

# Public Document Pack

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

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



[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)  
[www.caerffili.gov.uk](http://www.caerffili.gov.uk)

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

**Date: 6th March 2019**

Dear Sir/Madam,

A meeting of the **Policy and Resources Scrutiny Committee** will be held in the **Sirhowy Room - Penallta House** on **Tuesday, 12th March, 2019 at 5.30 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', enclosed in a large, loopy oval shape.

**Christina Harrhy**  
INTERIM CHIEF EXECUTIVE

## AGENDA

1 To receive apologies for absence.

2 Declarations of Interest.

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

Pages

A greener place Man gwyrddach

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



To approve and sign the following minutes: -

- |   |  |         |
|---|--|---------|
| 3 | Special Policy and Resources Scrutiny Committee held on 3rd December 2018.                                 | 1 - 4   |
| 4 | Policy and Resources Scrutiny Committee held on 15th January 2019.   | 5 - 14  |
| 5 | Consideration of any matter referred to this Committee in accordance with the call-in procedure.           |         |
| 6 | To receive a verbal report by the Cabinet Member(s).   |         |
| 7 | Policy and Resources Scrutiny Committee Forward Work Programme.  | 15 - 20 |
| 8 | To receive and consider the following Cabinet Reports*: -  |         |
|   | 1. Welsh Government Flexible Funding - 16th January 2019;  |         |
|   | 2. Brexit - 16th January 2019;   |         |
|   | 3. Write-Off of Debts over £20,000 - Business Rate arrears for Ltd Companies - 16th January 2019;          |         |
|   | 4. Wales Audit Office WHQS Review - 30th January 2019;   |         |
|   | 5. WHQS Progress Report - Final Stages - 30th January 2019;  |         |
|   | 6. Housing Revenue Account Charges 2019-2020 - 30th January 2019;  |         |
|   | 7. Whole Authority Revenue Budget Monitoring Report 2018/19 - 30th January 2019;                           |         |
|   | 8. Update on Reserves - 30th January 2019;   |         |
|   | 9. CCBC Communication and Engagement Strategy - 30th January 2019;   |         |
|   | 10. Funding for Settlement of Contract Claim (Exempt Item) - 30th January 2019;                            |         |
|   | 11. Budget Proposals for 2019/20 and Medium Term Financial Plan 2019/20 to 2023/2024 - 13th February 2019; |         |
|   | 12. Funding for the installation of energy efficient lighting throughout Ty Penallta - 27th February 2019. |         |

*\*If a member of the Scrutiny Committee wishes for any of the above Cabinet reports to be brought forward for review at the meeting please contact Rebecca Barrett, 01443 864245, by 10.00 a.m. on Monday, 11th March 2019.*

To receive and consider the following Scrutiny reports:-

- |    |   |           |
|----|---|-----------|
| 9  | Progress Report - Residential Redevelopment Of The Site Of The Former Civic Centre, Pontllanfraith. | 21 - 40   |
| 10 | Wales Audit Office WHQS Review.   | 41 - 112  |
| 11 | Re-profiling of WHQS Programme and HRA Capital Programme 2019/2020.                                 | 113 - 140 |
| 12 | Allocation of New Homes and the Role of the Tenancy Enforcement Section.                            | 141 - 156 |

**Circulation:**

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

And Appropriate Officers

**HOW WE WILL USE YOUR INFORMATION**

Those individuals that attend committee meetings to speak/give evidence will be named in the minutes of that meeting, sometimes this will include their place of employment or business and opinions expressed. Minutes of Meetings including details of speakers will be publicly available to all via the Council website at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk). except for discussions involving confidential or exempt items.

You have a number of rights in relation to your information, including the rights of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed. For further information on how we process your information and your rights please view the Full Committee Meetings Privacy Notice on our website <http://www.caerphilly.gov.uk/Committee/Privacy> or contact Legal Services by email [griffd2@caerphilly.gov.uk](mailto:griffd2@caerphilly.gov.uk) or telephone 01443 863028.

This page is intentionally left blank



## **SPECIAL POLICY AND RESOURCES SCRUTINY COMMITTEE**

**MINUTES OF THE SPECIAL MEETING HELD AT PENALLTA HOUSE, YSTRAD  
MYNACH ON MONDAY, 3RD DECEMBER 2018 AT 5.30 P.M.**

---

---

PRESENT:

Councillor J. Pritchard - Chair  
Councillor G. Kirby - Vice-Chair

Councillors:

M. Adams, Mrs E.M. Aldworth, K. Etheridge, Mrs C. Forehead, Miss E. Forehead, L. Harding, G. Johnston, J. Ridgewell, Mrs M.E. Sargent

Cabinet Members:

C. Gordon (Corporate Services), Mrs L. Phipps (Homes and Places)

Together with:

N. Scammell (Head of Corporate Finance and Section 151 Officer), C. Forbes-Thompson (Interim Head of Democratic Services), R. Barrett (Committee Services Officer)

### **1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors C.P. Mann, Mrs D. Price, R. Saralis, J. Taylor and L.G. Whittle, together with Mrs B. Jones (Finance, Performance and Governance).

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

Councillor Miss E. Forehead declared a personal interest in Agenda Item 4 (2019/20 Draft Savings Proposals for Corporate Services and Miscellaneous Finance). Details are minuted with the respective item.

### **REPORTS OF OFFICERS**

Consideration was given to the following reports.

### **3. DRAFT BUDGET PROPOSALS FOR 2019/20**

Nicole Scammell (Head of Corporate Finance and Section 151 Officer) presented the report, which had been considered by Cabinet on 14th November 2018. The report sought the Scrutiny Committee's views on the draft budget proposals for the 2019/20 financial year as part of a period of consultation (19th November 2018 to 11th January 2019), prior to a final

decision by Full Council in February 2019.

The proposals are based on the Welsh Government (WG) Provisional 2019/20 Local Government Financial Settlement and a higher than forecast council tax rise by 6.95% to cover a savings target of £15.6m to enable the Authority to set a balanced budget. A Members' Seminar was held on the 15th November 2018 to consider the proposals and the final report will be presented to Cabinet on the 13th February 2019 and Full Council on the 21st February 2019. It was emphasised to Members that the Authority is entering unprecedented times and there will be difficult decisions to be made in moving forward.

The Scrutiny Committee were advised of the whole Authority cost pressures as set out in paragraphs 4.2.3. to 4.2.9. in the report and of the inescapable service pressures being faced by the Authority. The Officer referred to the updated Medium Term Financial Plan (MTFP) appended to the report and advised that this is a five year plan from 2019/20 to 2023/24, with the Authority required to make savings of up to £60m during this time. The Committee were advised that in looking to develop proposals to address the significant financial challenges going forward, the Council cannot continue to operate in its current format. Members noted that through the Council's Business Improvement Programme (BIP) strategic reviews, Officers will look at how services can become more business efficient through examining how they are currently provided and will explore options for greater customer focus, digital delivery, alternative delivery models, and commercial opportunities.

Members were referred to the list of savings proposals by Directorate/Service Area as appended to the report, and advised that for the first time, recurring and temporary savings have been included. Although not ideal, the temporary savings have been unavoidable due to the uncertainties around funding, particularly in respect of the Teachers and Fire Service increased employer pension contributions. The Officer also referred to the Council's reserves (which would be the subject of a report to the Committee in January 2019) and urged Members to have particular caution in considering their use to fill any savings gaps, particularly as they can only be used once and may already be ring-fenced for specific projects or needed for future contingencies.

The Scrutiny Committee discussed the proposals in detail, and queried the reason for the £251K of advance savings included in the proposals, given the extent of the cuts already proposed for 2019/20. The Officer explained that this will assist the Council in planning ahead for savings moving forward in future years. Members held particular concerns around the level of payment required for the Fire Service Levy, as set out in the updated MTFP appended to the report. It was explained that the Council's contribution is as part of the mandatory levy, but that WG are currently consulting on the levy model versus a potential precept model in the future. A query was received on the City Deal contribution and it was explained that this is a mandatory contribution payment. due to the binding regional agreement between the 10 local authorities. Members also expressed the need for more detailed information and timescales on how each of the BIP strategic reviews will be taken forward. It was explained that the recent Members' Seminar had given an overview of what these reviews will entail, including the complexity and scope of the reviews, and which will cover a wide range of service areas.

During the course of the debate, a Member suggested that savings should encompass a longer term strategy (for example looking at savings ranging across Years 1, 2 and 3). Queries were also received around the terminology used to describe the impact of savings proposals, particularly those with a low or medium impact. The Officer explained that this is a subjective assessment provided by the relevant Head of Service, and that in the case of vacancy management across particular service areas, this could be classed as a low impact as these are vacant posts that are being deleted.

Reference was made to the ongoing PFI review and it was explained that this work is progressing, with an options appraisal to be presented to the Policy and Resources Scrutiny

Committee and then to Cabinet in 2019. The Scrutiny Committee referenced a number of individual savings proposals and voiced concerns over the potential detriment to the appearance of the county borough if services such as civic amenity sites were to close or if charges were to be implemented for waste collection. Concerns were also expressed over the proposed reduction in the Music Service budget.

Discussion took place around the specifics of the proposals to cease the Community Warden Service (CSW) and Members queried the need for this budget saving, given the creation of new parking enforcement roles once the Council takes on civil parking enforcement in April 2019. It was explained that consideration of this proposal falls within the remit of the Regeneration and Environment Scrutiny Committee. However, Members were asked to note that parking enforcement will be a new income-generating service, and Members were asked to note that no new budget will be created for this service as salary costs will be covered by fines and penalties.

The Scrutiny Committee discussed the value of the CSW service to local communities, and it was subsequently moved and seconded that it be recommended to Cabinet that other savings proposals be sought as an alternative to the deletion of the CSW posts. By a show of hands, and in noting there were two abstentions, this was agreed by the majority present.

A Member suggested that the views of the Policy and Resources Scrutiny Committee as an overarching scrutiny committee should be reported back to Cabinet. The Committee were reminded that the final savings proposals will be presented for consideration by all Members at full Council in February 2019. Another Member gave an alternative budget savings suggestion in respect of Fleet Management, by examining the way vehicles are managed and opportunities to save or reduce expenditure. Officers confirmed that they would progress this suggestion with the relevant Director.

Having fully considered the report and provided their comments as part of the consultation process, the Scrutiny Committee noted the details of the draft budget proposals for 2019/20.

#### **4. 2019/20 DRAFT SAVINGS PROPOSALS FOR CORPORATE SERVICES AND MISCELLANEOUS FINANCE**

Councillor Miss E. Forehead declared a personal interest in this item, being employed by a supporting people provider, and remained in the meeting during consideration of the report.

The Scrutiny Committee were referred to the report, which detailed the 2019/20 draft savings proposals for the Corporate Services Directorate and Miscellaneous Finance. The Committee's views were sought on the report ahead of the final 2019/20 budget proposals being presented to Cabinet and Council in February 2019.

Members noted the details of the savings proposals which entail £2.024m of nil impact savings across the Directorate, and £1.084m of savings with a low or medium public impact. Further information on these savings proposals were set out in the report and its appendices, which included an Equalities Impact Assessment for each proposed saving that will have a public impact.

Discussion took place regarding the proposed deletion of the Communities Match Funding budget and its potential implications for the Bargoed Ice Rink. Suggestions were received for potential alternative funding solutions. Members referred to the pension contributions payable to former Authorities and the Officer provided an explanation reduced liability requirement which has led to a proposed saving of £50k for 2019/20. It was explained that this is an historical liability which will further reduce in years to come.

A Member queried the number of posts that would be affected by restructuring proposals

across Corporate Services. The Officer explained that this will be in the region of 10-15 posts, but that it should be noted that some of these relate to vacant posts and it is anticipated that the other post holders will be redeployed or released through business cases. The Scrutiny Committee also expressed concerns over vacant posts and vacancy management being classed as “nil impact” savings, given the potential impact on staff morale and the continuing pressure on resources. It was explained that the Authority is striving not to fill vacant posts wherever possible and referenced the need to make savings and deliver services in an alternative way in the future. This will inevitably lead to a reduction in the services that can be delivered, and given the reductions in year on year funding, expectations regarding the level of service that can be delivered need to be adjusted accordingly.

A Member suggested that it would be helpful to have a Special Council or additional Members Seminar, whereby all Heads of Service could deliver a 10-15 minute presentation on the savings proposals for their service area and respond to any queries and concerns from Members. Officers explained that a Members Seminar would be more conducive to the level of discussion and debate required on each of the proposals, and were reminded that additionally, the comments received during the special Scrutiny Committee meeting will be fed back to Cabinet and the Interim Chief Executive in any event. However, it was acknowledged that a Members Seminar (or series of seminars) might be a more beneficial approach to the consideration of budget saving proposals in future years, as it would give all Councillors an opportunity to ask questions, and remove the current limitations whereby Member scrutiny of draft proposals under each directorate is ring-fenced to the relevant Scrutiny Committee. It was subsequently moved and seconded that this recommended approach be relayed to Cabinet and the Interim Chief Executive, and by a show of hands, this was unanimously agreed.

The Committee discussed the proposed reduction in the budget that support Service Level Agreements (SLAs) with the voluntary sector. Members felt that the 16.76% reduction in the total budget is particularly high and held concerns regarding the detrimental impact that the proposals would have on the support that is given to the voluntary sector. In response, the Officer referred to the need to make savings to address the £15.6m shortfall in funding and of the difficult decisions that need to be made as a result, and Members were advised that if they were minded to reinstate any of the proposed savings that have a public impact, they would need to seek alternative savings proposals to deliver a balanced budget. Moving forward, the situation is only set to worsen and further savings that have a heightened impact on the public will need to be delivered.

A Member asked whether savings could be achieved via the outsourcing of services. It was explained that although this will be considered as part of the options appraisals within the BIP strategic review of services, outsourcing does not generally have the potential to produce a high level of savings.

Having fully considered the report and provided their comments as part of the consultation process, the Scrutiny Committee noted the details of the draft budget proposals for 2019/20 across the Corporate Services Directorate and Miscellaneous Finance.

The Head of Corporate Finance was thanked for her presentations and for responding to the queries raised during the course of the debate.

The meeting closed at 6.57 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 12th March 2019, they were signed by the Chair.

---

CHAIR





## **POLICY AND RESOURCES SCRUTINY COMMITTEE**

**MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON  
TUESDAY, 15TH JANUARY 2019 AT 5.30 P.M.**

---

---

PRESENT:

Councillor J. Pritchard - Chair  
Councillor G. Kirby - Vice-Chair

Councillors:

M. Adams, K. Etheridge, Miss E. Forehead, L. Harding, C.P. Mann, J. Ridgewell, Mrs M.E. Sargent, L.G. Whittle

Cabinet Members:

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

Together with:

R. Edmunds (Corporate Director for Education and Corporate Services), S. Couzens (Chief Housing Officer), N. Scammell (Head of Corporate Finance and Section 151 Officer), L. Allen (Principal Accountant), C. Forbes-Thompson (Interim Head of Democratic Services), R. Barrett (Committee Services Officer)

### **1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Mrs E.M. Aldworth, Mrs C. Forehead, G. Johnston, Mrs D. Price, R. Saralis and J. Taylor.

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

There were no declarations of interest received at the commencement or during the course of the meeting.

### **3. MINUTES – 13TH NOVEMBER 2018**

RESOLVED that the minutes of the Policy and Resources Scrutiny Committee held on 13th November 2018 (minute nos. 1 - 10) be approved as a correct record and signed by the Chair.

#### **4. CALL-IN PROCEDURE**

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

#### **5. REPORT OF THE CABINET MEMBERS**

The Scrutiny Committee noted the contents of the reports from Councillors C. Gordon, Mrs L. Phipps and Mrs B. Jones, which provided an update on their respective portfolios, and had been circulated to Members in advance of the meeting.

Queries were received on the update from Councillor C. Gordon (Cabinet Member for Corporate Services). A Member sought clarification on the situation regarding workforce planning applications, and expressed concerns at the low numbers of staff granted release to date (7 in total) when compared to the 512 expressions of interest. The Cabinet Member explained that this is an ongoing process, which will be subject to continuous review in order to support the Council's Medium Term Financial Plan. It was also emphasised to Members that it is important to manage and stagger any release of employees in order to minimise the impact to service areas and to departmental budgets. Further detailed information regarding this exercise will be provided via a Members Seminar that is currently being arranged.

The Corporate Director added that some of the expressions of interest highlighted a willingness to reduce hours or job share and is something that may be open to exploration moving forward. The Cabinet Member acknowledged that some employees might be disappointed with the outcome of their particular request. However, the Scrutiny Committee were reminded that all staff had been advised prior to the exercise that any expressions of interest would not result in automatic or guaranteed agreement of their request. It was confirmed that all staff who expressed an interest have now received a response from HR.

The Scrutiny Committee also discussed the roll-out of the new CCBC apprenticeship programme and the selection process to fill these vacancies, which have been established across a number of service areas.

A query was received regarding the Right to Buy legislation as referenced in Councillor L. Phipps' report (Cabinet Member for Homes and Places). It was confirmed that all Right to Buy applications received prior to the end date of 24th January 2019 will be processed. The Cabinet Member for Homes and Places also highlighted the work of the Night Shelter Scheme being operated from Bedwas Workmen's Hall through the winter months and asked Members to spread the word to anyone who might be interested in volunteering for the Scheme.

The Cabinet Members were thanked for their reports.

#### **6. POLICY AND RESOURCES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME**

Cath Forbes-Thompson (Interim Head of Democratic Services) presented the report, which outlined details of the Policy and Resources Scrutiny Committee Forward Work Programme (FWP) for the period January 2019 to July 2019. Members were asked to consider the FWP alongside the Cabinet Work Programme as appended to the report and to suggest any changes to its content.

With regards to the next meeting on 26th February 2019, it was suggested that this be deferred to 12th March 2019 owing to the half-term break, and this was unanimously agreed by the Committee. It was also agreed that the Local Housing Strategy scheduled for 26th February 2019 be deferred to a date to be confirmed, owing to ongoing work on the Strategy.

Subject to the foregoing amendments, it was unanimously agreed that the Policy and Resources Scrutiny Committee Forward Work Programme be published on the Council's website.

## **7. CABINET REPORTS**

None of the Cabinet reports listed on the agenda had been called forward for discussion at the meeting. Members were asked to note that the Cabinet date listed against Cabinet reports 2, 3 and 4 should read 12th December 2018 (and not 28th November 2018).

## **REPORTS OF OFFICERS**

Consideration was given to the following reports. It was agreed that the report order on the agenda be switched to allow the Update on Reserves report to be presented immediately following the Treasury Management Annual Strategy report.

## **8. TREASURY MANAGEMENT ANNUAL STRATEGY, CAPITAL FINANCE PRUDENTIAL INDICATORS AND MINIMUM REVENUE POLICY PROVISION FOR 2019/2020**

Nicole Scammell (Head of Corporate Finance and Section 151 Officer) presented the report, which detailed the Council's Annual Strategy for Treasury Management, Capital Finance Prudential Indicators and the Minimum Revenue Provision Policy for 2019/2020. Members were asked to consider and comment on the report contents ahead of its presentation to the special meeting of Council on 21st February 2019.

Members were advised that in accordance with legislative requirements, Welsh Government guidance and Codes of Practice, the Council is required to approve a Treasury Management Strategy on an annual basis, which sets out its borrowing and investment strategies for the forthcoming year. The Council is also obliged to approve and publish a number of indicators relevant to Capital Finance and Treasury Management, and to prepare an Annual Minimum Revenue Provision Policy Statement. Further details were contained in the report and its appendices, and Members were asked to note a number of changes to the Council's borrowing and investment approach moving forward, including a move away from investment in DMOs due to the low interest rate.

The Scrutiny Committee discussed the proposed level of borrowing set out in the report (comprising £27.4m for the General Fund to support the 2019/20 capital programme and £44.2m for the HRA WHQS programme). Officers outlined how the Authority maximises internal borrowing wherever they can and advised the Committee that £14.29m of borrowing for the General Fund will be deferred into 2020/21 in order to generate a one off MTFP saving of £500k in 2019/20. Discussion also took place regarding the investment risks associated with seeking a higher rate of interest and Officers outlined how these can be mitigated and kept to a minimum.

Following consideration of the report and in noting the contents of the Strategy, it was

moved and seconded that the following recommendations be referred to Council for approval. By a show of hands, this was unanimously agreed.

RECOMMENDED to Council that:-

- (i) the Annual Strategy for Treasury Management 2019/20 be approved;
- (ii) the strategy be reviewed quarterly within the Treasury Management monitoring reports presented to the Policy and Resources Scrutiny Committee, and any changes recommended be referred to Cabinet, in the first instance, and to Council for a decision. The Authority will also prepare a half-yearly report on Treasury Management activities;
- (iii) the setting of Prudential Indicators for Treasury Management for the financial years 2019/20 to 2021/22 as outlined in Appendix 5 of the report be approved;
- (iv) the setting of Prudential Indicators for Capital Financing for the financial years 2019/20 to 2021/22 as outlined in Appendices 6 and 7 of the report be approved;
- (v) the Minimum Revenue Provision policy be set for 2019/20 as per Appendix 8 of the report;
- (vi) The continuation of the 2018/19 investment strategy and the lending to financial institutions and Corporates in accordance with the minimum credit rating criteria disclosed within the report be approved;
- (vii) the Authority borrows £27.4m (albeit defer £14.29m into 2020/21) for the General Fund to support the 2019/20 capital programme and £44.2m for the HRA WHQS programme;
- (viii) the Authority continues to adopt the investment grade scale as a minimum credit rating criteria as a means to assess the credit worthiness of suitable counterparties when placing investments;
- (ix) the Authority adopts the monetary and investment duration limits as set in out in Appendix 3 of the report.

## **9. UPDATE ON RESERVES**

Nicole Scammell (Head of Corporate Finance and Section 151 Officer) presented the report, which provided details of the usable reserves held by the Authority and included proposals for the use of reserves in some areas for consideration by the Scrutiny Committee, ahead of its presentation to Cabinet.

The Appendix to the attached report provided details of the Authority's usable reserves as at 1st April 2018 of £109.796m, which is £10.8m lower than the level held the previous year. The report also included proposals for the use of Service reserves in respect of the Directorate for Education and Corporate Services, along with a proposed release of reserves across a number of areas for one-off spend. Members were reminded that these reserves can only be used once (typically for capital expenditure and contingent sums for potential unforeseen liabilities) and that it is strongly advisable that these are not used to fill

the gaps where savings are required in respect of MTFP proposals.

Members noted the balance position on the General Fund (currently projected to be £10m as at 31st March 2019), details of HRA usable reserves (£5.090m as at 1st April 2018) and Capital Reserves (£39.808m as of 1st April 2018). It was noted that the use of these particular reserves are ring-fenced for specific purposes as set out in the report. The report also detailed the usable reserves for each Directorate (£31.605m for Corporate Services, £4.679m for Communities, £8.419m for Education and Lifelong Learning and £6.995m for Social Services). Work has been carried out to establish Directorate reserves which have the potential for release, and where identified, these were set out in bold throughout Sections 4.5-4.8 of the report for Members' consideration.

Additionally, the report set out details of service underspends for each Directorate, and it was explained that in line with the Reserves Strategy agreed by Cabinet in July 2016, a 3% cap has been placed on the cumulative amount that can be held by Directorates in service underspend reserves. As Corporate Services and Education & Lifelong Learning had exceeded this cap, the report therefore summarised proposals to utilise this excess accumulated underspend (totalling £0.764m). These proposals included support for the Capital Programme 21<sup>st</sup> Century Band B match funding, Post 16/Single Sec Review Resourcing, Digital Strategy Implementation, and Caerphilly 2022 Leadership Training and Development.

During the course of the ensuing debate, and in response to Members' queries, Officers elaborated on the reasons for the level of reserves held against some service areas, in particular those relating to Insurance and Waste Management. A Member suggested that consideration be given to the use of PFI reserves held long-term in view that they may not need to be utilised for several years. Officers explained the way the PFI Sinking Fund works, and the fact that money would need to be taken from this reserve to top up the shortfall in respect of the funding from WG. It was always anticipated that this would be the case, and the External Auditors would expect to see a PFI Sinking Fund, hence these funds could not be released. A Member queried why a reserve was held for Cwmcarn High School overspend, and Officers confirmed that this reserve would be required and that a report on the overspend would be presented to the Education for Life Scrutiny Committee. Members also queried the level of funds held in the Gwent Frailty Programme (£2.283m) and it was explained that this reserve is held by CCBC on behalf of the partnership which covers the whole Gwent region (with only a proportion of these funds belonging to CCBC).

Members referred to the separate Brexit report being presented to Cabinet on 16th January 2019 (and thereafter Council) which recommended that £1m be set aside in an earmarked contingency reserve (to be funded from the £20.8m unallocated reserves identified in the Update on Reserves report) to meet any financial implications arising from the Brexit process. The Scrutiny Committee expressed concerns that their view had not been sought on the use of this particular reserve, given that the Committee had been referenced in the recommendations for the Brexit report. Officers emphasised that all Members will have an opportunity to consider this particular proposal at full Council on 22nd January 2019.

It was also explained that the Update on Reserves report was seeking the Committee's support to release some reserves for specific uses, whereas the Brexit report would be seeking Council approval for the next step in order to allocate a portion of this released reserve to a specific fund for potential utilisation. In response to Members' queries, Officers also outlined the Council's responsibility to establish this contingency fund given a potential scenario where immediate access may be required and emphasised that should it not be needed, the funds will be transferred back to the pot for unallocated reserves.

Reference was made to the proposal to utilise some reserves to take forward the Council's Leadership Training and Development, and Members queried whether this was the appropriate time to allocate funds for training purposes, given the level of savings required of the Council. Officers explained that this training presents a unique opportunity to invest in leadership skills across the Senior Management network and will allow managers to build on their existing capacity and explore newer and more strategic ways of working. The training represents excellent value for money and will be made available to a wide section of the workforce, including staff in primary and secondary schools. Discussion also took place regarding the distribution of revenue generated from the Community Infrastructure Levy (CIL) and Officers explained that expenditure takes place around the area from where this revenue is generated. Members were also advised that funding for new infrastructure (such as roads and schools) is usually generated from a number of sources and not merely the CIL.

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

RECOMMENDED to Cabinet that:-

- (i) the contents of the report be noted;
- (ii) the accumulated underspend reserves above the 3% cap for Corporate Services and Education & Lifelong Learning be utilised as detailed in 4.9.2 of the report;
- (iii) specific reserves relating to the Directorate of Education and Corporate Services totalling £1.5m be released and allocated towards 21<sup>st</sup> Century Schools Band B match funding;
- (iv) funding totalling £20.08m (Capital reserves £16.227m, Council Tax Reduction Scheme 3m, Trehir reserve £350k, Members reserve £506k) be released from the various reserves as detailed throughout the report and set aside in the balance sheet for one-off expenditure.

## **10. HOUSING REVENUE ACCOUNT CHARGES - 2019/2020**

Lesley Allen (Group Accountant) presented the report, which provided details of the proposed increased charges which are intended to be effective for the Housing Revenue Account (HRA) for the 2019/20 financial year. The report sought the views of the Scrutiny Committee on the proposed increases contained therein, prior to its presentation to Cabinet.

Officers summarised the process involved in preparing the Housing Revenue Account (HRA) budget. Members were reminded that Welsh Government's (WG) Policy for Social Housing Rents sets a target rent band for each Authority whereby councils have to adjust average rents for their properties in line with this banding. The uplift on the rent policy is fixed for five years and uses the previous September Consumer Price Index (CPI) inflation figure (as opposed to the RPI inflation figure). It also applies a 1.5% real increase to the average local authority rent and an additional £2 per week discretion for social landlords meeting certain criteria. 2018/19 was the final year of the existing five year agreement and following ministerial pressures in comparing Welsh rents to those in England, WG have agreed that the increase should be CPI only for 2019/20. The discretion to apply up to £2

per week has been removed for those social landlords whose average weekly rent is within or above their Target Rent Band. This decision will apply for one year only whilst WG are awaiting the outcome of the Affordable Housing Supply Review.

The previous September CPI inflation figure was 2.4% and the Business Plan assumed a rent increase of 3%. Applying 2.4% to the average rent means that Caerphilly Council are just below the Target Rent Band, and therefore this can be increased up to a maximum of £2 to ensure inclusion within the envelope range. In order to be at the minimum of the Target Band Range, a minimum increase of 2.7% is required, and in order to meet the requirement of the Housings Business Plan, an increase of 3% is necessary. The maximum rent increase that can be applied by the Authority is 4.74%. Members were therefore asked to recommend to Cabinet the level of increase per property from April 2019 based on the options in the report (2.7%, 3% or 4.74%). All relevant charges were highlighted within the report and detailed the amount of additional income that would be generated (excluding voids) for each of the proposed levels of increase, together with the percentage of service users receiving housing benefit. The increased income is required to offset other inflationary increases within the service area and support the delivery of all housing-related services, including the delivery of the WHQS programme.

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

Discussion took place regarding the proposed levels of rent increase outlined in the report and how local authorities are responding to the changes in the WG rent policy. A Member queried the implications for Caerphilly Council if the minimum level of increase (2.7%) were to be applied. Officers explained that increased borrowing would have to take place in order to achieve the Welsh Housing Quality Standard and that additional costs arising from extenuating factors might also need to be met. In response to Members' queries, Officers also outlined the different scenarios across each of the proposed levels in regards to the amounts payable by tenants and the percentage of tenants in receipt of housing benefits. Members also expressed concerns as to the impact of the proposed increases on some tenants in view of the changes to Universal Credit.

Having considered the options set out in the report, two levels of increase (3% and 2.7%) were moved and seconded respectively in regards to the level of rent increase to be recommended to Cabinet. The Committee took the motion on the 3% increase first, and by a show of hands and the majority present (and in noting there were 4 against) this was declared carried. As such, the alternative motion in respect of the 2.7% increase was declared lost. It was therefore

RECOMMENDED to Cabinet that the increase of 3% per property to comply with the Housing Business Plan be applied from April 2019.

## **11. WHQS PROGRESS REPORT – FINAL STAGES**

Shaun Couzens (Chief Housing Officer) gave a slideshow presentation to accompany the report, which had been previously considered by the Caerphilly Homes Task Group on 6th December 2018. The report detailed the performance of the Welsh Housing Quality Standard (WHQS) Team to date, and set out the anticipated projected performance up to December 2020. Details of the capital expenditure for 2018/19 for WHQS works were also

included, together with an overview of the many achievements made as part of the wider commitments and benefits delivered by the WHQS programme. The view of the Scrutiny Committee were sought on the contents of the report, prior to its presentation to Cabinet.

By way of an accompanying slideshow presentation, Officers summarised the progress of the WHQS programme to date, with further details set out in the report and its appendices. The Committee noted details of the background to the WHQS, the contracts established across internal and external works and the timeframes for the delivery of works, survey and compliance completion rates, tenant satisfaction levels, details of the Council's promise in respect of attainment levels, and pre-and post-work photographs showing the improvements that had been made to kitchens, bathrooms, and external fascia. Members also noted details of environmental works across housing estates, energy efficiency improvements, community benefits and investment, details of current and future expenditure, and the plans in place to achieve and validate the compliance of the WHQS programme by December 2020.

