include new car parking schemes, skate parks, improvements to the immediate environment within sheltered schemes, dropped kerbs to enhance accessibility, green gyms and lighting. At the outset of the programme 82 communities were identified throughout the county borough. Of the 82 identified engagement and consultation events have been held and completed in 48. There are ongoing engagement events and discussions taking place in 21 and 13 have yet to be started. Officers have given a commitment to Members and tenants that all 82 communities will have been engaged in the programme by 31 March 2020 although they have also advised that due to the size and nature of some of the projects identified, they may take a further 12 months to be delivered. Members have previously received a separate report on the progress of the Environmental Programme.



5.10.11 All of the projects identified and approved to date are coterminous with the aims of the Future Generations and Well being Act and aim to contribute towards the creation of cohesive communities that are attractive, accessible and safe. The programme aims to help futureproof the borough's communities through providing relatively minor improvements such as benches and planting but also via the replacement of park equipment and the installation of new amenities such as skate parks and green gyms thereby promoting greater well being and access to the local environment.

## **5.11 Energy Efficiency**

5.11.1 A range of energy efficiency improvements have been carried out to the housing stock including cavity wall insulation, upgraded loft insulation, energy efficient heating and all properties benefit from double glazed windows and doors which meet secure by design standards. The majority of non-traditional houses have also benefitted from external wall insulation. This work contributes to health and wellbeing improvements and towards addressing fuel poverty and reducing carbon. External wall insulation (EWI) has been installed in approximately 2,614 properties (see breakdown below).

- Gelligaer (285)
- Ty Coch (17)
- Bryn Carno (38)
- Rowan Place (72)
- Brynglas Pontlottyn (16)
- Brynhyfrydd Pontlottyn (56)
- Phillipstown (112)
- Birchgrove flats (20)
- Fochriw / Rhymney / Porset Park (CESP) (520)
- Fochriw (Arbed) (57)
- Markham (76)
- Maesmabon (142)
- Pantside (75)
- Graig y Rhacca (300)
- Pontlottyn Flats (40)
- Lansbury Park (548)
- Morrisville & Attlee Road Blackwood (34)
- Gilfach (65)
- Hengoed (61)
- Bedwas (43)
- Maesycwmmmer (32)
- Llanbradach (5)

5.11.2 A number of BISF houses and Cornish properties have also had EWI installed to their properties which are not included in the above. In addition an in-house team has been set up to upgrade loft insulation to those properties which do not meet current requirements and this is anticipated to be completed within the programme deadline.

5.11.3 A contract has recently been awarded and work commenced to undertake energy performance assessments for the housing stock to demonstrate compliance with the required energy rating of 65. This work will also help to establish the energy efficiency of our homes and the contribution being made towards addressing fuel poverty and will also be used to inform future rent levels, as energy ratings are required as part of the WG's rent setting policy.

## **5.12 Supply Partner**

5.12.1 An independent review of the Supply Partner arrangement has been conducted and the findings of the report confirm that the partnership is providing overall value for money. This outcome was achieved by comparing the cost of our materials via the Supply Partner against competitors in the marketplace.

- 5.12.2 The report also made a number of recommendations on making improvements in order to further maximise benefits from the arrangement, which includes improving supply to site (just in time deliveries, review of consignment of stock, review of void deliveries), re-organising the contract administration team, improved forward planning and product reviews. These recommendations are being considered, and where relevant implemented with further efficiencies and savings already being realised.
- 5.12.3 The Supply Partner arrangement is delivering a number of benefits for the local economy including the creation of jobs and training opportunities in accordance with contract conditions (see item 5.12.1 below).

### **5.13 Community Benefits**

- 5.13.1 Council made a conscious decision to ensure that the money invested in bringing all tenants' homes up to the WHQS would be used to support development of small and medium enterprises and create training and employment opportunities to help people back into work. Since the start of the WHQS programme the Council has invested over £200m and is projecting to invest over £260m by the end of the programme. Community benefits have been achieved with the provision of training opportunities, 44 work placements, 114 permanent jobs and 58 apprenticeships that have been created with the in-house service, external contractors and our supply partner. Work continues with both Engie and Robert Price to ensure that our contractual arrangements are delivering more than simply bricks and mortar. Links between suppliers and the Council's Legacy and Communities4Work teams funded by WG are excellent with a number of training opportunities and Induction to Construction type events being planned throughout Summer 2019
- 5.13.2 In addition, both Engie and Robert Price are currently completing the Value Wales Toolkit for 2018/19 which will be submitted to WG in early June 2019. During 2017/18, the toolkit suggested that for every £1 the Council spent with its Single Source Supply partner, Robert Price, £1.80 was reinvested into the local economy. Similarly, for the same period, the toolkit also suggested that for every £1 the Council spent on delivering its internal works programme via Engie, £1.88 was reinvested back into the local economy. It is anticipated that these figures will have increased for 2018/19.
- 5.13.3 The figures clearly demonstrate that the Council's WHQS investment in transforming homes, lives and communities is helping to sustain and grow the local economy and providing tangible benefits to local people. Appendix 6 attached shows a snap shot of the type of benefits received through the programme so far. This "scrapbook" was recently produced as a progress update for Councillors, tenant groups and Welsh Government and is signposted from our social media for all tenants to peruse.
- 5.13.4 Further benefits have resulted for the borough's communities as a result of donations made by the Supply Partner and the commitment made by Keepmoat / Engie to run the Careers Wales Business Class programme with Blackwood Comprehensive School and its feeder primary schools.

### **5.14 The Capital Expenditure Programme for WHQS Works (2018-19)**

- 5.14.1 The HRA capital budget for 2018/19 was set at £55.8m and the total outturn spend in this financial year was £51.8m which has been the highest level of expenditure since the start of the WHQS programme. Table 9 below shows the level of spend per year including a projection for the final year. This shows an overall projected spend of £261m. This is an increase to the original £220m projected early on in the programme, and is as a result of completing surveys to 100% of our properties. The £220m was an estimate made by Savills consultants in 2008 based on a 15% property sample and was therefore subject to change as we progressed through the programme and identified the actual works for each property. The projected spend remains affordable within the housing business plan.

5.14.2 The pace of spend has increased steadily year on year with the final year projecting 22% of the whole capital spend. A small percentage (6%) of the total spend is not directly WHQS related and is expenditure relating to adaptations outside of the programme (delivered by our Private Housing Team) and large scale policy voids (delivered by our HRO team). That is not to say however, that this expenditure does not contribute towards efficiencies within the actual WHQS programme. For example, tenants who have already received an adaptation prior to a WHQS contract commencing in their area will avoid duplication of OT resources and purchasing of specialist equipment within the WHQS programme. Furthermore, adaptations outside of the programme, particularly in the last few years have seen a reduction in expenditure as the WHQS programme runs through its course and identifies tenants' needs as part of the process.

5.14.3 Table 9 - HRA Capital Expenditure during the WHQS Programme cycle

HRA CAPITAL EXPENDITURE				
	<u>Non WHQS</u>	<u>WHQS</u>	<u>TOTAL</u>	
2012/13	1,383,216	18,744,984	20,128,200	8%
2013/14	1,193,582	13,456,234	14,649,816	6%
2014/15	1,424,183	13,919,893	15,344,076	6%
2015/16	1,786,302	26,846,076	28,632,378	11%
2016/17	2,794,710	28,583,723	31,378,433	12%
2017/18	2,268,389	39,950,084	42,218,473	16%
2018/19	2,328,743	49,518,758	51,847,501	20%
2019/20(est)	<u>1,800,000</u>	<u>54,818,433</u>	<u>56,618,433</u>	22%
	14,979,125	245,838,185	260,817,310	
	6%	94%		

5.14.4 The spend on internal works for 2018/19 was £18.6m and 60% of this spend related to our in-house workforce. The remaining 40% related to external contractors, which includes contractors under our DPS arrangement.

5.14.5 The spend on external works was £24.4m and 10% of this spend related to our in-house workforce working on our sheltered housing schemes. The majority of external expenditure this year (90%) was in relation to external contractors using our contract framework agreement.

5.14.6 The remaining spend in 2018/19 related to Fees (£2.1m), Environmental Works (£1.6m) Large Scale Voids (£1.7m), Adaptations (£658k), Garages (£799k), Non Traditional properties (£809k). There was also £1.2m spend on energy conservation works at Lansbury Park which was our contribution this year outside of the Arbed and Vibrant & Viable Places (VVP) regeneration grants.

5.14.7 Funding for the 2018/19 spend of £51.8m was met from the Major Repairs Allowance (MRA) given by WG of £7.3m, revenue contributions from the HRA of £16.9m, HRA balances of £4.6m and borrowing of £23m. 2018/19 will be the first year that borrowing has taken place to fund the programme.

5.14.8 Total spend up to the end of 2018/19 financial year for the HRA capital programme is £204m of which £191m relates directly to the WHQS Programme. This has resulted in 9,111 (85%) properties achieving compliance for internal works, 7,609 (71%) properties achieving compliance for external works, and 6,116 (57%) properties achieving full compliance. 78% of contract compliance where internal works have achieved 100% compliance and external works have received a percentage of work in each property has also been achieved.

## 5.15 Conclusion

5.15.1 As we are now entering the final stage of the programme, significant work has been undertaken to validate the compliance data and accuracy of information recorded within the Keystone database. A dedicated validation team has been set up from existing Housing staff together with a secondee from Internal Audit to ensure that effective validation is carried out. As part of this process, a working group was set up which reviewed current practices. This involved identifying and redesigning core documents for various stages of the programme and setting up a process for historical contract validations which has recently been implemented by the data validation team. Information held on No Access, Void properties and Acceptable Fails are also being scrutinised.

5.15.2 The validation process will be ongoing throughout the cycle of the WHQS programme and will ensure the system is robust and will stand up to scrutiny at the end of the programme. It will also strengthen the process going forward by ensuring reliable information is held for the post 2020 Planned Asset Maintenance Programme. The validation process was also independently verified by Internal Audit and recommendations made as part of their report have been met or are on target to be met. This will provide us with greater assurance of the full achievement of WHQS by the end of December 2020.

5.15.3 Monitoring of the compliance returns is carried out by the validation team on a weekly basis for internals and monthly for externals.

5.15.4 The anticipated outturns are shown within our Strategic Scorecard which is provided as Appendix 3

5.15.5 Based on the targets set for 2018/19 of 85% compliance for internals meant that 27 properties on average per week would need to be compliant in order for the target to be met. The actual compliance rate during this year equated to 27.8 properties per week which resulted in 85.01% of the stock being fully compliant for internal works.

5.15.6 Assuming that 27.8 properties per week will be maintained in the final year means that as an indication, the remaining 15% of the stock will be compliant by 22<sup>nd</sup> May 2020.

5.15.7 Based on the targets set for 2018/19 of 80% compliance for externals meant that 73 properties on average per week (excluding leaseholders) would need to be compliant in order for the target to be met. The actual compliance rate during this year equated to 54 properties per week which resulted in 71% of the stock being fully compliant for external works

5.15.8 Assuming that 54 properties per week will be maintained in the final year means that as an indication, the remaining 29% of the stock will be compliant by 22<sup>nd</sup> May 2020. Factoring leaseholders into this assumption requires an additional 2 properties per week to be completed, indicating that compliance will then extend to 5<sup>th</sup> June 2020.

5.15.9 Full compliance is therefore currently projected to be achieved by 5<sup>th</sup> June 2020 to include all leaseholder properties. This is based on the compliance return rates as at the end of 2018/19 financial year and are therefore subject to change. This will be closely monitored as the programme progresses with the aim of achieving full compliance by the end of March 2020. The Welsh Government target for completion is December 2020. Further details on how these projections have been calculated are included in Appendices 4 and 5.