The current cumulative level of compliance is 80% for internal works and 62% for external works. Tenant satisfaction levels are 88% across internal works and 71% across external works. Total spend projected to March 2019 is £200m and borrowing of £20m will be required for this year. It is anticipated that the £220m estimate to deliver the WHQS programme is likely to be exceeded, although Officers confirmed that at this time no increase in borrowing would be required. Although full compliance is projected for 15<sup>th</sup> May 2020 for internal works and 10<sup>th</sup> April 2020 for external works, it is hoped that these can be brought forward to March 2020 to allow for any unforeseen contingencies and for full WHQS compliance to be achieved prior to the December 2020 deadline. A validation process is ongoing to ensure the accuracy of the data received.

The Committee discussed the progress made to date across the WHQS scheme and a Member queried why the external compliance rate (projected to be 73% by the end of the financial year) had not met the target throughout 2018/19. Officers referred to the slippage across external works in the early stages of the programme arising from delays caused by contractor procurement issues, and it was explained that an accelerated rate of completions is now being achieved. A Member sought clarification on the amount of additional funding that would be needed to deliver the WHQS programme and when this would be considered by Cabinet. Officers explained that it is not expected that the amount of borrowing originally approved by Cabinet would be exceeded and hence there will be no need to take a further report to Cabinet to seek approval of additional funding.

In response to Members' queries, Officers provided further information on the remedial work carried out across non-traditional properties, together with details of the assessment processes to carry out environmental improvements. Clarity was sought on the underspend position across the Council's Promise for non-traditional homes and it was explained this is because the allocation had been based on the original Savills survey in 2008 and some works had already been done in this regard but had been incorporated into other spends. It is expected that the spend will rise by the time WHQS is achieved in 2020.

Reference was made to the disparity between satisfaction levels for internal and external works and a Member also highlighted higher levels of dissatisfaction for external works in parts of the county borough and around the Penyrheol area in regards to the timescales for environmental improvements. He also suggested that some of the works set out in the Environmental Programme appended to the report for Penyrheol had not been completed. Officers outlined the consultation process that had been carried out with residents and explained that expectations may have been skewed by two separate consultations being



carried out at that time. A Member subsequently suggested that staff from the Parks and Highways team be available to attend future meetings where environmental improvements are discussed in order for them to respond to such queries. Officers informed the Committee that an update report on environmental works is due to be presented to the Caerphilly Homes Task Group where the suggested Officers would be attending and that the minutes of the CHTG would be submitted to Members of the Policy and Resources Scrutiny Committee so they could consider their comments. A Member queried the reasons for variation in satisfaction levels across areas of the county borough, particularly the north, and it was explained that the survey operates a tick-box structure but does not allow for additional comments to explain why the individual surveyed is not satisfied. The Officer confirmed that for this reason as well as a means of improving response rates, the customer satisfaction process was currently being reviewed, which would likely result in more telephone surveys which would assist in obtaining more details to help improve the service going forward.

Following consideration of the report and in noting its contents, and having taken into account the comments of the Caerphilly Homes Task Group, it was moved and seconded that the following recommendation be referred to Cabinet. By a show of hands, this was unanimously agreed.

RECOMMENDED to Cabinet that the contents of the Welsh Housing Quality Standard Progress Report – Final Stages be noted.

The meeting closed at 7.46 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 12th March 2019, they were signed by the Chair.

---

CHAIR

This page is intentionally left blank



## **POLICY AND RESOURCES SCRUTINY COMMITTEE – 12TH MARCH 2019**

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

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES**

---

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

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

### **2. SUMMARY**

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

### **3. RECOMMENDATIONS**

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

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

4.1 To improve the operation of scrutiny.

### **5. THE REPORT**

5.1 The Policy and Resources Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on 15th January 2019. The work programme outlines the reports planned for the period March 2019 to April 2019.

5.2 The forward work programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

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

## 5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

## 6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

## 7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 The operation of scrutiny is required by the Local Government Act 2000. The Local Government Wales Measure 2011 and subsequent Statutory Guidance include requirements to publicise the work of scrutiny committees. The operation of scrutiny committee forward work programmes was agreed following decisions by Council in October 2013 and October 2015.

### 7.2 **Corporate Plan 2018-2023.**

Scrutiny Committee forward work programmes contributes towards and impacts upon the Corporate Well-being Objectives by ensuring that the Executive is held to account for its Corporate Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

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

Objective 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being

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

8.1 The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

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

## **9. EQUALITIES IMPLICATIONS**

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

## **10. FINANCIAL IMPLICATIONS**

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

## **11. PERSONNEL IMPLICATIONS**

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

## **12. CONSULTATIONS**

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

## **13. STATUTORY POWER**

13.1 The Local Government Act 2000, The Local Government (Wales) Measure 2011.

Author: Rebecca Barrett, Committee Services Officer

Consultees: Catherine Forbes-Thompson, Interim Head of Democratic Services  
Richard Edmunds, Corporate Director for Education and Corporate Services  
Robert Tranter, Head of Legal Services/ Monitoring Officer

Appendices:

Appendix 1 Policy and Resources Scrutiny Committee Forward Work Programme

Appendix 2 Cabinet Forward Work Programme

<b>Policy &amp; Resources Scrutiny Committee Forward Work Programme March 2019 to April 2019</b>			
<b>Meeting Date: 12th March 2019</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Allocations/Tenancy Enforcement Report			Shaun Couzens – Chief Housing Officer
WAO WHQS update			Shaun Couzens – Chief Housing Officer
WHQS Re-Profiling			Shaun Couzens – Chief Housing Officer
Chartist Gardens Development Pontllanfraith			Mark Williams

<b>Meeting Date: 12th March 2019 – Information Reports</b>			
<b>Subject</b>	<b>Purpose</b>	<b>Key Issues</b>	<b>Witnesses</b>
Treasury Management and Prudential Indicator Monitoring Report – Quarter 3	To update members in respect of Treasury management issues in the light of performance indicators	To ensure members receive information in respect of Treasury management in accordance with best practice	Nadeem Akhtar

### Cabinet - Forward Work Programme

<b>Wednesday - 13/03/2019 Cabinet &amp; PDM</b>					
Title	Key Issues	Author	Cabinet Member	Time	Attendees
Reprofiling of WHQS Programme and HRA Capital Programme 2019/20	To seek Cabinet endorsement of the re-profiling of the final stages of the WHQS programme to ensure full compliance by the December 2020 deadline.	Paul Smythe	Cllr. Lisa Phipps		
Flexible Retirement	Formal agreement for the period of flexible retirement to be changed	L Donovan	Cllr. Colin Gordon		
Education Attainment Strategy		Richard Edmunds	Cllr. Philippa Marsden		
EAS Business Plan		EAS	Cllr. Philippa Marsden		
Post 16/ Single Sex Review Terms of Reference		Richard Edmunds	Cllr. Philippa Marsden		
Schools Capital Programme	To make recommendations to Cabinet on the allocation of the Schools Capital Programme	Sue Richards	Cllr. Philippa Marsden		
Non- Residential Social Services Charging	To gain Cabinet approval for an updated policy of charging for non Residential Social Services as supported by HSCWB scrutiny on the 5/2/19	Jo Williams	Cllr. Carl Cuss		
<b>Wednesday - 27/03/2019 Cabinet &amp; PDM</b>					
Hafodyrynys Air Quality Feasibility Study	To present for approval for public consultation the draft Final Plan prepared in response to the Air Quality Direction issued by Welsh Government in respect of compliance with the EU Air Quality Directive at Hafodyrynys	Rob Hartshorn	Cllr. Eluned Stenner		
New Community Resource Centre at Ty Sign	To seek Cabinet support in principle for the development of a new Community	Rob Hartshorn	Cllr. Nigel George		
Welsh Church Fund	To provide an update on the revised grant levels and criteria approved by Cabinet on 28th March 2018 and to determine whether further revisions are required.	Stephen Harris	Cllr. Barbara Jones		
Food Hygiene Rating (Wales) Act 2013- Proposed Increase in Re-Rating Fee	To seek Cabinet approval for an increase in the food hygiene re-rating visit fee.	Michele Wehden			
Publication of the Gender Pay Gap Data 2018	To meet the statutory obligation to publish CCBC data by the 30th March each year in accordance with the Equality Act 2010	Lynne Donovan	Cllr. Colin Gordon		
Proposed Increases in Fees and Charges	To propose increases in fees and charges across a range of services and consider principles for future years	Richard Edmunds	Cllr. Barbara Jones		

This page is intentionally left blank





## **POLICY AND RESOURCES SCRUTINY COMMITTEE – 12TH MARCH 2019**

**SUBJECT:        PROGRESS REPORT - RESIDENTIAL REDEVELOPMENT OF THE SITE  
                     OF THE FORMER CIVIC CENTRE, PONTLLANFRAITH**

**REPORT BY:    INTERIM CORPORATE DIRECTOR - COMMUNITIES**

---

### **1.        PURPOSE OF REPORT**

- 1.1        This report provides a progress update to the Policy and Resources Scrutiny Committee in relation to the proposed residential redevelopment of the site of the former Civic Centre in Pontllanfraith and seeks the committees view on the involvement of Caerphilly Homes in the Social Housing element prior to its consideration by Cabinet.

### **2.        SUMMARY**

- 2.1        Following the decision taken by Cabinet on 3<sup>rd</sup> October 2018 master planning for a residential development on the site of the former Civic Centre in Pontllanfraith has been progressed in conjunction with Registered Social Landlord Pobl.
- 2.2        The outline proposals adheres to the Cabinet decision insofar as they are based on the Garden Village model and comprise broadly equal proportions of social rented, shared ownership and market sale and approximately two thirds of the development will be classed as 'affordable'.
- 2.3        Whilst the master planning to date is work in progress it gives assurance that the project is being developed in accordance with the direction given by Cabinet.

### **3.        RECOMMENDATIONS**

- 3.1        That members of the committee note the contents of this report.
- 3.2        The Committee provides its view to Cabinet on proposals to transfer the social housing element of this development to Caerphilly Homes, with the purchase cost being covered from the Housing Revenue Account.

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

- 4.1        To ensure members are appraised of progress to date.

## 5. THE REPORT

- 5.1 Cabinet took the decision on 3<sup>rd</sup> October 2018 to give approval to develop a residential scheme for the site of the former Civic Centre in Pontllanfraith in conjunction with a Registered Social Landlord (RSL). The full decision taken was:

Site C - Pontllanfraith House. A scheme is developed with an RSL to include broadly equal proportions of social rented, shared ownership and market sale dwellings, and commercial terms are established for both outright sale and the Lease models for further consideration and approval by Cabinet;

- 5.2 Under the Welsh Government's Social Housing Grant funding programme, Housing Associations (also known as RSLs) are zoned to operate in specific local authority areas for affordable housing development. The current RSL for the Eastern Valleys zone is Pobl (part of the Seren Group).

- 5.3 The Cabinet's vision for the site was discussed with Pobl and they have enthusiastically developed outline proposals in conjunction with Council officers. Preliminary meetings have been held with planning, highways and drainage officers and site surveys have been carried out. The outline proposals are based on the 'Garden Village' model which aspires to create a development which:

*Feels welcoming and green with a strong sense of community  
Looks well portioned with a timeless character and built around attractive landscaping and external spaces  
Promotes shared resources and community and neighbourly values.*

- 5.4 The site is well positioned and the masterplan is designed to make best use of the setting and the proximity to green space with many houses looking out of the development rather than in. Off street parking is provided on the basis of one space per bedroom, up to a maximum of 3 spaces per dwelling, with clustered parking typically set behind houses. Additional parking is included for the Cenotaph.
- 5.5 The masterplan features accessible one and two bed dwellings grouped around the Cenotaph in a style reminiscent of Alms Houses. The Cenotaph sits at the western end of a tree lined road leading to a rural style play and recreation area.
- 5.6 The remaining dwellings range from social housing, one bed affordable apartments to four bed detached houses. All will be designed to provide the space standards prescribed by the Development Quality Requirement (DQR). All will provide good space standards when compared to the output of many national housebuilders. All dwellings will include fire protection by water sprinklers. All social housing will be designed to the WHQS standard. The feasibility of including renewable technologies, including battery storage, will be explored together with provision to charge electric vehicles, although the ability to achieve this may be constrained by electricity supply issues.
- 5.7 In relation to the social housing units, it is proposed that these be transferred to Caerphilly Homes and be incorporated into the Council's housing stock, with the cost being covered from the Housing Revenue Account. This would also include the transfer of the land that the social housing has been developed on, with the type of properties also being determined by Caerphilly Homes to ensure they meet current and future demand.
- 5.8 The Local Development Plan requires that for new residential developments in Pontllanfraith 25% of dwellings should be affordable where this is economically viable. However, in line with the decision of Cabinet the outline masterplan comprises 118 dwellings of which approximately one third will be social rented, one third will be affordable, including rent to buy and intermediate rental properties, and one third will be market sale. Thus approximately two thirds of the development will be categorised as 'affordable'.

- 5.9 No formal agreement has been reached with Pobl and the commercial elements of the development will be explored and reported to Cabinet in due course. Options that will be considered include the freehold sale of the site to Pobl, a hybrid approach where a proportion of some plots are sold and others are retained to provide a leasehold income and the sale and transfer of the social rented dwellings to Caerphilly Homes.
- 5.10 The masterplan, which is still work in progress, is included in a presentation attached as an appendix to this report.

## **Conclusion**

- 5.11 This report is intended to give assurance that the project is being developed in accordance with the direction given by Cabinet.

## **6. ASSUMPTIONS**

- 6.1 That, subject to development and refinement, the master planning that is presented in this report is appropriate to obtain planning approval.
- 6.2 A formal agreement and associated commercial terms can be agreed between the Authority and Pobl.

## **7. LINKS TO RELEVANT COUNCIL POLICIES**

- 7.1 The report links to the council's policies as follows:
- **'A Foundation for Success 2018-2023':**  
Supporting People (reducing inequality, building capacity and resilience to create healthier, prosperous, cohesive communities);  
Supporting Quality of Life (providing the right physical environment for our communities that encourages them to prosper);
  - **Local Housing Strategy**  
Aim 5: Affordable Housing: Meet housing requirements through the provision of a range of good quality, affordable housing options."  
Aim 6: Housing Management: Provide good quality, well-managed homes in communities where people want to live, and offer people housing choices which meet their needs and aspirations.  
Aim 11: Community Regeneration: Promote sustainable and mixed communities that are located in safe and attractive environments.
  - **Local Development Plan (LDP)**  
**Policy CW11** sets Affordable Housing Targets throughout Caerphilly County Borough, ranging from 40% in the higher viability area around Caerphilly Basin, to 0% in the Heads of the Valleys Regeneration Area (HOVRA). Economic indicators and housing need have influenced these targets.  
**Policy SP6** requires development proposals to 'contribute to creating sustainable places by having full regard to the context of the local, natural, historic and built environment'.  
A shortfall in affordable housing is a significant issue facing residents in the county borough. In this context **Policy SP15** seeks to deliver at least 964 affordable houses through the planning system up to 2021.
- 7.2 The **2015 Local Housing Market Assessment** identifies a shortfall throughout the County Borough of 526 affordable homes per annum. It also identifies a high number of households who are living in unsuitable housing because their accommodation no longer meets their requirements arising from disabilities, medical conditions or old age.

### 7.3 Corporate Plan 2018-2023.

This report content contributes towards or impacts on the Corporate Well-being Objectives as follows:

- *Objective 1 - Improve education opportunities for all*  
The project will promote Targeted Recruitment and Training that will enhance employment prospects and skills of local people, particularly the young and those at a disadvantage, and promote equality of opportunity
- *Objective 2 - Enabling employment*  
The project will promote Targeted Recruitment and Training that will enhance employment prospects and skills of local people, particularly the young and those at a disadvantage, and promote equality of opportunity
- *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:*  
The project will promote the provision of a range of good quality, affordable housing options, as well as an emphasis on sustainable construction
- *Objective 6 - Support citizens to remain independent and improve their well-being.*

The project will offer 'housing for life' as the accommodation can be adapted to meet changing needs.

## 8. WELL-BEING OF FUTURE GENERATIONS

8.1 The report contributes to the Well-being Goals as follows:

- A prosperous Wales
- A resilient Wales
- A more equal Wales
- A Wales of cohesive communities

8.2 This proposal contributes to the Well-being Goals as set out above. The scheme is also consistent with the five ways of working set out in the sustainable development principle, as defined in the Act. The scheme is integrated in that it contributes to a number of the Well-being goals and supports the objectives of other stakeholders within the community. Implementation of the scheme exemplifies collaboration across organisational boundaries; working together for the good of our communities in pursuit of shared objectives.

8.3 Registered Social Landlords (RSL), as developers, generally take a longer view, protecting (as far as possible) and improving the local environment and infrastructure for the future. Other benefits that RSLs can bring are an emphasis on sustainable construction including Code for Sustainable Homes Level 3+, and Targeted Recruitment and Training that will enhance employment prospects and skills of local people, particularly the young and those at a disadvantage, and promote equality of opportunity.

## 9. EQUALITIES IMPLICATIONS

9.1 An Equality Impact Assessment is not needed because the issues covered have previously been considered by Cabinet and no EIA was considered necessary at that time.

9.2 The development is unlikely to impact on any specific groups as defined within the Equality Act 2010.

9.3 The land appropriation is unlikely to impact on the Council's obligations under the Welsh Language Standard Regulations 2015.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 This report provides an update on progress only and at this time there are no financial implications associated with the recommendations within this report.

## **11. PERSONNEL IMPLICATIONS**

- 11.1 There are no personnel implications arising from the recommendations within this report.

## **12. CONSULTATIONS**

- 12.1 The views of the consultees listed below have been incorporated in this report.

## **13. STATUTORY POWER**

- 13.1 Local Government Acts 1972 and 2000. This is a Cabinet Function.

Author: Mark Williams – Interim Head of Property Services – [willim17@caerphilly.gov.uk](mailto:willim17@caerphilly.gov.uk)  
Consultees: Cllr Lisa Phipps – Cabinet Member for Homes and Places  
Mark S Williams – Interim Corporate Director - Communities  
Shaun Couzens – Chief Housing Officer  
Rob Tranter – Head of Legal Services/Monitoring Officer  
Tim Broadhurst – Estates Manager

Appendices:  
Appendix 1 Chartist Gardens Presentation



# Chartist Gardens



# We are

We are a group working together as a team to provide great **local** housing, care and support services.

## **Commercial Division**

We work in partnership and innovate, building and managing great homes and accommodation across Wales. We provide a range of home ownership options across South Wales and operate an extensive commercial portfolio including student and medical staff accommodation.

## **Care and Support**

We support people to live happy, independent lives. We provide great care and support to over 9,000 people, each an individual.

## **Homes and Communities**

We provide high quality housing that is affordable in communities that are safe, attractive and supported to thrive. We manage over 16,000 homes and we're creating thousands more.



# Recently Completed Projects – Oakdale Hotel, Oakdale





# Recently Completed Projects – Kennard Point, Crumlin



*feels like*

A welcoming and green place with a strong sense of community. Residents of all ages will enjoy walking, playing and interacting in the streets, parks and gardens they take pride in.



# Chartist Gardens

*looks like*

A variety of simple, well-proportioned homes with a timeless character.  
A landscape of street trees, grass verges, flowering front gardens and hedges.



*functions like*

A place of shared resources and responsibilities, where residents and owners take a leading role in shaping and maintaining their neighbourhood.

A place that plays a key role in the wider community.

# Loftus Garden Village, Newport

250 mixed tenure homes, 60% of which meet the Welsh Government definition of affordable housing



# Illustrative Masterplan

Page 32



**Chartist  
Gardens**

# Main Avenue CGI



**View from the green towards the War Memorial**

# Street Scene



Photograph of Loftus Garden Village

# Green Space

Page 35



Photograph of Loftus Garden Village

# Informal Play



Page 36

Photograph of Loftus Garden Village



# Sustainable Drainage



**Photograph of Loftus Garden Village**

# Target Programme Milestones

<b>Presentation of outline design to Cabinet</b>	Jan 2019
<b>Design development</b>	Jan to Sept 2019
<b>Presentation of final scheme to Cabinet</b>	Sept 2019
<b>Public Consultation</b>	Oct 2019
<b>Submission of Planning / SuDS</b>	Nov 2019
<b>Planning approval</b>	Feb 2020
<b>Construction procurement</b>	Nov 2019 to Feb 2020
<b>Start construction</b>	March 2020
<b>Complete construction</b>	Dec 2022

# Overview

## Land Value

- Capital receipt or lease model

## Tenure Mix

- 65% affordable housing, against Caerphilly CBC's requirement of 25%
- Social Rent / GFSO / Outright Sale
- Older Persons

## Design Standards

- Good space standards
- Up to 20% above national housebuilder sizes
- Low carbon agenda
- Developable area and site coverage

## Caerphilly CBC's House Building Programme

- Access SHG
- Partnership working

## Added Value

- Apprentices
- Investing in the local community
- Customer focussed KPI's



This page is intentionally left blank



**POLICY AND RESOURCES SCRUTINY COMMITTEE –  
12TH MARCH 2019**

**SUBJECT: WALES AUDIT OFFICE WHQS REVIEW**

**REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING**

---

- 1.1 The attached report was circulated to the Caerphilly Homes Task Group as an information item ahead of its meeting on 14th February 2019. There were no comments arising from the Caerphilly Homes Task Group.
- 1.2 The Policy and Resources Scrutiny Committee are asked to consider the report recommendation.

Author: K. Houghton, Committee Services Officer, Ext. 4267

Appendices:

Appendix Report to the Caerphilly Homes Task Group 14th February 2019 – For Information – Wales Audit Officer WHQS Review -



## CAERPHILLY HOMES TASK GROUP – 14TH FEBRUARY 2019

**SUBJECT: WALES AUDIT OFFICE WHQS REVIEW**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES**

- 
- 1.1 The attached report, which provided details of the follow up review by the Wales Audit Office (WAO) on the Welsh Housing Quality Standard (WHQS) delivery programme, was considered by Cabinet on 30th January 2019.
  - 1.2 The report follows the previous report which had been presented to Cabinet on the 1<sup>st</sup> November 2017. Cabinet were reminded that during March and April 2017, as part of the WAO performance audit plan, the WAO undertook a review of the Council's arrangements to deliver the WHQS by 2020. At the time of the review, the WAO concluded that the *"majority of tenants' homes remain below the WHQS standard due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020"*. The WAO have now completed their follow up review which was undertaken between April and October 2018 and 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"*.
  - 1.3 Ms N. Jenkins and Mr G. Jones from the WAO summarised the report and confirmed that the follow up review has been undertaken in two parts. A Service User Perspective Review – which focussed on the views from 489 tenants and 25 leaseholders in relation to the delivery of the WHQS programme. The second part was a Follow Up Review – to determine whether the Council is meeting its commitments and making satisfactory progress to meet the WHQS by the WG deadline of December 2020. The follow up reports provided by the WAO provide a far more positive picture on the current position of the WHQS programme and also provides independent confidence that Caerphilly Homes are on track to deliver the full programme by December 2020.
  - 1.4 The Service User Perspective Review (appended to the report) refers to 3 proposals for improvement. Officers confirmed that they accept the proposals and will address the same in moving forward. It was accepted that improvements and consistency is required in the way performance information is presented and this has been addressed within the report. In addition, the Local Housing Strategy will be developed during 2019 and EIAs on key policy reports will be carried out at the appropriate time. Officers were pleased to note the progress made has been acknowledged by the WAO.
  - 1.5 Cabinet discussed the report and highlighted the benefits and importance of working with tenants through this process. Members thanked the WAO for the balanced and thorough report and advised that this can be used as a working document in moving forward. Representatives from the WAO thanked Officers in turn for their assistance throughout the process.

- 1.6 Cabinet unanimously agreed that for the reason's contained in the Officer's report, the WAO reports and the Officers responses to the reports and the proposals for improvement, be noted.
- 1.7 Members are asked to consider the report and the above recommendation.

Author: A. Dredge, Committee Services Officer, Ext. 3100.

Appendices:  
Appendix Report to Cabinet on 30th January 2019 - Agenda Item 4.



## CABINET - 30TH JANUARY 2019

**SUBJECT: WALES AUDIT OFFICE WHQS REVIEW**

**REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING**

---

### 1. PURPOSE OF REPORT

- 1.1 To advise Members on the outcome of the follow up review by the Wales Audit Office (WAO) on the Welsh Housing Quality Standard (WHQS) delivery programme following the previous report which was submitted to Cabinet on the 1<sup>st</sup> November, 2017.

### 2. SUMMARY

- 2.1 During March and April 2017, as part of the WAO performance audit plan, the WAO undertook a review of the Council's arrangements to deliver the WHQS by 2020.
- 2.2 At the time of the review, the WAO concluded that the ***“majority of tenants’ homes remain below the WHQS standard due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020”***.
- 2.3 The WAO have now completed their follow up review which was undertaken between April and October 2018 and 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”***.

### 3. LINKS TO STRATEGY

- 3.1 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 7 well-being goals in ***The Well Being of Future Generations (Wales) Act 2015***.
- 3.2 ***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;
- 3.3 ***The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan Objective 4: Positive Places - Enabling our communities to be resilient and sustainable.***
- 3.4 ***Corporate Plan (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.”***



3.5 ***The Welsh Housing Quality Standard: Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard (Welsh Government, 2008).***

3.6 ***Caerphilly Homes Service Plan (2018-2023): Priority 1A: All Council housing is improved to meet the Welsh Housing Quality Standard by 2020.***

#### **4. THE REPORT**

4.1 As part of the 2016/17 performance audit plan, the WAO, during March and April 2017, undertook a review of the Council's arrangements to deliver the WHQS by 2020. WAO sought to answer the question "***does the Council have effective arrangements in place to enable it to meet the WHQS by 2020?***"

4.2 The WAO Review resulted in a number of recommendations which were set out in the Cabinet report of the 1<sup>st</sup> November 2017, together with comments from officers in response.

4.3 Progress made in addressing the recommendations were reviewed by a Cross Party Working Group which contained representatives from the Policy & Resources Scrutiny Committee and tenant representatives.

4.4 A report on the outcome of this review was presented to the Policy & Resources Scrutiny Committee on the 27<sup>th</sup> February 2018 and it was agreed that the recommendations had been progressed by the required timelines.

4.5 Following this review, the WAO arranged to undertake a further review during 2018 to determine whether the Council can demonstrate that it is meeting the commitments made to Cabinet on the 1<sup>st</sup> November 2017 in an effective, economic and efficient way.

4.6 This follow up review has been undertaken in two parts:-

- **A Service User Perspective Review** – which focussed on the views from 489 tenants and 25 leaseholders in relation to the delivery of the WHQS programme.
- **A Follow Up Review** – to determine whether the Council is meeting its commitments and making satisfactory progress to meet the WHQS by the WG deadline of December 2020.

4.7 The final version of the Service User Perspective Review report was received on the 20<sup>th</sup> December 2018 and the Follow Up Review received on the 3<sup>rd</sup> January, 2019.

#### **Service User Perspective Conclusion**

4.8 ***"Tenants and leaseholders have positive views about many aspects of the Council's WHQS programme including the quality, but are less satisfied with external works, the timeliness of work and the extent to which the Council involves them and provides information on the works".***

4.9 The WAO arrived at this conclusion based on feedback from their survey of approximately 500 tenants/leaseholders who advised that:-

4.10 ***"The Council provides tenants and leaseholders with information about the WHQS programme, but could better explain why the works are needed".***

#### **Response**

4.11 Every property is visited and surveyed individually and tenants engaged as they have an element of choice in the delivery of the work. In addition, letters are also sent to each household to advise of the anticipated start date of the work/contract.

- 4.12 Contact details of our Tenant Liaison Officers are also provided, who will support the tenants throughout the process.
- 4.13 Information on the WHQS programme has also been made available on the Council's website, through the use of newsletters, consultation events, social media, working groups, press releases and marketing events.
- 4.14 For leaseholders we follow a detailed legislative process which sets out the requirement to issue leaseholders with a "Notice of Intention", to provide an indicative scope of works and thereafter a "Section 20 Notice" which provides information of the outcome of our tender exercise including anticipated costs for each leaseholder. Leaseholders are also offered the opportunity to meet with relevant officers if required.
- 4.15 Any work undertaken is identified based on the requirement to bring it up to the WHQ Standard or due to its condition which may result in an element being repaired or replaced. It is accepted that the reason why work is required to each element is not explained to our tenants, although they are advised that it is part of our remit to meet WHQS.

4.16 ***"The Council could do more to ensure that the works are consistently completed on time across all areas".***

**Response**

- 4.17 The survey identifies that 71% of tenants/leaseholders reported that the works were completed to the original timescales. The timescale for completing works, however, can be affected by many factors which make it extremely difficult to consistently complete the work on time, e.g. weather, unforeseen work (asbestos, structural, dry rot), access, tenant circumstances (medical conditions), contractor performance, utility company involvement.
- 4.18 ***"Those who have not had improvement works are satisfied with the quality of internal work, but are less satisfied with external works".***

**Response**

- 4.19 It is pleasing to note that overall 81% of residents who have had WHQS works completed were satisfied. It is disappointing that only 59% of residents reported that they were satisfied with the outside of their home, with a further 17% reporting that they were neither satisfied nor dissatisfied.
- 4.20 Unlike internal components, there is no stated timeline for replacing external elements of the home, therefore each property is surveyed and elements changed based on their condition. Tenants' expectations, however, may be that all properties would receive new roofs, new windows, doors, tender and paths, etc. which is not what was "promised" within our Offer Document. Work is ongoing to change the way in which customer satisfaction surveys are carried out so that responses can be analysed in more detail.

4.21 ***"Tenants and leaseholders are involved with the works, but the Council inconsistently applies tenant choice about electrical wiring".***

**Response**

- 4.22 Caerphilly Homes has a policy to provide tenants with a choice about whether electrical cables are required to be chased into the wall or hidden with trunking.
- 4.23 Some tenants, however, advised that this choice was not consistently provided and as a consequence our survey forms have been amended to ensure this option is provided and the tenants are required to sign the form to confirm their choice.

4.24 ***“85% of tenants and leaseholders can quickly and easily contact the Council”.***

**Response**

4.25 This is a pleasing result and is considered to be the result of significant work that has been undertaken to promote our contact information through various sources, the introduction of appointments and texting facilities.

4.26 Overall, the Service User Perspective report confirms that the majority of tenants and leaseholders surveyed are satisfied with delivery of the WHQS programme. It is accepted that there is less satisfaction with external works, but these are not as clearly prescribed within the WHQS guidance document as internal works and therefore compliance and satisfaction levels are more difficult to gauge. It is also the case that leaseholders are required to contribute towards the cost of external works which may also impact on satisfaction responses. It is accepted, however, that improvements can be made and work will be progressed in this regard.