- 5.15.10 Performance information including the Strategic Scorecard is submitted and scrutinised by the Caerphilly Homes Project Board and the Repairs and Improvements Working Group on a monthly basis and included in progress reports which are submitted to Caerphilly Homes Task Group and the Policy and Resources Scrutiny Committee as and when required.
- 5.15.11 Regular progress monitoring meetings are also held with officials from WG where performance reports are discussed and they are satisfied with the projections made. WG also made a number of recommendations for improving our performance data, which have been implemented and incorporated into the information contained within this report.
- 5.15.12 Members will be aware of the WHQS review undertaken by the WAO during March and April 2017 and a follow up review between April and October 2018. The outcome of this review was reported to Cabinet on 30<sup>th</sup> January 2019 and Caerphilly Homes Task Group on 14<sup>th</sup> February 2019. WAO have now concluded that *“the Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020”*
- 5.15.13 Resources are constantly being reviewed in order to maintain the momentum currently being achieved and with the aim of bringing full completion forward to the end of March 2020. Additional in-house resources have been secured for the sheltered housing programme. Internal work packages are being tendered through the DPS and additional assistance has been achieved through improved integration including services provided through the Housing Repair Operations team.
- 5.15.14 Some minor structure changes have been implemented which have included the establishment of a Validation Team, the provision of a Technical/Administration team and the centralising of resources to improve efficiency and reduce duplication.
- 5.15.15 Officers acknowledge that whilst the delivery of WHQS programme by the deadline will be an excellent achievement there is still the requirement to ensure the standard is maintained thereafter. In this regard members have already approved the Post 2020 Asset Management Strategy and preparations to deliver this strategy have already commenced. This includes external surveys to implement the delivery of the External Planned Maintenance Programme for 2020/21.
- 5.15.16 Consideration has also been given to providing continuity of work to the in-house workforce who will be responsible for undertaking the remodelling of the sheltered housing schemes during 2020-2025. However, it is evident that a review of resources will be required.

## 6. ASSUMPTIONS

- 6.1 The main WHQS programme has been set out in communities which are then broken down into streets and account for the full Council housing stock.
- 6.2 In order to achieve the programme and ensure compliance with WHQS by the end of 2020, a number of assumptions have been made:-
- Resources currently employed will be maintained or replaced if necessary through recruitment.
  - No significant unforeseen work will be encountered which could delay the programme and increase costs.
  - Performance is maintained at current levels or improved.
  - No contractual disputes or challenges are encountered which could result in delays and/or increased costs.
  - No legislative challenges are made which could delay the awarding of contracts.

- Reasonable weather conditions have been assumed for the remainder of the programme as significant adverse weather could impact on external works in particular.
- Revenue and expenditure assumed within the latest Business Plan does not alter significantly.

## 7. LINKS TO RELEVANT COUNCIL POLICIES

### Corporate Plan 2018-2023

- 7.1 ***The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan Objective 2: Enabling Employment*** – Use investment in the housing stock to increase the Number of qualified workers and tackle worklessness by providing apprenticeship, training and work placements with our in - house workforce and building contractors.
- 7.2 ***The Caerphilly We Want (CCBC, 2018-2023): Well-being Objective 3: “Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people’s well - being.”***
- 7.3 ***Caerphilly Homes Service Plan (2018-2023): Priority 1A: All Council housing is Improved to meet the Welsh Housing Quality Standard by 2020.***
- 7.4 ***Caerphilly Home Service Plan (2018-2023): Priority 1B: Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020).***

### Welsh Government Policies

- 7.5 ***Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)***, which sets out the national context for improving homes and communities, including the energy efficiency of existing homes;
- 7.6 ***The Welsh Housing Quality Standard: Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard (Welsh Government , 2008)***
- 7.7 ***A Healthier Wales: Our Plan for Health and Social Care (Welsh Government, 2018).***

## 8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The underlying principles of the WHQS programme, which includes the provision of good quality affordable housing, energy efficient homes and carbon reduction, sustainable communities, health and wellbeing, targeted recruitment and training, clearly links to 5 of the 6 well-being goals in ***The Well Being of Future Generations (Wales) Act 2015***. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 8.2 **Long-term** - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).

- 8.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.
- 8.4 **Prevention** - The works undertaken through Housing Services helps to improve lives and communities, by securing local employment either in-house or through supplier, contractor and partnership arrangements.
- 8.5 Works undertaken by our services make significant visual improvements to housing stocks and their surroundings environments (improved the look and feel) helping to prevent anti-social behaviour and enviro-crime.
- 8.6 By raising standards and conditions with improved quality materials and appropriate service response, should aid and ease future maintenance schedules and requirements, better controlling costs, levels of deterioration/depreciation, improve safety and accessibility, while also reducing disruption to our tenants in the future, and aiding quality of life in both Private and Public Sectors, through intervention and support actions that are fit-for-purpose.
- 8.7 **Involvement** - Through established governance and performance frameworks, tenants and local residents are consulted on proposed property and environment improvements works along with various initiatives, and they are periodically informed of progress as part of for example, the WHQS delivery programme.
- 8.8 Numerous working groups are established and well embedded with periodic reporting and feedback opportunities exploited. Welsh Government, Environment Standards, Regulatory Controls and Checks, Tenant Engagement are all part of our daily business.
- 8.9 **Collaboration** - The programme delivery focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other interested parties/groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus for the success and delivery of this objective.
- 8.10 **Integration** - The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 8.11 Housing Services and our outlined priorities, contributes to a minimum of 5 out of the 6 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
  - A resilient Wales
  - A healthier Wales
  - A more equal Wales
  - A Wales of cohesive communities
  - A globally responsible Wales

## 9. EQUALITIES IMPLICATIONS

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

- 9.2 All WHQS improvements and wider environment programmes are delivering equitable standards of facilities where practical and reasonably appropriate and there are no equalities implications to this report that have not been considered or would adversely affect any individual or group who fall under one of the protected characteristics as defined by the Equality Act 2010.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 Finance arrangements are explained in 5.13 of this report and are incorporated into the 30 year business plan required by WG as part of the annual MRA application.
- 10.2 Up until recently there was a borrowing cap placed on all local housing authorities in Wales & England and any borrowing was strictly limited to that cap level. Caerphilly Homes' borrowing requirement (which includes historical, buy out and WHQS debt) was under its cap with a comfortable contingency. UK Government has since announced the removal of this borrowing cap which has been welcomed by Welsh Government. This is to assist local authorities to progress with new build as part of the UK Government's initiative to reduce homelessness. This will allow local housing authorities to borrow up to their requirement as opposed to borrowing to a capped limit, although it will still need to remain affordable.
- 10.3 The 2019/20 business plan submitted to WG (subject to approval) requires a further £34m borrowing to ensure the programme is completed. Together with the £23m borrowed in 2018/19 means that a total estimated borrowing requirement of £57m is necessary to complete the programme. This represents about 22% of the total cost of the programme being funded by borrowing. The remaining funding is from the MRA grant allocated from WG of £59m (23%), Grants of £3m (1%) and the majority of expenditure being funded from within the HRA £142m (55%)
- 10.4 The business plan remains affordable with the above level of borrowing which will sustain the level of work required to complete the programme within the timescale required, and the current post 2020 commitments.
- 10.5 The business plan includes a level of assumptions such as interest rates, rent increases, pay awards and inflation that are subject to variation. Any significant changes are reviewed and re-run into the business plan to ensure affordability remains.

## **11. PERSONNEL IMPLICATIONS**

- 11.1 Personnel resources are continually reviewed and where necessary additional resources are recruited to ensure the momentum of this major investment programme remains on track. Agency workers are also utilised to support the programme due to the temporary nature of some positions and also due to the lack of suitable candidates in the market place.
- 11.2 Furthermore, as this is the final stage of the programme, we need to review our resources to maintain the post 2020 strategy programme, with the aim of ensuring the in-house workforce remains sustainable and that there is effective integration across the housing service.

## **12. CONSULTATIONS**

- 12.1 All consultee responses have been incorporated within the report.

## **13. STATUTORY POWER**

- 13.1 Housing (Wales) Acts 2014. This is a Cabinet function.



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Alan Edmunds - WHQS Project Manager  
Steve Greedy - WHQS Project Manager  
Mark Jennings - Housing Strategy Officer  
Ian Raymond - Performance Management Officer

#### Appendices

Appendix 1 - Weekly Internal Compliance Achievements and Targets for each contract area  
Appendix 2 - Weekly External Compliance Achievements and Targets for each contract area  
Appendix 3 - WHQS Strategic Scorecard  
Appendix 4 - Projections for internal works  
Appendix 5 - Projections for external works  
Appendix 6 – WHQS Transforming Lives & Communities Scrapbook

**WHQS INTERNAL WORKS COMPLIANT DATA 2018 / 19**

To Week	52
	29/03/2019

IN YEAR							
		Planned	Revised	Contract	Voids	No Access	Total
Area	Contractor	2018/19 Planned	2018/19 Revised	Cumulative Contract Compliance	Cumulative Voids	Cumulative No Access	
All areas	In House	810	656	606	50	0	656
All areas	Sheltered	256	165	161	4	0	165
All areas	DPS	0	61	33	28	0	61
EV	Contractor 1	311	390	369	21	0	390
URV	Contractor 2	195	118	112	6	0	118
LRV	Contractor 3	0	0	0	0	0	0
To be allocated		0	0	0	0	0	0
		1572	1390	1281	109	0	1390

Compliant	Target
Average Weekly Compliant data (inc voids & No Access)	Target Weekly Compliant 85%
13.12	12.98
3.30	3.30
1.22	2.52
7.80	6.53
2.36	1.77
0.00	0.00
0.00	0.03
27.80	27.13

CUMULATIVE TO DATE						
Area	Contractor	Stock No	Previously Compliant 31.3.18	2018/19 Compliance	Compliant to 31.3.19	Remaining
All Areas	In House	5012	3747	656	4403	609
All Areas	Sheltered	805	326	165	491	314
EV	Contractor 1	2288	1618	390	2008	280
URV	Contractor 2	1018	877	118	995	23
LRV	Contractor 3	873	873	0	873	0
Non Trad		97	97	0	97	0
Post 2020		139	139	0	139	0
D.P.S.		482	43	61	104	378
To be allocated		3	1	0	1	2
<b>TOTAL STOCK</b>		<b>10717</b>	<b>7721</b>	<b>1390</b>	<b>9111</b>	<b>1606</b>
					<b>85.01%</b>	<b>14.99%</b>

Programme 2019/20	Total
609	5012
314	805
280	2288
23	1018
0	873
0	97
0	139
378	482
2	3
1606	10717
14.99%	

STOCK LEVEL	
Opening Stock 1.4.18	10803
Less hostel formula adjustment	-2
Less RTB's	-53
Added to stock	3
To be demolished/Out of Debit	-34
<b>TOTAL STOCK</b>	<b>10717</b>

Requires Action less than 10% of target  
 Caution Within tolerance  
 Target Achieved At or above target

WHQS EXTERNAL WORKS COMPLIANCE DATA 2018 / 19

To Week	52
	29/03/2019

IN YEAR					
Area	2018/19 Planned	2018/19 Revised	Compliance in year	Average Weekly Compliance	Target Weekly Compliant 80%
Eastern Valley	853	706	706.09	14.12	20.92
Upper Rhymney	739	840	840.31	16.81	18.61
Lower Rhymney	557	666	666.4	13.33	17.53
Sheltered	256	249	249.25	4.99	6.81
Private Sector	32	230	230.12	4.60	8.91
Leaseholders	0	106	105.52	2.11	4.82
Non Trad	0	3	2.5	0.05	0.17
To be allocated	0	7	0	0.00	0.12
	2437	2807.19	2800.19	56.00	77.89

With Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.18	2018/19 completions	Compliant up to 31.3.19
Eastern Valley	3143	1766	706.09	2472.09
Upper Rhymney	3216	1532	840.31	2372.31
Lower Rhymney	2370	893	666.4	1559.4
Sheltered	828	220	249.25	469.25
Private Sector	917	277.45	230.12	507.57
Leaseholders	410	64.55	105.52	170.07
Non Trad	97	87	2.5	89.5
Post 2020	139	139	0	139
To be allocated	7	0	0	0
TOTAL STOCK	11127	4979	2800.19	7779.19
		45%	25%	69.91%