**WAO Service User Perspective Review – Proposals for Improvement**

4.27 To ensure that the WHQS programme meets the needs of all tenants and leaseholders, the Council should:-

***“Strengthen its communication approaches with all tenants and leaseholders, taking account of the experiences of different groups of residents”.***

**Response**

4.28 Information on the WHQS programme has been made available on the Council’s website, through the use of newsletters, consultation events, social media, working groups, press releases and marketing events. Newsletters have also been issued specifically to leaseholders and further communication provided to them in line with required leasehold legislation.

4.29 In addition each tenant has a letter to advise them of any pending work to their property and when the contract is anticipated to commence. In relation to the internal programme, tenants also receive a letter to confirm the extent of work and their choices and this provides them with 10 days to advise if they wish to make any changes to the choices they have made.

4.30 It is accepted that the precise details of why the work is required may not be communicated to all tenants, but due to the extent of communication being issued, they should be aware that the work is required to achieve WHQS compliance and to ensure their property is maintained.

4.31 The content of the letters will however be reviewed in consultation with the Repairs and Improvement Working Group to establish what further improvements can be made.

4.32 ***“Monitor and report compliance with the Charter for Trust to address any identified issues”.***

**Response**

4.33 The Charter for Trust is issued to all contractors and included as part of our contract documentation. The requirement of contractors to adhere to the Charter for Trust is also an agenda item for all monthly contract meetings.

4.34 Compliance with the Charter for Trust is monitored through customer satisfaction surveys as there are specific questions relating to standards met. In order to improve customer feedback however and to help to identify any issues, the customer satisfaction process has now been reviewed and changed. The new process will involve satisfaction surveys being undertaken by telephone which will hopefully improve the return rate. This will also provide officers with the opportunity to drill down to establish the cause of any concerns in order for us to learn from the feedback and make improvements for the future.

- 4.35 ***“Analyse complaints about the WHQS programme systematically to address the root causes and share learning to improve tenants and leaseholders experience of the programme”.***

**Response**

- 4.36 Formal complaints are dealt with in line with our Corporate complaints procedure where the outcome is reviewed to establish if there is a root cause which can be addressed in order to improve our customers experience for the future.
- 4.37 It is accepted however that the customer satisfaction process can be improved in order for us to learn from the feedback received and this is currently in the process of being addressed as mentioned above.

**WHQS Follow Up Conclusion**

- 4.38 ***“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”.***

- 4.39 The WAO arrived at this conclusion based on the following:-

- 4.40 ***“The Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by 2020”.***

**Response**

- 4.41 It is pleasing that the WAO have acknowledged the progress made in relation to surveying, which in turn has assisted in the identification and costing of future works to inform our business plan and asset management database.
- 4.42 The introduction of the Dynamic Purchasing System is also seen as a positive improvement to engage external contractors in a timely manner.
- 4.43 The work undertaken demonstrates that we have both the financial and physical resources available to deliver the programme by the end of 2020.
- 4.44 ***“The Council has taken steps to determine the value for money of its procurement arrangements”.***

**Response**

- 4.45 The report reflects the fact that an independent review was undertaken of our single source supply arrangements which concluded that value for money was being provided.
- 4.46 A separate exercise was also undertaken to compare costs of the in-house team with external contractors. Whilst this identified that costs were 20% higher, there are other benefits which offset this increase which were considered in the assessment of value for money. Feedback from tenants indicate that quality and customer satisfaction levels are higher for the in-house workforce.
- 4.47 ***“There have been improvements to its WHQS performance reports; however there is still inconsistent and inaccurate reporting of performance”.***

**Response**

- 4.48 Performance information is now more accurate and timely with new validation processes having been introduced, including an independent review of the process being undertaken by our Corporate Audit team.

- 4.49 It is accepted that there were some inaccuracies in data provided in reports during early 2018 and this was due to the source of the data collection, the reports being compiled by different departments and possibly the result of changes in some data following validation checks.
- 4.50 To address this problem, all performance data is managed within a centralised team and the data has been standardised for use in all reports.
- 4.51 ***“The Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme”.***

**Response**

- 4.52 Standard reporting data now includes information on projected compliance up to the end of the programme, based on average compliance achievements calculated from weekly reports. This is constantly monitored to ensure Caerphilly Homes are on track to achieve the standard by the required deadline.
- 4.53 ***“The Council has strengthened its arrangements to meet its statutory landlord responsibilities”.***

**Response**

- 4.54 Following a review of our no access procedure and Members’ agreement to proceed with forced entry as a last resort following legal proceedings, performance in relation to gas servicing has improved, with current levels being above 99% compliance.
- 4.55 ***“The Council has invested additional resources to enhance its WHQS programme management, but still lacks a current Local Housing Strategy and does not always produce comprehensive Equality Impact Assessments for key Housing policy documents”.***

**Response**

- 4.56 The Local Housing Strategy will be developed during 2019 and this will be assisted by the recent approval of the Caerphilly Homes Asset Management Strategy and Homelessness Strategy.
- 4.57 The approval of the Asset Management Strategy supported the progress of a number of objectives and work-streams, which will require further reports detailing their proposed implementation. These further reports will result in the completion of comprehensive Equality Impact Assessments which will be undertaken at the appropriate time.

**WAO Follow Up Review – Proposals for Improvement**

- 4.58 ***“The Council should ensure that members and tenants receive accurate WHQS performance information regularly about its progress towards achieving it’s 2020 programme deadline”.***

**Response**

- 4.59 Performance information is now more accurate and timely with new validation processes having been introduced, including an independent review of the process being undertaken by our Corporate Audit team. A copy of the report together with its outcomes was provided to WAO as part of this review.
- 4.60 It is accepted that there were some inaccuracies in data provided in reports during early 2018 and this was due to the source of the data collection, the reports being compiled by different departments and possibly the result of changes in some data following validation checks.

4.61 To address this problem, all performance data is now managed within a centralised team and the data has been standardised for use in all reports which includes projections to provide our overall anticipated compliance date. Reports will continue to be provided on a regular basis.

4.62 ***“The Council should agree a Local Housing Strategy to set out its long-term vision for the future priorities for homes in Caerphilly”.***

#### **Response**

4.63 Work has been ongoing to establish a number of strategies which will inform the development of an overarching Local Housing Strategy, these include a Private Sector Renewal Strategy, Asset Management Strategy and a Homelessness Strategy.

4.64 Following approval of the Homelessness Strategy in December 2018 the development of a Local Housing Strategy will now progress in 2019 for its implementation in 2020.

4.65 ***“The Council should ensure that Equality Impact Assessments are undertaken consistently”.***

#### **Response**

4.66 This relates to the fact that a full EIA was not undertaken to support the Asset Management Strategy report. Officers took the view at the time that the report was seeking member approval on the principles of the strategy as it is clear that aspects of the strategy would require further specific reports seeking members approval and full EIA's would be considered again at this time.

4.67 To ensure consistency however, refresher EIA training would be provided to relevant officers.

#### **Conclusions**

4.68 The follow up reports provided by the WAO provide a far more positive picture on the current position of the WHQS programme and also provides independent confidence that Caerphilly Homes are on track to deliver the full programme by December 2020.

4.69 The methodology for carrying out customer satisfaction surveys is already in the process of being reviewed with the aim of collating more meaningful feedback which will assist us in making further service improvements.

4.70 It is accepted that improvements and consistency in the way performance information is presented was required and this has been addressed as indicated within the report.

4.71 The Local Housing Strategy will be developed during 2019 and EIAs on key policy reports will be carried out at the appropriate time.

4.72 Members will shortly be receiving further reports on the WHQS programme which will provide details on the current progress position and projections for full compliance. A further report will be submitted seeking approval of the re-profiling exercise which has also been undertaken, which demonstrates and informs all stakeholders on the current and projected completion of the programme broken down by community and street level.

4.73 When considering the improvement in performance that has been achieved over the last 12 months together with the latest position on WHQS compliance, Caerphilly Homes are well placed to achieve full compliance (including acceptable fails) by December 2020, and this view has now been supported by the WAO.

## 5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 The report outlines the contribution made towards the Well-being Goals as set out in the Links to Strategy section above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 5.2 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).
- 5.3 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.
- 5.4 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.
- 5.5 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.
- 5.6 By raising standards and conditions with improved quality materials and appropriate service response, should aide 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.
- 5.7 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.
- 5.8 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.
- 5.9 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.
- 5.10 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.
- 5.11 Housing Services and our outlined priorities, contributes to a minimum of 6 out of the 7 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.

## **6. EQUALITIES IMPLICATIONS**

- 6.1 This report is for information purposes only. There are, therefore, no equalities implications arising from the report.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 The WAO stated that significant progress has been made in identifying the investment and resources it needs to complete the WHQS programme by the end of 2020. This work has helped to inform the Caerphilly Homes business plan which demonstrates that anticipated borrowing requirements will be sufficient to deliver the full programme and that the business plan remains financially viable.

## **8. PERSONNEL IMPLICATION**

- 8.1 There are no current personnel implications associated with this report.

## **9. CONSULTATIONS**

- 9.1 The report has been consulted on and any views received have been considered and incorporated where appropriate.

## **10. RECOMMENDATIONS**

- 10.1 Members are asked to consider and comment on the WAO reports, note and comment on the officer responses to the reports and the proposals for improvement.

## **11. REASON FOR RECOMMENDATIONS**

- 11.1 To ensure that Cabinet is aware of the review work undertaken by the WAO and the relevant findings, conclusion and proposals for improvement.

## **12. STATUTORY POWER**

- 12.1 Housing Act 1996.  
Housing (Wales) Act 2014.

Author: Shaun Couzens, Chief Housing Officer  
(Tel: 01443 811406/01443 864208, Email: [couzes@caerphilly.gov.uk](mailto:couzes@caerphilly.gov.uk))

Consultees:

Councillor Lisa Phipps	- Cabinet Member for Homes and Places
Christina Harry	- Interim Chief Executive
Dave Street	- Corporate Director of Social Services and Housing
Robert Tranter	- Head of Legal Services and Monitoring Officer
Paul Smythe	- Housing Technical Manager
Jane Roberts Waite	- Strategic Co-ordination Manager
Lesley Allen	- Principal Accountant
Alan Edmunds	- WHQS Project Manager
Steve Greedy	- WHQS Project Manager
Colin Roden	- WHQS Project M

Appendices:

- Appendix 1 Service User Perspective Review  
Appendix 2 Welsh Housing Quality Standard follow-up report





WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru  
Auditor General for Wales

# Service User Perspective Review – **Caerphilly County Borough Council**

Audit year: 2017- 2018

Date issued: November 2018

Document reference: 826A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000.

The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at

[infoofficer@audit.wales](mailto:infoofficer@audit.wales).

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

[Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.]

The team who delivered the work comprised Gareth Jones, Kevin Sutch, Matthew Brushett and Lisa McCarthy programme managed by Non Jenkins under the direction of Huw Rees.

# Contents

Tenants and leaseholders have positive views about many aspects of the Council's WHQS programme including the quality, but are less satisfied with external works, the timeliness of work, and the extent to which the Council involves them and provides information on the works.

## Summary report

Summary	4
Proposals for improvement	6
Understanding the results	6
The Council provides tenants and leaseholders with information about the WHQS programme, but it could better explain why the works are needed	9
The Council could do more to ensure that the works are consistently completed on time across all areas	12
Those who have had improvement works are satisfied with the quality of internal works, but are less satisfied with external works	14
Tenants and leaseholders are involved with the works, but the Council inconsistently applies tenants' choice about electrical wiring	18
Eighty-five per cent of the tenants and leaseholders can quickly and easily contact the Council	20
<b>Appendices</b>	
Appendix 1 – overview of survey participants	27
Appendix 2 – survey questions	29
Appendix 3 – infographic summarising survey results	36

# Summary report

## Summary

- 1 In 2017-18, the Wales Audit Office completed work to understand the 'service user perspective' at every council within Wales. We followed a broadly similar approach at each council but agreed the specific focus and approach to the work individually. In Caerphilly, we focused on tenants' and leaseholders' views on their experience of Caerphilly County Borough Council's (the Council) Welsh Housing Quality Standard (WHQS) programme.
- 2 The WHQS is a Welsh Government policy that applies to all public housing across Wales. Meeting the standard is the responsibility of each social housing landlord. The Council is the social housing landlord for Council tenants across the County Borough. Tenants and leaseholders therefore do not have a choice of service provider. As there is no alternative service provider, the ability of service users to influence services relies on 'voice' rather than 'choice'. This means that ensuring the views of service users are heard is important when the Council designs and delivers services and interventions aimed at meeting people's needs.
- 3 The Well-being of Future Generations (Wales) Act 2015 (the Act) places a duty on local authorities and other public bodies to have regard for the sustainable development principle and the five ways of working that define it. 'Involvement' is one of the five ways of working identified in the Act.
- 4 In 2017, we undertook a review of the Council's progress towards meeting the WHQS by 2020 and concluded that the majority of tenants' homes remain below the WHQS due to longstanding inefficient and ineffective programme management, and the Council was unlikely to achieve the Standard by 2020. One of the reasons that we came to this conclusion was that:
  - although 'the Council has a range of mechanisms to engage with tenants about WHQS, these are ineffective and are not being used to shape planning and drive performance'.
- 5 The Council's response to our 2017 finding was that their own satisfaction surveys pointed to high levels of tenant satisfaction, and that it would be valuable if we were to speak to more tenants.
- 6 We could not speak to all tenants and leaseholders, so we commissioned an independent research company to carry out a telephone survey of a sample of them. Between 23 April and 1 May 2018, 489 tenants and 25 leaseholders completed the survey. [Appendix 1](#) provides more detail about the tenants and leaseholders who completed the survey. We asked them about the quality and timeliness of the works, the communications and service they receive from the Council, and whether they feel listened to/able to influence the WHQS programme. [Appendix 2](#) contains our survey questions.
- 7 We spoke to residents at four Sheltered Housing Schemes in focus groups. Two of the schemes had improvement works being carried out at the time of our focus groups, one scheme had had the works completed and at one the work was yet to start.

- 8 We held focus groups with the tenant members of the Caerphilly Homes Task Group and the Repairs and Improvements Group.
- 9 We also interviewed senior housing service managers and managers with responsibility for tenant engagement activities.
- 10 We concluded that: tenants and leaseholders have positive views about many aspects of the Council's WHQS programme including the quality, but are less satisfied with external works, the timeliness of work, and the extent to which the Council involves them and provides information on the works.
- 11 We came to this conclusion because:
- The tenants and leaseholders we surveyed and spoke to tell us that:
    - the Council provides tenants and leaseholders with information about the WHQS programme, but it could better explain why the works are needed;
    - the Council could do more to ensure that the works are consistently completed on time across all areas;
    - those who have had improvement works are satisfied with the quality of internal works, but are less satisfied with external works;
    - tenants and leaseholders are involved with the works, but the Council inconsistently applies tenants' choice about electrical wiring; and
    - 85% of the tenants and leaseholders can quickly and easily contact the Council.

## Proposals for improvement

### Exhibit 1: proposals for improvement

- 12 The table below contains our proposals for ways the Council could improve the effectiveness of its WHQS programme to make it better placed to meet tenants' and leaseholders' needs.

Proposals for improvement	
P1	<p>To ensure that the WHQS programme meets the needs of all tenants and leaseholders the Council should;</p> <ul style="list-style-type: none"><li>strengthen its communication approaches with all tenants and leaseholders, taking account of the experiences of different groups of residents;</li><li>monitor and report compliance with the Charter for Trust to address any identified issues; and</li><li>analyse complaints about the WHQS programme systematically to address the root causes and share learning to improve tenants' and leaseholders' experience of the programme.</li></ul>

## Understanding the results

- 13 Our survey sample of 514 tenants and leaseholders provides an insight into their views. The Council has almost 11,000 tenants and leaseholders, and this sample of 514 people provides a confidence interval of 4.2% at a 95% confidence level. This means that if 50% of people chose a response in this survey and the survey was repeated, there would be 95% confidence that the response in the repeated survey would range from 45.8% to 54.2%. The sample includes tenants and leaseholders whose full WHQS works are complete, some that had only external work, others that had internal work only and others that are yet to receive any WHQS work. Further detail on the sample is provided in [Appendix 1](#).
- 14 Some of our survey questions used a five-point satisfaction scale: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied. The percentages we show in the report combine the very satisfied and satisfied into one score of satisfied, and very dissatisfied and dissatisfied into one score of dissatisfied.
- 15 We provide the responses as percentages, which may not always add up to 100% because of rounding or for multiple response questions.

- 16 To provide further insight we used the following tenant characteristics to analyse the survey questions:
- Age of tenant
  - Gender of tenant
  - Length of tenancy
  - Tenancy status (general needs, sheltered housing tenant, leaseholder)
  - Location of property (the Council has three WHQS delivery areas, the Upper Rhymney Valley, Lower Rhymney Valley and the Eastern Valleys)
- 17 We have set out in the report if any of these tenant characteristics have a significant impact on the responses to any questions. Where we do not set out any impact of tenant characteristics there is no impact of those on the survey responses.
- 18 Leaseholders have a different relationship with the Council around WHQS to tenants. When a tenant becomes a leaseholder and purchases their property through the Right to Buy scheme, they assume certain responsibilities and obligations. Those include the maintenance of their property that they have bought. The terms of the lease issued by the Council includes an obligation on the leaseholder to contribute towards the repair, maintenance and refurbishment of the external structure and communal areas. These are referred to as Major Works, where the Council is legally required to undertake a formal consultation process with all leaseholders. The Council provides information to leaseholders about their obligations in a leaseholder handbook<sup>1</sup>. The Council undertakes only external improvement works to leaseholders' properties as part of the WHQS programme. The Council consults with leaseholders if the cost of the external improvements works is likely to exceed £250 per leaseholder or more than £1,000 for the block of flats.

<sup>1</sup> [Caerphilly County Borough Council Leaseholder Handbook](#)

# CAERPHILLY TENANTS' WHQS 'JOURNEY'

- 19 From our focus groups, Sheltered Housing residents and Council staff we understand the following as the main parts of tenants' 'journey' through having WHQS improvement works completed in their homes.

## Set Up



- 20 The Council informs tenants when WHQS works will take place in their community. Internal and external works take place at different times within communities. Sheltered Housing residents told us that special meetings took place in the communal areas where residents were able to ask questions about how the work would be carried out.

## Condition Survey



- 21 A Council surveyor visits the resident and explains what works (internal and external) will be carried to bring the home up to the WHQS standard. It is at this stage the resident has the opportunity to make their choices. It is also an opportunity to explain to the resident what can be changed, what will remain as part of the programme and what the residents will have to do. The Council writes to the tenant to set out what works will be completed as part of the WHQS programme.

## Works commence



- 22 In sheltered housing schemes the Tenant Liaison Officers (TLOs) help residents to pack and move items away from the work area. The Council informs tenants when the work will start along with the likely time it will take to complete.

## Works duration



- 23 During the duration of the works the main point of contact for tenants is either the workforce manager on site or TLO. The Council's 'Charter for Trust' suggests that all residents should have the contact details for the TLO for their area. For sheltered housing the sheltered housing liaison officer or the TLO are available to provide updates about the progress of the work.

## Works end



- 24 The Clerk of Works checks that the specified work(s) has been carried out correctly and identifies any work that needs to be completed or has not been carried out to standard.



# The Council provides tenants and leaseholders with information about the WHQS programme, but it could better explain why the works are needed

## Summary

Exhibit 2: summary of tenants' and leaseholders' views about the information the Council provides to them about the WHQS programme



### INFORMATION

**62%** of residents told us that the Council has told them about WHQS



### EXPLAINING THE NEED FOR THE WORKS

**55%** of residents who have had works told us that the Council explained why the improvement works were needed



### NEXT TWO YEARS

**51%** of residents know if the Council will be making any improvements to their home in the next 2 years

## Information about the WHQS Programme

- 25 Sixty-two per cent of the tenants and leaseholders we surveyed told us that the Council had told them about the WHQS, whilst 32% said that the Council had not told them, and 6% said they did not know.
- 26 Thirty-seven per cent of the 191 tenants and leaseholders we surveyed in the Upper Rhymney Valley told us that the Council had not told them about the WHQS.
- 27 We asked those tenants and leaseholders who remembered the Council telling them about the WHQS programme, what method(s) the Council had used to inform them. Fifty per cent of the tenants and leaseholders told us that the Council

informed them by letter, 29% told us that the Council used newsletters or told them in person.

- 28 Twenty per cent of the 44 tenants and leaseholders we surveyed aged between 45 and 54 told us that the Council had told them through newsletters, but 36% of this age group said that they were told in person. The tenants and leaseholders we surveyed who were aged between 45 and 74 were more likely to say that they had been told in person than those aged 44 and younger or those aged over 75

## Explaining why works are needed to achieve WHQS

- 29 Overall, 55% of the 374 tenants and leaseholders we surveyed who have had improvements works in the past five years told us that the Council had explained why those works were needed to achieve WHQS, whilst 34% told us that it had not, and 10% said that they didn't know/couldn't remember.
- 30 Nine of the 19 of the Sheltered housing respondents and six of the eight leaseholders who have had improvement works said the Council had explained why the works were needed.
- 31 Sixty per cent of the 129 Eastern Valleys respondents we surveyed told us that the Council had explained why the works were needed. Forty-three per cent of the 144 Upper Rhymney Valley respondents we surveyed told us that the Council had not explained why the works were needed.

## Information about Future Improvements

- 32 Fifty-one per cent of the tenants and leaseholders we surveyed were aware of the Council's plans to make improvements to their homes in the next two years, whilst 34% were not aware, and 15% said they did not know/could not remember.
- 33 Tenants' and leaseholders' awareness varied across the Council's three housing delivery areas, with 44% of the 191 Upper Rhymney Valley respondents we surveyed were aware of the Council's plans compared to 59% of the 177 Eastern Valley respondents, and 51% of the 146 Lower Rhymney Valley respondents in the Lower Rhymney Valley.

## Information about WHQS for leaseholders

- 34 Twelve of the 25 leaseholders we surveyed told us that the Council had informed them about their maintenance responsibilities as a leaseholder, 11 leaseholders told us that the Council had not and two leaseholders did not know.

## Sheltered housing residents' views

- 35 Residents in three of the four Sheltered Housing schemes we spoke to told us that they felt that the Council has an inconsistent approach to informing residents about why the works were being carried out and what was required. Some residents recalled having a scheme meeting in the communal room, but others could not

remember. Residents told us that the Council sent letters setting out the works to be carried out a number of months before works began, but some residents did not recall receiving these letters. However, in Tŷ Bedwellty, all the residents were very aware why the works were being carried out and thought the communication about the work was excellent.

- 36 Tenant Liaison Officers are the key link between the residents, sheltered housing wardens and the contractors delivering the improvement works. When it came to advising residents about potential start dates, the TLOs told us that they normally 'err on the side of caution' when providing residents with a start date so that they do not raise the residents' expectations.

### Tenant representatives' views

- 37 Tenant members of the Repairs and Improvement and Caerphilly Homes Task Group told us that, in their experience, the Council's information about the extent of works, and how and when those will be delivered, does not always reflect tenants' actual experience of the delivery of the works.

## The Council could do more to ensure that the works are consistently completed on time across all areas

### Summary

Exhibit 3: tenants' and leaseholders' views on the timeliness of the improvement works



#### TIMELINESS OF WORK

**71%** of residents told us that the Council completed the works when they said they would

- 38 Seventy-one per cent of 374 tenants and leaseholders we surveyed who have had WHQS works carried out, reported that the works were completed to the original timescales, 24% reported that the works were not and 6% could not remember.
- 39 Twenty-eight per cent of the 101 Lower Rhymney Valley and 26% of the 129 Eastern Valley respondents we surveyed said that the works were not completed on time, but this figure reduced to 19% of the 144 Upper Rhymney Valley respondents.

### Sheltered housing residents' views

- 40 Eighty-four per cent of the sheltered housing tenants we surveyed told us that the Council completed the works when they were told they would.
- 41 In our focus groups, residents from the Sheltered Housing schemes told us that when the planned timescales are not adhered to, it causes confusion and disruption for residents. One resident told us that they went on holiday for the planned period of the works only to return and find the works had not been completed. Some residents told us that the Council, and the teams delivering the works, could improve their communication about changes to timescales. In Tŷ Bedwellty, the Council managed the works by moving tenants temporarily into empty properties whilst the works were being done, meaning that delays did not impact on residents' lives.

### Tenant representatives' views

- 42 Tenant members of the Repairs and Improvement and Caerphilly Homes Task Group told us that in the initial phases of the WHQS works, tenants experienced

delays, but stated that in their view the Council has now made changes to its delivery processes to try to overcome such delays. The tenants described how delays to completing works can impact on people's daily lives due to the disruption in their homes.

- 43 Tenants' and leaseholders' views indicate that the Council could do more to ensure that works are consistently completed on time across all areas.

## Those who have had improvement works are satisfied with the quality of internal works, but are less satisfied with external works

### Summary

Exhibit 4: tenant and leaseholder satisfaction with the overall WHQS works and specific elements of the programme (kitchens, bathrooms and outside of their homes)



#### OVERALL SATISFACTION WITH WHQS WORKS

**81%** of residents who have had works are satisfied

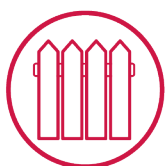


**79%** of tenants are satisfied with the overall condition of their kitchen



#### BATHROOM

**79%** of tenants are satisfied with the overall condition of their bathroom



#### OUTSIDE OF HOME

**59%** of residents are satisfied with how the outside of their homes looks

### Overall satisfaction with improvement works

- 44 We asked the 374 tenants and leaseholders we surveyed who have had any improvement works completed in the past five years about their satisfaction with the works. Eighty-one per cent are satisfied with the improvement works to their homes, 8% are neither satisfied nor dissatisfied and 12% are dissatisfied.
- 45 Eighteen of the 19 sheltered housing residents we surveyed who have had works completed are satisfied compared to four of the eight leaseholders we surveyed

and 81% of the other (general needs) tenants who have had works completed. Eighty-five per cent of the tenants and leaseholders we surveyed who have had both internal and external works completed are satisfied.

46 When we asked the tenants and leaseholders we surveyed why they had given their satisfaction rating, we found that their satisfaction was related to a few key reasons:

- the lived experience of having the works done to their homes;
- tenants' experiences of the builders who carry out the building works;
- timeliness of the works;
- quality of the works;
- design of the works;
- effectiveness of communication;
- provision of services to disabled families; and
- level of choice provided to tenants.

47 The tenants and leaseholders we surveyed who had had a positive experience provided us with a range of comments that reflect a positive adherence to the Council's Charter for Trust<sup>2</sup>. In 2013, the Council developed the Charter following consultation with tenants and staff and it was agreed by the Caerphilly Homes Task Group. It sets out the standards that tenants can expect from the workforce and how tenants should treat the workforce. Many tenants and leaseholders highlighted positive compliance with the Charter for Trust during the works:

- 'They (the workforce) did a clean and tidy job.'
- 'Every lot of workmen I have had here were all punctual, polite and they all cleaned up after.'
- 'Very nice workmen asked me about my opinion every step of the way.'
- 'It was very good – especially the ones who did the indoor work – they'd explain what they were doing.'
- 'It was all carried out on time and they tidied up after themselves: all good.'
- 'New bathroom, we got a shower, floor no longer squeaks, toilet not leaking.'

48 A smaller proportion of tenants and leaseholders we surveyed, including some who told us that overall they are satisfied with the works they had received, however, provided us with feedback that highlighted non-compliance with the Charter for Trust:

- '(The works were an) absolute shambles and personal belongings were broken.'
- 'The workers ruined my stair carpets, I told the Council and they haven't done anything about it.'

<sup>2</sup> Caerphilly Homes Charter for Trust  
<http://www.caerphilly.gov.uk/CaerphillyDocs/Housing/Tenants-handbook/13-CharterForTrust.aspx>

- ‘I was very disgusted at all the disruption caused, we were left without running water etc.’
- ‘We went four weeks without a sink.’
- ‘Some of the workers leave a mess after completing the work.’
- ‘The work’s nice but not happy with the hassle and length it took.’
- ‘They didn’t finish the job straight away and wouldn’t decorate the bathroom to a good standard.’

## Sheltered housing residents’ views

49 Sheltered housing residents told us that they were satisfied with the improvement works that the Council has completed, however, residents felt that this satisfaction is only achieved once any snagging is resolved. Some sheltered housing residents expressed dissatisfaction with the electrical works, and in one scheme residents had reported their concerns to the Council about the fitting of new front doors, which they had found to be difficult to open or close.

## Tenant representatives’ views

50 Tenant members of the Repairs and Improvements and Caerphilly Homes task groups told us that once completed, improvements works are usually finished to a high standard. However, they highlighted that there are examples of tenants having to complain to get to this point, after work had not been perceived to have been done correctly first time.

## Satisfaction with Kitchens

51 Seventy-nine per cent of the tenants we surveyed are satisfied with the condition of their kitchen, 12% are dissatisfied and 10% are neither satisfied nor dissatisfied.

52 We looked at the level of satisfaction and whether having works completed affected tenants’ views. Eighty-four per cent of the 364 tenants we surveyed who have had works in the past five years are satisfied with the condition of their kitchen compared to 64% of tenants (120) who have not had works.

## Satisfaction with Bathrooms

53 Seventy-nine per cent of the tenants we surveyed are satisfied with the condition of their bathroom, 10% are dissatisfied and 11% are neither satisfied nor dissatisfied.

54 Overall, 75% of the 136 tenants we surveyed in the Lower Rhymney Valley are satisfied with the condition of their bathroom compared to 81% of the 191 Upper Rhymney Valley tenants we surveyed and 81% of the 177 Eastern Valleys tenants.

55 We looked at tenants’ level of satisfaction and whether having works completed affected tenants’ views. Eighty-five per cent of the 364 tenants we surveyed who



have had works in the past five years are satisfied compared to 65% of the 120 tenants we surveyed who have not had works.

## Satisfaction with Exteriors of homes

- 56 We asked all 514 tenants and leaseholders we surveyed whether they are satisfied with the exterior of their home. Fifty-nine per cent are satisfied, with 17% neither satisfied nor dissatisfied and 23% dissatisfied.
- 57 We found no difference in satisfaction between those that have had improvement works done and those that have not had improvement works.
- 58 Sixty-three per cent of the 177 Eastern Valleys tenants and leaseholders we surveyed are satisfied with the exterior of their homes, with this figure being 59% of the 146 Lower Rhymney Valley and 55% of the 191 Upper Rhymney Valley tenants and leaseholders we surveyed.