Remaining Programme 2019/20	Total
670.91	3143
843.69	3216
810.6	2370
358.75	828
409.43	917
239.93	410
7.5	97
0	139
7	7
3347.81	11127
30%	

Without Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.18	2018/19 completions	Compliant up to 31.3.19
Eastern Valley	3143	1766	706.09	2472.09
Upper Rhymney	3216	1532	840.31	2372.31
Lower Rhymney	2370	893	666.4	1559.40
Sheltered	828	220	249.25	469.25
Private Sector	917	277.45	230.12	507.57
Non Trad	97	87	2.5	89.5
Post 2020	139	139	0	139
To be allocated	7	0	0	0
TOTAL STOCK	10717	4914	2694.67	7609.12
		45.86%	25%	71.00%

Remaining Programme 19/20	Total
670.91	3143
843.69	3216
810.6	2370
358.75	828
409.43	917
7.5	97
0	139
7	7
3107.88	10717
29%	

STOCK LEVEL	
Opening Stock 1.4.18	10803
Less hostel formula adjustment	-2
Less RTB's	-53
To be demolished/Out of Debit	-34
Added to stock	3
TOTAL STOCK	10717
Leaseholders	410
TOTAL STOCK INC LEASEHOLDERS	11127

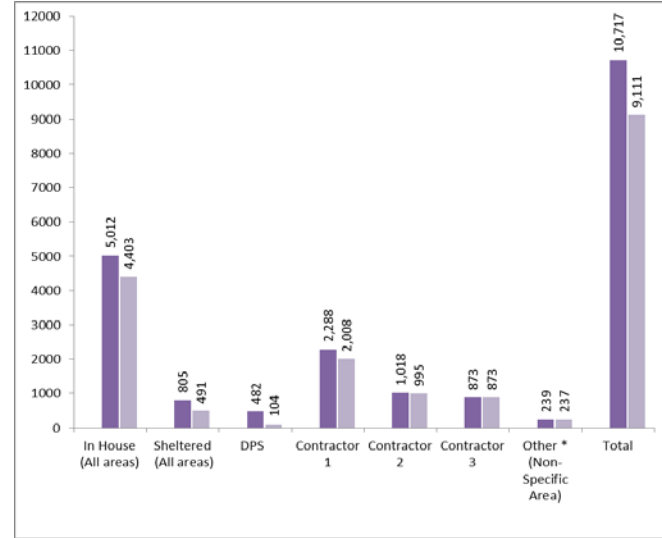
Requires Action	Less than 10% of target
Caution	Within Tolerance
Target Achieved	At or above target

**WHQS - STRATEGIC SCORECARD - LEVELS OF COMPLIANCE**  
(Standards Met - by Number of Properties)

Reporting Period	29/03/2019
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**\*INTERNAL Works Programme** (Stock v Compliance)

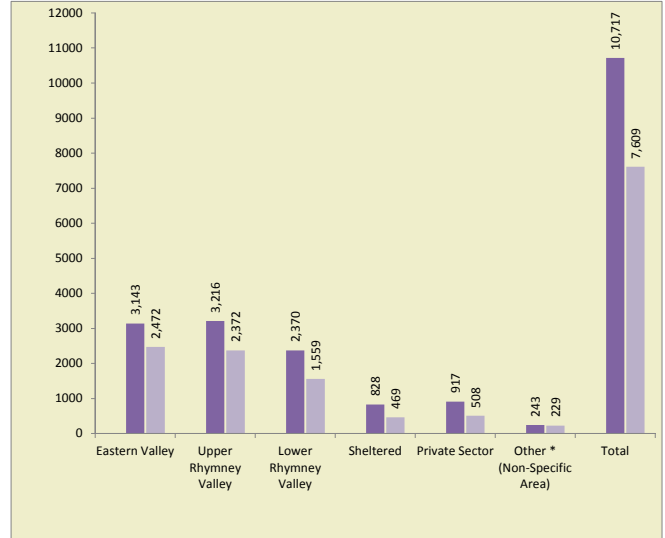
Internal Target 31/3/19	85.00%
Internal Components (% of stock)	85.01%



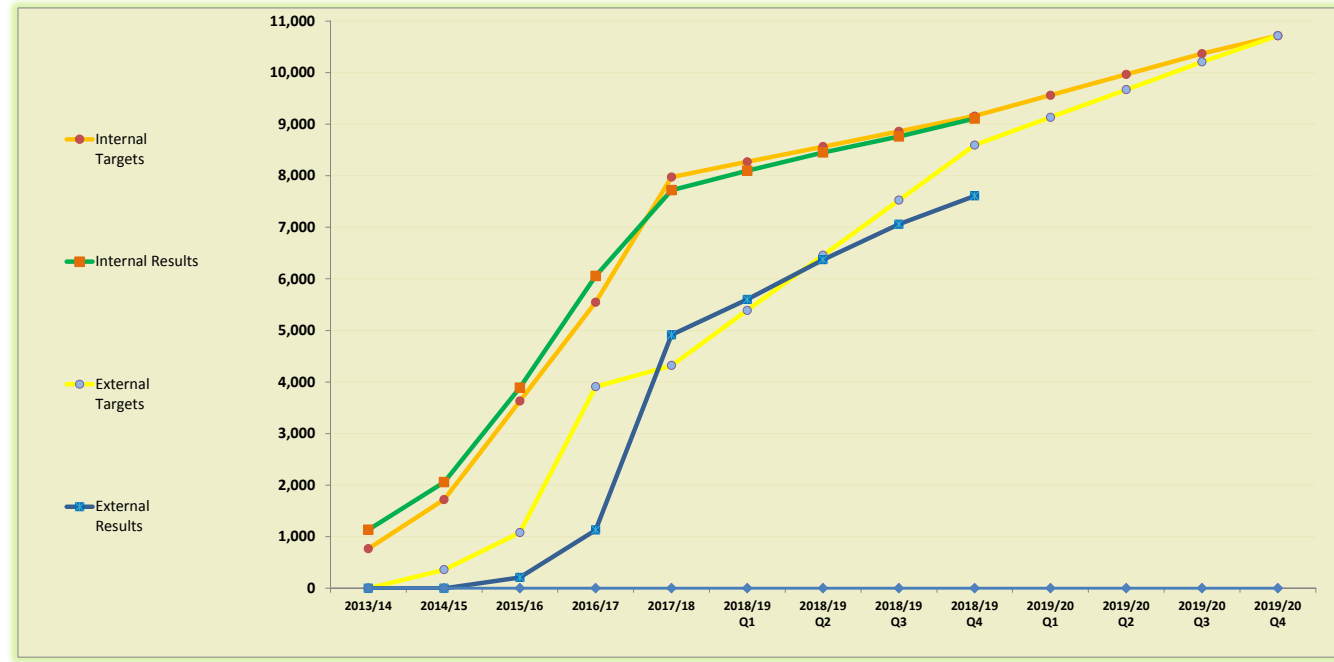
Reporting Period	29/03/2019
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**~EXTERNAL Works Programme** (Stock v Compliance)

External Target 31/3/19	80.00%
External Components (% of stock)	71.00%



**INTERNAL & EXTERNAL - Programme Profile (Targets & Results Achieved)**



Projected Compliance Date for Internal works - 22/05/2020      Projected Compliance Date for External works - 22/05/2020

Financial Programme	12/13	13/14	14/15	15/16	16/17	17/18	18/19 Projected	19/20 Projected	2020 Projected
Budget (£,000's)	19,100	48,320	77,990	107,660	136,880	166,100	195,320	220,000	
Actual Spend	19,057	33,707	49,051	77,683	109,061	152,165	200,165	261,000	
Balance	43	14,613	28,939	29,977	27,819	13,935	(4,845)	(41,000)	

The above finance table details accumulative budget allocations and spend profiles to date, which are subject to annual review and re-profiling.

Tenants Satisfaction - Internal Works	In - House	Contractors
Return Rate	40%	38%
Satisfied	91%	82%
Neither Satisfied nor Dissatisfied	4%	7%
Dissatisfied	5%	11%

Tenants Satisfaction - External Works	Contractors
Return Rate	31%
Satisfied	71%
Neither Satisfied nor Dissatisfied	9%
Dissatisfied	20%

Tenants satisfaction is reported from the start of the contract to the current date

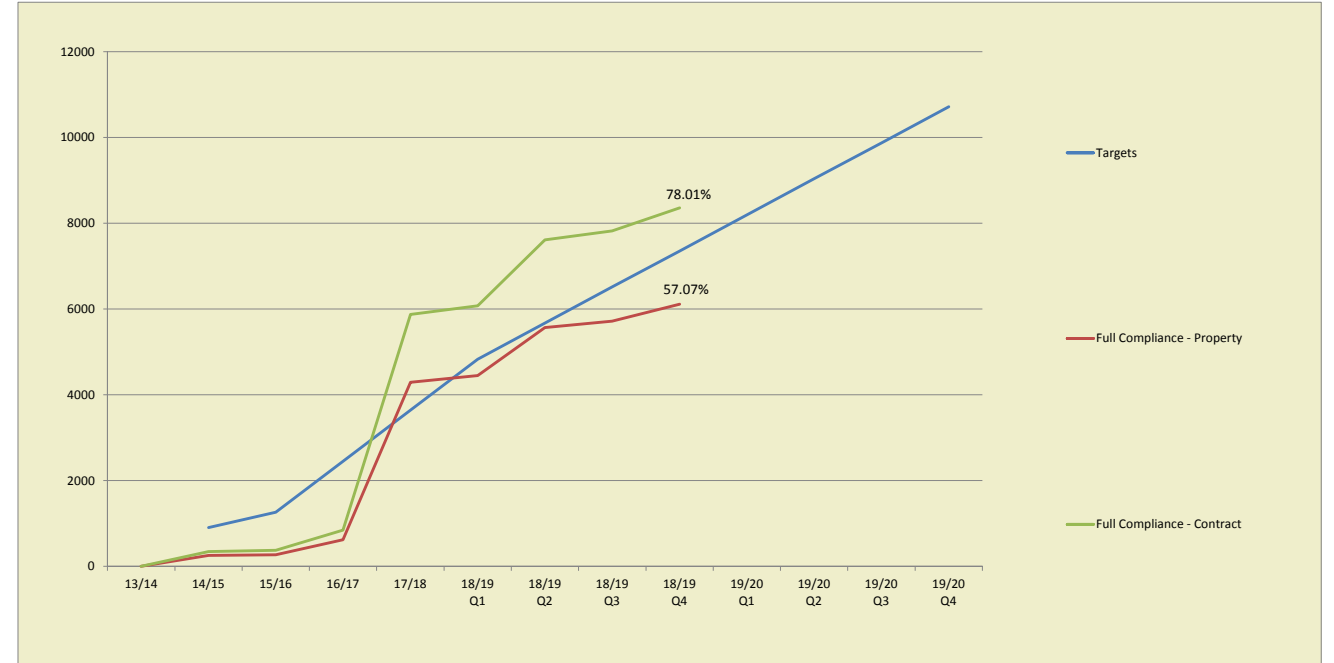
TARGET PERFORMANCE				TARGET PERFORMANCE			
INTERNALS	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED	EXTERNALS	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED
In House	12.98	13.12	👍	Eastern Valley	20.92	14.12	👎
Sheltered	3.30	3.30	👍	Upper Rhymney	18.61	16.81	👎
DPS	2.52	1.22	👎	Lower Rhymney	17.53	13.33	👎
Contractor 1	6.53	7.80	👍	Sheltered	6.81	4.99	👎
Contractor 2	1.77	2.36	👍	Private Sector	8.91	4.60	👎
Contractor 3	0.00	0.00	👍	Leaseholders	4.82	2.11	👎
To be allocated	0.03	0.00	👎	Non Trad	0.17	0.05	👎
<b>OVERALL</b>	<b>27.13</b>	<b>27.80</b>	👎	To be allocated	0.12	0.00	👎
👍	Target achieved or within 10% tolerance			<b>OVERALL</b>	<b>77.89</b>	<b>56.01</b>	👎
👎	Target not achieved						