## Tenants and leaseholders are involved with the works, but the Council inconsistently applies tenants' choice about electrical wiring

### Summary

Exhibit 5: 67% of tenants and leaseholders who have had work were included in the design of the improvement works

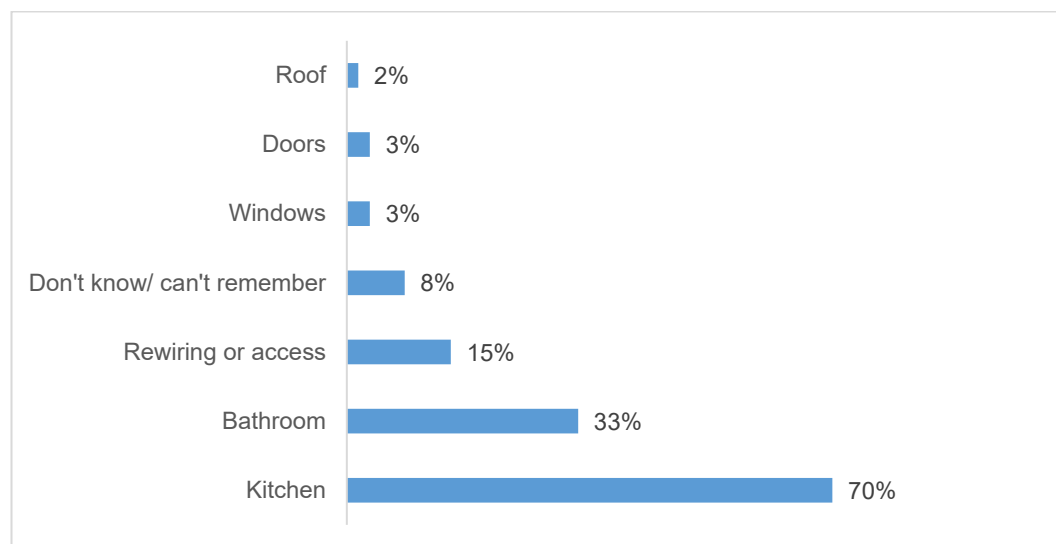


#### DESIGN

**67%** of those residents who have had work were included in the design of the improvement works

- 59 We asked the 374 tenants and leaseholders we surveyed who have had improvements works whether the Council had involved them in the design or specification of any of the improvement works. Sixty-seven per cent of those tenants and leaseholders said the Council had involved them, 29% said the Council had not, and 5% did not know or could not remember.
- 60 Tenants and leaseholders can exercise their right to refuse improvement works. Fifty-five tenants and leaseholders in the survey had refused some improvement works with five having refused all the works.

Exhibit 6: kitchens and bathrooms are the improvement works most often refused by tenants and leaseholders



61 We asked those 60 tenants and leaseholders we surveyed who told us that they had refused works, why they had done so. Twenty-five per cent said they were happy with the existing state of their home, with 20% of tenants and leaseholders reporting health issues or the inconvenience of the proposed plan (20%) as their reasons to refuse the works. Thirty-seven per cent reported other reasons, with many of those stating that they had completed the improvements themselves.

### Sheltered housing residents' views in focus groups

62 The Sheltered Housing residents we spoke with in our focus groups told us that although the Council offers choice, they felt that the choice was extremely limited, especially colours and kitchen worktops. The Council provided us with examples of the brochure which details the choices which are available. The Council also provided us with an example of the document given to tenants confirming the choices that tenants have made. However, during our focus groups with Sheltered Housing residents, not all recalled receiving these documents.

### Tenant representatives' views

63 Tenant members of the Repairs and Improvement and Caerphilly Homes task groups told us that overall the level of choices is generally good, but there is still some inconsistency with how much choice is offered to all tenants depending on which builders are delivering the improvement works. The Council's policy is that tenants' choices are discussed and agreed jointly by tenants with the Council's Surveyors and TLOs.

64 Focus groups with tenants highlighted the methods that the Council uses for electrical rewiring as an area where tenants feel they are not always consistently able to influence the works to their homes. The Council maintains that it has a policy to provide tenants with a choice about whether the wires should be chased into the wall or hidden with trunking and wherever possible, cables should be chased into the wall. However, the tenants told us that this is not always the case, or it had not been clearly explained to the individual residents why trunking is needed and could not be chased into the wall. In May 2018, the Council introduced a process to record tenants' choice of either surface mounted (trunking) or buried cables.

# Eighty-five per cent of the tenants and leaseholders can quickly and easily contact the Council

## Summary

Exhibit 7: summary of tenants' and leaseholders' views of ease of contacting the Council



### CONTACTING THE COUNCIL

**85%** of residents can quickly and easily contact the housing service



### RESPONDING TO VIEWS

**64%** of residents think that the Council listens to their views about their home and neighbourhood and acts on them

## Contacting the Council

- 65 Whilst 85% of tenants and leaseholders we surveyed said that they can quickly and easily contact the Council, 9% said they cannot and 6% did not know or have not tried.
- 66 A small number of tenants and leaseholders told us that they are unclear about who to contact if they have any queries. Tenants and leaseholders aged below 45 were less likely to state that they can quickly and easily contact the Council than the overall response.
- 67 Those tenants and leaseholders we surveyed who told us that they were unable to contact the Council quickly and easily, told us about their experience of contacting the Council:
- 'When you call the Council takes ages to get through, hard to get to right department.'
  - 'Contacted the Council about a rat problem and there was no answer from the number they gave me.'
  - 'It takes a long time to get through to Council phone line; last time took me three days.'
  - 'It's difficult to call when Council you're in work.'
  - 'It would be good if you can phone after work hours, 8 am to 8 pm.'

- ‘They could be quicker in responding when you call for repairs.’
- ‘When you get problems they normally respond but we’ve had damp for two years and nothing fixed.’
- ‘Spoke to housing person and didn’t get any satisfactory answers.’

## Responding to views

68 Sixty-four per cent of the 514 tenants and leaseholders we surveyed are satisfied that the Council listens to their views and then acts on them, 17% are dissatisfied and 19% are neither satisfied nor dissatisfied. Eighty-five per cent of the 41 sheltered housing residents are satisfied compared with 64% of the 454 other (general needs) tenants. Tenants’ and leaseholders’ satisfaction varied across the age groups from 73% for those aged over 75 to 49% for those aged 35 to 44.

## Sheltered housing residents’ views

- 69 Overall, the sheltered housing residents we spoke to told us that communication can be variable and depends on residents’ level of confidence in approaching the TLOs and the teams delivering the works. We found that the Council provides information about how to contact the Council about WHQS works including specific contact numbers, but a small number of tenants still contact the main housing team to resolve issues.
- 70 We found in Tŷ Bedwellty, the one Sheltered Housing Scheme where tenants were very satisfied with the work, that there was very good liaison between the TLO and the warden. The warden acted as the key point of contact between tenants and the TLO.

## Appointment system

71 In the phone survey, tenants and leaseholders provided us with generally positive feedback about the Council’s housing appointments system, including the text reminder system and the agreement of dates. However, a small number of tenants and leaseholders expressed negative views about the system including some who felt that there is a need to take a full day off work for an appointment, and some who had experienced appointments not being kept.

### Positive

- ‘They’re good, they always give an appointment date so you know when to expect them.’
- ‘No complaints, when I need repairs they will give a date and they keep to their word.’
- ‘If you need a repair they offer convenient time, text reminders.’

### Negative

- 'The times that they come out and do repairs can be inconvenient, we work full time and have to take a day off whenever we need a repair.'
- 'Pain when they can't give a time for repairs or visits.'
- 'I'm currently waiting for my roof to be repaired; it's hard to miss work for the repairs.'

72 The Council produces an annual report on the housing-related formal complaints received by its Housing Customer Services Section, which is presented to the Caerphilly Homes Task Group. In 2017 the report<sup>3</sup> highlighted an increase in service requests for both WHQS internal and external works, and also an increase in praise and thanks related to WHQS. The report also outlined how the Council had learnt lessons from the complaints to improve its housing service, including the WHQS programme. We understand that whereas previously WHQS complaints could be logged in a number of systems, there is now a single complaints inbox for the WHQS programme. Whilst this enables the Council to respond to individual complaints, the Council does not currently have a central complaints log for WHQS.

<sup>3</sup> [Complaints and Representations – Caerphilly Homes](#)

## Good practice example

Tŷ Bedwellty is a Sheltered Housing Scheme in Caerphilly County Borough. It is a block of individual flats with a shared communal area. The residents are capable of independent living but have the back up of a 'warden' on site to help with any difficulties. The Council told us that for this scheme it identified additional resources as the residents of the scheme were considered to be vulnerable, and it needed to be completed quickly.

### **Introduction**

The scheme was updated in accordance with the Welsh Quality Housing Standard (WHQS). The residents we spoke with were extremely impressed with the process and the way in which the works were carried out. We found that this was not consistent across the experience of residents in the other three sheltered housing schemes we spoke to. The apparent reasons for this are set out below.

### **Communication**

All the residents said the Council's communication with them about the improvement works was excellent. The Council held a meeting with the residents before the improvement works started. At that meeting the Council explained what improvement works it would carry out, what it would mean for residents, as well as a timeline of the works. The Council told residents what the work was going to be, and the choices that they could have.

### **How the work was carried out**

There seem to be two reasons for such high satisfaction levels at Tŷ Bedwellty. Firstly, there seemed to be a systematic approach to the work. Two flats were being upgraded at a time and all the required materials were delivered to the site in one container. The second reason seems to be that residents who were having the work carried out were moved temporarily into the two empty flats in the scheme whilst the work to their flats was completed. The residents were therefore able to avoid the mess and dust from the works.

Each of the vacated flats could be worked on quickly and without the worry of the resident being there. We were told that each flat took around two weeks to complete. It was also advantageous there was one team of workers who were available to complete the work.

We were also told that the Tenant Liaison Officers helped the residents pack their belongings, and the Warden was the main point of contact between the scheme and the WHQS team.

## Additional survey questions

- 73 We asked the tenants and leaseholders we surveyed additional questions in relation to their home to provide further insight for the Council.

### Exhibit 8: summary of tenants' and leaseholders' views about other aspects of their homes



#### HEATING

**34%** of residents find it difficult to heat their homes to a comfortable level in the winter.



#### DAMP

**34%** of residents have damp in some parts of their homes



#### SATISFACTION WITH OVERALL HOUSING SERVICE

**78%** of residents are satisfied with the Council's housing service



#### SATISFACTION WITH NEIGHBOURHOOD

**76%** of residents are satisfied with their neighbourhood as a place to live

## Heating

- 74 We asked all tenants and leaseholders we surveyed if they find it difficult to heat their homes to a comfortable level in the winter. Thirty-four per cent told us that they find it difficult and 66% do not find it difficult to heat their home to a comfortable level in winter. Responses differed according to the compliance status of homes with 36% of tenants and leaseholders in non-compliant properties reporting it difficult to heat their home to a comfortable level compared to 23% of those tenants and leaseholders in acceptable fail properties and 16% of tenants and leaseholders in WHQS compliant properties.
- 75 We asked the 175 tenants and leaseholders we surveyed who said they have difficulty in heating their home to a comfortable level why. Twenty-eight per cent said it was due to a lack of draught proofing, for 19% it was a lack of insulation,



for 16% the cause was an old or poor heating system, and for 15% the reason was the affordability of fuel.

- 76 Forty-two per cent of those 65 Upper Rhymney Valley respondents who said they have difficulty in heating their home to a comfortable level identified draught proofing as the cause but just 10% of the 51 Eastern Valley respondents identified this as the cause. Twenty-four per cent of the 51 Eastern Valley respondents attributed old/poor heating systems as a cause compared to just 12% of the 65 respondents in the Upper Rhymney Valley
- 77 Thirty-eight per cent of those who told us that they find it difficult to heat their home to a comfortable level gave another reason. Almost all of these people identified issues relating to their windows as the cause for their difficulty in heating their homes. A number stated that their windows are not well fitted leading to drafts. Some said that their windows are currently non-double glazed. A small number of people noted that their radiators are insufficient to heat their rooms and the location of homes was a contributory factor for a very small number of people.

## Damp

- 78 We asked tenants and leaseholders we surveyed if there is any damp in their home. Thirty-two per cent told us that they have damp in their home and this tends to be only slightly more evident with non-compliant properties (34%). We found no difference between the three geographical areas in tenants' and leaseholders' responses to this question.
- 79 Most of the 162 respondents who reported that they have damp in their home generally said they saw evidence of damp in their house from visible mould (62%) and to a lesser extent visible wet patches (26%) and condensation on windows (14%).
- 80 Sixty-seven per cent of the 63 Upper Rhymney Valley respondents who reported damp identified visible mould compared to 56% of the 54 Eastern Valley and 62% of the 45 Lower Rhymney Valley respondents.
- 81 Seventy-five per cent of the tenants and leaseholders we surveyed who reported that they have damp said that they had reported this to their landlord. Reporting varied across the housing areas with 31% of the Lower Rhymney Valley respondents not reporting the damp to their landlord compared to 27% of Upper Rhymney Valley and 19% of Eastern Valley respondents. Cracks in the walls and missing roof tiles were common causes of damp identified by respondents but a small number of respondents attributed their damp to the cavity insulation.

## Satisfaction with the Housing Service

- 82 Overall, 78% of the tenants and leaseholders we surveyed were satisfied with the Council's housing service, with 10% dissatisfied and 11% not sure either way.

- 83 Satisfaction varies across the three housing areas with 40% of the 177 Eastern Valleys tenants and leaseholders, 32% of the 191 Upper Rhymney Valley, and 24% of the 146 Lower Rhymney Valley tenants and leaseholders being satisfied.
- 84 Tenant and leaseholder satisfaction with the housing service also varied across the age groups with those aged below 54 less satisfied and those aged 45 to 54 the least positive.
- 85 Seventy-seven per cent of those aged 25 to 34 were satisfied, this decreased to 72% for those aged 35 to 44 and 66% for those aged 45 to 54. Higher satisfaction levels were recorded by those aged 55 or above: 78% of those aged 55 to 65 were satisfied, 84% of those aged 65 to 74 and 86% of those aged over 75 satisfied.

### Satisfaction with the neighbourhood

- 86 Eighty-six per cent of the tenants and leaseholders we surveyed are satisfied with their neighbourhood as a place to live, with 98% of sheltered housing tenants expressing satisfaction. Tenant and leaseholder satisfaction increased with age with the lowest levels of satisfaction being those aged less than 34 and the highest levels being for those aged over 55. We found no difference in the responses of tenants and leaseholders living in the three geographical housing areas to this question.

# Appendix 1

## Overview of survey participants

The survey sample of 514 people consisted of 451 who live in non-compliant homes (88%), 26 who live in fully compliant homes (5%) and 37 who live in homes with acceptable fails (7%).

Seventy-three per cent of the tenants and leaseholders told us that the Council has undertaken improvement works to their home to meet the WHQS in the past five years. Twenty-six per cent said that they had had not any improvements and one per cent did not know. Seventy-one per cent of those tenants and leaseholders living in non-compliant households and 78% of those living in acceptable fails reported that the Council has done some improvement works to their homes to meet WHQS.

Two hundred and twenty-five (62%) of those tenants and leaseholders who had had works completed in the past five years have received only internal works, 30% had received both internal and external works with 12% only receiving external works and 2% only communal areas. These data reflect the Council's approach of delivering internal/external works concurrently in different communities. Thirty-nine per cent of those tenants and leaseholders who had had works in the Eastern Valleys had received both internal and external works with this figure being 24% in the Upper Rhymney Valley and 29% in the Lower Rhymney Valley.

**Exhibit 9: overview of the tenancy type, age and length of tenancy for people who completed the survey**

### Tenancy type

	Number	Percentage
Tenant	489	95%
Leaseholder	25	5%
<b>Total</b>	<b>514</b>	<b>100%</b>

### Age of respondents

	Number	Percentage
16-34	60	11%
35-44	47	9%
45-54	74	14%
55-64	93	18%
65-74	110	21%
75+	130	25%
<b>Total</b>	<b>514</b>	<b>100%</b>

### Length of tenancy

	Number	Percentage
Less than one year	31	6%
One to two years	34	7%
Two to three years	38	7%
Three to five years	55	11%
More than five years	356	69%
Can't remember	0	0%
<b>Total</b>	<b>514</b>	<b>100%</b>

# Appendix 2

## Survey questions

### Exhibit 10: Caerphilly County Borough Council: Welsh Housing Quality Standard Survey:

**Q1 Are you a council tenant or leaseholder?**  
*Read out - Tick one box only*

- Council tenant .....  1
- Leaseholder .....  2
- Tenant of a leaseholder .....  3

**Q2 All respondents**  
**How long have you lived in your home? (or if a leaseholder: How long have you been a leaseholder?)**  
*Read out - Tick one box only*

- Less than 1 year .....  1
- 1 to 2 years .....  2
- 2 to 3 years .....  3
- 3 to 5 years .....  4
- More than 5 years .....  5
- Can't remember .....  6

#### Views on council housing services and improvements

**Q3a Council tenants & Leaseholders (Q1 = Codes 1 & 2 only)**  
**Has the council told you about the Welsh Housing Quality Standard (WHQS)?** *Read out if no/ don't know: The Welsh Housing Quality Standard requires all social landlords to improve their housing stock to an acceptable level by December 2020.*

- Yes .....  1
- No .....  2
- Don't know/ can't remember .....  3

**Q3b If yes, how did the Council tell you?**  
*Tick all that apply*

- Newsletter .....  1
- Letter .....  2
- Website .....  3
- In person .....  4
- Other .....  5

**Other (please specify)** \_\_\_\_\_

**Q4 Leaseholders only (Q1 = Code 2)**  
**Has the council informed you about your maintenance responsibilities as a leaseholder?**

- Yes .....  1
- No .....  2
- Don't know/ can't remember .....  3

**Q5a** All respondents

**In the past five years has the council done any improvement works to your home to meet the Welsh Housing Quality Standard?**

- Yes ..... <sup>1</sup> Go to Q5b
- No ..... <sup>2</sup> Skip to Q8
- Don't know/ can't remember ..... <sup>3</sup> Go to Q5b

**Q5b** Council tenants only (Q1 = Code 1)

**If yes, to what parts of your home has the council done the improvement works?**  
*Read out - Tick all that apply*

- Internal only (for example, kitchen, bathroom, central heating) ..... <sup>1</sup>
- External only (for example windows or roofs) ..... <sup>2</sup>
- Communal areas (for example staircases, stairwells) ..... <sup>3</sup>
- Both internal and external ..... <sup>4</sup>

**Q5c** Leaseholders & tenants of leaseholders only (Q1 = Codes 2 & 3)

**If yes, to what parts of your home has the council done the improvement works?**  
*Read out - Tick all that apply*

- External only (for example windows or roofs) ..... <sup>1</sup>
- Communal areas (for example staircases, stairwells) ..... <sup>2</sup>
- Structure of the building ..... <sup>3</sup>

**Q6** Council tenants & Leaseholders (Q1 = Codes 1 & 2 only): Those who recall improvement works (Q5b = Code 1)

**Did the council:** *Read out - Tick one box on each row*

	Yes	No	Don't know/ can't remember
Explain to you why the improvement works were needed to achieve WHQS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete the improvement works when you were told they would be?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Include you in the design or specification of any improvement works for example, to your kitchen or bathroom?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q7a** *Those who recall improvement works (Q5a = Code 1)*  
**Overall, how satisfied or dissatisfied are you with the improvement works that the council has carried out to your home?**  
*Read out - Tick one box only*

- Very satisfied .....  1
- Satisfied .....  2
- Neither satisfied nor dissatisfied.....  3
- Dissatisfied.....  4
- Very dissatisfied.....  5

**Q7b** *All respondents*  
**Why do you say that?**

---

**Q8** *All respondents*  
**Do you know if the Council is going to make any improvements to your home in the next 2 years such as a new kitchen, bathroom, roof, windows, central heating, electrics, external doors, mains powered smoke detectors, gardens and external storage? (all respondents – although only state external works with leaseholders)**

- Yes.....  1
- No .....  2
- Don't know/ can't remember .....  3

**Q9a** *All respondents*  
**Have you refused to have improvements made to your home by the council, for example, windows, doors, roof, kitchen, bathroom, rewiring or access?**

- Yes - all .....  1
- Yes - some.....  2
- No .....  3
- Don't know/ can't remember.....  4

**Q9b** Which works did you refuse?  
*Tick all that apply - Unprompted*

- Windows.....  1
- Doors .....  2
- Roof .....  3
- Kitchen.....  4
- Bathroom.....  5
- Rewiring or access .....  6
- Don't know/ can't remember.....  7

**Q9c** Why did you refuse?  
*Tick all that apply - Unprompted*

- Health issues (do not specify) .....  1
- Concerns about the disruption .....  2
- Proposed plan for the work to be done was not convenient .....  3
- Uncertain about the nature of the work .....  4
- Happy with the existing state of my home .....  5
- Prefer not to say .....  6
- Other reasons.....  7

**Other reasons (please specify)** \_\_\_\_\_

**Views on general housing services and the condition of your home/ neighbourhood**

**Q10a** All respondents  
**Do you find it difficult to heat your home to a comfortable level in the winter?**

- Yes.....  1
- No .....  2



**Q10b** If yes, why is that?

*Tick all that apply - Unprompted*

- Affordability of fuel .....  1
- Lack of adequate insulation .....  2
- Lack of lagged pipes/ tank.....  3
- Draught proofing .....  4
- Old/ inefficient boiler .....  5
- Old/ poor heating system.....  6
- Size of property .....  7
- Other .....  8

**Other reasons (please specify)** \_\_\_\_\_

**Q11a** All respondents

**Is there any damp in any part of your home?**

- Yes.....  1
- No .....  2

**Q11b** If yes, how do you see the damp in your house?

*Tick all that apply - Unprompted*

- Visible wet patches.....  1
- Water leak .....  2
- Condensation on windows for example during cooking or on cold mornings .....  3
- Visible mould.....  4
- Don't know .....  5
- Other .....  6

**Other reasons (please specify)** \_\_\_\_\_

**Q11d** Have you reported the damp to your landlord?

- Yes.....  1
- No .....  2

**Q12 How satisfied or dissatisfied are you with the following:**

*Read out - Tick one box on each row*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) <i>Tenants only (Q1 = Code 1)</i> The overall condition of the kitchen in your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
b) <i>Tenants only (Q1 = Code 1)</i> The overall condition of the bathroom in your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
c) The outside of your home such as external walls, doors, windows and boundary fences/ walls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q12d All respondents**  
**Why do you say that?**

---

**Q13 Council tenants & Leaseholders (Q1 = Code 1 & 2 only)**  
**Can you easily and quickly contact the housing service at times that are convenient for you?**

Yes.....  1

No .....  2

Don't know/ haven't tried .....  3

**Q14** All respondents

**Thinking about your home and neighbourhood, how satisfied or dissatisfied are you:**  
*Read out - Tick one box on each row*

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) That your council listens to your views and acts upon them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) With your neighbourhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q14c** All respondents

**Why do you say that?**

---

**Q15** All respondents

**Overall, how satisfied or dissatisfied are you with the housing service you receive from the Council?**

Very satisfied .....	<input type="checkbox"/>	1
Satisfied .....	<input type="checkbox"/>	2
Neither nor .....	<input type="checkbox"/>	3
Dissatisfied.....	<input type="checkbox"/>	4
Very dissatisfied.....	<input type="checkbox"/>	5

**Q16** All respondents

**Is there anything else you would like to say about Council housing services that you have not already mentioned?**

**Q17** All respondents

**Which of the following of age groups do you fall in?**

*Read out - Tick one box only*

16-24.....	<input type="checkbox"/>	1
25-34.....	<input type="checkbox"/>	2
35-44.....	<input type="checkbox"/>	3
45-54.....	<input type="checkbox"/>	4
55-64.....	<input type="checkbox"/>	5
65-74.....	<input type="checkbox"/>	6
75+.....	<input type="checkbox"/>	7

# Appendix 3

## Infographic summarising survey results

Exhibit 11: infographic summarising survey results



Around a third of residents have problems heating their homes or experience damp



HEATING

**34%** of residents find it difficult to heat their homes to a comfortable level in the winter.



DAMP

**34%** of residents have damp in some parts of their homes

Residents do not always get the information that they need about WHQS



INFORMATION

**62%** of residents told us that the Council has told them about WHQS



EXPLAINING THE NEED FOR THE WORKS

**55%** of residents who have had works told us that the Council explained why the improvement works were needed



NEXT TWO YEARS

**51%** of residents know if the Council will be making any improvements to their home in the next 2 years



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

The telephone interviews for **Caerphilly County Borough Council** ran from **23rd April** until **1st May** 2018.

The Wales Audit Office requested from the Council the full list of its residents. The Wales Audit Office then spoke to a sample of around **5%** of all of the Council's tenants and leaseholders. The sample of **514** respondents was divided between tenants and leaseholders based on the WHQS compliance status of the **10,477** homes that the Council provided. Homes can be fully compliant, non-compliant or acceptable fails. The sample also reflects the WHQS status of homes across the area based on the data provided by the Council. **489** tenants and **25** leaseholders responded to the survey.

Wales Audit Office  
24 Cathedral Road  
Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone.: 029 2032 0660

E-mail: [info@audit.wales](mailto:info@audit.wales)

Website: [www.audit.wales](http://www.audit.wales)

Swyddfa Archwilio Cymru  
24 Heol y Gadeirlan  
Caerdydd CF11 9LJ

Ffôn: 029 2032 0500

Ffacs: 029 2032 0600

Ffôn testun: 029 2032 0660

E-bost: [post@archwilio.cymru](mailto:post@archwilio.cymru)

Gwefan: [www.archwilio.cymru](http://www.archwilio.cymru)



WALES AUDIT OFFICE  
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru  
Auditor General for Wales

# Welsh Housing Quality Standard follow-up report – **Caerphilly County Borough Council**

Audit year: 2018-19

Date issued: January 2019

Document reference: 994A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000.

The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at

[infoofficer@audit.wales](mailto:infoofficer@audit.wales).

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

This document is also available in Welsh.

The team who delivered the work comprised Gareth Jones, Gwilym Bury and Allison Rees programme managed by Non Jenkins under the direction of Huw Rees.



# Contents

The Council has responded positively to our June 2017 Welsh Housing Quality Standard (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.

**Summary report** 4

Proposals for improvement 7

**Detailed report** 8

The Council has responded positively to our June 2017 Welsh Housing Quality Standard (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 8

The Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by the end of 2020 9

The Council has taken steps to determine the value for money of its procurement arrangements 10

There have been improvements to its WHQS performance reports, however, there is still inconsistent and inaccurate reporting of performance 11

The Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme 13

The Council has strengthened its arrangements to meet its statutory landlord responsibilities 13

The Council has invested additional resources to enhance its WHQS programme management but still lacks a current local housing strategy and does not always produce comprehensive Equality Impact Assessments for key housing policy documents 14

## Appendices

Appendix 1 – Caerphilly County Borough Council WHQS review action plan – updated October 2018 16

# Summary report

## Summary

### Why the Welsh Housing Quality Standard is important

- 1 In 2001, the Welsh Government set out their long-term vision for housing in Wales entitled Better Homes for People in Wales. The Welsh Government then introduced the Welsh Housing Quality Standard (WHQS) in 2002, with revised guidance issued in 2008 to implement this vision. The Welsh Government developed the WHQS to provide a common target standard for all housing in Wales and is primarily used to assess the social housing provided by councils (consistent with the term used in the rest of the report) and housing associations (social landlords). The Welsh Government expected all social landlords in Wales to adopt the standard and devise realistic programmes for bringing all their homes up to it as soon as possible, but by the end of 2020 at the latest, and to maintain standards into the future.
- 2 As at March 2018, Caerphilly County Borough Council (the Council) owned 10,801 properties. In August 2018, the Council reported that 3,501 properties met the standard to 'full compliance' having had certain improvement works undertaken, with a further 794 properties meeting the standard as 'acceptable fails' as defined by the Welsh Government in its guidance on compliance. 6,506 were not fully compliant as at 31 March 2018<sup>1</sup>.

### What we looked at

- 3 Between May and October 2018, we carried out a review of the Council's progress in addressing the three statutory recommendations in our Welsh Housing Quality Standard report issued to the Council in June 2017.
- 4 Our 2017 statutory recommendations were:

<sup>1</sup> Welsh Government Statistical Release. Welsh Housing Quality Standard (WHQS), as at 31 March 2018. 'This annual release presents information from the annual data collection measuring the progress made by social landlords in achieving the Welsh Housing Quality Standard (WHQS) for their stock. The release covers compliance with the standard as at 31 March 2018 and information on compliance with the WHQS by individual component type. Full compliance refers to dwellings where the WHQS standard is achieved for all individual elements, but there can be situations where achieving the standard for an individual element is not possible. Such situations may include the cost or timing of the work, residents choosing not to have the work done or where there are physical constraints to the work. In these instances, the social landlords may record one or more elements as acceptable fails. Where a dwelling contains one or more acceptable fails, but all other elements are compliant, the dwelling is deemed to be compliant subject to acceptable fails.'

## Exhibit 1: recommendations on action to achieve the WHQS by 2020

<b>Statutory Recommendations</b>	
<b>The Council should take urgent action to achieve WHQS by 2020. It should:</b>	
<b>R1</b>	<p>By September 2017, develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020. This programme should:</p> <ul style="list-style-type: none"><li>• establish the full scope of investment needed in the Council's housing stock based on accurate, comprehensive and up-to-date stock condition information;</li><li>• set out how the Council, by March 2018, will:<ul style="list-style-type: none"><li>– review its procurement arrangements to ensure value for money;</li><li>– provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates; and</li><li>– secure the resources needed to deliver the programme by 2020.</li></ul></li><li>• contain clear and measurable milestones and relevant performance measures for delivering the programme up to 2020; and</li><li>• set out the programme management, governance and accountability responsibilities and arrangements so that urgent remedial action can be taken if further slippage occurs and those tasked with delivering the programme can be held to account at appropriate decision-making levels.</li></ul>
<b>R2</b>	<p><b>Assure itself that it is meeting its statutory landlord responsibilities by ensuring that:</b></p> <ul style="list-style-type: none"><li>• all properties have a valid gas safety certificate in place, or are having the Council's non-compliance arrangements applied to them fully; and</li><li>• arrangements for undertaking asbestos surveys and recording the results of these surveys are robust.</li></ul>
<b>R3</b>	<p><b>Ensure it has sufficient project management capacity to deliver the Council's WHQS programme effectively by 2020.</b></p>

## How we approached the review

- 5 We undertook the follow up review work in two phases. During the first stage we reviewed the Council's WHQS progress reports to Cabinet, Policy and Resources scrutiny committee and Caerphilly Homes task group since 1 November 2017. In this first stage of the review we established the Council's own assessment of progress. The output from Phase One was fed back to senior Council officers and the relevant Cabinet Member in July 2018. The Phase One review informed the planning and delivery of Phase Two.
- 6 During the second phase, we interviewed officers, contractor representatives and members and visited some properties undergoing WHQS works. We sought to

verify the Council's progress on delivering the WHQS programme and the effect of that progress on the Council's achievement of the WHQS by the end of 2020.

- 7 As part of a separate project, we surveyed a sample of 500 tenants about their experiences of the Council's WHQS programme during April and May 2018. A report on this Service User Perspective project will be issued separately.