**COMMENTS/ACTION POINTS**

~Loss of Contractor 2 & 3 terminating the contract early  
 ~Newly implemented DPS system utilising local contractors to pick up the work intended for Contractor 2 & 3 and external works  
 ~Separate teams are set up within HRO to pick up isolated properties with access issues, enabling the WHQS team to focus on delivering the programme without affecting performance  
 ~An additional in-house team has been established to increase performance on the sheltered contracts  
 ~Work programmed for Contractor 1 will reduce significantly in 2019/20 therefore options being considered to allocate additional work to assist with performance  
 ~Surveys for both internal and external works are almost completed and data gathered to date has not identified any major problems so no detrimental impact on performance is expected

The charts above, have been based on properties surveyed, improvement works undertaken, post-works inspections and portfolio updates, focusing on the following WHQS components:  
**Internal Works** : 4 main elements - Kitchens, Bathrooms, Heating & Electrics.  
**External Works** : 10 main elements - Boundary walls, Doors, Drainage works, Fences/Railings/Gates, Curtilage works, Paths/Drives, Roofs, Stores/Sheds/Outbuildings, Windows & property skin  
 Other specialist works/improvements are also undertaken in conjunction with the WHQS Programme, such as Adaptations to meet the specific needs of the tenants

**WHQS - Properties fully compliant (total stock)**



APPENDIX 4 - PROJECTIONS FOR INTERNAL WORKS

**Internal Forecast Data**

No : of properties completed to date		9111.00	+		
No : of Properties we can complete by end March 2019	0 weeks	0.00		27.80 properties a week x	0 = 0
		9111.00	+		
No : of Properties we can complete by end March 2020	50 weeks	1390.00	+	27.80 properties a week x	50 = 1390

**Anticipated Total Properties completed at end of March 2020**

10501.00

Total No: of Caerphilly Homes Properties

10717.00 -

Total No: of Properties completed at end of March 2020

10501.00

**Total No: of Properties not completed at end of March 2020**

216.00

Total left to do after March 2020

Properties not completed

216.00 ÷

Average No: of Properties completed a week

27.80

**All Properties completed in additional**

7.77

**Compliance date**

**22nd May**

8 weeks after end of March

APPENDIX 5 - PROJECTIONS FOR EXTERNAL WORKS

**External Forecast Data ( without leaseholders )**

No : of properties completed to date		7609.12
No : of Properties we can complete by end March 2019	0 weeks	0.00
		<b>7609.12</b>
No : of Properties we can complete by end March 2020	50 weeks	0.00
<b>Anticipated Total Properties completed at end of March 2020</b>		<b>7609.12</b>
Total No: of Caerphilly Homes Properties		10717
Total No: of Properties completed at end of March 2020		7609.12
<b>Total No: of Properties not completed at end of March 2020</b>		<b>3107.88</b>
Properties not completed		3107.88
Average No: of Properties completed a week		53.89
<b>All Properties completed in additional</b>		<b>57.67</b>
<b>Compliance date</b>		<b>22 May 2020</b>

**External Forecast Data ( with leaseholders )**

No : of properties completed to date		7779.19
No : of Properties we can complete by end March 2019	0 weeks	0.00
		<b>7779.19</b>
No : of Properties we can complete by end March 2020	50 weeks	0.00
<b>Anticipated Total Properties completed at end of March 2020</b>		<b>7779.19</b>
Total No: of Caerphilly Homes Properties		11127
Total No: of Properties completed at end of March 2020		7779.19
<b>Total No: of Properties not completed at end of March 2020</b>		<b>3347.81</b>
Properties not completed		3347.81
Average No: of Properties completed a week		56.00
<b>All Properties completed in additional</b>		<b>59.78</b>
<b>Compliance date</b>		<b>05 June 2020</b>

Cyngor Bwrdeistref Sirol Caerffili  
Caerphilly County Borough Council's



**Rhaglen Safon Ansawdd  
Tai Cymru (SATC)**

Trawsnewid cartrefi, bywydau a chymunedau

**Welsh Housing Quality Standard  
(WHQS) programme**

Transforming homes, lives and communities



Pan ddechreuodd Cartrefi Caerffili ar ei raglen Safon Ansawdd Tai Cymru (SATC) werth £220 miliwn, fe ymrwymodd i sicrhau y byddai'r buddsoddiad yn cael ei ddefnyddio i drawsnewid nid yn unig cartrefi, ond hefyd bywydau a chymunedau.



When Caerphilly Homes embarked upon its £220 million Welsh Housing Quality Standard (WHQS) programme it made a commitment to ensuring that the investment was used to transform not just homes, but also lives and communities.



# Gwelliannau mewnol Ceginau

# Internal improvements Kitchens

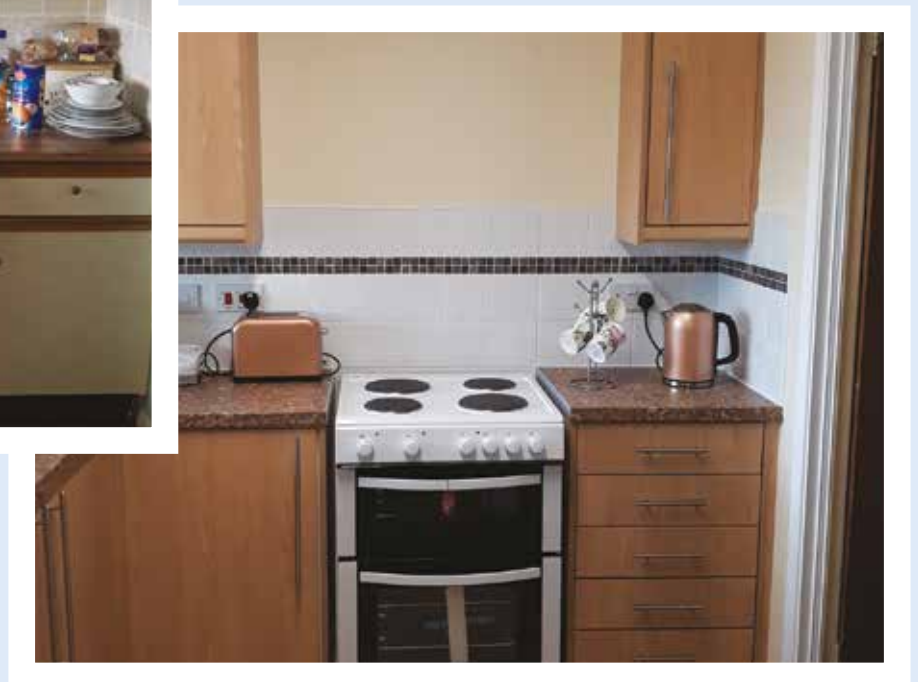
Cyn • Before



Ar ôl • After



Cyn • Before





# Ystafelloedd Ymolchi

# Bathrooms





## Teilwra gwelliannau i ddiwallu anghenion y tenantiaid

Yn ogystal â gwella golwg y cartrefi, mae Cartrefi Caerffili wedi cydweithio â thenantiaid i sicrhau y caiff unrhyw welliannau eu teilwra i ddiwallu eu hanghenion penodol.



## Tailoring improvements to meet the needs of tenants

As well as improving the appearance of homes, Caerphilly Homes has worked with tenants to ensure any improvements are tailored to meet their specific needs.

### Astudiaeth achos - Mr Daddow

Un tenant y mae ei gartref wedi cael ei wella i ddiwallu ei anghenion yw Mr Royston Daddow. Cafodd cartref Mr Daddow gegin osod ac ystafell ymolchi newydd sbon fel rhan o raglen gwaith mewnol SATC.

Cyn i'r gwaith ddechrau ar ei gartref, cafodd Mr Daddow ei asesu gan Therapydd Galwedigaethol o dîm SATC y cyngor, a argymhellodd osod cawod cerdded-i-mewn i helpu â rhai o'r problemau symudedd yr oedd yn eu cael.

Dywedodd Mr Daddow, "Does gen i ddim baddon rhagor oherwydd roeddwn i'n cael trafferth mynd i mewn iddo a dod allan ohono. Mae gen i gawod cerdded-i-mewn yn awr, sydd wedi'i addasu i fy anghenion, ac mae'n berffaith imi. Dwi wrth fy modd â'r ystafell ymolchi."

Ychwanegodd, "Roedd y tîm a wnaeth y gwaith yma yn wych; roedden nhw bob amser yn sicrhau eu bod yn ystyried f'anghenion wrth weithio. Roedden nhw i gyd mor lân a thaclus - roedd pob un yn glanhau ar ei ôl. Rhoesan nhw orchudd dros y llawr i gyd felly doedd dim annibendod o gwbl. Nawr bod yr holl waith wedi'i gwblhau, dwi'n teimlo fel pe bawn i'n aros mewn gwesty pedair seren. Mae'n ffantastig!"

### Case study - Mr Daddow

One tenant whose home has been improved to meet his needs is Mr Royston Daddow. Mr Daddow's home benefited from a brand new fitted kitchen and bathroom as part of the WHQS programme of internal works.

Before any works began on his property, Mr Daddow was assessed by an Occupational Therapist from the council's WHQS team who recommended a walk in shower be fitted to help with some mobility issues he had been experiencing.

Mr Daddow said "I no longer have a bath as I was having difficulty getting in and out. I now have a walk in shower which has been adapted for my needs, which is perfect for me. I am really pleased with the bathroom."

He added "The team who carried out the work here were marvellous; they always made sure they worked around my needs. They were all so clean and tidy, there wasn't a worker who didn't clean up after themselves. They covered all my flooring for me so there was no mess. Now that all the work has been completed I feel like I've booked myself into a 4\* hotel, it's fantastic!"

## **Astudiaeth achos - Mr a Mrs Rosser**

Cafodd Mr David a Mrs Susan Rosser hefyd addasiadau i'w cartref fel rhan o'r rhaglen SATC. Cafodd y cwpl yr allwedd i'w byngalo sy'n eiddo i'r cyngor ym mis Mai 2017, ar ôl gorfod symud i dŷ llai o faint.

Yn fuan ar ôl symud i'w cartref newydd, daeth Therapydd Galwedigaethol a Syrfëwr o dîm SATC y cyngor i ymweld â nhw. Gweithiodd y tîm gyda Mr a Mrs Rosser i ddylunio cegin newydd gan ystyried eu hanghenion, a hefyd argymhellodd osod cawod hygyrch yn lle'r baddon, i ddiwallu anghenion iechyd Mrs Rosser yn well. Hefyd gosodwyd llwybr a chanllaw yn yr ardd gefn i'w gwneud yn haws ac yn fwy diogel i'r pâr gyrraedd y lein ddillad.

Dyweddodd Mr Rosser, "Gwnaeth y dewisiadau lliw a gynigiwyd inni ar gyfer y gegin a'r ystafell ymolchi argraff fawr arnom ni, ac rydym ni wrth ein bodd gyda'r gwaith gorffenedig. Gwnaeth pawb ag ymwelodd â ni fel rhan o'r gwaith ei orau glas i'n helpu ni; o'r Therapydd Galwedigaethol, y Syrfëwr a'r Fforman i'r gweithwyr a gyflawnodd y gwaith – roedd pob un yn wych. Yn ddiweddar rydym ni wedi gorffen addurno gweddill y byngalo, ac yn ymgartrefu'n dda yn ein cartref newydd.

## **Case study - Mr & Mrs Rosser**

Mr David and Mrs Susan Rosser also benefitted from adaptations to their home as part of the WHQS programme. The couple received the keys for their council owned bungalow in May 2017, after needing to downsize from their house.

Soon after moving into their new home they were visited by an Occupational Therapist and Surveyor from the council's WHQS team. The team worked with Mr and Mrs Rosser to design a new kitchen around their requirements and also recommended the bath be replaced with a walk-in shower, to better meet the health needs of Mrs Rosser. A path and handrail were also installed in the back garden to make it easier and safer for the couple to reach the washing line.

Mr Rosser said "We were really impressed by the colour options we were offered for the kitchen and bathroom, and we're so happy with the finished work. Everybody who visited as part of the works bent over backwards to help us; from the Occupational Therapist, Surveyor and Foreman to the workforce who carried out the work – they were all excellent. We recently finished decorating the rest of the bungalow and are really settling into our new home."



**Addasiadau eraill a osodwyd  
mewn cartrefi tenantiaid fel  
rhan o'r rhaglen SATC**

**Other adaptations fitted in  
tenants' homes as part of the  
WHQS programme**



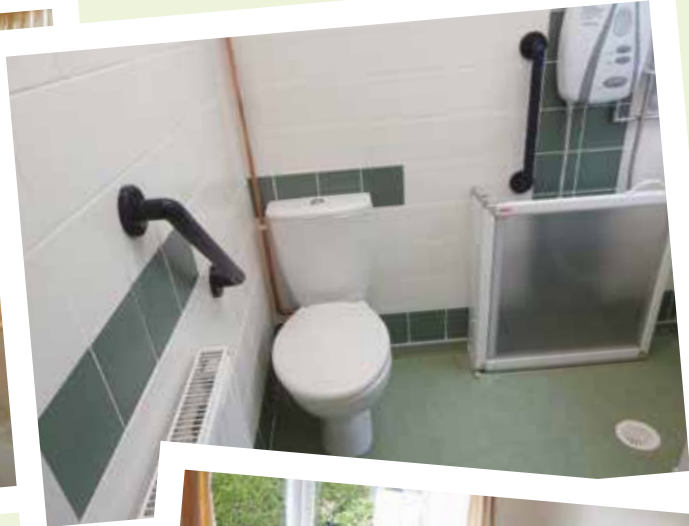


## Astudiaeth achos - 'Visibly Better'

Gweithiodd tîm Cartrefi Caerffili gyda thenant y cartref, sydd â nam ar ei golwg, i ddylunio gwelliannau i ddiwallu ei hanghenion penodol hi ac sy'n unol â Safon 'Visibly Better' Sefydliad Cenedlaethol Brenhinol Pobl Ddall (RNIB).

Mae'r defnydd o deils a chownteri mat, switshis cyferbyniol, goleuadau tryledol a gwell, ynghyd â'r defnydd cyffredinol o gyferbyniad i ddynodi mannau pwysig, wedi helpu diogelwch ac annibyniaeth y tenant yn ei chartref. Cafodd cawod cerdded-i-mewn ei gosod yn lle'r baddon, er mwyn hwyluso mynediad i'r tenant.

Cyn • Before



Ar ôl • After



Cyn • Before



Ar ôl • After

# Gwelliannau allanol

# External improvements

Cyn • Before



Ar ôl • After

Cyn • Before



Ar ôl • After



# Gwelliannau Effeithlonrwydd Ynni

# Energy efficiency improvements

Cyn • Before



Ar ôl • After

Cyn • Before



Ar ôl • After

## Lle Rowan, Rhymni

Buddsoddwyd rhyw £5 miliwn yn Lle Rowan, fel rhan o raglen adfywio wedi'i thargedu o dan arweiniad Cartrefi Caerffili. Roedd y rhaglen yn cynnwys adnewyddiadau helaeth i'r cartrefi a'r amgylchedd cyfagos, ynghyd â dull amlasiantaethol o fynd i'r afael â rhai o'r problemau economaidd gymdeithasol a geir yn yr ardal.

## Rowan Place, Rhymney

Around £5 million was invested into Rowan Place, as part of a targeted regeneration programme led by Caerphilly Homes. The programme included extensive refurbishments to homes and the surrounding environment, combined with a multi-agency approach to tackling some of the wider socio economic issues experienced in the area.

### Cyn • Before





Ar ôl • After



## Budd i'r gymuned

Mae'r buddsoddiad a wnaethpwyd yn SATC hefyd wedi sicrhau buddion llawer ehangach i gymunedau lleol ym mwrdeistref sirol Caerffili.

## Community benefits

The investment made into WHQS has also delivered much wider benefits for local communities in the Caerphilly county borough.



## Astudiaeth achos - Cyflwyniad i adeiladu

Enillodd un ar ddeg o bobl leol brofiad a sgiliau trwy sesiynau adeiladu ymarferol a damcaniaethol yn ystod cynllun pythefnos 'Cyflwyniad i Adeiladu' gyda Keepmoat, un o'r contractwyr sy'n helpu i gyflawni rhaglen SATC y cyngor.

Datblygwyd 'Cyflwyniad i adeiladu' trwy weithio partneriaethol rhwng tîm Cartrefi Caerffili Cyngor Bwrdeistref Sirol Caerffili, Cymunedau yn Gyntaf, y timau sy'n gyfrifol am gyflawni rhaglenni Esgyn a Chymunedau am Waith a Keepmoat, arbenigwr ar adfywio cymunedol.

Dyweddodd Neil Norman o Grymlyn, un o'r rhai a gymerodd ran yn y rhaglen, "Doeddwn i ddim yn gwybod dim am Keepmoat cyn dechrau, a doeddwn i ddim wir yn gwybod beth i'w ddisgwyl. Dwi'n teimlo fy mod i wedi dysgu llawer iawn dros y pythefnos diwethaf ac wedi mwynhau dod i nabod y bobl eraill ar y cwrs yn ogystal â staff Keepmoat."

## Case study - Induction to construction

Eleven local people gained experience and skills through practical and theory based construction sessions during a two week 'Induction to Construction' initiative with Keepmoat, one of the contractors helping to deliver the council's WHQS programme.

'Induction to Construction' was developed through partnership working between Caerphilly County Borough Council's Caerphilly Homes team, Communities First, the teams responsible for delivering the Lift and Communities For Work programmes and community regeneration specialist Keepmoat.

Neil Norman from Crumlin, one of the participants who took part in the programme, said "I knew nothing about Keepmoat before starting and didn't really know what to expect. I feel that I've learned lots over the past two weeks and really enjoyed getting to know the others on the course, as well as the staff at Keepmoat."



## **Astudiaeth achos** **- Person ifanc yn darganfod** **manteision gwirfoddoli**

Mae Daniel Holley yn berson ifanc sydd wedi darganfod manteision gwirfoddoli, gan fod hyn wedi'i helpu i gael swydd amser llawn. Roedd Daniel o Goed Duon yn treulio deuddydd yr wythnos yn gwirfoddoli gyda Chartrefi Caerffili, lle gweithiai ochr yn ochr â'r Swyddog Cyfathrebu ac Ymgysylltu â Thenantiaid. Treuliodd Daniel ryw flwyddyn yn gwneud hyn, ochr yn ochr ag astudio yn y coleg.

Helpodd y wybodaeth a'r profiad a gafodd Daniel trwy'r rôl hon iddo gael swydd amser llawn gyda chwmni Robert Price Builders' Merchants, unig bartner cyflenwi'r Cyngor ar gyfer ei raglen wella SATC werth £220 miliwn.

Dywedodd Daniel, "Fe wnes i wir fwynhau'r amser a dreuliais i'n gwirfoddoli gyda'r cyngor. Enillais i lawer o sgiliau a phrofiad, yn ogystal â dysgu llawer iawn am y rhaglen SATC. Roedd hyn o gymorth, yn fy marn i, pan wnes i gais i weithio gyda Robert Price."

## **Case study** **- Young person discovers** **benefits of volunteering**

Daniel Holley is one young person who's discovered the benefits of volunteering as it helped him secure a full time job. Daniel, from Blackwood, spent two days a week volunteering with Caerphilly Homes where he worked alongside the Communications and Tenant Engagement Officer. Daniel spent around a year doing this, alongside studying at college.

The knowledge and experience Daniel gained through this role helped him secure a full time position with Robert Price Builders' Merchants; the council's single source supply partner for its £220 million WHQS improvement programme.

Daniel said "I really enjoyed the time I spent volunteering with the council. I gained lots of new skills and experience as well as learning lots about the WHQS programme which I believe helped me when I applied to work with Robert Price."



## Astudiaeth achos - rhodd yn helpu i agor drysau i drigolion Caerffili

## Case study - Donation to help open doors for Caerphilly residents



Bydd rhodd i ddarparwr hyfforddiant yng Nghaerffili yn helpu i wella sgiliau pobl leol ac i agor drysau i gyflogaeth. Mae cwmni Robert Price Builders' Merchants wedi rhoi mwy na 60 o ddrysau i fenter 'Train and Grow' i'w chynorthwyo i gyflawni rhaglenni hyfforddiant cymunedol.

Ar hyn o bryd, mae menter 'Train and Grow' yn cynorthwyo timau cyflogaeth Cyngor Bwrdeistref Sirol Caerffili i gyflawni nifer o brosiectau, gan gynnwys rhaglenni Esgyn a Chymunedau am Waith. Bydd y drysau a roddwyd yn cynnig cyfleoedd i'r bobl sy'n cymryd rhan ennill sgiliau newydd a phrofiad ymarferol o osod drysau a chloeon ac ati.

Dyweddodd Tessa Pike, un o gyfarwyddwyr Robert Price, "Fel rhan o'n cefnogaeth barhaus i'r gymuned, gwelsom y gallem, trwy roi nifer fawr o ddrysau dros ben i raglenni Esgyn a Chymunedau am Waith, helpu prentisiaid gwaith saer i ymarfer eu sgiliau yn y gweithdy. Rydym ni wrth ein bodd bod defnydd mor dda wedi cael ei wneud o'r deunyddiau hyn."

A donation to a Caerphilly-based training provider will help upskill local people and open doors to employment. Robert Price Builders' Merchants donated over 60 doors to Train and Grow to help them deliver community training programmes.

Train and Grow currently supports Caerphilly County Borough Council's employment teams in the delivery of a number of projects, including Lift and Communities for Work programmes. The donation of the doors will offer opportunities for participants to gain new skills and hands on experience of hanging doors, fitting locks etc.

Tessa Pike, Director at Robert Price, said "As part of our ongoing support to the community, we identified that by donating a large quantity of surplus doors to the Lift and Communities for Work programmes we could help apprentice carpenters to practice their skills in the workshop. We are delighted that these materials have been put to such good use."



## **Astudiaeth achos - trawsnewid gardd canolfan ddydd**

Mae gofod awyr agored canolfan ddydd sy'n eiddo i'r cyngor ym mwrdeistref sirol Caerffili wedi cael ei drawsnewid, diolch i gymorth gan nifer o sefydliadau.

Mae defnyddwyr gwasanaethau a staff Canolfan Ddydd Brondeg yng Nghoed Duon wedi bod yn gweithio gyda tîm Cymunedau yn Gyntaf Cyngor Bwrdeistref Sirol Caerffili i wella'r tiroedd ac i greu lle sy'n haws i'w ddefnyddio i'r bobl sy'n ymweld â'r ganolfan. Erbyn hyn mae gan yr ardd ar ei newydd wedd hafdy, llwybr natur a manau plannu newydd.

Mae nifer o adrannau'r cyngor a busnesau preifat hefyd wedi rhoi cymorth i'r prosiect, o roi deunyddiau i ddarparu gwirfoddolwyr i helpu i gyflawni gwelliannau ffisegol. Roedd y rhain yn cynnwys: Groundwork, Tîm Gwasanaethau Oedolion yr adran Gwasanaethau Cymdeithasol, CMGG, Windy Ridge a Bar Foods.