## Overall findings

- 8 Overall, we found that: **The Council has responded positively to our June 2017 Welsh Housing Quality Standard (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.** We came to this conclusion because:
- the Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by the end of 2020;
  - the Council has taken steps to determine the value for money of its procurement arrangements;
  - there have been improvements to its WHQS performance reports, however there is still inconsistent and inaccurate reporting of performance;
  - the Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme;
  - the Council has strengthened its arrangements to meet its statutory landlord responsibilities; and
  - the Council has invested additional resources to enhance its WHQS programme management but still lacks a current Local Housing strategy and does not always produce comprehensive Equality Impact Assessments for key housing policy documents.

## Proposals for improvement

- 9 The table below sets out the proposals for improvement that we have identified following this review.

### Exhibit 2: proposals for improvement

Proposals for improvement	
P1	The Council should ensure that members and tenants receive accurate WHQS performance information regularly about its progress towards achieving its 2020 programme deadline.
P2	The Council should agree a Local Housing Strategy to set out its long-term vision for the future priorities for homes in Caerphilly.
P3	The Council should ensure that Equality Impact Assessments are undertaken consistently.

# Detailed report

## The Council has responded positively to our June 2017 Welsh Housing Quality Standard (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

- 9 The Council has responded positively to our June 2017 WHQS report which concluded 'the majority of tenants' homes remain below the Welsh Housing Quality Standard due to long-standing inefficient and ineffective programme management and the Council is unlikely to achieve the Standard by 2020'.
- 10 **Appendix 1** contains the Council's action plan to address the three statutory recommendations made in our 2017 WHQS report. Following our presentation on the 2017 WHQS report to Cabinet on 1 November 2017, the Council set up a Cross Party working group of members of the Policy and Resources Scrutiny Committee to consider the Council's progress in addressing our statutory recommendations. This Cross Party working group reported their satisfaction that progress was being made to the Policy and Resources Scrutiny Committee on 27 February 2018.
- 11 The Council is making a number of positive changes to the planning, management, delivery and monitoring of the WHQS programme. In particular, we note that the Council:
  - a. is undertaking a full stock condition survey of all Council owned properties;
  - b. is improving WHQS project management and capacity;
  - c. has a comprehensive financial and operational programme outlining how it will achieve WHQS by the end of 2020;
  - d. has a Caerphilly Homes Asset Management Strategy which is focused on maintaining WHQS after 2020;
  - e. has a comprehensive 30-year Housing Investment Business Plan;
  - f. has made significant improvements in its arrangements to meet its statutory landlord responsibilities;
  - g. has a more comprehensive asbestos management policy;
  - h. has sought to improve its reporting of performance of its WHQS programme; and
  - i. has increased the number of WHQS fully compliant properties from 5.7% in 2016-17 to 39.76% in 2017-18.

- 12 During this review, we also note that there are other aspects of the WHQS programme and wider Council housing programme that require improvement. In particular:
- a. there remains inconsistent and inaccurate reporting of WHQS performance to members and the public despite the Council introducing a performance data validation process and WHQS strategic scorecard;
  - b. the continued lack of a Local Housing Strategy; and
  - c. a limited Equalities Impact Assessment for the Caerphilly Homes Asset Management Strategy.
- 13 The remainder of this report provides the context and detail of how the Council is addressing our statutory recommendations.

## The Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by the end of 2020

- 14 The Council has made substantial progress in developing a comprehensive financial and operational programme outlining how the Council will achieve WHQS by the end of 2020.
- 15 Since our 2017 review, the Council has embarked on surveying all Council properties that do not meet the WHQS standard. The Council now has a more accurate understanding of the individual requirements of each Council property which is improving the planning and delivery of its WHQS work. The Council intends to complete these surveys by December 2018.
- 16 Since our 2017 review the Council has established average costs of each internal and external elements required to achieve WHQS. The Council can now more accurately forecast future programme expenditure to inform its business plan.
- 17 As a result of the surveying non-WHQS compliant properties, the Council is now predicting an increase in the overall projected costs to deliver WHQS by the end of 2020 from £220 million to £250 million. The Council will need Housing Revenue Account (HRA) contributions and an element of 'borrowing' to fund the difference, however, the amount needed is within the Council's agreed borrowing threshold set up at the start of the WHQS programme.
- 18 The Council's IT asset management system – called Keystone – records all the data related to each individual social housing property and includes the costs associated when updating each property to WHQS. Keystone is critical to monitoring compliance with each of the components used to assess progress in achieving WHQS.
- 19 The Council's HRA Business Plan, Caerphilly Homes Asset Management Strategy and other associated detailed documents we reviewed demonstrate that the Council has a detailed costed plan to achieve WHQS by 2020. The Council's in-

house workforce, or Direct Labour Organisation (DLO) as it is also known, as well as private contractors are delivering the WHQS programme.

- 20 Following the introduction of the Council's Dynamic Purchasing System (DPS) in 2017, the Council's ability to engage local specialist contractors in a timely manner to complete WHQS works on properties has improved. At the time of this review, about 80 contractors were available through the DPS.
- 21 At the time of our fieldwork for our previous review in March and April 2017, the Council did not have a contractor in place to undertake the external works to tenants' homes in the Lower Rhymney Valley. Through the DPS and the Council's DLO, all areas of the county now have WHQS work planned.
- 22 The Council spent £42 million on WHQS programme delivery in 2017-18. This represents the highest annual amount since WHQS programme delivery started and reflects the significant increase in fully compliant homes in 2017-18.

## The Council has taken steps to determine the value for money of its procurement arrangements

- 23 Since June 2017, the Council commissioned an independent review of its single source supplier<sup>2</sup> arrangements for its WHQS programme and undertook an exercise to compare costs of its DLO workforce to those of external contractors.
- 24 The independent review of the single source supplier looked at 72 products, purchased by the Council for its WHQS programme that have the highest annual expenditure. The review concluded that the arrangement provides value for money for the Council for the products used, although some rates could be improved. The review gave two recommendations:
- ensure that the Council pays the most competitive prices for plasterboard; and
  - ensure a consistent classification of products that would assist any future pricing reviews.
- 25 Cabinet received a report in November 2017 which included the findings of the Council's comparison of the costs undertaken by private contractors and the Council's DLO team. The Council reported that its DLO are 20% more expensive than the private contractors due to a number of factors including superannuation, living wage, leave, sickness, overheads linked to support service costs. In its report, the Council set out factors that it had used to consider the value for money that it was achieving through its arrangements. These factors included greater tenant satisfaction reported from those receiving works from the DLO, comparative performance of the in-house and external contractors, reduced number of complaints.

<sup>2</sup> In 2012, the Council entered into a single source supply arrangement for all materials in relation to Council-house maintenance and the WHQS programme.



## There have been improvements to its WHQS performance reports, however there is still inconsistent and inaccurate reporting of performance

- 26 The Council has taken action to ensure that key WHQS performance information and key dates are on Keystone in a more timely manner.
- 27 In early 2018, the Council reviewed the process of performance reporting and the inputting of performance data onto Keystone. This review highlighted delays and occasional incorrect recording of performance. As a result, the Council introduced revised weekly responsibilities and timescales to record WHQS performance into Keystone. All WHQS project managers interviewed by us for this review are aware of the revised responsibilities and timescales for the recording of performance.
- 28 The accuracy of the Council's performance recording and reporting is now subject to a more rigorous validation process. Following our Phase One feedback to the Council, the Chief Housing Officer requested the Council's Internal Audit service to review the WHQS data validation processes. This took place during August to October 2018.
- 29 The report concludes that:

'The control procedures which were in place were:

In need of improvement – based on the results of the audit work undertaken it is considered that the control framework that was in place was in need of improvement. In May 2018 however, new procedures were introduced which are well documented and set out the processes for relevant staff to follow. These address the control issues going forward, but procedures now need to be developed to address historical issues identified by the audit. In addition, staff resources, in the form of a dedicated team of Officers supported by the Housing Technical Manager and Housing Group Accountant, have been made available to evolve and introduce new validation processes to address the main subject of this audit.

Compliance with the controls are considered to be:

In need of improvement – based on the results of the audit work undertaken it is considered that the control framework that was in place was in need of improvement. In May 2018 however, new procedures were introduced which are well documented and set out the processes for relevant staff to follow. These address the control issues going forward, but procedures now need to be developed to address historical issues identified by the audit. In addition, staff resources, in the form of a dedicated team of Officers supported by the Housing Technical Manager and Housing Group Accountant, have been made available to evolve and introduce new validation processes to address the main subject of this audit.

Due to the levels of Conclusions above the Chief Housing Officer will be invited to the next audit committee.'

- 30 The Council's 2018 annual performance submission to the Welsh Government states that 39.76% of its properties are fully compliant with WHQS as of 31 March 2018. However, this is not the figure it has used in any of its end of year performance reports to members since its annual performance submission to the Welsh Government. This provides members with an inaccurate picture of the Council's performance.
- 31 The Council reported its 2017-18 WHQS performance in three end of year performance reports during September and October 2018:
- a. Well-being Objective 5;
  - b. Caerphilly Homes end of year performance report; and
  - c. the Council's Annual Performance Report.
- 32 We found discrepancies in different aspects of the 2017-18 WHQS performance in these reports and there was no clear rationale as to why the Council reported different performance information in the different reports. In particular, we note that the overall WHQS compliance rate in these reports was lower than the performance reported to the Welsh Government in August 2018. Therefore, WHQS performance for 2017-18 was under reported to members and the public after it made the submission to Welsh Government.
- 33 To improve WHQS performance reporting, a WHQS strategic scorecard accompanies performance reports to elected members. The scorecard shows:
- a. levels of compliance for internal and external works;
  - b. weekly targets and actual key performance for the completion of internal and external works. A Red, Amber, Green (RAG) system highlights whether weekly targets are achieved or not;
  - c. tenant satisfaction levels;
  - d. targets for each quarter up to March 2020;
  - e. projected and actual programme expenditure until March 2020; and
  - f. the number of WHQS fully compliant properties.
- 34 We found that the programme targets are not clear and the number of compliant properties in the end of year 2017-18 scorecard is different to the number reported to the Welsh Government. Additionally, the scorecard has inaccurately recorded the previous year's performance.
- 35 The WHQS strategic scorecard shows future quarterly targets for internal and external works and overall compliance. However, the design of the scorecard means it is difficult to read the actual targets and would benefit from presenting this information more clearly.
- 36 In our previous report issued in June 2017, we noted that the Council's WHQS performance reports focused more on completion of internal and external works and not full compliance. The Council now clearly reports the number of properties

that are fully compliant, but due to inconsistent and inaccurate performance information reported to members, officers, tenants and leaseholders, effective challenge and oversight of WHQS progress is hampered.

## The Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme

- 37 In 2015, the Council commenced WHQS work on its properties. The annual rate of properties fully compliant for 2015-16 and 2016-17 was low at 2.5% and 5.7% respectively. The number of fully compliant properties increased significantly to 39.76% for 2017-18. As at the end of September 2018, the Council reported to the Audit Committee on 16 October that its overall compliance rate was 51%.
- 38 The Council has weekly completion targets for both internal and external works. The Council's WHQS team monitor the weekly delivery of both internal and external works and this monitoring is showing that internal works are delivering to target but the external works are slightly behind schedule.
- 39 All officers and members we interviewed are clear that March 2020 is its deadline to fully deliver its WHQS programme although the Welsh Government's deadline is December 2020. However, the WHQS strategic scorecard (as at 28 September 2018) gives the projected deadline for full internal works compliance as 1 May 2020 and 20 May 2020 for full external works compliance. Setting a deadline that is earlier than the Welsh Government deadline is prudent and allows for potential slippage to complete external WHQS works due to any severe weather in the winters of 2018 and 2019.

## The Council has strengthened its arrangements to meet its statutory landlord responsibilities

- 40 At the time of our fieldwork for our previous review in March and April 2017, there were over 400 council properties which did not have a valid CP12 gas safety certificate. As at 28 April 2017, just over 98% of the council's properties had a valid CP12 gas safety certificate meaning that 221 properties did not.
- 41 During our fieldwork for this review, we found that the Council has made significant improvements in its arrangements to meet its statutory landlord responsibilities. The Council has made revisions to its gas safety procedures which are now fully compliant with UK Health and Safety Executive guidance for landlords. Where tenants do not provide access to their homes to allow the Council to undertake gas servicing, there is staged approach for the Council to gain access.
- 42 If the Council cannot gain access through these steps, the Council's policy states that the Council can take legal proceedings to gain access. Since the introduction of the new policy on commencing legal proceedings the Council has obtained access to 50 properties where it has been determined that there has been a

breach of their tenancy agreement, by the issuing of formal Notices of Seeking Possession (NOSP).

- 43 In the Council's regulatory proposal for improvement progress report for its Audit committee on 24 July 2018, it reported that 99.3% of its properties now have the gas servicing certificate. Those properties where a certificate had expired and access was not agreed were subject to ongoing legal proceedings.
- 44 The Council's asbestos procedures comply with Health and Safety Executive guidance and no property has WHQS or other repairs work undertaken without a full survey being available prior to the commencement of work. To address our statutory recommendation, the Council appointed an asbestos technical officer to coordinate the completion of all asbestos surveys and ensure the recording of asbestos surveys onto Keystone. The officer ensures that the findings of the surveys are available to operational staff. The Council now has clear arrangements and a dedicated member of staff and anticipates that all properties will have asbestos information recorded on Keystone by January 2019.

### The Council has invested additional resources to enhance its WHQS programme management but still lacks a current Local Housing strategy and does not always produce comprehensive Equality Impact Assessments for key Housing policy documents

- 45 The Council is improving project management capacity in delivering and managing the WHQS programme. A new role of housing technical manager has been created and appointed to increase project manager capacity. This officer oversees the WHQS programme, the housing repairs team as well as the work of the surveyors and Gas Servicing team.
- 46 The Council has also appointed an additional foreman, assistant project manager and surveyor to increase its capacity to manage and deliver its WHQS.
- 47 The Council is alert to the prospect that properties currently fully compliant as an 'acceptable fail' due to residents' choice<sup>3</sup>, may become available for WHQS internal and or external works in the future. The Housing Repairs team is creating a new sub-team to complete works in those homes if they become available and the DLO or external contractor are not working in the area where the property has become available for works.

<sup>3</sup> Source: Welsh Housing Quality Standard (WHQS), as at 31 March 2018. Welsh Government press release dated 4 October 2018.

There can be situations where achieving the standard for an individual element is not possible. Such situations may include the cost or timing of the work, residents choosing not to have the work done or where there are physical constraints to the work. In these instances, the landlords may record one or more element as acceptable fails.

- 48 Although the Council's procedures for encouraging residents to allow access to their homes for WHQS work are in line with the Welsh Government guidance the Council does not have a robust system in place to periodically check if residents change their minds. For example, the Council could after 2019 contact residents at least once a year to offer previously refused WHQS works.
- 49 Our previous 2017 report highlighted that the Council did not have an up-to-date local housing strategy. This remains the case.
- 50 During our fieldwork for this review, both officers and members expressed their own views as to how housing should evolve and what the Council's future responsibilities are in providing social housing. Therefore, by not having a strategy there is the potential to create a fragmented and inconsistent vision for the service. The absence of a Local Housing Strategy also may prevent the Council from fully demonstrating how it is addressing the five ways of working to meet the Well-being of Future Generations (Wales) Act 2015.
- 51 The Council is considering and planning for the continuation of Caerphilly Homes maintenance and investment beyond 2020. In September and October 2018, the Caerphilly Homes Task Group, Policy and Resources scrutiny committee and Cabinet considered a draft Caerphilly Homes asset management strategy. The purpose of the strategy is to understand and commit to maintaining the quality of all Council housing properties post-2020.
- 52 The Housing Asset Management Strategy did not include a comprehensive Equality Impact Assessment. The Council did not consider it necessary for a full Equality Impact Assessment, but during our review the explanation as to why was not clear. At the time of our fieldwork, there has been few Equality Impact Assessments in relation to Housing service change proposals were available to the public or members to consider. The Council will need to assure itself that the absence of an Equality Impact Assessment for key strategic decisions, does not put it at risk of not complying with the 2010 Equality Act. The Council should also assure itself that it fully demonstrates how it is addressing the five ways of working which Councils are required to adopt to meet the Well-being of Future Generations (Wales) Act 2015 (WFG Act).

# Appendix 1

This is the Council's action plan to address the Wales Audit Office's three statutory recommendations made in our 2017 WHQS report:

## WALES AUDIT OFFICE WHQS REVIEW – ACTION PLAN – AUGUST 2017

Page 106

Recommendations	Actions	Owner	Progress / Due Date
<b>Recommendation 1</b>  Develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.	1. Ensure that the Keystone Asset Database provides up to date survey information.	MRL	Sept 2017/ Completed
	2. Review projected programme costs by replacing Savill's estimates with more accurate actual costs based on recently completed contract information.	LA	Sept 2017/ Completed
	3. Amend existing programme in order to reflect communities where work has been completed, is currently ongoing or is planned. Programme to also incorporate a breakdown of the communities to clarify which streets are included.	MRL	Sept 2017/ Completed
	4. Ensure adequate resources to enable surveys to be completed at the earliest opportunity in order to better inform future investment requirements and budget forecasting.	MRL	Ongoing

Recommendations	Actions	Owner	Progress / Due Date
<p><b>Recommendation 1a</b></p> <p>Review procurement arrangements to ensure value for money.</p>	<ol style="list-style-type: none"> <li>1. Ensure adequate procurement arrangements are in place to cover all aspects of the programme.</li> <li>2. Undertake an independent benchmarking exercise in relation to the single source supply arrangement to assess value for money.</li> <li>3. Undertake an exercise to compare costs of the in-house workforce to those of external contractors, whilst also considering quality and performance to determine value for money.</li> <li>4. Introduce a flexible Dynamic Purchasing System for the external works in the lower Rhymney valley, whilst also providing options to deliver contracts for internal and external works throughout the borough.</li> <li>5. Contracts for internal works are in place until 2020 and were procured in open competition. External work packages are tendered individually from existing frameworks and more recently the D.P.S. Tenders are evaluated on receipt and if deemed to be uncompetitive, the work is re-tendered in an attempt to improve value for money.</li> </ol>	<p>MRL</p> <p>KRW</p> <p>MRL</p> <p>MRL</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>March 2018/ Completed</p> <p>March 2018/ Completed</p> <p>April 2017/ Completed</p> <p>Ongoing</p>

Recommendations	Actions	Owner	Progress / Due Date
<p><b>Recommendation 1b</b></p> <p>Provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates.</p>	<ol style="list-style-type: none"> <li>1. Review existing programme information being provided to members and tenants and amend this to ensure it is accurate, easily understood and timely.</li> <li>2. Review the way performance information is presented to all stakeholders to ensure that this provides a good overview on the progress of the overall programme is easily understood and timely.</li> </ol> <p>Performance information is regularly being updated and amended to improve the way data is presented.</p>	<p>MRL</p> <p>SC/MRL</p>	<p>March 2018/ Completed</p> <p>December 2017/ Ongoing</p>
<p><b>Recommendation 1c</b></p> <p>Secure the resources needed to deliver the programme by 2020.</p>	<ol style="list-style-type: none"> <li>1. Business case approved for the appointment of additional staff and operatives to support the in-house team in view of the additional work they will be undertaking to deliver WHQS works to our sheltered housing schemes.</li> <li>2. Business case approved for the appointment of Surveyors/Clerks of Works to support the delivery of the external works programme following the implementation of the DPS.</li> <li>3. Use of agency workers ongoing to supplement directly employed staff as workforce will need to reduce post 2020.</li> <li>4. Introduction of DPS has provided an additional pool of contractors to deliver all aspects of the programme and to act as a contingency in case any issues are encountered with existing contracts.</li> </ol>	<p>MRL</p> <p>MRL</p> <p>MRL</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>April 2017/ Completed</p> <p>Ongoing</p> <p>April 2017/ Completed</p>



Recommendations	Actions	Owner	Progress / Due Date
	<p>5. Use of other in-house teams, both within and outside Caerphilly Homes, has been implemented to provide further assistance and resources for the delivery of the programme, eg Housing Repair Operations, Network Contracting Services, Highways Operations Group, Grounds Maintenance.</p> <p>6. Additional financial resources being sourced to assist with the delivery of the programme and to provide additional improvements to the housing stock and communities, eg ECO, Arbed, V.V.P.</p>	<p>SC/MRL</p> <p>MRL/JRW</p>	<p>Ongoing</p> <p>Ongoing</p>

Recommendations	Actions	Owner	Progress / Due Date
<p><b>Recommendation 2</b></p> <p>Assure itself that the Council is meeting its statutory landlord responsibilities in relation to gas servicing.</p>	<ol style="list-style-type: none"> <li>1. The Council's performance in relation to gas servicing averages 98% which results in approximately 200 properties not having a valid gas safety certificate, which has been identified as an issue with no access. A review of the no access procedure has been undertaken.</li> <li>2. To improve compliance the gas servicing cycle will be changed to operate on a ten-month cycle rather than the existing 11 months.</li> <li>3. To reduce issues with no access, a charge will be introduced for tenants who fail to provide access at the appointment time.</li> <li>4. The timescales for issuing letters to tenants seeking access will be reduced and if required a Notice of Seeking Possession will be issued prior to the expiry of the gas certificate.</li> <li>5. Failure to provide access during the NOSP period will result in arrangements being made to force entry, with the tenant being provided with advanced notice of such action.</li> </ol>	<p>SC</p> <p>PS</p> <p>PS</p> <p>Housing Managers</p> <p>Housing Managers/ PS</p>	<p>July 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>August 2017/ Completed</p> <p>August 2017/ Completed</p> <p>Sept 2017/ Completed</p>
<p><b>Recommendation 2a</b></p> <p>Ensure that arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.</p>	<ol style="list-style-type: none"> <li>1. Review the accuracy and timeliness of asbestos information being recorded within the Keystone Asset Database.</li> <li>2. Ensure that all relevant staff have access to asbestos records to ensure these are checked prior to commissioning surveys.</li> </ol>	<p>PS</p> <p>PS</p>	<p>August 2017/ Completed</p> <p>December 2017/ Completed</p>

Recommendations	Actions	Owner	Progress / Due Date
	3. Submit a business case to appoint a Technical/Admin Officer to input surveys and cleanliness certificates into Keystone in a timely manner, and also act as a central point of contact.	PS	August 2017/ Completed
<p><b>Recommendation 3</b></p> <p>Ensure the Council has sufficient project management capacity to deliver the WHQS programme by 2020.</p>	<p>1. Business case approved for the appointment of additional resources, allowing recruitment to take place as and when required.</p> <p>2. Project management of the sheltered housing programme being carried out by the in-house team following consultation with tenants.</p> <p>3. Project management of various aspects of the programme is being undertaken by other services to spread workload and maximise use of existing resources, eg work to leaseholder properties being managed by Private Sector Housing, WHQS work to voids and statutory maintenance being undertaken by Housing Repair Operations Team, environmental programme being progressed by utilising services of Grounds Maintenance, Highways Operations Group, Network Contracting Services.</p> <p>4. A restructure of Caerphilly Homes to be undertaken to further improve integration and better align key functions with the aim of improving capacity to support the programme.</p>	<p>MRL</p> <p>MRL</p> <p>SC/MRL</p> <p>SC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

**Shaun Couzens**

**Prif Swyddog Tai/Chief Housing Officer**

Updated October 2018

Wales Audit Office  
24 Cathedral Road  
Cardiff CF11 9LJ

Tel: 029 2032 0500

Fax: 029 2032 0600

Textphone: 029 2032 0660

E-mail: [info@audit.wales](mailto:info@audit.wales)

Website: [www.audit.wales](http://www.audit.wales)

Swyddfa Archwilio Cymru  
24 Heol y Gadeirlan  
Caerdydd CF11 9LJ

Ffôn: 029 2032 0500

Ffacs: 029 2032 0600

Ffôn testun: 029 2032 0660

E-bost: [post@archwilio.cymru](mailto:post@archwilio.cymru)

Gwefan: [www.archwilio.cymru](http://www.archwilio.cymru)



## POLICY AND RESOURCES SCRUTINY COMMITTEE – 12TH MARCH 2019

**SUBJECT: RE-PROFILING OF WHQS PROGRAMME AND HRA CAPITAL PROGRAMME 2019/2020**

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

---

- 1.1 The attached report, which was considered by the Caerphilly Homes Task Group on 14th February 2019 ahead of its presentation to the Policy and Resources Scrutiny Committee and thereafter Cabinet, sought the views of Members on the re-profiling of the final stages of the WHQS programme with the aim of ensuring compliance by 2020.
- 1.2 The Technical Housing Manager referred Members to the details of the report and drew particular attention to paragraph 5.20 of the report which concluded that the re-profiled programme had been developed to inform Members and stakeholders on the anticipated timescales for bringing the Council's housing stock up to the WHQS. In addition the programme aims to demonstrate that full compliance will be achieved by the December 2020 deadline as set by WG.
- 1.3 In relation to the projected increased investment totalling £250m, a Member enquired as to why there had been an increased investment. The Technical Housing Manager explained that this increase was based on actual property survey results and an understanding that work would be increased to finish all the properties rather than omit them from the programme. The Chief Housing Officer added that the increase does not take the rate of borrowing beyond what was agreed by full Council and Cabinet and so is affordable.
- 1.4 A Member sought clarification on the changing circumstances in addition to the loss of the second contractor, as referred to in the report, which have affected the Programme and the need to re-profile. The Officers responded that there had been various additional works which had created delays such as unanticipated ecological considerations effecting work on roofs and also performance issues with contractors. The Technical Housing Manager stated that with a contract of this magnitude there would be some slippage and so re-profiling was necessary however the completion date of March is still achievable and is significantly earlier than the WG deadline of December 2020 and for additional reassurance the Welsh Audit Office (WAO) are satisfied with the timescales for completion.
- 1.5 Members discussed targets for completing external and internal works given the timescales and funding support and whether any increase in targets could be accommodated. The Technical Housing Manager informed Members that both external and internal works are validated weekly and there had been an increase in weekly targets. The increased weekly targets were being supported by the creation of additional teams including the procurement of more contractors through the Dynamic Purchasing System (DPS).
- 1.6 A Member enquired as to how energy efficiency was being increased within properties and how properties in need of energy efficiency improvements were identified. The Chief Housing Officer outlined that energy efficiencies are gained through internal work by installing new boilers, installing loft insulation, double glazing and additional wall insulation. He told Members that the whole housing stock is surveyed and assessed for energy efficiency.

- 1.7 A discussion was had regarding issues with communication between the Housing Service and Tenants particularly with Tenant Liaison Officers in regards to informing Tenants when both external and internal works are planned on their properties. The Chief Housing Officer informed Members that there were processes in place for communicating planned works to Tenants and that he would look into the issues experienced.
- 1.8 Members asked for further information on the rate of slippage in the Programme and whether it was a realistic expectation that works would catch up. The Technical Housing Manager advised Members that slippage for internal works was 700 properties however catch up is achievable in the last year of the programme and for external works slippage was 900 but again catch up was achievable based on current performance. The Chief Housing Officer added that despite delays the Programme is deliverable and projects a target for completion by March 2020 and the WAO are satisfied with the timeframes set out by the Programme. He acknowledged that there will potentially be slippage due to unforeseen delays however the March 2020 deadline is nine months prior to the WG December 2020 deadline and therefore contingency for these slippages has been built into the timeframes.
- 1.9 Following consideration and in noting the details of the report, the Caerphilly Homes Task Group unanimously recommended to the Policy and Resources Scrutiny Committee that the comments of the Group be noted when considering the re-profiling of the WHQS Programme and HRA Capital programme.
- 1.10 The Scrutiny Committee are asked to consider the report and the comments of the CHTG and make a recommendation to Cabinet.

Author: K. Houghton, Committee Services Officer, Ext. 4267

Appendices:

Appendix Report to the Caerphilly Homes Task Group on 14th February 2019 – Agenda Item 4 – Re-profiling of WHQS Programme and HRS Capital Programme 2019/2020



## CAERPHILLY HOMES TASK GROUP – 14TH FEBRUARY 2019

**SUBJECT: RE-PROFILING OF WHQS PROGRAMME AND HRA CAPITAL PROGRAMME 2019/2020**

**REPORT BY: INTERIM CHIEF EXECUTIVE**

---

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

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

### **2. SUMMARY**

- 2.1 Whilst good progress has been maintained on the delivery of the programme during 2018/19, it has been necessary to review and re-align the programme to take account of changing circumstances to ensure that full compliance is achieved by 2020. One of the main changes affecting the programme, has been the loss of our second contractor who was delivering part of the internal works. This report sets out the revised programme.
- 2.2 Based on current and projected performance of the internal and external WHQS works programme (as confirmed in the recent WHQS Progress Report on the Final Stages to CHTG on 6<sup>th</sup> December 2018 and subsequent Welsh Audit Office (WAO) WHQS Follow up report issued December 2018) the achievement of full compliance is achievable prior to the deadline of December 2020.
- 2.3 A separate programme of works was established for our sheltered housing schemes with agreement that both internal and external works would be undertaken by our in-house workforce. This work is also on programme, however there has been a requirement to re-profile a number of the schemes as a result of additional external works being added to schemes, along with ecological surveys which have delayed some contracts by a number of months. In addition one sheltered housing scheme (Ty Isaf Risca) containing twelve units is now being suspended from the programme following a recent survey due to health and safety grounds. This will be accounted for as an acceptable fail in line with the WHQS guidance document issued by Welsh Government (WG) pending a feasibility study which is required to determine the future viability of the scheme.
- 2.4 The HRA Capital Programme budget has been revised based on surveyed costs projected forward to the end of the programme. Where surveys have yet to be finalised, average costs have been used based on rates from most recent tender submissions. This data has replaced the previous Savill's estimates and demonstrates that the housing business plan and the WHQS programme remains financially viable.

### **3. RECOMMENDATIONS**

- 3.1 The CHTG note and provide views on the contents of the report prior to it being forwarded to the Policy and Resources Scrutiny Committee and Cabinet.
- 3.2 That members consider the revised WHQS programme and projected increased investment totalling £250m
- 3.3 That members note the borrowing requirement necessary to complete the programme (currently £43m) with the proviso that the borrowing amount remains affordable within the Business Plan and the HRA.

### **4. REASON FOR RECOMMENDATIONS**

- 4.1 To inform members/stakeholders of proposed changes to the WHQS Programme and the HRA Capital Programme.