Rhoddodd tîm Safon Ansawdd Tai Cymru (SATC) y cyngor gefnogaeth i'r prosiect hefyd, ynghyd â Keepmoat, un o'r contractwyr sy'n helpu i gyflawni'r rhaglen SATC, ac unig bartner cyflenwi'r cyngor, Robert Price Builders' Merchants.

## **Case study - Garden transformed at day centre**

A council owned adult day centre in the Caerphilly county borough has seen its outdoor space transformed thanks to the support of a number of organisations.

Service users and staff at Brondeg Day Centre, in Blackwood, have been working with the Communities First team at Caerphilly County Borough Council to improve the grounds and create a more user-friendly space for visitors to the facility. The newly improved garden now features a summer house, 'nature walk' and new planting areas.

A number of council departments and private businesses have also given their support to the project; from donating materials to providing volunteers to help carry out physical improvements. Those involved include Groundwork, Social Services' Adult Services team, GAVO, Windy Ridge, and Bar Foods.

The council's Welsh Housing Quality Standard (WHQS) team also supported the project along with Keepmoat, one of the contractors helping to deliver the WHQS programme, and the council's single source supply partner Robert Price Builders' Merchants.



## Gwelliannau amgylcheddol

Mae Cartrefi Caerffili wedi cynnal nifer o ddigwyddiadau i ymgysylltu â chymunedau lleol a chael gwybod beth yw eu blaenoriaethau ar gyfer gwelliannau amgylcheddol.



## Environmental improvements

Caerphilly Homes has held a number of events to engage with local communities and find out their priorities for environmental improvements.





# Prosiectau gwella amgylcheddol a gwblhawyd

# Completed environmental improvement projects

Cyn • Before



Ar ôl • After

Cyn • Before



Ar ôl • After



## Cynlluniau Tai Lloches

O dan raglen ar wahân o waith SATC ar gyfer cynlluniau tai lloches Cartrefi Caerffili, gwnaethpwyd gwelliannau mewnol ac allanol ar yr un pryd, ynghyd â gwelliannau i'r manau cymunedol.

## Sheltered Housing

A separate programme of WHQS works for Caerphilly Homes' sheltered housing schemes has seen internal and external improvements delivered at the same time, along with improvements to communal areas.

Cyn • Before



Ar ôl • After



Cyn • Before



Cyn • Before



Ar ôl • After



Ar ôl • After



## Astudiaeth achos - Tŷ Bedwellte

Cafodd cynllun tai lloches Tŷ Bedwellte yng Nghefn Fforest, Coed Duon, welliannau mewnol ac allanol helaeth fel rhan o'r rhaglen SATC.

Roedd y gwelliannau yn Nhŷ Bedwellte yn cynnwys cegin ac ystafell ymolchi newydd yng nghartref pob tenant, ynghyd ag ailweirio trydanol. Hefyd gosodwyd system wresogi gymunedol newydd, ynghyd ag Unedau Rhyngwyneb Gwresogi unigol ym mhob fflat, gan ganiatáu i'r tenantiaid reoli'r gwres eu hunain, rhywbeth nad oedd yn bosibl gyda'r hen system.

Mae'r adeilad hefyd wedi cael lifft a drysau awtomatig newydd, a gwelliannau i'r manau cymunedol yn unol â safon 'Visibly Better' Sefydliad Cenedlaethol Brenhinol Pobl Ddall (RNIB) Cymru. Ymgorfforwyd safonau RNIB Cymru hefyd yn y cartrefi i denantiaid sydd â nam ar eu golwg.

### Cyn • Before



## Case study - Ty Bedwellty

Ty Bedwellty sheltered housing scheme in Cefn Fforest, Blackwood received extensive internal and external improvements as part of the WHQS programme.

Improvements at Ty Bedwellty included new kitchens and bathrooms in each tenant's home, along with electrical rewiring. The communal heating system was also replaced and individual Heating Interface Units installed in each flat, allowing tenants to control their own heating which was not possible with the previous system.

The scheme has also benefitted from the installation of a lift, new automatic doors and improvements to communal areas in keeping with Royal National Institute for the Blind (RNIB) Cymru's Visibly Better standard. The RNIB Cymru standards were also incorporated into homes for those tenants experiencing a visual impairment.

### Ar ôl • After



**Y gegin gymunedol wedi'i gwella yn unol a safonau RNIB**

**Communal kitchen has been improved to RNIB standards**

Cyn • Before



Ar ôl • After



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**yourcaerphillyhomes**

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## CAERPHILLY HOMES TASK GROUP – 27TH JUNE 2019

**SUBJECT: HOUSING REVENUE ACCOUNT – OUTTURN 2018/19**

**REPORT BY: DIRECTOR OF SOCIAL SERVICES & HOUSING**

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### **1. PURPOSE OF REPORT**

- 1.1 To inform Members of the outturn position for the Housing Revenue Account (HRA) for the 2018/19 financial year.

### **2. SUMMARY**

- 2.1 Members will be aware of the distinction between the HRA, which is funded by rental income received from council tenants, to that of General Fund Housing and Private Housing, which fall under the General Fund and is funded via the Council taxpayer.

Although there is a clear separation of these funds which is ringfenced to directly benefit the service for which the income relates to, the majority of council tenants rent is funded from housing benefits which is derived from the tax payers purse and therefore value for money must always be sought.

- 2.2 The report outlines the final outturn for the HRA based upon the expenditure and income for the full financial year.
- 2.3 The HRA budget for 2018/19 was £49.5m which mainly includes £17.5m of salaries, £7.9m of capital financing charges, £8.7m of response repairs, and £16.9m of revenue contributions to fund the WHQS programme. The underspend in 2018/19 totalled £5.46m and the main reason for the underspend is detailed below.
- 2.4 This report will be presented to The Housing & Regeneration Scrutiny Committee on 23<sup>rd</sup> July 2019.

### **3. RECOMMENDATIONS**

- 3.1 That CHTG Members note the content of this report prior to its consideration at Housing & Regeneration Committee on 23<sup>rd</sup> July 2019.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To ensure that the Scrutiny Committee is provided with full details of the 2018/19 outturn the HRA.

## **5. THE REPORT**

### **5.1 Introduction**

5.1.1 The following paragraphs highlight the major budget variances.

### **5.2 HRA (£5.46m underspend)**

5.2.1 The HRA outturn was a £5.46m under-spend, which represents 11% of the total HRA budget. The main variances are summarised below and full financial details are provided in Appendix 1.

### **5.3 Salaries & Mileage (£834k underspend)**

5.3.1 Salaries and associated costs within the HRA generated savings of some £834k, which represents around 6% of the total salary budget. Direct salaries underspent by some £988k. There are a variety of reasons for this given the volume of staff, but the main causes are staff turnover for reasons such as long term sickness, vacant posts and reduced hours. Offsetting the salary saving is a £154k overspend in respect of agency staff where cover was essential to maintain service delivery.

### **5.4 Capital Financing Charges (£749k underspend)**

5.4.1 This underspend relates to a lower interest rate than projected at the start of the year, resulting in lower interest charges on the HRA debt.

### **5.5 Service Specific Related and Office Related (£1.8m underspend)**

5.5.1 Non pay related budgets (which include office running costs, one-off projects) have spent £1m less than budgeted. There are numerous variances within this category but an example of some of the savings are, Bad Debt Provision (£376k), Central Recharges and SLA's (£99k), IT systems and equipment (£235k), and Area Projects (£125k). Service specific related spend have underspent by some £800k within the Housing Repairs Operation Team which is a net result of increased expenditure on sub-contractors, transport and plant as a result of additional work to support the WHQS programme offset by the recharge for the work undertaken. The additional income generated has supported the funding of the WHQS programme.

### **5.6 Building Maintenance (£1.2m under-spend)**

5.6.1 The HRA is utilised to fund the repair and maintenance of the public housing stock which is predominantly undertaken by the Housing Repair Operations team. The outturn of the HRO response budget has been included in x x (salaries) and x.x (service specific) above. The remaining building maintenance budgets relate to one-off projects, contingency, sub-contracting for specialist works and periodical testing. There are also two holding accounts that are dedicated to support the WHQS programme, as explained further below.

5.6.2 Revenue Projects (£852k under-spend) – this category mainly includes budgets that fall outside of the other budgets remits (i.e. not planned, cyclical or in house responsive). The under-spend mainly relates to the contingency budget (£411k) where a small provision is set each year for any unforeseen repairs. Projects for sheltered complexes have underspent by £153k, asbestos £54k and the infrastructure works budget of £140k has not been fully utilised this year, as a consequence of work being picked up in the WHQS Programme.

5.6.3 Planned Cyclical/Periodical Testing (£415k under-spend) – this relates to costs associated with our statutory servicing and maintenance obligations, e.g. heating, electrical, and legionella testing. Under-spends in this area relate mainly to Alarm & Light Servicing (£118k), Fire safety doors (£70k), Legionella testing (£18k), Lift repairs & Communal heating (£82k)



and electrical testing (£75k). Whilst our statutory obligations continue to be met, the underspends are partly due to works being completed under the WHQS Programme and revised contractual arrangements which have significantly improved since being transferred to HRO to collectively manage and monitor. Monitoring arrangements are in place and reported to a corporate Statutory Group on a monthly basis.

- 5.6.4 As part of the merger of the Building Maintenance DLO with the HRA, the WHQS holding account was set up to monitor the in house workforce costs that would be recharged to the WHQS capital programme. A budget of £10.4m was allocated in 2018/19 along with an income recharge to the capital programme so that the HRA has a nil cost.
- 5.6.5 The in house workforce for WHQS overspent its budget by some £235k due to salary savings. The in-house workforce completed 767 properties internally to WHQS compliance in 2018/19 achieving their target of 16 properties per week. They also achieved external compliance to 249 sheltered housing units. External works were slightly behind target but the overall deadline is still on target to be met.

#### **5.7 Revenue Contribution to Capital (RCCO) (£590K underspend)**

- 5.7.1 The HRA allowed for some £14.8m of revenue contributions towards the WHQS programme which were fully utilised. There is also a dedicated budget for the WHQS Delivery Team responsible for delivery of the WHQS Programme where £2.7m budget was allocated with an associated income recharge to capital via a RCCO. Delivery fees underspend by £590k due in the main to salary savings.
- 5.7.2 Total expenditure on the HRA Capital Programme for 2018/19 was £51.8m which has been the highest level of expenditure since the WHQS programme began. This expenditure was funded from the £7.3m Major Repairs Allowance (MRA) received from the Welsh Government (WG), revenue contributions from the HRA of £16.9m, HRA balances of £4.6m and the remaining funding of £23m from borrowing. This is the first year that borrowing has been required to fund the WHQS programme.

85% of our housing stock have now received internal WHQS work and 71% have received external WHQS work. Full WHQS compliance has been achieved on 57% of our properties, with 100% full compliance on target to be achieved by December 2020. As we head into our final stage of the WHQS programme we are anticipating a £261m total capital spend of which about 23% will be funded from the MRA (£59m), Grants of £3m (1%), 22% from borrowing (£57m), and the remaining 55% (£142m) will have been funded direct from the HRA.

#### **5.8 HRA Working balances**

- 5.8.1 HRA Working Balances stood at £4.3m at the start of 2018/19 all of which was utilised to fund the WHQS programme. The in year surplus of £5.4m will replenish these balances and will be earmarked for the 2019/20 WHQS Programme.
- 5.8.2 £99k has also been added to earmarked provisions to assist with Welfare Reform. A total of £580k is held in earmarked balances and predominantly relates to the costs anticipated with Welfare Reform in particular Universal Credit which was introduced in September 2018.

### **6. ASSUMPTIONS**

- 6.1 Assumptions linked to this report were detailed in the budget report to Cabinet on the 31<sup>st</sup> January 2018. The Housing Business Plan which is submitted annually to Welsh Government and confirms our financial position over 30 years in relation to achieving and maintaining the WHQS Programme, also identifies several key assumptions that are necessary to remain financially viable. This includes future rent increases, rent arrears, pay awards, interest rates and inflation.

## **7. LINKS TO STRATEGY**

7.1 The contents of this report reflect the budget strategy agreed by Council at its meeting on the 22nd February 2018. Cabinet approved the 2018/19 Housing Revenue Account on 31<sup>st</sup> January 2018

7.2 Effective financial planning and financial control contribute to the following Well-being Goals within the Well-being of Future Generations (Wales) Act 2015: -

- 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.

## **8. WELL-BEING OF FUTURE GENERATIONS**

8.1 Effective financial management is a key element in ensuring that the Well-being Goals within the Well-Being and Future Generations (Wales) Act 2015 are met.

## **9. EQUALITIES IMPLICATIONS**

9.1 This report is for information purposes so the Council's Equalities Impact Assessment (EqIA) process does not need to be applied.

## **10. FINANCIAL IMPLICATIONS**

10.1 As identified throughout the report.

## **11. PERSONNEL IMPLICATIONS**

11.1 There are no personnel implications.

## **12. CONSULTATIONS**

12.1 This report has been sent to the Consultees listed below and all comments received are reflected in this report.

## **13. STATUTORY POWER**

13.1 Local Government Acts 1972 and 2003 and the Council's Financial Regulations

Author: Lesley Allen – Principal Accountant (Housing  
(Email: allenl@caerphilly.gov.uk)

Consultees: Cllr L. Phipps, Cabinet Member for Homes & Places  
Dave Street, Corporate Director Social Services  
Shaun Couzens, Chief Housing Officer  
Steve Harris – Interim Head of Business Improvement Services & Deputy S151 Officer  
Paul Smythe – Housing Technical Manager  
Fiona Wilkins – Public Sector Housing Manager  
Jane Roberts-Waite, Strategic Co-ordination Manager

Appendices:

Appendix 1 – HRA financial plan outturn 2018/19

<b>HOUSING</b>	Page	<b>Estimate</b>	<b>Outturn</b>	<b>Variance</b>
	No	<b>2018/2019</b>	<b>2018/2019</b>	<b>2018/2019</b>
<b><u>HOUSING REVENUE ACCOUNT</u></b>		£	£	£
<b><u>SUMMARY</u></b>				
<b>GENERAL MANAGEMENT</b>		1,158,825	726,653	432,172
<b>CAPITAL FINANCING</b>		7,912,895	7,191,994	720,901
<b>CENTRAL RECHARGES</b>		2,259,418	2,159,462	99,956
<b>STRATEGY AND PERFORMANCE</b>		1,718,597	1,260,321	458,276
<b>PUBLIC SECTOR HOUSING</b>		5,278,250	4,748,078	530,172
<b>SUPPORTED HOUSING</b>		-	-	-
<b>BUILDING MAINTENANCE SERVICES</b>		31,193,205	11,177,927	20,015,278
<b>GROSS EXPENDITURE</b>		<b>49,521,190</b>	<b>27,264,435</b>	<b>22,256,755</b>
<b>APPROPRIATIONS</b>		0	16,974,356	-16,974,356
<b>INCOME</b>		<b>(49,521,190)</b>	<b>(49,699,699)</b>	178,509
<b>(SURPLUS)/DEFICIT CONTRIBUTION (TO)/FROM WORKING BALANCES</b>		-	<b>(5,460,908)</b>	5,460,908
<b><u>HOUSING REVENUE ACCOUNT</u></b>		£	£	£
<b><u>GENERAL MANAGEMENT</u></b>		<b>1,158,825</b>	<b>726,653</b>	<b>432,172</b>
<b><u>CAPITAL FINANCING COSTS</u></b>				
Interest Charge		5,717,323	4,973,840	743,483
Principal		2,193,725	2,193,725	0
Debt Management		29,439	24,429	5,010
Resheduling Discount		<b>(27,592)</b>		<b>(27,592)</b>
<b>EXPENDITURE TO HRA SUMMARY</b>		<b>7,912,895</b>	<b>7,191,994</b>	<b>720,901</b>
<b><u>CENTRAL RECHARGES</u></b>				
Central Recharges		1,786,332	1,696,544	89,788
Grounds Maintenance recharge to HRA		473,086	462,918	10,168
<b>EXPENDITURE TO HRA SUMMARY</b>		<b>2,259,418</b>	<b>2,159,462</b>	<b>99,956</b>

<b><u>HOUSING REVENUE ACCOUNT</u></b>		£	£	£
STRATEGY & PERFORMANCE		90,291	22,646	67,645
PERFORMANCE DEVELOPMENT		668,579	444,359	224,220
COMMUNICATIONS & ENGAGEMENT		114,907	105,838	9,069
TRANSFORMING LIVES & COMMUNITIES		844,820	687,478	157,342
<b>EXPENDITURE TO HRA SUMMARY</b>		<b>1,718,597</b>	<b>1,260,321</b>	<b>458,276</b>
<b><u>HOUSING REVENUE ACCOUNT</u></b>		£	£	£
<b><u>PUBLIC SECTOR HOUSING</u></b>				
Landlord General		167,788	137,309	30,479
Sheltered Accommodation		1,385,952	1,308,205	77,747
Holly Road Community support		3,317	3,881	(564)
Eastern Valley AHO		666,520	674,592	(8,072)
Upper Rhymney AHO		784,838	766,271	18,566
Lower Rhymney Valley AHO		9,135	33,738	(24,603)
Gilfach NHO		-	-	-
Lansbury Park NHO		348,286	297,111	51,175
Graig Y Rhacca NHO		281,091	259,654	21,437
Housing Allocations Cont.		120,426	102,071	18,355
Tenants & Communities Involment		504,858	280,484	224,374
Leaseholders Management		61,935	67,495	(5,560)
Tenancy Enforcement		274,774	254,731	20,043
Rents		714,099	597,421	116,678
Community Wardens		(44,768)	(34,884)	(9,884)
<b>EXPENDITURE TO HRA SUMMARY</b>		<b>5,278,250</b>	<b>4,748,078</b>	<b>530,172</b>

<b><u>HOUSING REVENUE ACCOUNT</u></b>		<b>£</b>	<b>£</b>	<b>£</b>
<b><u>RESPONSE REPAIRS &amp; MAINTENANCE</u></b>				
<b>Employee Expenses net of recharges</b>		<b>1,470,944</b>	<b>1,239,481</b>	<b>231,463</b>
<b>Repairs &amp; Maintenance on Housing Stock</b>				
Responsive Repairs		8,771,794	7,752,360	1,019,434
Revenue Contribution to Capital - WHQS Programme		17,493,093	-	17,493,093
Group/Planned Repairs (priorities 5 & 8)		-	-	-
Void Repairs (priority 6)		-	-	-
Revenue Projects		1,474,000	622,137	851,863
Planned Cyclical		1,747,336	1,332,692	414,644
Planned Programme		-	0	(0)
		<b>29,486,223</b>	<b>9,707,190</b>	<b>19,779,033</b>
<b>Transport Related</b>		<b>8,950</b>	<b>9,593</b>	<b>(643)</b>
<b>Supplies &amp; Services</b>		<b>227,088</b>	<b>221,664</b>	<b>5,424</b>
<b>EXPENDITURE TO HRA SUMMARY</b>		<b>31,193,205</b>	<b>11,177,927</b>	<b>20,015,278</b>

<b><u>HOUSING REVENUE ACCOUNT</u></b>		<b>£</b>	<b>£</b>	<b>£</b>
<b><u>INCOME</u></b>				
<b><u>Rents - Dwelling</u></b>				
Gross Rent - Dwellings	(43,130,482)	(43,929,017)	798,535	
Gross rent - Sheltered	(4,792,276)	(3,956,422)	(835,854)	
Gross Rent - Hostel	-	-	0	
Voids - General Needs Dwelling/Sheltered	815,000	771,655	43,345	
Add'l Income O/Side Rent Debit (WHQS)	-	(15,932)	15,932	
Voids - Hostel	-	-	-	
<b>Net Rent</b>	<b>(47,107,758)</b>	<b>(47,129,716)</b>	<b>21,958</b>	
<b><u>Rents - Other</u></b>				
Garages	(362,477)	(355,721)	(6,756)	
Garage Voids	181,238	175,638	5,600	
Shop Rental	(59,872)	(55,675)	(4,197)	
	<b>(241,111)</b>	<b>(235,758)</b>	<b>(5,353)</b>	
<b><u>Service Charges</u></b>				
Sheltered - Service Charges	(1,461,393)	(1,419,957)	(41,436)	
Sheltered - Heating & Lighting	(137,073)	(145,911)	8,838	
Sheltered & Dispersed- Alarms	-	-	-	
Catering Recharge - Sheltered Accommodation	(35,420)	(31,925)	(3,495)	
Voids Schedule Water	65,452	69,868	(4,416)	
Non Scheduled Water Rates	(41,780)	(43,704)	1,924	
Welsh Water Commission	(511,407)	(590,193)	78,785.58	
Leaseholder - Service Charges	(10,000)	(28,779)	18,779.38	
	<b>(2,131,621)</b>	<b>(2,190,600)</b>	<b>58,979</b>	
<b><u>Government Subsidies</u></b>				
Housing Subsidy	-	-	-	
	<b>0</b>	<b>0</b>	<b>0</b>	
<b><u>Interest Receivable</u></b>				
Mortgage Interest	(700)	(155)	544.72	
Investment Income	(10,000)	(139,575)	129,574.56	
	<b>(10,700)</b>	<b>(139,730)</b>	<b>129,030</b>	
<b><u>Miscellaneous</u></b>				
Miscellaneous	-	-	-	
Private Alarms	-	-	-	
Ground Rent	(30,000)	(3,895)	(26,105)	
	<b>(30,000)</b>	<b>(3,895)</b>	<b>(26,105)</b>	
<b><u>INCOME TO HRA SUMMARY</u></b>				
	<b>(49,521,190)</b>	<b>(49,699,699)</b>	<b>178,509</b>	



## CAERPHILLY HOMES TASK GROUP – 27TH JUNE 2019

**SUBJECT: WHQS LOCAL EMPLOYMENT FUND**

**REPORT BY: DIRECTOR FOR HOUSING & SOCIAL SERVICES**

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### **1. PURPOSE OF REPORT**

1.1 To advise members of the work undertaken in relation to the WHQS Employment Fund.

### **2. SUMMARY**

2.1 Following the ballot in February 2012, the Council agreed that it would deliver the promises made in its Offer Document to tenants and deliver WHQS by 31 March 2020. It also gave a commitment to delivering numerous additional benefits which, which would add value to the WHQS programme and help deliver the Council's ambition of using the WHQS investment as a catalyst to Transform Homes, Lives and Communities.

2.2 These additional benefits included the commitment to create a Local Employment Fund to support the development of local community employment projects that aimed to support tenants to move from unemployment / inactivity into sustainable employment.

2.3 At the time, employment support provision was dominated by the Department for Work and Pensions, Welsh Government and projects that were delivered by agencies in receipt of European funding. There were very few 'community' employment support projects in existence that could benefit from the Local Employment Fund. As a result a decision was made (2<sup>nd</sup> April 2015) to allocate an annual budgetary contribution of £50,000 to support and add value to the delivery of the WG funded employment support provision delivered at that time by Communities First.

2.4 Following the demise of Communities First in March 2018 the £50,000 has continued to be allocated adding value to the new Welsh Government employment support programmes (Legacy and Communities4work and Communities4 Work Plus) on the basis that the individuals and families that the team are dealing with on a daily basis are predominantly Council tenants.

2.5 This report outlines the activities undertaken by the Community Regeneration team as a result of the WHQS investment provided.