### **5. THE REPORT**

- 5.1 In September 2012 an investment strategy was approved by the Caerphilly Homes Task Group/Cabinet Sub Committee which outlined how the WHQS Programme would be implemented on a community based approach for completion by the WG deadline of 2020. The work is split between the in house work force and contractors and, with the exception of sheltered housing, there are separate sequences for internal and external works.
- 5.2 In relation to our sheltered housing schemes, members previously approved an additional programme of works where internal and external works would be undertaken simultaneously by the Caerphilly Homes in-house team. These schemes have been incorporated within the programme for completion by 2020, with the exception of those schemes that have been identified for remodelling or potential demolition.
- 5.3 During the course of the programme there will inevitably be issues that will impact on its delivery given the volumes of properties and works involved. There are occasions where tenants are unable to proceed with the works due to a variety of reasons e.g. ill health, personal circumstances or simply they may not want the disruption that some of these works can cause. There have also been some issues in relation to contractor performance where outputs have not achieved the expected levels as well unforeseen additional work being encountered (e.g. replacement of roofs where originally repairs were identified) in addition to ecologist surveys detecting bats where these factors can all give rise to delays with the programme and subsequent slippage.
- 5.4 Members will be aware that two sheltered housing schemes have been classified as 'acceptable fails' in line with the WHQS guidance document, due to structural and design limitations. These two schemes are planned to receive major improvements post 2020 which will include remodelling works to make them fit for purpose. In addition, a further three sheltered schemes were removed from the programme as they are being considered for demolition subject to a new older persons development being provided to meet demand. One Sheltered Housing scheme (Ty Isaf Risca) containing 12 units has also recently been suspended from the programme as a result of health and safety concerns around the detection of Asbestos Containing Material (ACM's). Following this discovery, a full feasibility study will now be undertaken to determine the future viability of this scheme. This decision was based on the need for all residents to be decanted into temporary accommodation in order for these works along with the proposed WHQS works to be completed.



- 5.5 In August 2017 one of our main internal works contractors (Contract Services) ceased trading, along with the more recent termination of a second contractor (Vinci) in September 2018. The loss of the first contractor had previously impacted on the progress of internal works in the Lower Rhymney Valley. The recent loss of the second contractor has now impacted on progress of the Upper Rhymney Valley therefore the future programme has had to be amended to take account of the impact of these fundamental changes.
- 5.6 At the time of writing this report the internal planned programme for 2019/20 (including sheltered schemes) indicates that 849 properties will be remaining for the final year, however based on current performance at the end of quarter 3 and projecting this forward, there will also be approximately 784 properties carried over from 2018/19. Therefore a total of 1633 properties will be programmed into the final year. When considering that 1370 properties are anticipated to be completed by the end of 2018/19 with only one main contractor and the in-house team, the delivery of 1,633 properties during 2019/20 is considered achievable, particularly as additional contractors are now being utilised through the DPS.
- 5.7 This projection is based on a current compliance rate of 27 properties per week and our assumption that 85% of the total internal works will be compliant by the end of 2018/19. Projections will vary if the weekly compliance rate/level for the remainder of the year fluctuates. This weekly output if maintained into 2019/20 suggests full internal compliance will be achieved by 29<sup>th</sup> May 2020 however interventions are in place with the aim of hitting full compliance by 31<sup>st</sup> March 2020.
- 5.8 The existing external planned programme for 2019/20 (including sheltered schemes) indicates that 1,534 properties will be remaining, however based on current performance as at quarter 3 and projecting this forward, an estimated 1,735 properties will be carried over to 2019/20 which leaves a revised figure of 3,269 properties to be completed in the final year (30% of the total stock). When considering that 2,523 properties are anticipated to be completed in the financial year 2018/19, the completion of a further 3,269 during 2019/20 will be challenging to complete by the end of March 2020. However if current levels of performance are maintained, external compliance is anticipated to be achieved by April, 2020.
- 5.9 In addition to the above, we are also completing external works to 412 leasehold properties, however the completion of these are not measured within our compliance figures as they are no longer recorded as part of the councils housing stock.
- 5.10 We are now entering the final 2 years of the programme and significant work has been undertaken to validate the compliance data and accuracy of information recorded within the Keystone database. At officers' request, the validation process has also been independently verified by Internal Audit with some medium risk housekeeping issues being identified that we are currently addressing. This will provide us with greater assurance of the full achievement of WHQS by the end of December 2020. Based on current and projected performance of the internal and external main WHQS programme full compliance is anticipated to be achieved by 29<sup>th</sup> May 2020 which allows a considerable timescale contingency to account for any further slippage and therefore gives confidence that the achievement of full compliance is achievable prior to the deadline of December 2020.
- 5.11 In addition to bringing the council's housing stock up to WHQS, major improvements have also been undertaken to a number of our non-traditional housing which has included major structural changes to Precast Reinforced Concrete (PRC) properties, as well as energy efficiency improvements to no-fines concrete properties, over and above WHQS requirements. A separate report has been provided on the environmental programme.
- 5.12 Given the various delays and issues that have occurred over previous years, contingency arrangements have been put in place to increase momentum and to provide a safeguard for any unforeseen changes to ensure the programme continues to be deliverable. These include maximising the use of the DPS (Dynamic Purchasing System), Housing Repair Operations In House mop up teams and the Private Sector Housing team undertaking contracts to leasehold properties, with other options also being considered.

- 5.13 Taking account of various factors impacting on the programme a revised property profile is shown in the table below, which includes the sheltered schemes but excludes leasehold properties.
- 5.14 The property profile assumes that the number of properties for either internal or external works will be delivered in the year shown and provides the basis for planning. An overriding concern is to limit the amount of slippage from 2018/19 as the scope to catch up in the last year is limited. Slippage has been assumed from 2018/19 and 'built in' to the forward work programme below:-

#### Revised Property Profile

Year	Internal Work	External Work
2017/18 Compliant	7,739 (72%)	4,950 (46%)
2018/19 Projected	1,370 (85%)	2,523 (70%)
2019/20 Programmed	1,633 (100%)	3,269 (100%)

- Based on current stock count of 10,742

- 5.15 The revised internal works programme allows for properties that are remaining in the LRV, which were originally planned to be undertaken by the main external contractor, in 2017/18, to now be carried out by the in-house workforce or tendered using the Dynamic Purchasing System during the 2018/19 financial year. Likewise properties that are remaining in the North area for 2018/19 following the termination of the second contractor will be packaged to create a number of smaller contracts which will be tendered using the Dynamic Purchasing System.
- 5.16 A copy of the amended re-profiled programme is attached as Appendix 1.
- 5.17 The expenditure estimates in previous years have been derived from the Savills cost plan which was provided in 2008, based on a 15% stock condition survey. The programme provided in Appendix 1 is now based on more accurate costs, utilising average outturn costs from recent contracts and more up to date surveys. There will continue to be regular reviews of the cost plan based on trend data from valuations and tender prices, although all surveys should be completed by end of February 2019 which will override previous estimates. The latest assessment indicates that the programme currently remains within the limits of affordability set by the 2018/19 HRA business plan.
- 5.18 The 2019/20 HRA business plan is due to be submitted to WG by the end of March 2019 and will incorporate the re-profiled programme along with any changes since the 2018/19 business plan, such as new legislation (Right to Buy suspension), updates to interest rates, rent increases etc. Initial tests of these costs and assumptions have been carried out and the Business Plan still remains viable.
- 5.19 Due to the ongoing variances to the budget a contingency sum has been included. Given the size of the programme and the unknown work content this contingency sum is a best assessment based on the knowledge to date.

#### Conclusion

- 5.20 The re-profiled programme has been developed to inform members and stakeholders on the anticipated timescales for bringing the Council's housing stock up to the WHQS. The programme also aims to demonstrate that full compliance will be achieved by the deadline set by WG of December 2020.

## 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 re-profile the programme to account for slippage 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.

## 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 skilled, 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.***

### Welsh Government Policies

- 7.4 ***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;
- 7.5 ***The Welsh Housing Quality Standard: Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard (Welsh Government, 2008).***

## 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 7 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 aide 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 6 out of the 7 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 EqlA screening has been completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for lower level or minor negative impact have been identified, therefore a full EqlA has not been carried out.
- 9.2 The implementation of the WHQS Programme will ensure compliance where appropriate with current Building Regulations and Equality Act requirements. The Council's procurement processes include equalities requirements and compliance by contractors undertaking WHQS work.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 The projected spend on the programme up to 31<sup>st</sup> March 2017 was £152m .The budget set for the WHQS programme for 2018/19 is £55.8m. This includes provision for internal and external works for general needs dwellings and sheltered schemes as well as environmental works, garages, fees, standard adaptations and void works. There is also an element for 2017/18 contracts that had not been financially completed by 31<sup>st</sup> March 2018.
- 10.2 The provision is based on actual survey information for those contracts that have been surveyed in advance of the financial year. Where contracts were yet to be surveyed, an average cost per element was used based on historical contract spends. This is updated throughout the year as survey data is confirmed and works identified.
- 10.3 The same principle applies for setting the 2019/20 budget and this has been estimated at £50m to complete the programme, although the carry over works will not be fully confirmed until March 2019.
- 10.4 Based on the first nine months expenditure profile this year, it is projected that the WHQS spend for 2018/19 will be some £48m and will be the highest annual spend since the commencement of the programme.
- 10.5 The WHQS programme was originally approved by Council in 2011 where borrowing was approved up to £61.3m based on an estimated spend of £220m over the term of the programme that was accounted for in the Housing Business Plan. The remainder of the funding is met from the HRA and the Welsh Governments annual Major Repairs Allowance (MRA). The expenditure was originally based on a 15% survey carried out by external consultants Savills. In July 2014 Cabinet agreed a revised Business Plan which required borrowing of up to £55m
- 10.6 To complete the programme, expenditure has now been estimated at £250m which is £30m higher. Projected spend at the end of 2018/19 is £200m with a final year estimated spend of £50m.
- 10.7 For a programme of this magnitude, changes are inevitable, and officers are constantly reacting on a daily basis to ensure the programme is completed by its deadline and the business plan remains financially viable. Re-profiling reports have been submitted to Cabinet, throughout the programme. Also, during the programme a borrowing cap was introduced by Central Government as part of the HRAS buy out which placed a limit on Local Housing Authorities on the amount they could borrow. It has since been confirmed in the November Budget Statement that the cap will be removed and Welsh Government are currently liaising with Local Housing Authorities to begin this process.
- 10.8 Although the expenditure has increased, the borrowing requirement based on the current business plan has reduced to £43m. This is due to more funding being available from the HRA as a result of in year surpluses and savings made within the service, also delaying the need for borrowing until further into the programme. The spend of £250m and the borrowing of £43m remains viable within the current housing business plan.

## **11. PERSONNEL IMPLICATIONS**

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

## **12. CONSULTATIONS**

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

## **13. STATUTORY POWER**

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

Author: Paul Smythe, Housing Technical Manager  
(Tel: 01443 866754/864019/ Email: smythp@caerphilly.gov.uk)

Consultees:

Cllr Lisa Phipps	- Cabinet Member for Homes and Places
Dave Street	- Corporate Director of Social Services & Housing
Nicole Scammell	- Head of Corporate Finance and S151 Officer
Stephen Harris	- Interim Head of Business Improvement Services
Robert Tranter	- Head of Legal Services/Monitoring Officer
Shaun Couzens	- Chief Housing Officer
Jane Roberts Waite	- Strategic Co-ordination Manager
Rhys Lewis	- Systems and Performance Manager
Fiona Wilkins	- Public Sector Housing Manager
Colin Roden	- WHQS Project Manager
Alan Edmunds	- WHQS Project Manager
Steve Greedy	- WHQS Project Manager
Lesley Allen	- Housing Accountant

Appendices:

Appendix 1: Re-profiled Investment Strategy

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

GRAIG Y FEDW	7	2016/17	2014/15	2016/17
GREENFIELD PLACE	13	2016/17	2014/15	2016/17
HIGH STREET	1	2016/17	2014/15	2016/17
HILLSIDE AVENUE	2	2016/17	2014/15	2016/17
ILAN ROAD	48	2016/17	2014/15	2016/17
LOWER FRANCIS STREET	1	2016/17	2014/15	2016/17
PLAS NANT	8	2016/17	2014/15	2016/17
THOMAS STREET	1	2016/17	2014/15	2016/17
WILLIAM STREET	2	2016/17	2014/15	2016/17
<b>ABERTYSSWG</b>	<b>51</b>	<b>2017/18</b>	<b>2016/17</b>	<b>2017/18</b>
ALEXANDER STREET	2	2017/18	2016/17	2017/18
ARTHUR STREET	2	2017/18	2016/17	2017/18
CARNYTYLA TERRACE	3	2017/18	2016/17	2017/18
GREENSWAY	35	2017/18	2016/17	2017/18
WARNS TERRACE	7	2017/18	2016/17	2017/18
WESTVILLE	2	2017/18	2016/17	2017/18
PROSPECT PLACE	29	2019/20	2019/20	2019/20
<b>ARGOED</b>	<b>30</b>	<b>2015/16</b>	<b>2014/15</b>	<b>2015/16</b>
GREENFIELD TERRACE	5	2015/16	2014/15	2015/16
LOWER JAMES STREET	1	2015/16	2014/15	2015/16
PENYLAN ROAD	24	2015/16	2014/15	2015/16
<b>BARGOED</b>	<b>155</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>
GILFACH STREET	1	2018/19	2017/18	2018/19
HEOLDDU AVENUE	5	2018/19	2017/18	2018/19
HEOLDDU CRESCENT	21	2018/19	2017/18	2018/19
HEOLDDU DRIVE	4	2018/19	2017/18	2018/19
HEOLDDU GREEN	6	2018/19	2017/18	2018/19
HEOLDDU GROVE	47	2018/19	2017/18	2018/19
HEOLDDU ROAD	1	2018/19	2017/18	2018/19
MOORLAND ROAD	5	2018/19	2017/18	2018/19
MOUNT PLEASANT	10	2018/19	2017/18	2018/19
PARK LODGE	1	2018/19	2017/18	2018/19
ST GWLADYS AVENUE	33	2018/19	2017/18	2018/19
ST GWLADYS COURT	21	2018/19	2018/19	2018/19
<b>BEDWAS</b>	<b>254</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
BRYNAWEL	17	2018/19	2017/18	2018/19
BRYNCANOL	15	2018/19	2017/18	2018/19
BRYNFEDW AVENUE	26	2017/18	2017/18	2017/18
BRYNGLAS	21	2018/19	2018/19	2018/19
BRYNGOLEU	12	2018/19	2018/19	2018/19
BRYNHEOL	25	2018/19	2017/18	2018/19
BRYNTEG	8	2018/19	2018/19	2018/19
BRYNTIRION	15	2018/19	2018/19	2018/19
EAST AVENUE	10	2017/18	2017/18	2017/18
GLEBE STREET	4	2017/18	2017/18	2017/18
GREENACRE DRIVE	13	2018/19	2019/20	2019/20
HILLSIDE TERRACE	10	2017/18	2017/18	2017/18
NEWPORT ROAD	6	2017/18	2017/18	2017/18
RECTORY ROAD	3	2018/19	2018/19	2018/19



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

<b>CEFN FFOREST</b>	<b>349</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
ADDISON STREET	17	2015/16	2018/19	2018/19
BEDWELLY ROAD	26	2015/16	2018/19	2018/19
BEVAN CRESCENT	4	2015/16	2018/19	2018/19
BRYN ROAD	2	2015/16	2018/19	2018/19
BRYNGOLEU STREET	10	2015/16	2018/19	2018/19
CEFN FFOREST AVENUE	20	2015/16	2018/19	2018/19
CENTRAL AVENUE	4	2015/16	2018/19	2018/19
CRAIGLAS CRESCENT	10	2015/16	2018/19	2018/19
DAVIES STREET	7	2015/16	2018/19	2018/19
DERWENDEG AVENUE	13	2015/16	2018/19	2018/19
DYLAN AVENUE	27	2015/16	2018/19	2018/19
FAIR VIEW	6	2015/16	2018/19	2018/19
GREENWOOD ROAD	14	2015/16	2018/19	2018/19
MARIANWEN STREET	1	2015/16	2018/19	2018/19
PENCOED AVENUE	66	2015/16	2018/19	2018/19
PENYBRYN AVENUE	23	2015/16	2018/19	2018/19
PWLLGLAS ROAD	8	2015/16	2018/19	2018/19
ST MARGARETS AVENUE	27	2015/16	2018/19	2018/19
THE OLD POLICE STATION	4	2015/16	2018/19	2018/19
TWYNYFFALD ROAD	15	2015/16	2018/19	2018/19
TYNYCOED CRESCENT	2	2015/16	2018/19	2018/19
WAUNBORFA ROAD	8	2015/16	2018/19	2018/19
WHEATLEY PLACE	10	2015/16	2018/19	2018/19
TY BEDWELLY	25	2017/18	2017/18	2017/18
<b>CEFN HENGOED</b>	<b>165</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
BIRCH CRESCENT	23	2017/18	2016/17	2017/18
DERWENDEG AVENUE	1	2015/16	2018/19	2018/19
GELLIGAER ROAD	11	2015/16	2018/19	2018/19
HENGOED AVENUE	5	2017/18	2016/17	2017/18
HENGOED CRESCENT	5	2017/18	2016/17	2017/18
HENGOED HALL CLOSE	10	2017/18	2015/16	2017/18
HENGOED HALL DRIVE	4	2017/18	2015/16	2017/18
HEOL Y FELIN	16	2015/16	2018/19	2018/19
LANSBURY AVENUE	76	2015/16	2018/19	2018/19
THREE ELMS CLOSE	9	2017/18	2015/16	2017/18
WOODLAND PLACE	5	2017/18	2015/16	2017/18
<b>CHURCHILL PARK</b>	<b>178</b>	<b>2016/17</b>	<b>2018/19</b>	<b>2018/19</b>
CEIRIOG DRIVE	5	2016/17	2018/19	2018/19
DAVIES DRIVE	9	2016/17	2018/19	2018/19
DYFED DRIVE	9	2016/17	2018/19	2018/19
DYLAN DRIVE	19	2016/17	2018/19	2018/19
EMLYN DRIVE	3	2016/17	2018/19	2018/19
GRUFFYDD DRIVE	16	2016/17	2018/19	2018/19
GWYN DRIVE	3	2016/17	2018/19	2018/19
HERBERT DRIVE	1	2016/17	2018/19	2018/19
HOWARD DRIVE	14	2016/17	2018/19	2018/19
ISLWYN DRIVE	4	2016/17	2018/19	2018/19

LEWIS DRIVE	39	2016/17	2018/19	2018/19
LLEWELLYN DRIVE	7	2016/17	2018/19	2018/19
PANTYCELYN DRIVE	3	2016/17	2018/19	2018/19
STANLEY DRIVE	14	2016/17	2018/19	2018/19
GLYN DERW	32	2017/18	2017/18	2017/18
<b>CLAUDE ROAD</b>	<b>70</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
CLAUDE ROAD	70	2017/18	2018/19	2018/19
<b>CROESPENMAEN</b>	<b>28</b>	<b>2017/18</b>	<b>2015/16</b>	<b>2017/18</b>
BYRON PLACE	14	2017/18	2015/16	2017/18
PANDY ROAD	6	2017/18	2015/16	2017/18
SHELLEY CLOSE	8	2017/18	2015/16	2017/18
VERNON PLACE	1	2017/18	2015/16	2017/18
<i>TY MELIN</i>	<i>33</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
<b>CROSSKEYS</b>	<b>126</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
RISCA ROAD	36	2017/18	2019/20	2019/20
WAUNFAWR GARDENS	46	2017/18	2019/20	2019/20
WAUNFAWR PARK ROAD	3	2017/18	2019/20	2019/20
WOODWARD AVENUE	3	2017/18	2019/20	2019/20
TREDEGAR COURT	25	2019/20	2019/20	2019/20
TREDEGAR STREET	13	2019/20	2019/20	2019/20
<i>WAUNFAWR HOUSE</i>	<i>22</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
<b>CWMCARN</b>	<b>104</b>	<b>2017/18</b>	<b>2019/20</b>	<b>2019/20</b>
ABERCARN FACH	23	2017/18	2019/20	2019/20
EDWARDSVILLE	15	2017/18	2019/20	2019/20
GEORGE STREET	40	2017/18	2019/20	2019/20
NANTCARN ROAD	20	2017/18	2019/20	2019/20
TRIBUTE AVENUE	5	2017/18	2019/20	2019/20
<b>DERI</b>	<b>28</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2017/18</b>
GLYN DERW	4	2016/17	2017/18	2017/18
YSGWYDDGWYN	24	2014/15	2017/18	2017/18
<b>FAIRVIEW</b>	<b>31</b>	<b>2015/16</b>	<b>2017/18</b>	<b>2017/18</b>
ANEURIN AVENUE	15	2015/16	2017/18	2017/18
EDWARD STREET	13	2015/16	2017/18	2017/18
FLORAL AVENUE	3	2015/16	2017/18	2017/18
<b>FLEUR-DE-LYS</b>	<b>46</b>	<b>2015/16</b>	<b>2017/18</b>	<b>2017/18</b>
BEILI GLAS ROAD	9	2015/16	2017/18	2017/18
CHURCH VILLA	1	2015/16	2017/18	2017/18
COUNDLEY CLOSE	6	2015/16	2017/18	2017/18
FRANCIS STREET	1	2015/16	2017/18	2017/18
GWENT COURT	6	2015/16	2017/18	2017/18
HAFOD CLOSE	11	2015/16	2017/18	2017/18
SCHOOL STREET	1	2015/16	2017/18	2017/18
SUMMERFIELD TERRACE	9	2015/16	2017/18	2017/18
WARNE STREET	2	2015/16	2017/18	2017/18
<b>FOCHRIW</b>	<b>150</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>
BRYN NANT	12	2018/19	2017/18	2018/19
CAE GLAS NEWYDD	19	2018/19	2017/18	2018/19
CORONATION CRESCENT	20	2018/19	2017/18	2018/19
GLANYNANT	38	2018/19	2017/18	2018/19

HEOL IAGO	7	2018/19	2017/18	2018/19
HEOL Y BRYN	24	2018/19	2017/18	2018/19
HILLSIDE	9	2018/19	2017/18	2018/19
PONTLOTTYN ROAD	13	2018/19	2017/18	2018/19
RHODFA GANOL	8	2018/19	2017/18	2018/19
<b>GELLIGAER</b>	<b>345</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2017/18</b>
ANEURIN BEVAN AVENUE	51	2017/18	2017/18	2017/18
CHURCH ROAD	10	2017/18	2017/18	2017/18
CLAERWEN	62	2017/18	2017/18	2017/18
DAN Y GAER	7	2017/18	2017/18	2017/18
GAER PLACE	11	2017/18	2017/18	2017/18
GREENHILL PLACE	38	2017/18	2017/18	2017/18
HAMAN PLACE	17	2017/18	2017/18	2017/18
HEOL CATTWG	11	2017/18	2017/18	2017/18
HEOL EDWARD LEWIS	42	2017/18	2017/18	2017/18
HEOL PENALLTA	2	2017/18	2017/18	2017/18
HEOL Y WAUN	21	2017/18	2017/18	2017/18
PENYWRLOD	2	2017/18	2017/18	2017/18
ST CATTWGS AVENUE	41	2017/18	2017/18	2017/18
WAUN RHYDD	30	2017/18	2017/18	2017/18
<b>GELLIGROES</b>	<b>58</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
GELLIGROES ROAD	28	2017/18	2015/16	2017/18
TY MYNYDDISLWYN	30	2018/19	2018/19	2018/19
<b>GILFACH LOWER</b>	<b>108</b>	<b>2019/20</b>	<b>2017/18</b>	<b>2019/20</b>
AERON COURT	18	2019/20	2017/18	2019/20
AERON PLACE	1	2018/19	2017/18	2018/19
ANDREWS CLOSE	28	2019/20	2017/18	2019/20
CROSS STREET	1	2019/20	2017/18	2019/20
GWERTHONOR ROAD	3	2019/20	2017/18	2019/20
LEWIS CRESCENT	11	2019/20	2017/18	2019/20
ST ANNES CRESCENT	1	2018/19	2017/18	2018/19
THE AVENUE	4	2019/20	2017/18	2019/20
THE CLOSE	5	2019/20	2017/18	2019/20
THE DRIVE	5	2019/20	2017/18	2019/20
VERE PLACE	15	2019/20	2017/18	2019/20
VERE STREET	4	2019/20	2017/18	2019/20
<b>GILFACH PHASE 1 GIL1</b>	<b>72</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
BRYNTEG	1	2016/17	2017/18	2017/18
HEOL FACH	3	2016/17	2017/18	2017/18
HEOL FARGOED	14	2016/17	2017/18	2017/18
HILLSIDE VIEW	8	2016/17	2017/18	2017/18
VALE VIEW	10	2016/17	2017/18	2017/18
WESTERN DRIVE	5	2016/17	2017/18	2017/18
OAKLANDS	31	2018/19	2018/19	2018/19
<b>GILFACH PHASE 2</b>	<b>178</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2017/18</b>
ASH PLACE	29	2016/17	2017/18	2017/18
BEECH COURT	16	2016/17	2017/18	2017/18
BRYNTEG	10	2016/17	2017/18	2017/18
OAK PLACE	16	2016/17	2017/18	2017/18

PARK VIEW	73	2017/18	2017/18	2017/18
PARK VIEW COURT	4	2017/18	2017/18	2017/18
SYCAMORE COURT	30	2017/18	2017/18	2017/18
<b>GILFACH PHASE 3</b>	<b>137</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
HEOL BRYCHAN	17	2017/18	2018/19	2018/19
HEOL CAE DERWEN	29	2017/18	2018/19	2018/19
HEOL CARADOC	36	2017/18	2018/19	2018/19
HEOL COEDCAE	22	2017/18	2018/19	2018/19
HEOL PENGARREG	9	2017/18	2018/19	2018/19
HEOL Y MYNYDD	24	2017/18	2018/19	2018/19
<b>GRAIG Y RHACCA</b>	<b>388</b>	<b>2016/17</b>	<b>2019/20</b>	<b>2019/20</b>
BURNS CLOSE	16	2016/17	2019/20	2019/20
COLERIDGE GARDENS	18	2015/16	2019/20	2019/20
DICKENS COURT	48	2015/16	2019/20	2019/20
GRAYS GARDENS	57	2015/16	2019/20	2019/20
HERRICK PLACE	7	2016/17	2019/20	2019/20
KEBLE COURT	92	2016/17	2019/20	2019/20
LONGFELLOW GARDENS	61	2016/17	2019/20	2019/20
MILTON PLACE	47	2016/17	2019/20	2019/20
SHELLEY COURT	42	2016/17	2019/20	2019/20
<b>HENGOED</b>	<b>105</b>	<b>2016/17</b>	<b>2018/19</b>	<b>2018/19</b>
ACACIA AVENUE	2	2014/15	2018/19	2018/19
ASHGROVE	10	2014/15	2018/19	2018/19
BEECH DRIVE	9	2014/15	2018/19	2018/19
BRYNGLAS	1	2014/15	2018/19	2018/19
CEFN ROAD	1	2014/15	2018/19	2018/19
CHAPEL TERRACE	16	2014/15	2018/19	2018/19
HAWTHORNE AVENUE	20	2014/15	2018/19	2018/19
HENGOED ROAD	5	2014/15	2018/19	2018/19
HEOL CELYN	4	2014/15	2018/19	2018/19
HEOL DERW	5	2014/15	2018/19	2018/19
HEOL DEWI	6	2014/15	2018/19	2018/19
HEOL UCHAF	1	2014/15	2018/19	2018/19
HILL VIEW	10	2014/15	2018/19	2018/19
MYRTLE GROVE	1	2014/15	2018/19	2018/19
THE BUNGALOWS	14	2016/17	2018/19	2018/19
<b>HEOL TRECASTELL</b>	<b>57</b>	<b>2018/19</b>	<b>2014/15</b>	<b>2018/19</b>
HEOL BEDDAU	1	2018/19	2014/15	2018/19
HEOL GLEDYR	13	2018/19	2014/15	2018/19
HEOL TRECASTELL	34	2018/19	2014/15	2018/19
NANTGARW ROAD	1	2018/19	2014/15	2018/19
PLAS THOMAS	8	2018/19	2014/15	2018/19
<b>HIGHMEADOW</b>	<b>42</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2015/16</b>
HIGH MEADOW	42	2014/15	2015/16	2015/16
<b>LANSBURY PARK</b>	<b>520</b>	<b>2015/16</b>	<b>2018/19</b>	<b>2018/19</b>
ALEXANDER COURT	64	2015/16	2018/19	2018/19
ATLEE COURT	54	2014/15	2018/19	2018/19
BUXTON COURT	57	2015/16	2018/19	2018/19
GRAHAM COURT	64	2015/16	2018/19	2018/19

GREENWOOD COURT	20	2014/15	2018/19	2018/19
HALDANE COURT	23	2014/15	2018/19	2018/19
HARTSHORN COURT	41	2015/16	2018/19	2018/19
MAXTON COURT	51	2015/16	2018/19	2018/19
SNOWDEN COURT	74	2015/16	2018/19	2018/19
TREVELYAN COURT	36	2015/16	2018/19	2018/19
WEDGEWOOD COURT	36	2015/16	2018/19	2018/19
<b>LLANBRADACH</b>	<b>76</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2017/18</b>
GARDEN STREET	16	2016/17	2017/18	2017/18
PLAS CAE LLWYD	26	2016/17	2017/18	2017/18
SCHOOL STREET	25	2016/17	2017/18	2017/18
THOMAS STREET	1	2016/17	2017/18	2017/18
WOODLAND FLATS	8	2016/17	2017/18	2017/18
<b>LLANFACH</b>	<b>24</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2017/18</b>
CLYTHA SQUARE	8	2014/15	2017/18	2017/18
PENRHIW TERRACE	11	2014/15	2017/18	2017/18
TWYN PLACE	5	2014/15	2017/18	2017/18
<b>MACHEN</b>	<b>63</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
BRONRHIW	7	2017/18	2018/19	2018/19
BRYNHEULOG TERRACE	1	2017/18	2018/19	2018/19
BRYNHYFRYD TERRACE	5	2017/18	2018/19	2018/19
CHATHAM PLACE	4	2017/18	2018/19	2018/19
FFWRWM ROAD	18	2017/18	2018/19	2018/19
GLAN YR AFON	2	2017/18	2018/19	2018/19
GRAIG VIEW	7	2017/18	2018/19	2018/19
LLANARTH STREET	1	2017/18	2018/19	2018/19
MOUNTAIN VIEW	2	2017/18	2018/19	2018/19
SUNNYBANK TERRACE	3	2017/18	2018/19	2018/19
THE CRESCENT	13	2017/18	2018/19	2018/19
<b>MAES MABON</b>	<b>148</b>	<b>2016/17</b>	<b>2019/20</b>	<b>2019/20</b>
CHURCH LANE	20	2016/17	2019/20	2019/20
HEOL LLYSWEN	8	2016/17	2019/20	2019/20
LAN Y PARC	28	2016/17	2019/20	2019/20
LLWYN YR EOS	35	2016/17	2019/20	2019/20
MAES YR ONEN	17	2016/17	2019/20	2019/20
PRIMROSE CLOSE	6	2016/17	2019/20	2019/20
YNYS LAS	34	2016/17	2019/20	2019/20
<b>MAESYCWMMER</b>	<b>112</b>	<b>2019/20</b>	<b>2017/18</b>	<b>2019/20</b>
CHAVE TERRACE	1	2018/19	2017/18	2018/19
GLEN VIEW	4	2019/20	2017/18	2019/20
GLENCOED	12	2019/20	2017/18	2019/20
GWERNA CRESCENT	9	2019/20	2017/18	2019/20
HILL VIEW	12	2019/20	2017/18	2019/20
PARK ROAD	7	2019/20	2017/18	2019/20
PLEASANT VIEW	4	2019/20	2017/18	2019/20
THE CRESCENT	5	2019/20	2017/18	2019/20
VALE VIEW	5	2019/20	2017/18	2019/20
Y GLYN	37	2018/19	2018/19	2018/19
<b>MARKHAM-HOLLYBUSH</b>	<b>127</b>	<b>2016/17</b>	<b>2014/15</b>	<b>2016/17</b>

COMMIN CLOSE	13	2016/17	2014/15	2016/17
JAMES STREET	18	2016/17	2014/15	2016/17
JOHN STREET	3	2016/17	2014/15	2016/17
LLWYNBACH TERRACE	1	2016/17	2014/15	2016/17
MONMOUTH WALK	39	2016/17	2014/15	2016/17
MOUNTAIN VIEW	51	2015/16	2014/15	2015/16
SPRINGFIELD TERRACE	2	2016/17	2014/15	2016/17
<b>MORRISVILLE</b>	<b>12</b>	<b>2015/16</b>	<b>2017/18</b>	<b>2017/18</b>
MORRISVILLE	11	2015/16	2017/18	2017/18
NINE MILE POINT ROAD	1	2015/16	2017/18	2017/18
<b>NANTDDU</b>	<b>52</b>	<b>2016/17</b>	<b>2014/15</b>	<b>2016/17</b>
NANTDDU	52	2016/17	2014/15	2016/17
<b>NELSON</b>	<b>79</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
BRYNCELYN	35	2015/16	2019/20	2019/20
RHIWFER	1	2015/16	2019/20	2019/20
TAI SIRIOL	11	2015/16	2019/20	2019/20
HEOL ISLWYN	30	2019/20	2019/20	2019/20
<b>NEW TREDEGAR</b>	<b>140</b>	<b>2019/20</b>	<b>2017/18</b>	<b>2019/20</b>
GREENFIELD STREET	21	2019/20	2016/17	2019/20
JUBILEE ROAD	28	2019/20	2016/17	2019/20
LONG ROW	23	2019/20	2016/17	2019/20
QUEENS ROAD	7	2019/20	2016/17	2019/20
RHOSYN GWYN	20	2019/20	2016/17	2019/20
GLYNSYFI	32	2017/18	2017/18	2017/18
<b>NEWBRIDGE</b>	<b>88</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
ASHFIELD ROAD	6	2017/18	2019/20	2019/20
BEYNON STREET	5	2017/18	2019/20	2019/20
BLAENBLODAU STREET	15	2017/18	2019/20	2019/20
DOLAU	1	2017/18	2019/20	2019/20
HIGH STREET	2	2017/18	2019/20	2019/20
HILL STREET	5	2017/18	2019/20	2019/20
MARTINSFIELD	20	2017/18	2019/20	2019/20
MEREDITH TERRACE	5	2017/18	2019/20	2019/20
PANTEG TERRACE	3	2017/18	2019/20	2019/20
PENMAR STREET	4	2017/18	2019/20	2019/20
HIGHFIELD COURT	20	2019/20	2019/20	2019/20
HIGHFIELD HOUSE	1	2019/20	2019/20	2019/20
<b>OAKDALE</b>	<b>73</b>	<b>2016/17</b>	<b>2014/15</b>	<b>2016/17</b>
CENTRAL AVENUE	7	2016/17	2014/15	2016/17
FARM CLOSE	19	2016/17	2014/15	2016/17
GROVESIDE ROAD	6	2016/17	2014/15	2016/17
HIGHTREE RISE	3	2016/17	2014/15	2016/17
IVY BUSH COURT	8	2016/17	2014/15	2016/17
PARK VIEW BUNGALOWS	2	2016/17	2014/15	2016/17
PENMAEN CORNER	11	2016/17	2014/15	2016/17
TREKENNING	1	2016/17	2014/15	2016/17
UNDERWOOD ROAD	15	2016/17	2014/15	2016/17
WEST VIEW CRESCENT	1	2016/17	2014/15	2016/17
<b>PANTSIDE LOWER</b>	<b>221</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2017/18</b>

CARLYON ROAD	14	2013/14	2017/18	2017/18
CENTRAL AVENUE	30	2014/15	2017/18	2017/18
CLAREMONT ROAD	12	2013/14	2017/18	2017/18
CORONATION CRESCENT	14	2013/14	2017/18	2017/18
ELLESMERE COURT	2	2013/14	2017/18	2017/18
GREENLANDS	10	2013/14	2017/18	2017/18
HAZELWOOD ROAD	9	2013/14	2017/18	2017/18
HILARY ROAD	10	2013/14	2017/18	2017/18
HILLTOP CRESCENT	15	2013/14	2017/18	2017/18
NEWLYN ROAD	18	2013/14	2017/18	2017/18
OLD PANT ROAD	22	2013/14	2017/18	2017/18
PANT VIEW	16	2013/14	2017/18	2017/18
QUEENS ROAD	9	2013/14	2017/18	2017/18
STONERWOOD VIEW	5	2013/14	2017/18	2017/18
SUNNYCREST	6	2013/14	2017/18	2017/18
TIR Y PWLL TERRACE	18	2013/14	2017/18	2017/18
ST PETERS CLOSE	11	2017/18	2017/18	2017/18
<b>PANTSIDE UPPER</b>	<b>77</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2017/18</b>
CEFN COURT	2	2013/14	2017/18	2017/18
ELM COURT	6	2014/15	2017/18	2017/18
GLANSHON COURT	13	2013/14	2017/18	2017/18
LIME COURT	9	2014/15	2017/18	2017/18
LINDEN COURT	11	2013/14	2017/18	2017/18
OAK TREE COURT	12	2014/15	2017/18	2017/18
PENYCAEAU COURT	5	2014/15	2017/18	2017/18
ROSE COURT	8	2013/14	2017/18	2017/18
WILLOW COURT	11	2013/14	2017/18	2017/18
<b>PENGAM</b>	<b>28</b>	<b>2015/16</b>	<b>2017/18</b>	<b>2017/18</b>
BONT CLOSE	9	2015/16	2017/18	2017/18
ISLWYN CLOSE	19	2015/16	2017/18	2017/18
<b>PENLLWYN LOWER</b>	<b>71</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2017/18</b>
AELYBRYN	1	2016/17	2017/18	2017/18
BELMONT	1	2016/17	2017/18	2017/18
BRYNGLAS AVENUE	20	2016/17	2017/18	2017/18
BRYNTEG AVENUE	33	2016/17	2017/18	2017/18
COED CAE DDU RD -PLEASANT VIEW	1	2016/17	2017/18	2017/18
GLAN ISLWYN	3	2016/17	2017/18	2017/18
HEBRON	1	2016/17	2017/18	2017/18
MANOR ROAD	8	2016/17	2017/18	2017/18
PENLLWYN TERRACE	3	2016/17	2017/18	2017/18
<b>PENLLWYN UPPER</b>	<b>253</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>
BEECH AVENUE	4	2017/18	2017/18	2017/18
BEECH CROFT	2	2017/18	2017/18	2017/18
BROADMEAD	11	2017/18	2017/18	2017/18
EDGEHILL	8	2017/18	2017/18	2017/18
FLEUR DE LYS AVENUE	31	2017/18	2017/18	2017/18
HEOL TRELYN ROAD	16	2017/18	2017/18	2017/18
HIGHMEAD	36	2018/19	2017/18	2018/19
HILL VIEW	34	2018/19	2017/18	2018/19



LLANOVER AVENUE	10	2017/18	2017/18	2017/18
MYNYDDISLWYN CLOSE	15	2017/18	2017/18	2017/18
PENYMEAD	12	2017/18	2017/18	2017/18
RHYMNEY CLOSE	9	2017/18	2017/18	2017/18
RUSHMERE ROAD	2	2017/18	2017/18	2017/18
ST MARYS ROAD	21	2017/18	2017/18	2017/18
ST SANNANS ROAD	27	2017/18	2017/18	2017/18
THE GROVE	7	2017/18	2017/18	2017/18
TREOWEN AVENUE	8	2017/18	2017/18	2017/18
<b>PENPEDAIRHEOL</b>	<b>8</b>	<b>2019/20</b>	<b>2018/19</b>	<b>2019/20</b>
HENGOED ROAD	2	2019/20	2018/19	2019/20
OAKS END CLOSE	6	2019/20	2018/19	2019/20
<b>PENTWYNMAWR</b>	<b>62</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
CAERBRYN	16	2017/18	2016/17	2017/18
COED DUON VIEW	3	2017/18	2016/17	2017/18
EDMUND PLACE	6	2017/18	2016/17	2017/18
GLANBRYNNAR	4	2017/18	2016/17	2017/18
MAESGWYN	6	2017/18	2016/17	2017/18
MAESTEG	27	2018/19	2018/19	2018/19
<b>PENYBRYN</b>	<b>4</b>	<b>2019/20</b>	<b>2018/19</b>	<b>2019/20</b>
CYLLA STREET	2	2019/20	2018/19	2019/20
PENYBRYN TERRACE	2	2019/20	2018/19	2019/20
<b>PENYRHEOL LOWER</b>	<b>167</b>	<b>2019/20</b>	<b>2018/19</b>	<b>2019/20</b>
BRYNGLAS	42	2018/19	2017/18	2018/19
BRYNHEULOG	5	2018/19	2017/18	2018/19
BRYNTEG	10	2019/20	2017/18	2019/20
BRYNTIRION	3	2019/20	2017/18	2019/20
CAE GLAS	4	2019/20	2017/18	2019/20
GELLI DEG	17	2019/20	2017/18	2019/20
HEOL TIR COED	3	2019/20	2017/18	2019/20
HEOL TIR GIBBON	24	2019/20	2017/18	2019/20
MAES HIR	4	2019/20	2017/18	2019/20
RHIW FACH	2	2019/20	2017/18	2019/20
TROED-Y-BRYN	11	2019/20	2017/18	2019/20
PLEASANT PLACE	31	2018/19	2018/19	2018/19
<b>PENYRHEOL UPPER</b>	<b>322</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
CEFN Y LON	4	2018/19	2018/19	2018/19
GLAN FFRWD	32	2018/19	2018/19	2018/19
HEOL ANEURIN	67	2018/19	2018/19	2018/19
HEOL FAWR	18	2018/19	2018/19	2018/19
HEOL FER	1	2018/19	2018/19	2018/19
HEOL TIR BACH	7	2018/19	2018/19	2018/19
HEOL Y GOGLEDD	2	2018/19	2018/19	2018/19
PENTWYN	34	2018/19	2018/19	2018/19
PENYBRYN	66	2018/19	2018/19	2018/19
PENYGROES	32	2018/19	2018/19	2018/19
Y CILGANT	59	2018/19	2018/19	2018/19
<b>PERSONDY</b>	<b>29</b>	<b>2015/16</b>	<b>2017/18</b>	<b>2017/18</b>
ACACIA TERRACE	6	2015/16	2017/18	2017/18

LABURNUM TERRACE	2	2015/16	2017/18	2017/18
MAPLE TERRACE	2	2015/16	2017/18	2017/18
PERSONDY TERRACE	4	2015/16	2017/18	2017/18
SYCAMORE TERRACE	13	2015/16	2017/18	2017/18
YSTRAD TERRACE	2	2015/16	2017/18	2017/18
<b>PHILLIPSTOWN</b>	<b>159</b>	<b>2019/20</b>	<b>2015/16</b>	<b>2019/20</b>
CEFN RHYCHDIR ROAD	3	2019/20	2015/16	2019/20
CROFT STREET	6	2019/20	2015/16	2019/20
DAVALOG TERRACE	11	2019/20	2015/16	2019/20
DERLWYN STREET	15	2019/20	2015/16	2019/20
FARM TERRACE	1	2019/20	2015/16	2019/20
FERNHILL TERRACE	13	2019/20	2015/16	2019/20
FIELD TERRACE	4	2019/20	2015/16	2019/20
JONES STREET	36	2019/20	2015/16	2019/20
MEADOW TERRACE	15	2019/20	2015/16	2019/20
ORCHARD STREET	6	2019/20	2015/16	2019/20
PENRHYN TERRACE	6	2019/20	2015/16	2019/20
PRITCHARDS TERRACE	21	2019/20	2015/16	2019/20
SOUTH VIEW ROAD	3	2019/20	2015/16	2019/20
<b>PONTLOTTYN</b>	<b>231</b>	<b>2015/16</b>	<b>2018/19</b>	<b>2018/19</b>
BOARD STREET	9	2015/16	2018/19	2018/19
BRYNGLAS	20	2015/16	2018/19	2018/19
BRYNHYFRYD	67	2015/16	2018/19	2018/19
CHAPEL STREET	4	2015/16	2018/19	2018/19
DANYGRAIG	31	2015/16	2018/19	2018/19
FARM ROAD	15	2015/16	2018/19	2018/19
HEOL EVAN WYNNE	5	2015/16	2018/19	2018/19
HEOL Y WAUN	6	2015/16	2018/19	2018/19
HIGH STREET	7	2015/16	2018/19	2018/19
HILL ROAD	5	2015/16	2018/19	2018/19
MERCHANT STREET	3	2015/16	2018/19	2018/19
MOUNT STREET	12	2015/16	2018/19	2018/19
QUEEN STREET	9	2015/16	2018/19	2018/19
RIVER ROAD	8	2015/16	2018/19	2018/19
SOUTHEND TERRACE	2	2015/16	2018/19	2018/19
SUNNYVIEW	13	2015/16	2018/19	2018/19
UNION STREET	5	2015/16	2018/19	2018/19
WINE STREET	10	2015/16	2018/19	2018/19
<b>PONTYMISTER</b>	<b>50</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>
FIELDS ROAD	10	2018/19	2017/18	2018/19
HILL STREET	2	2018/19	2017/18	2018/19
MEADOW CRESCENT	2	2018/19	2017/18	2018/19
NEWPORT ROAD	17	2018/19	2017/18	2018/19
SPRINGFIELD ROAD	30	2018/19	2017/18	2018/19
TANYBRYN	13	2018/19	2017/18	2018/19
TY ISAF CRESCENT	5	2018/19	2017/18	2018/19
TY ISAF PARK AVENUE	30	2018/19	2017/18	2018/19
TY ISAF PARK CIRCLE	4	2018/19	2017/18	2018/19
TY ISAF PARK CRESCENT	3	2018/19	2017/18	2018/19

TY ISAF PARK ROAD	22	2018/19	2017/18	2018/19
TY ISAF PARK VILLAS	5	2018/19	2017/18	2018/19
TYNYCWM ROAD	7	2018/19	2017/18	2018/19
<i>TY ISAF COMPLEX</i>	<i>12</i>			
<i>(pending feasibility study)</i>				
<b>PONTYWAUN</b>	<b>19</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
GARDEN SUBURBS	18	2018/19	2017/18	2018/19
NORTH ROAD	1	2018/19	2017/18	2018/19
CASTLE CLOSE	15	2019/20	2019/20	2019/20
<i>CASTLE COURT</i>	<i>41</i>	<i>2020/2025</i>	<i>2020/2025</i>	<i>2020/2025</i>
<b>PORSET PARK</b>	<b>179</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
CLOS GUTO	7	2018/19	2018/19	2018/19
COED CAE	43	2018/19	2018/19	2018/19
COED MAIN	35	2017/18	2018/19	2018/19
COED PWLL	29	2018/19	2018/19	2018/19
GWAUN NEWYDD	46	2018/19	2018/19	2018/19
LON YR ODYN	19	2018/19	2018/19	2018/19
<b>PWLLYPANT</b>	<b>38</b>	<b>2013/14</b>	<b>2017/18</b>	<b>2017/18</b>
CASTLE VIEW	7	2013/14	2017/18	2017/18
CENTRAL STREET	26	2013/14	2017/18	2017/18
MOUNTAIN VIEW	2	2013/14	2017/18	2017/18
NEW STREET	3	2013/14	2017/18	2017/18
<b>RHYMNEY NORTH</b>	<b>394</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2017/18</b>
ANEURIN TERRACE	10	2013/14	2017/18	2017/18
BRYN CARNO	38	2014/15	2017/18	2017/18
GLAN YR AFON	28	2012/13	2017/18	2017/18
GLANYNANT	24	2014/15	2017/18	2017/18
GOLWG Y MYNYDD	19	2014/15	2017/18	2017/18
HEOL UCHAF	12	2013/14	2017/18	2017/18
HEOLYTWYN	24	2013/14	2017/18	2017/18
HIGH STREET	1	2014/15	2017/18	2017/18
ISFRYN	19	2014/15	2017/18	2017/18
LOWER ROW	1	2014/15	2017/18	2017/18
PENYDRE	32	2014/15	2017/18	2017/18
PHILLIPS WALK	50	2014/15	2017/18	2017/18
ROWAN PLACE	64	2014/15	2014/15	2014/15
TWYN CARNO	2	2014/15	2017/18	2017/18
TY COCH	70	2014/15	2017/18	2017/18
<b>RHYMNEY SOUTH</b>	<b>443</b>	<b>2014/15</b>	<b>2019/20</b>	<b>2019/20</b>
BEULAH STREET	2	2014/15	2019/20	2019/20
BROOKFIELD AVENUE	12	2014/15	2019/20	2019/20
BRYNHYFRYD	10	2014/15	2019/20	2019/20
DUFFRYN VIEW	13	2014/15	2019/20	2019/20
EGLWYS FAN	15	2014/15	2019/20	2019/20
FORGE CRESCENT	12	2014/15	2019/20	2019/20
GARDEN CITY	5	2012/13	2019/20	2019/20
HAFODYMYNYDD	28	2013/14	2019/20	2019/20
HAVARDS ROW	20	2014/15	2019/20	2019/20
IDRIS DAVIES PLACE	12	2012/13	2019/20	2019/20

JENKINS ROW	3	2014/15	2019/20	2019/20
MAERDY VIEW	52	2014/15	2019/20	2019/20
MAES YR HAF	3	2012/13	2019/20	2019/20
MOUNTBATTEN	10	2014/15	2019/20	2019/20
NURSERY CRESCENT	31	2012/13	2019/20	2019/20
PLANTATION TERRACE	14	2014/15	2019/20	2019/20
RAMSDEN STREET	9	2014/15	2019/20	2019/20
SUNNYHILL	12	2012/13	2019/20	2019/20
TANYBRYN	121	2012/13	2019/20	2019/20
THOMAS FIELDS	6	2014/15	2019/20	2019/20
WELLINGTON WAY	21	2012/13	2019/20	2019/20
ST CLARES	32	2013/14	2017/18	2017/18
<b>RISCA</b>	<b>101</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>
CLYDE STREET	27	2018/19	2017/18	2018/19
CRESCENT ROAD	8	2018/19	2017/18	2018/19
CROMWELL ROAD	10	2018/19	2017/18	2018/19
CROMWELL ROAD BUNGALOWS	10	2018/19	2017/18	2018/19
DANYGRAIG BUNGALOWS	5	2018/19	2017/18	2018/19
EXCHANGE ROAD	3	2018/19	2017/18	2018/19
FERNLEA	14	2018/19	2017/18	2018/19
GROVE ROAD	15	2018/19	2017/18	2018/19
RAGLAN STREET	9	2018/19	2017/18	2018/19
BRITANNIA CLOSE	8	2019/20	2019/20	2019/20
BRITANNIA COURT	22	2019/20	2019/20	2019/20
<i>ST MARY'S COURT</i>	<i>33</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
<b>RUDRY</b>	<b>15</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
GARTH LANE	1	2017/18	2018/19	2018/19
PENTWYNGWYN	2	2017/18	2018/19	2018/19
STARBUCK STREET	2	2017/18	2018/19	2018/19
EDWARD THOMAS CLOSE	10	2017/18	2018/19	2018/19
<b>SENGHENYDD</b>	<b>118</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2017/18</b>
ALEXANDER TERRACE	2	2013/14	2017/18	2017/18
CENYDD TERRACE	2	2014/15	2017/18	2017/18
COMMERCIAL STREET	6	2013/14	2017/18	2017/18
HIGH STREET	4	2013/14	2017/18	2017/18
PARC COTTAGES	8	2013/14	2017/18	2017/18
PLAS CWM PARC	59	2014/15	2017/18	2017/18
STATION TERRACE	1	2013/14	2017/18	2017/18
TAN Y BRYN TERRACE	36	2013/14	2017/18	2017/18
<b>SPRINGFIELD</b>	<b>220</b>	<b>2016/17</b>	<b>2015/16</b>	<b>2016/17</b>
ALDER RISE	6	2016/17	2015/16	2016/17
BROOK LANE	1	2016/17	2015/16	2016/17
BROOKFIELD ROAD	34	2016/17	2015/16	2016/17
CWMALSIE CRESCENT	5	2016/17	2015/16	2016/17
CWMDRAW COURT	8	2016/17	2015/16	2016/17
HIGHLAND CRESCENT	5	2016/17	2015/16	2016/17
LEA COURT	1	2016/17	2015/16	2016/17
MEADOW ROAD	32	2016/17	2015/16	2016/17
MILL ROAD	18	2016/17	2015/16	2016/17

MILLBROOK ROAD	35	2016/17	2015/16	2016/17
MUSSELWHITE COURT	14	2016/17	2015/16	2016/17
OAKFIELD	3	2016/17	2015/16	2016/17
ORCHARD COURT	3	2016/17	2015/16	2016/17
PEMBREY GARDENS	11	2016/17	2015/16	2016/17
SIRHOWY VIEW	16	2016/17	2015/16	2016/17
SPRINGFIELD COURT	3	2016/17	2015/16	2016/17
UPLAND ROAD	10	2016/17	2015/16	2016/17
WARREN COURT	2	2016/17	2015/16	2016/17
WOODLAND ROAD	13	2016/17	2015/16	2016/17
<i>YNYSWEN</i>	<i>19</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
<b>THOMASVILLE</b>	<b>31</b>	<b>2013/14</b>	<b>2018/19</b>	<b>2018/19</b>
THOMASVILLE	31	2013/14	2018/19	2018/19
<b>TIRPHIL</b>	<b>39</b>	<b>2016/17</b>	<b>2018/19</b>	<b>2018/19</b>
BIRCHGROVE	23	2016/17	2018/19	2018/19
CEFNI Y MYNYDD	16	2016/17	2018/19	2018/19
<b>TIRYBERTH</b>	<b>44</b>	<b>2015/16</b>	<b>2018/19</b>	<b>2018/19</b>
CHURCHFIELD CLOSE	30	2015/16	2018/19	2018/19
ORCHID CLOSE	14	2015/16	2018/19	2018/19
<b>TRAPWELL</b>	<b>10</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
TRAPWELL	10	2017/18	2018/19	2018/19
<b>TRECENYDD</b>	<b>201</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2017/18</b>
EAST AVENUE	17	2014/15	2017/18	2017/18
FIRST AVENUE	42	2014/15	2017/18	2017/18
GRANGE CLOSE	33	2014/15	2017/18	2017/18
HEOL FACH	2	2014/15	2017/18	2017/18
PEN Y FFORDD	3	2014/15	2017/18	2017/18
SECOND AVENUE	30	2014/15	2017/18	2017/18
TEGFAN	12	2014/15	2017/18	2017/18
THE CRESCENT	30	2014/15	2017/18	2017/18
THIRD AVENUE	23	2014/15	2017/18	2017/18
WEST AVENUE	9	2014/15	2017/18	2017/18
<b>TRELYN UPPER</b>	<b>79</b>	<b>2014/15</b>	<b>2017/18</b>	<b>2017/18</b>
ADELAIDE COURT	10	2014/15	2017/18	2017/18
BRISBANE COURT	13	2014/15	2017/18	2017/18
CWRT Y WAUN	14	2014/15	2017/18	2017/18
MELBOURNE COURT	14	2014/15	2017/18	2017/18
PERTH COURT	15	2014/15	2017/18	2017/18
SYDNEY COURT	13	2014/15	2017/18	2017/18
<b>TREOWEN</b>	<b>11</b>	<b>2017/18</b>	<b>2019/20</b>	<b>2019/20</b>
AEL Y BRYN TERRACE	5	2017/18	2019/20	2019/20
BRYNDERI TERRACE	2	2017/18	2019/20	2019/20
PARRY TERRACE	1	2017/18	2019/20	2019/20
PENYLAN TERRACE	3	2017/18	2019/20	2019/20
<b>TRETHOMAS</b>	<b>143</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
AELYBRYN	18	2015/16	2018/19	2018/19
ASHGROVE	2	2015/16	2018/19	2018/19
BEVAN CLOSE	17	2015/16	2018/19	2018/19
BEVAN RISE	8	2015/16	2018/19	2018/19

BIRCHGROVE	2	2015/16	2018/19	2018/19
BRYN Y FRAN AVENUE	12	2015/16	2018/19	2018/19
HAZEL GROVE	4	2015/16	2018/19	2018/19
NAVIGATION STREET	3	2015/16	2018/19	2018/19
REDBROOK AVENUE	4	2015/16	2018/19	2018/19
STANDARD STREET	3	2015/16	2018/19	2018/19
THE BRYN	7	2015/16	2018/19	2018/19
UPPER GLYN GWYN STREET	1	2015/16	2018/19	2018/19
GROVE ESTATE	62	2018/19	2018/19	2018/19
<b>TRINANT</b>	<b>240</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2018/19</b>
BELVEDERE CLOSE	12	2017/18	2018/19	2018/19
CEDAR ROAD	11	2017/18	2018/19	2018/19
CHARLES STREET	3	2017/18	2018/19	2018/19
CONWAY ROAD	21	2017/18	2018/19	2018/19
HOREB COURT	20	2017/18	2018/19	2018/19
LLANERCH ROAD	27	2017/18	2018/19	2018/19
MARSHFIELD ROAD	6	2017/18	2018/19	2018/19
OSBOURNE ROAD	4	2017/18	2018/19	2018/19
PENTWYN TERRACE	12	2017/18	2018/19	2018/19
PENYFAN CLOSE	6	2017/18	2018/19	2018/19
PENYWAUN ROAD	23	2017/18	2018/19	2018/19
PHILIP STREET	11	2017/18	2018/19	2018/19
PRINCE ANDREW ROAD	11	2017/18	2018/19	2018/19
PRINCESS CRESCENT	18	2017/18	2018/19	2018/19
THORNLEIGH ROAD	2	2017/18	2018/19	2018/19
TRINANT TERRACE	49	2017/18	2018/19	2018/19
VALLEY VIEW	4	2017/18	2018/19	2018/19
<b>TWYN GARDENS</b>	<b>37</b>	<b>2016/17</b>	<b>2018/19</b>	<b>2018/19</b>
TWYN GARDENS	37	2016/17	2018/19	2018/19
<b>TY ISAF</b>	<b>7</b>	<b>2014/15</b>	<b>2016/17</b>	<b>2016/17</b>
TY ISAF BUNGALOWS	7	2014/15	2016/17	2016/17
<b>TY NANT</b>	<b>29</b>	<b>2013/14</b>	<b>2018/19</b>	<b>2018/19</b>
TY NANT	29	2013/14	2018/19	2018/19
<b>TY-SIGN LOWER</b>	<b>153</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
CHANNEL VIEW	35	2017/18	2019/20	2019/20
CHARTIST COURT	9	2017/18	2019/20	2019/20
ISLWYN COURT	28	2017/18	2019/20	2019/20
MACHEN CLOSE	4	2017/18	2019/20	2019/20
MAPLE AVENUE	7	2017/18	2019/20	2019/20
SEVERN CLOSE	12	2017/18	2019/20	2019/20
SYCAMORE CRESCENT	8	2017/18	2019/20	2019/20
THISTLE WAY	2	2017/18	2019/20	2019/20
WOODVIEW CRESCENT	22	2017/18	2019/20	2019/20
WOODVIEW ROAD	19	2017/18	2019/20	2019/20
HAFOD Y BRYN	29	2019/20	2019/20	2019/20
<b>TY-SIGN UPPER</b>	<b>304</b>	<b>2016/17</b>	<b>2018/19</b>	<b>2018/19</b>
ALMOND AVENUE	19	2016/17	2018/19	2018/19
ASTER CLOSE	5	2016/17	2018/19	2018/19
BIRCH GROVE	3	2016/17	2018/19	2018/19

ELM DRIVE	78	2015/16	2018/19	2018/19
FAIRVIEW AVENUE	17	2016/17	2018/19	2018/19
FORSYTHIA CLOSE	31	2016/17	2018/19	2018/19
HOLLY ROAD	83	2016/17	2018/19	2018/19
MANOR COURT	4	2016/17	2018/19	2018/19
MANOR WAY	64	2016/17	2018/19	2018/19
<b>WATTSVILLE</b>	<b>49</b>	<b>2018/19</b>	<b>2018/19</b>	<b>2018/19</b>
ISLWYN ROAD	28	2015/16	2017/18	2017/18
WOODLAND VIEW	21	2018/19	2018/19	2018/19
<b>WAUNFACH</b>	<b>17</b>	<b>2018/19</b>	<b>2017/18</b>	<b>2018/19</b>
WAUNFACH STREET	1	2018/19	2017/18	2018/19
WAUNFACH STREET FLATS	16	2018/19	2017/18	2018/19
<b>WESTEND</b>	<b>12</b>	<b>2015/16</b>	<b>2017/18</b>	<b>2017/18</b>
RAILWAY TERRACE	11	2015/16	2017/18	2017/18
TROEDYRHIW	1	2015/16	2017/18	2017/18
<b>YNYSSDU-CWMFELINFACH</b>	<b>41</b>	<b>2019/20</b>	<b>2019/20</b>	<b>2019/20</b>
CRAIG Y DON BUNGALOW	1	2018/19	2015/16	2018/19
GRAIG VIEW	8	2018/19	2015/16	2018/19
HIGH STREET	5	2018/19	2015/16	2018/19
ISLWYN CLOSE	6	2018/19	2015/16	2018/19
JOHN STREET	1	2018/19	2015/16	2018/19
ROSE VILLA BUNGALOW	1	2018/19	2015/16	2018/19
ALEXANDRA COURT	19	2019/20	2019/20	2019/20
<b>YSTRAD MYNACH</b>	<b>48</b>	<b>2014/15</b>	<b>2018/19</b>	<b>2018/19</b>
BRYNMYNACH AVENUE	11	2014/15	2018/19	2018/19
CENTRAL STREET	1	2014/15	2018/19	2018/19
COED YR HAF	12	2014/15	2018/19	2018/19
EDWARD STREET	1	2014/15	2018/19	2018/19
GRIFFITHS STREET	2	2014/15	2018/19	2018/19
HILL STREET	6	2014/15	2018/19	2018/19
PANTYCELYN STREET	15	2014/15	2018/19	2018/19

This page is intentionally left blank





## **POLICY AND RESOURCES SCRUTINY COMMITTEE – 12TH MARCH 2019**

**SUBJECT: ALLOCATION OF NEW HOMES AND THE ROLE OF THE TENANCY ENFORCEMENT SECTION**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES**

- 
- 1.1 The attached report was presented to the Caerphilly Homes Task Group on 6th December 2018 as an information item, and was noted without discussion.
  - 1.2 The Policy and Resources Scrutiny Committee are asked to consider the report and its recommendation.