### **3. RECOMMENDATIONS**

3.1 Members note the contents of the report.

### **4. REASONS FOR THE RECOMMENDATIONS**

4.1 To provide members with an update regarding the WHQS Local Employment Fund.

## 5. THE REPORT

- 5.1 In the Offer Document presented to tenants in 2012 as part of the housing ballot process, the Council agreed to provide a series of funds designed to support Council tenants with the long term aim of sustaining tenancies and creating vibrant, cohesive communities. The funds, which were created from the Housing Revenue Account (HRA) included a Local Employment Fund, A Community Improvement Fund and a Fund which would be made available to community groups to address issues of anti social behaviour in their community.
- 5.2 The commitment made in the Offer Document by the Council was to allocate £50,000 per annum to each of the Funds for five years (coinciding with the period of the Council's WHQS improvement programme). Following extensive advertising and marketing of the Community Improvement Fund and a lack of interest from partners regarding the Anti Social Behaviour Fund, a decision was taken by Cabinet on 30 March 2016 to absorb the two funds into the environmental programme budget which is also funded from within the HRA.
- 5.3 The commitment to provide £50,000 per annum via the Local Employment Fund however has continued.
- 5.4 Initially the Local Employment Fund was used to support the partial refurbishment of Hafod Deg, Rhymney as a community hub from which employment related services were delivered; the employment of a Passport Support Officer to support young people accessing the programme and receiving placements via the Council's WHQS programme and also the delivery of a pre-Passport scheme delivered from the White Rose Centre for young people in New Tredegar.
- 5.5 Between 2015/16 and 2017/18 the Funds were used following CHTG and Cabinet approval to add value to and support the delivery of the Welsh Government's LIFT programme which sought to support people furthest from the labour market in the Upper Rhymney Valley and the Caerphilly Basin areas. The report was discussed and endorsed by the CHTG on the 19<sup>th</sup> February 2015.
- 5.6 Between 2015/16, 156 adults of working age within the Upper Rhymney and Caerphilly Basin areas engaged in the programme. 60% (97) confirmed that they were Council tenants and benefited from training courses specifically linked to a participant's employability or support into direct employment and volunteering which led to a recognised qualification appropriate for work (some of which were provided by WHQS contractors as a result of contractual community benefit obligations).
- 5.7 A total of £36,687.59 was claimed during the period 2015/16.
- 5.8 During 2016/17 a total of 57 tenants were enrolled in the LIFT programme 16 of which successfully obtained employment and the remainder (41) received basic skills support, vocational training and work placement / work trial opportunities. A total of £4,350.43 was claimed by LIFT for 2016/17. Please refer to 5.18 for a note regarding the differences in spend.
- 5.9 In 2017/18, the LIFT programme supported 27 tenants of which 3 were supported directly into employment and £15,892.76 was claimed from the Local Employment Fund.
- 5.10 Following the end of Communities First in March 2018, the Welsh Government launched a number of new employment support programmes including the Legacy, Communities4Work and Communities4Work + programme. The programmes provide a range of support to encourage and enable individuals to overcome complex barriers in order to access training and employment. The programmes seek to promote 'Employability' and ensure that 'communities are ready and able to work'; provide intensive mentoring support for unemployed individuals in the most deprived areas of the county borough and endeavour to 'fill the gaps' by providing mentoring based employability support to address the many complex barriers to employment experienced by those furthest from the labour market.



- 5.11 During 2018/19, the Local Employment Fund has supported the Communities4Work programme to work with a total of 24 tenants to attend training, work placements and receive bespoke support to help access employment delivered by the Communities4Work team. Of the 24 tenants engaged with, 17 participants had successfully found employment by March 2019.
- 5.12 In addition, the 2018/19 spend included a contribution towards the refurbishment of Cefn Hengoed Youth Centre where the Mid Valleys West employment team are delivering Work Clubs and drop in sessions. Due to issues with poor internet access, heating and the availability of appropriate space for 121 consultations and job search activity the team were at risk of having to move further afield from the cohort they were seeking to engage. As a consequence of the Local Employment Fund monies the building has been redecorated, the heating system fixed, the internet connection improved and more desk space made available for employment search and CV writing activities. The sessions continue to run at the centre with 69 residents attending of which 32 are tenants. Activity is on the increase since the refurbishment and numbers seeking support are anticipated to grow.
- 5.13 Improvements were also undertaken at the Graig Y Rhacca Resource Centre where minor works have been undertaken to upgrade the internet connection for employment searches and CV templates etc. A new IT suite was also provided as a result of monies from the Local Employment Fund being matched with WG funding and a local residents group are running IT sessions. In the month following the completion of the improvements 17 residents attended the employment support sessions, all of whom were tenants.
- 5.14 The Local Employment Fund has also contributed to improvements at the Lansbury Park Community Office where the ground floor has been remodelled to create a more welcoming space for local people and enabling the employment team to provide a better customer experience. A private room has also been created to allow for 121 consultations. The table below provides an indication of the number of people seeking support and the type of support sought during the second half of 2018/19. The majority of those seeking support were tenants.

Month	Employment	CAB	WHQS	Housing	Other	Total
September	16	14	25	2	7	64
October	31	8	22	8	19	88
November	24	8	11	5	4	52
December	10	10	7	2	8	37
January	8	5	14	7	10	44
February	16	13	14	1	14	58

- 5.15 Funds have also been expended on the 'Suits You' project that has been evolving in the north of the borough. The project aims to provide workwear to individuals participating in the employment support programmes. People furthest from the labour market sometimes do not have suitable clothing to attend training and employment interviews and the 'Suits You' project provides used workwear to those who require it. Donations of workwear have been made via a campaign within the Council and work has been undertaken to create a suitable 'boutique' space in the Furniture Revival Centre, Rhymney. A carpentry course was run in conjunction with the creation of the boutique space and 5 changing rooms were created. As a result, 5 tenant participants were able to obtain several qualifications and practical carpentry experience. A painting and decorating course is currently being arranged so that participants can receive practical experience through the further decoration of the boutique space. The course will be run in partnership with Coleg Y Cymoedd and 8 participants are already booked to attend. The launch of the boutique will take place in July 2019 and a number of volunteers have expressed an interest in running the boutique. A customer service programme is also scheduled to be arranged in order to upskill those interested and develop transferable employability skills.

- 5.16 During 2018/19 a total of £36,888.49 was claimed by the Community Regeneration team from the Local Employment Fund.
- 5.17 Over the course of the period that the Local Employment Fund has been available, a total of £93,819.27 has been claimed out of a total budget of £250,000.
- 5.18 The underspend should not be viewed negatively as the need to access the WHQS Employment Fund and the level of expenditure would have been dependant on the individuals receiving support and their particular barriers and needs. Expenditure from the Local Employment Fund was only sought if the Welsh Government programmes were unable to fund the support or interventions required. Any underspend has simply been absorbed back into the Housing Revenue Account.

## 6 CONCLUSION

- 6.1 The Local Employment Fund has been an invaluable source of funding which has added significant value to the Welsh Government employment support programmes delivered by the Council's community regeneration team. It has ensured that support to overcome complex barriers and needs has been made accessible and available to Council tenants. The engagement activities delivered by the Community Regeneration team are predominantly located in areas where there are a significant number of tenants.
- 6.2 Members are requested to note the contents of the report and the outcomes achieved as a result of the WHQS Local Employment Fund.

## 7. ASSUMPTIONS

- 7.1 There are no assumptions made with regard to this report.

## 8. LINKS TO RELEVANT COUNCIL POLICIES

- 8.1 **The Corporate Plan (CCBC, 2018-2023) - Well-Being Plan Objective 2: Enabling Employment** – The pledge by Council in 2012 to create a Local Employment Fund demonstrates the commitment to delivering against this particular objective. Through combining the monies available via the Housing Revenue Account with those available via Welsh Government the team have been able to provide enhanced support to tenants and residents seeking employment and reducing the impact of poverty.
- 8.2 **Caerphilly Homes Service Plan (2018-2023)**. The provision of a Local Employment Fund links directly with the aims of the Caerphilly Homes Service Plan, priority Objective 7 which seeks to sustain tenancies by providing a range of housing related services and support.
- 8.3 **Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)**, The provision of a Local Employment Fund and the support given to tenants is coterminous with the recommendations contained within the Improving Lives and Communities Strategy which acknowledges the importance of providing employment related support services to tenants.
- 8.4 **Prosperity for All: The National Strategy (2017)**: The provision of a Local Employment Fund aligns with the Welsh Government's commitment to drive the Welsh economy through tackling inequality and enabling people to fulfil their ambitions and enhance their well being through secure and sustainable employment. The strategy notes the desire to break down the barriers that many face to getting a job which is exactly the aim of the Local Employment Fund, the Legacy and Communities4Work programmes.

## **9. WELL-BEING OF FUTURE GENERATIONS**

- 9.1 The provision of funding to add value to and support existing employment programmes is coterminous with each of the 7 well being goals.
- 9.2 The Local Employment Fund seeks to contribute towards the development of a skilled and well educated population through providing access to employment opportunities and wealth thereby contributing to the prosperous Wales objective.
- 9.3 Some of the opportunities created as a result of the support given have related to improving the built and natural environment in order for future generations to enjoy and utilise thereby contributing to the creation of a more resilient Wales.
- 9.4 Through the provision of quality employment support, placements and opportunities participants have noted improved health and well being outcomes.
- 9.5 The support available enables people to overcome any barriers and fulfil their potential no matter what their background or circumstances thereby contributing to a more equal Wales.
- 9.6 Communities where unemployed individuals are able to access opportunities to undertake work placements, apprenticeships and access employment opportunities are more viable, attractive, safe and resilient.
- 9.7 The support available includes engagement projects that promote and protects the culture and heritage of Wales together with encouraging individuals to participate in the arts, sports and recreation.
- 9.8 The commitment to create a Local Employment Fund and the way it has been delivered through integration with the Welsh Government employability programmes and collaboration with the Community Regeneration team is consistent with the Future Generations Act and specifically the five ways of working.
- 9.9 The employability programmes together with the Local Employment Fund provide the opportunity for people themselves to consider their own long terms needs and those of their families. It enables people to upskill and to provide a route to sustainable employment which if obtained will influence the way in which they and their children are able to access opportunities in the future. The activities supported by the programmes and Fund are also preventative. They facilitate the opportunity for individuals participating to access advice and support on matters concerning not only employment but also their mental health, parenting ability, basic skills and financial literacy thereby helping to prevent problems from occurring or getting worse.
- 9.10 The activities that are run by the Community Regeneration as a result of support from the WHQS Local Employment Fund are informed and designed by potential participants. Communities and individuals are capable of determining their own needs and have the opportunity to shape the provision on offer via the programmes.
- 9.11 Moreover, the integration of the funds and the collaboration between Council services and partner organisations together with the involvement of participants at the outset, demonstrates a more joined up, cohesive approach to delivering public services as advocated in the Wellbeing of Future Generations Act.

## **10. EQUALITIES IMPLICATIONS**

- 10.1 An EIA screening document has not been completed as this report is for information only. However, the services provided as a consequence of the alignment of WHQS funds with Welsh Government Funding outlined in this report are made available to everyone who is unemployed and lives within the county borough regardless of protected characteristics.

## **11. FINANCIAL IMPLICATIONS**

- 11.1 The commitment made by the Council in 2012 noted in its Offer Document to tenants advised that £50,000 would be made available per annum for a five year period to support local employment projects that sought to help support tenants into work.
- 11.2 Of the £250,000 budget allocated for the 5 year WHQS programme period £93,819.27 has been spent to date.
- 11.3 £50,000 will therefore be made available during 2019/20, in the final year of the WHQS programme to continue adding value to employment support programmes operating within the county borough that provide sustainable opportunities for tenants to upskill, obtain work experience, volunteer and provide a route to an apprenticeship or employment.

## **12. PERSONNEL IMPLICATIONS**

- 12.1 There are no personnel implications arising from the report.

## **13. CONSULTATIONS**

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

## **14. STATUTORY POWER**

- 14.1 This report is for information only.

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