Author: R. Barrett, Committee Services Officer, Ext. 4245

Appendices:

Appendix Report to Caerphilly Homes Task Group on 6th December 2018 - Agenda Item 6



## CAERPHILLY HOMES TASK GROUP – 6TH DECEMBER 2018

**SUBJECT: ALLOCATION OF NEW HOMES & THE ROLE OF THE TENANCY ENFORCEMENT SECTION**

**REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING**

---

### 1. PURPOSE OF REPORT

- 1.1 To provide members with information about the allocation of properties, the role of the Tenancy Enforcement Section and the obligations of tenants, prior to referral to the Policy and Resources Scrutiny Committee.

### 2. SUMMARY

- 2.1 Members have requested a report on the allocation of properties and the role of the Tenancy Enforcement Service in the management of Caerphilly Homes' tenancies. This report outlines the relevant legislative provisions and associated guidance associated with allocations and provides information on the Council's Common Allocation Policy. It includes information on:

- When an applicant can be considered as ineligible for an allocation or suspended from the Common Housing Register
- How low demand older persons accommodation is allocated
- The role and workload of the Tenancy Enforcement Section with some comparison with that of local Registered Social landlords
- The obligations of tenants to manage their tenancies in accordance with their tenancy agreement.

### 3. LINKS TO STRATEGY

- 3.1 ***The Well Being of Future Generations (Wales) Act 2015*** contains 7 well-being goals. When making decisions the act requires public bodies in Wales, including local authorities, to take into account the impact they could have on people living their lives in the future. This report would link most closely to the following Well-being Goals:

- *A prosperous Wales*
- *A resilient Wales*
- *A more equal Wales*
- *A Wales of cohesive communities*
- *A globally responsible Wales.*

- 3.2 **Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)**, which sets out the national context on meeting housing need, homelessness, and housing-related support services.

- 3.3 **The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan: Positive Places - Enabling our communities to be resilient and sustainable.**

- 3.4 **Corporate Plan (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.”
- 3.5 The **Anti-Social Behaviour Act 2003 and Code of Guidance** provided by Welsh Government to assist social landlords in their development of a policy and procedure, encouraged and emphasised a 3-strand strategy for dealing with nuisance and anti-social behaviour – prevention, support and enforcement. The **Caerphilly Homes Statement of Policy and Procedure for Anti-Social Behaviour** is consistent with the overarching corporate aims and reflects the 3 strand strategy, emphasises an incremental approach to investigating and dealing with ASB and reflects good practice in this field.
- 3.6 The **Council’s Strategic Equalities Plan** has the following aim:  
Equality Objective 1 – Tackling Identity based hate crime: – To reduce the levels of real or perceived instances of identity based abuse, bullying, harassment and violence, hate crime and hate incidents in the county borough.

## 4. THE REPORT

### Relevant Legislation and Guidance

- 4.1 Anyone over the age of 16 years may apply to the Council to be rehoused, regardless of their housing need, subject to them meeting eligibility criteria set out in its policy. Section 166 (3) of the Housing Act 1996 obligates the Council to consider all applications for social housing. It must, however, ascertain whether an applicant is eligible for accommodation or excluded from allocation.
- 4.2 Where it is satisfied that an applicant, or a member of their prospective household, is guilty of unacceptable behaviour serious enough to make them unsuitable to be its tenant, the Council may treat them as ineligible for an allocation of housing. However, the only behaviour which can be regarded as unacceptable is behaviour that would, if they had been a Council tenant, have entitled the Council to a possession order under defined discretionary grounds which include non-payment of rent, breach of tenancy conditions, conduct likely to cause nuisance or annoyance and use of the property for immoral or illegal purposes. The applicant has a right of review of this decision.
- 4.3 A policy of treating all applicants within specific categories e.g. those with a criminal history, as unsuitable to be a tenant would be considered a blanket approach and is unlawful. The following three stage test must be applied to prevent a blanket approach:
- **Whether a possession order would have been granted.** A court must have regard to the interests and circumstances of the tenant and their household, the Council and the wider public. If not satisfied that the court would decide it was reasonable to grant a possession order, the applicant cannot be guilty of unacceptable behaviour.
  - **Whether the behaviour is serious enough to make the person unsuitable to be a tenant.** It is the Welsh Government's view that to do this the Council needs to satisfy itself that if a possession order were granted it would have been an outright order. Where the Council believes that the court would have suspended the order, then such behaviour should not normally be considered serious enough to make the applicant unsuitable to be a tenant.
  - **If satisfied that the applicant is unsuitable to be a tenant by reason of unacceptable behaviour, the Council must have regard to the circumstances at the time the application is considered and must satisfy itself that the applicant is still unsuitable at the time of the application.** Previous unacceptable behaviour or even an outright possession order, may not justify a decision to treat the applicant as ineligible where that behaviour can be shown by the applicant to have improved.

- 4.4 Where the Council is satisfied that an applicant is unsuitable to be a tenant, they are not necessarily required to decide that he or she is ineligible for an allocation, they may instead proceed with the application and decide to give the applicant no priority. If it is decided that an applicant is ineligible for an allocation, after a period of ineligibility has elapsed, they may re-apply and their circumstances must be reviewed.
- 4.5 It is the Welsh Government's view (expressed in detail within its statutory guidance "Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness 2015") that barriers to social housing should be minimised and that in developing policies on unacceptable behaviour Local Authorities should consider their role as social landlords and brokers of social housing. They consider that social housing is subsidised stock and that it is incumbent on councils to allocate tenancies primarily to meet housing need and keep restricted access measures to a minimum to ensure their statutory responsibilities are being met.
- 4.6 The three stage test is applied by the Council at the point of application and, where circumstances and evidence warrant it, e.g. for former tenants with compound issues of high arrears and serious anti-social behaviour, the applicant is classed as 'ineligible for an offer of accommodation'. However, it is not unusual to have insufficient evidence to be satisfied that an applicant is unsuitable to be a tenant as the burden of proof is high. The Council has, therefore, adopted additional criteria that allow for applicants or members of their prospective household to be registered on the Common Housing Register but suspended until such time as they have addressed current or past behavioural issues.

### **The Housing Assessment Panel**

- 4.7 All ineligibility decisions are made by the Housing Assessment Panel. Panel meetings are chaired by the Housing Solutions Manager and consist of housing managers from at least three of the housing provider organisations who are party to the Common Allocations Policy agreement: Caerphilly Homes, Charter Housing, United Welsh Housing Association, Linc-Cymru, Derwen Cymru, Wales & West, Cadwyn and Aelwyd Housing Association. The Housing Assessment Panel must apply the three stage test when considering eligibility for inclusion on the housing register. The Council can decide to treat an applicant as ineligible for an allocation, or suspend their application until such time that a sustained demonstrable change in behaviour has taken place, such that the suspension can be lifted. Applicants requesting a review of the Housing Assessment Panel decision can appeal to the **Housing Review Panel** which is chaired by the Chief Housing Officer and two senior housing managers from the aforementioned partner housing providers. The Panel's decision is final and any challenge of that decision can only be made through the Public Sector Ombudsman for Wales or a judicial review.

### **Homeless Applicants**

- 4.8 The Council has a legal duty to help secure accommodation for people if they become homeless and are eligible for assistance. Assessments and decisions are carried out under Part 2 of the Housing (Wales) Act 2014. It is, however, possible for the Council to determine an applicant is unintentionally homeless and in priority need but guilty of unacceptable behaviour serious enough to make them unsuitable to be a social housing tenant. The Council can decide to treat them as ineligible for an allocation, or suspend their application until such time that a sustained demonstrable change in behaviour has taken place, such that the suspension can be lifted. The applicant can request a review of this decision.
- 4.9 The Council does, however, still have a statutory duty to secure them accommodation. This need not be in its own stock as the Council now has discretion to accommodate them in the private rented sector or by some other means.

## Offenders

- 4.10 If applicants declare on their application that they have any criminal convictions, the Common Allocations Policy is clear that we consider their offences in relation to whether they should be excluded from the housing register as a blanket exclusion for those with a criminal history is unlawful. Only those with a criminal history relative to their former housing history can be considered for exclusion, and their application is thoroughly explored and considered by the Housing Assessment Panel.
- 4.11 If an offender with a local connection to the County Borough has no accommodation available to return to on release, they are referred to the Council's Housing Advice Centre by the relevant prison. The Council are responsible for assessing whether the offender has a vulnerability that affords them a Priority Need status under the Housing (Wales) Act 2014, and is therefore owed a housing duty. Priority need status on the grounds of vulnerability such as a physical or mental health condition is assessed in the same way as for any other homeless person. Additionally priority need status can be granted to offenders who would not cope with the changes in society through having served a lengthy prison sentence.
- 4.12 Offenders owed a duty of housing after release from custody are usually provided with temporary accommodation in the first instance and then helped to secure settled accommodation, either within the social housing stock or in private rented accommodation. The Probation Service Offender Manager will then provide us with a housing risk assessment which is used to best manage the proposed tenancy.
- 4.13 Occasionally, offenders due for release are considered to be high risk and are referred to the Multi-Agency Public Protection Arrangement (MAPPA) process to plan for their release and management in the community. The Responsible Authorities for the MAPPA partnership are the Police, Probation and Prison Services however several other agencies are Duty to Co-operate agencies and these include Housing, Social Services, Health, Youth Offending teams and Education Authorities. Housing are required to assist with the housing needs of these offenders when required. These offenders are initially released to Approved Premises before being housed back into the community. We rely on the assistance of all housing partners to source suitable accommodation and all proposed accommodation options are reviewed by the Police before final approval.
- 4.14 Housing suitability checks are carried out by the Police for all MAPPA offenders who are owed a duty of housing in the County Borough. These are carried out by the Public Protection Unit and include the following aspects as part of an active risk management process:
- The proposed address location and its proximity to areas pertinent to the offending history: for example whether there are schools, playgrounds, youth clubs and similar if historical offences were against young people. Household checks are done to consider the potential risks to existing tenants in adjacent properties, for example, the names, ages and general nature of the households in a block of flats where the proposed property is situated. Details of any other offenders already residing in the vicinity who may come into contact with the offender.
  - The housing of offenders in the County Borough is limited to people originally from the area or who have a proven family connection to our area. Occasionally, offenders we have a duty to house cannot return to our area due to the location of former victims or their families and we seek assistance from our housing colleagues in the other Gwent areas. We also assist our Gwent partners to house offenders unable to return to their respective local authorities, usually on a reciprocal basis. This duty to assist with the housing of offenders from outside our area is a direction from the MAPPA panel Chair with whom we have a Duty to Cooperate.
  - The records of the offender, their offence, location and victims are controlled by the Chair of the MAPPA in Gwent and the disclosure of information outside of the MAPPA meeting has to be approved by the Chair of the MAPPA process.

## **Common Allocations Policy**

- 4.15 The Common Allocations Policy was developed by the Council in partnership with six housing associations to ensure that all applicants applying for social housing in the County Borough are provided with a single route of access and assessed using a single policy. It was introduced on 5<sup>th</sup> December 2016 along with the Common Housing Register. In addition to the three stage test of unacceptable behaviour, the policy allows for eligible applicants or members of their prospective household to be registered on the Common Housing Register but suspended for 12 months or until such time as they have addressed current or past behavioural issues.
- 4.16 Where it is determined that the applicant or a member of the applicant's household has failed to maintain their current or any previous social rented or private sector rented property within the terms of their tenancy agreement they are informed of the action(s) that they will need to demonstrate before the suspension will be lifted. Any suspension can be challenged and the action is required to be reasonable and proportionate, and to take into account the protected characteristics of the individual.

## **Lettings for Older Persons' Accommodation**

- 4.17 Whilst most of the Council's housing stock is designated for general needs a significant proportion is designated for accommodating older persons, which is currently defined as 60 plus. Most of the Council's partner landlords have a definition of 55 plus for their older persons' accommodation.
- 4.18 Such properties are first offered to applicants shortlisted from the Housing Register who have at least one member of the household who is 60 plus or otherwise have been awarded age dispensation to apply for older persons accommodation due to a specific need associated with a disability. Where there are no eligible applicants on the register aged 60 plus or with age dispensation new applicant shortlists are generated to include the oldest applicants on the register in reducing blocks of five year age bands i.e. over 55, then if no one eligible over 50 etc. This approach has been applied since the 1990s, although it has gradually been restricted to 5 year age bands to ensure consistency of approach across all Housing Offices, as previously within Local lettings Policies some low demand older persons' accommodation was routinely offered to applicants aged 40 plus.
- 4.19 In many areas there is normally sufficient demand from older persons for this stock and reduced age shortlisting is only required very infrequently, however some older persons stock is regularly in low demand, either due to location or limited accessibility for those with limited mobility, and the age reduction is applied regularly. It is partly for this reason that a review of some older persons' accommodation has recently been undertaken and Members have approved the re-designation of a limited amount of older persons' accommodation for general needs.

## **The Role of the Tenancy Enforcement Section**

- 4.20 The over-riding aim of the Caerphilly Homes' anti-social behaviour policy and procedure is to provide a framework to ensure that it responds to all incidents of anti-social behaviour in a manner, which is consistent and appropriate. The policy and procedure seeks to support the wider aims and objectives of related strategies and plans in order to create safe and cohesive communities and improve the quality of life for Council tenants, leaseholders, and residents within the County Borough. The policy endeavours to complement and support the efforts of the Safer Caerphilly Community Safety Partnership and other local agencies through effective partnership working in order to provide a collaborative response to anti-social behaviour.
- 4.21 The Tenancy Enforcement Section (TES), which comprises four Tenancy Enforcement Officers and a Manager, aims to effectively tackle anti-social behaviour and enable Council tenants, leaseholders and others to have quiet enjoyment of their homes and live in communities that are safe and cohesive. All complaints of anti-social behaviour made by or

about a tenant or leaseholder are referred to the TES. Complaints of a general nature and the less serious incidents of anti-social behaviour are referred on to the Area and Neighbourhood Housing Offices for investigation. The TES investigates all complaints of noise nuisance and the more serious/persistent incidents of anti-social behaviour.

4.22 The most common referrals to TES are for verbal abuse/ intimidation/ harassment and noise nuisance. The chart below provides details of the five most frequent complaint reasons for each recorded period, although up to three reasons can be recorded on the referral form. The table also details the total number of referrals received, for the last 5 1/2 years. The figures show a significant increase in the number of referral received during 2018 and could indicate a doubling of the referrals received the previous year. There is no explanation for this trend but other social landlords within Gwent have also experienced similar increases in levels of reporting. This increase has had a significant impact on the ability of the team to manage cases as resource levels have not changed. This may have had a knock on effect of how quickly an Officer could respond to a complainant due to the number of cases each officer has had to manage. During the period June – October each Officer had an average of 50 cases open that they were investigating.

<b>Case Type – Pre 31 March 2018</b>	<b>2013 - 2014</b>	<b>2014 - 2015</b>	<b>2015 - 2016</b>	<b>2016 - 2017</b>	<b>2017 - 2018</b>	<b>Case Type – Post 01 April 2018</b>	<b>1.4.18 - 31.10.2018</b>
<b>Noise</b>	213	252	288	244	244	<b>Noise</b>	263
<b>Verbal/ Harassment/ Intimidation</b>	170	213	223	188	231	<b>Harassment, Intimidation &amp; Threats</b>	119
<b>Drugs, Substance Abuse</b>	75	88	69	71	80	<b>Substance Misuse (includes drug and alcohol)</b>	51
<b>Vandalism/ Property Damage</b>	30	36	16	24	33	<b>Vandalism/ Property damage</b>	30
<b>Alcohol Related</b>	26	33	21	12	10	<b>Verbal &amp; Written Abuse</b>	45
<b>Total Cases</b>	<b>602</b>	<b>723</b>	<b>642</b>	<b>628</b>	<b>690</b>	<b>Total Cases</b>	<b>556</b>

4.23 Upon receipt of a referral it is assessed and graded. In order to determine whether actions constitute anti-social behaviour consideration is given to a number of factors, including the frequency and severity of the incidents, the length of time the incidents have been occurring, the effect of the incidents on the victim and the intentions of the perpetrator.

4.24 TES seeks to provide a complainant or victim centred approach and endeavours to provide a consistent, reactive and responsive service. All complaints are treated seriously and dealt with fairly without prejudice or preference. All responses to incidents of anti-social behaviour are considered to be proportionate, measured and reasonable. The principle of proportionality is the idea that an action should not be more severe than is necessary to remedy the issue. For example one incident of noise nuisance will not lead to legal action being taken to retake possession of someone's home, however many incidents of noise nuisance is likely to be sufficient for legal proceedings to be commenced. TES are fully committed to tackling both the causes and the effects in an effective and structured manner. Successful intervention requires engagement by the complainant which will include the accurate recording of incidents (keeping nuisance diary sheets) and a willingness to provide a witness statement if required. Independent evidence is also obtained if possible e.g. use of noise monitor and working with other agencies to gather evidence. If a complainant is not

willing to engage or assist in collection of evidence then this will seriously impact on the evidence gathered and may prevent action being taken.

4.25 TES does not just enforce the conditions of tenancy through legal action. In accordance with requirements of Welsh Government guidance and the Caerphilly Homes policy of prevention, support and enforcement, TES provides support and assistance to both perpetrators and complainants. The team will provide support for complainants by making appropriate referrals for support if required, and providing target hardening items to help them feel safer in their home and community. We have access to 3 mobile CCTV cameras that can be located in areas of concern for a period of up to 12 months, and have 2 noise recording devices we use to capture evidence of unacceptable noise nuisance. We have a witness support scheme for those that have agreed to provide evidence and attend court. In relation to perpetrators, the team works with some of the most vulnerable and at risk members of society and recognises that we don't have to just stop the nuisance behaviour but also reduce and/or stop the actual cause of the nuisance behaviour in order to break the cycle. Perpetrators can be victims themselves and need support and assistance. The TES spend a lot of time discussing issues with the perpetrator to try and determine why they are behaving in an anti-social manner. This usually produces details of a raft of issues/ problems. An analysis of cases open during the week of 13 August 2018 indicated that in almost 53% of the cases the perpetrator either had a substance (alcohol and/or drugs) dependency, mental health issue/diagnosis or both. The Officer assesses the information and makes appropriate referrals to different organisations/ agencies to try to assist them to resolve the issues and thus improve their behaviour. However for some, these issues are long term and/or a lifestyle choice and require intensive support from appropriate agencies and commitment from the perpetrator to participate. Thus TES have to rely on the involvement of other agencies and support services to help resolve the issues a tenant may be causing. A full list of the Prevention, Support and Enforcement actions available to the Tenancy Enforcement Section are contained in Sections 6, 7 and 8 of the Policy and Procedure, which is available on the Council website. Case studies providing positive outcomes are attached as Appendix 1.

4.26 On occasion support and assistance will not prevent anti-social behaviour and legal action is required to be taken to enforce the conditions of tenancy. Over the past 5 ½ years the following legal actions have been taken by TES:

<b>Action</b>	<b>2013 - 2014</b>	<b>2014 - 2015</b>	<b>2015 - 2016</b>	<b>2016 - 2017</b>	<b>2017 - 2018</b>	<b>01.04.2018- 31.10.2018</b>
<b>Notice Of Seeking Possession</b>	17	21	18	9	22	13
<b>Undertakings</b>	1	1	0	1	1	0
<b>Injunctions – with/without power of arrest</b>	0	5	2	5	4	3
<b>Closure Order</b>	0	1	0	0	1	1
<b>Suspended Possession Order</b>	3	3	5	3	6	0
<b>Outright Possession Order</b>	9	6	5	0	1	0



- 4.27 The timeframe for the court dealing with a claim for possession can vary and the length of time will largely depend on whether a tenant is defending the proceedings. Where circumstances warrant it, the TES can serve an initial Notice of Seeking Possession and immediately commence possession proceedings without having to wait the usual 28 day period. The first hearing at court occurs generally around 28 days after the claim for possession is filed at court. If the matter is not defended it is usual for the TES to obtain the order that it seeks at the first hearing. If the tenant defends the matter, which is their right, then the court sets out a timetable for actions required before a final contested trial takes place. This timetable (which can on occasion cover an extended period of 6-8 months before the final trial) does not factor in any adjournments requested by either party, which can delay the process further. The TES and the Legal Section do everything they can to ensure that the process is carried out as quickly as possible within the Rules to minimise the timeframe and the distress delays can cause. At times the court will experience delays due to its fluctuating workload and inconsistent standards of administration which will cause delays beyond the control of the TES/Council.
- 4.28 An option open to TES to minimise the distress delays can cause is to consider filing, prior to or at the same time as the claim for possession, an application for a Civil Injunction (which were formerly called an Anti-Social Behaviour Injunction or ABSI). The court can generally look at these applications more quickly and the tenant would be obliged to comply with the terms of the Civil Injunction whilst possession proceedings are progressed.
- 4.29 Cases are determined on the evidential level of balance of probability. However there are other factors that a District Judge will need to consider in making their judgment. This will include whether the action is proportionate to the behaviour complained of, if it reasonable to grant an order, the likelihood of the behaviour recurring and the impact of the behaviour on others.
- 4.30 A further fast developing area for defendant housing lawyers is whether or not the legal proceedings brought are unlawful on account of being discriminatory to a tenant or occupier who has a protected characteristic under the Equality Act 2010. The Council in many cases would have the burden of proof to show that the action taken is not unlawful and no lesser option was available to it other than the steps taken. This area of law touches on all legal proceedings Housing may take against tenants and or occupiers. Those tenants with a diagnosed mental health condition, experiencing an episode of depleted mental health or dependent on drugs and/or alcohol, are likely to fall within the protected characteristics of the Equalities Act 2010. This needs to be carefully considered before any legal proceedings are commenced as it can and will make the legal proceedings more challenging and difficult if used as a defence. However it will not prevent us from taking legal action where appropriate.

### **Comparative Data**

- 4.31 Within Gwent there is a professional group comprising representatives from all social landlords in the area. It focuses specifically on anti-social/nuisance behaviour and has been meeting for a number of years, with meetings held every 3 – 4 months. The purpose of the group is to exchange good practice, discuss problems being experienced, raise issues as a group with other agencies such as Police and Welsh Government, Other professionals are also invited to these meetings to provide information on projects and or services available within Gwent that have a focus on antisocial behaviour.
- 4.32 As there is no benchmarking data available for this area of work Officers have attempted to compare the work of the Tenancy Enforcement Service with that of Registered Social Landlords (RSLs) local to the County Borough however this has proved to be problematic due to variations in operating and reporting practices between landlords. The table below shows comparative data for specific types of anti-social behaviour recorded by Caerphilly Homes and three RSL's within Gwent.

**2017/2018**

<b>Organisation</b>	<b>Stock No</b>	<b>New Cases</b>	<b>Noise Nuisance</b>	<b>Verbal abuse/ harassment/ intimidation</b>	<b>Drug/ substance abuse</b>	<b>Vandalism/ Property damage</b>
Caerphilly Homes	10,800	690	244	231	80	33
Newport City Homes (NCH)	10,000	1452	292	322	75	35
Tai Calon	6,300	166	76	0	17	7
Charter Housing (CCBC area only)	988	86	30	34	5	2

4.33 Whilst it appears that NCH have a much higher number of referrals it has been established that this is because NCH also include in their data complaints about animal nuisance, domestic abuse, garden nuisance and litter and rubbish which are not collated by Tenancy Enforcement as they are reported to and/or dealt with by other sections within CCBC. When these figures are deducted from the total, the figures are more comparative, with NCH total number of new cases being 841.

**2017/2018**

<b>Organisation</b>	<b>Civil Injunctions</b>	<b>Possession Orders (including Suspended PO's)</b>	<b>Closure Orders</b>	<b>Evictions</b>
Caerphilly Homes	4	7	1	1
Newport City Homes	11	14	1	4
Tai Calon	2	Not recorded	0	2

4.34 CCBC offers all new tenants a secure tenancy. Secure tenants can live in their homes for the rest of their life as long as they comply with their tenancy agreement. Secure tenancies can only be ended by a court order, following a court hearing to look at the reasons behind the breaches of tenancy. The court decides if it has been proved that the ground for possession applies and if it is reasonable for the tenant to lose their home. Rather than order eviction, the court could, and often does, make a suspended possession order and set terms for the tenant to comply with.

- 4.35 Most RSLs routinely offer new tenants a starter (introductory) tenancy. These usually last for 12 months and are like a 'trial' period. They require a tenant to prove they are a responsible tenant before they are offered an assured tenancy. The tenant becomes an assured tenant after 12 months, unless the RSL has either started action to evict them or extended the starter tenancy. The court must agree to [evict a tenant from a starter tenancy](#) if the landlord has followed the correct procedures. The RSL does not have to prove to the court that there's a reason they should have to leave. It is possible that the higher number of evictions by NCH is a reflection of their use of starter tenancies.
- 4.36 Proposals to introduce starter tenancies have previously been considered and rejected by Members. The implementation of the Renting Homes Act 2014, which will require all existing tenancy agreements to be replaced with new contracts, will provide a further opportunity for Members to review the types and content of agreements offered by Caerphilly Homes to both new and existing tenants. Welsh Government has recently indicated that this legislation will be implemented during 2019 and officers' proposals for implementation will be the subject of a future report.

### **Garden Conditions**

- 4.37 Breaches of tenancy other than antisocial behaviour are investigated by officers within the Local Housing Office rather than the TES. This includes the monitoring and enforcement of garden conditions in accordance with the garden monitoring procedure. Breaches may be identified by planned inspection or on receipt of a complaint or referral from other staff members. The procedure comprises four formal timed stages of intervention, including serving a notice of seeking possession (NOSP), prior to instituting legal action to seek possession of the property. In order to comply with evidential requirements should breaches result in service of a notice of seeking possession the garden procedure has to be followed in full, which, of necessity, takes some time. In addition to this pre-existing procedure an additional step has very recently been introduced to attempt to engage with the tenant in resolving the breach prior to seeking legal intervention. This involves a referral to a Homeless Prevention Officer who will also try to engage with the tenant and provide relevant support.
- 4.38 Throughout the procedure consideration must be given to the individual circumstances of the tenant e.g. age, physical disability, mental health, vulnerability. If appropriate and available, officers are able to refer to a supporting agency for gardening assistance and in exceptional cases the Community Environmental Warden service may be used to assist with removal of unwanted items.

<b>Date</b>	<b>Stage 1 – Inspection</b>	<b>Stage 2 – Identified</b>	<b>Stage 3 – Persists</b>	<b>Stage 4 - NOSP</b>	<b>Referred to Legal</b>	<b>Orders</b>	<b>Evictions</b>
16/17	1035	366	192	59	20	5	0
17/18	758	345	168	88	24	12	0
18/19	532	256	132	47	13	4	0

### **Obligations of Tenants**

- 4.39 All tenants have a secure tenancy agreement which they sign when accepting the offer of a tenancy. This document lists their rights and responsibilities in the form of terms and conditions of the tenancy and failure to adhere to these may constitute a breach of their tenancy agreement.
- 4.40 Obligations within the tenancy agreement include a number relating to use of the property including:
- Occupation of the property as only or principal home for residential purposes and responsibility for the behaviour of any person residing in or visiting the property.
  - Not using the property for a trade or business or other non-residential purpose without firstly obtaining the Council's written consent.

- Not doing anything, or permitting anyone residing in or visiting to do anything, that causes or is likely to cause a nuisance, annoyance or disturbance to any person engaging in a lawful activity in the locality. Examples of include but are not restricted to loud music, arguing and door slamming, dog barking, offensive drunkenness and rubbish dumping.
- Not using the property or the common parts or the locality for illegal or immoral purposes and not permitting any person residing in or visiting the property to use it or its locality for illegal or immoral purposes. Examples include, but are not restricted to: the cultivation or production, possession or supply of a controlled drug, the storage or sale of stolen goods, prostitution and other sexual offences.
- Not deliberately damaging the property or the common parts nor permitting any person residing in or visiting the property to do so deliberately.
- Not harassing, nor inviting or inciting any other person to harass any person residing, visiting or otherwise engaging in a lawful activity in the locality, nor permit any other person residing in or visiting the property to do so. Examples of harassment include but are not restricted to: Intimidation on the grounds of a protected characteristic, violence or threats of violence, abusive or insulting words or behaviour, damage or threats of damage to property, writing threatening, abusive or insulting graffiti.

4.41 When TES become aware of an existing tenant being investigated for a criminal offence the tenant is contacted to advise them we are aware they have been arrested pending further enquiries. Once they are charged TES advise them that we know they have now been charged and depending on the outcome of the court proceedings we may take action that could affect their security as a tenant. Once the person is convicted (or not) a Notice of Seeking Possession (NOSP) would be served and a decision taken as to whether possession proceedings are proportionate, based on the offence they have been convicted of and the sentence they have received. For example cultivation of cannabis usually results in a Police caution, so a NOSP would be served then, depending on the number of plants, consideration would be given for proceedings for a Suspended Possession Order (SPO) as the Court will not award a possession order just for cultivation.

## 5. WELL-BEING OF FUTURE GENERATIONS

5.1 **Long Term** – supports the sustainability of cohesive communities for tenants and residents; providing a fair and transparent service for tenancy sustainment.

**Prevention** – supports tenants and assists in the prevention of eviction and homelessness. It supports the well-being of tenants and residents.

**Integration** – improved standards of housing and stable community environments.

**Collaboration** – joined up working arrangements within the organisation and with outside agencies to support tenancy sustainment.

**Involvement** – Engages tenants, residents and support agencies in relation to sustainment of tenancies.

## 6. EQUALITIES IMPLICATIONS

6.1 This report is for information purposes only. There are, therefore, no equalities implications arising from the report.

## **7. FINANCIAL IMPLICATIONS**

7.1 There are no financial implications arising from this information report.

## **8. PERSONNEL IMPLICATION**

8.1 There are no personnel implications arising from this information report.

## **9. CONSULTATIONS**

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

## **10. RECOMMENDATIONS**

10.1 It is recommended that Members note the contents of the report.

## **11. REASON FOR RECOMMENDATIONS**

11.1 The purpose of the report is for information only.

## **12. STATUTORY POWER**

Housing Act 1996  
Anti-Social Behaviour Act 1996  
Housing (Wales) Act 2014.

Author: Fiona Wilkins, Housing Services Manager  
(Tel: 01443 811407, Email: [wilkife@caerphilly.gov.uk](mailto:wilkife@caerphilly.gov.uk) )  
Rachel Thornett, Tenancy Enforcement Manager  
(Tel: 01443 811441, Email: [thornr1@caerphilly.gov.uk](mailto:thornr1@caerphilly.gov.uk) )  
Suzanne Cousins, Housing Solutions Manager  
(Tel: 01443 873455, Email: [cousis@caerphilly.gov.uk](mailto:cousis@caerphilly.gov.uk) )

Consultees: Councillor Lisa Phipps - Cabinet member for Homes and Places  
Christina Harray - Interim Chief Executive  
Dave Street - Corporate Director of Social Services and Housing  
Robert Tranter - Head of Legal Services and Monitoring Officer  
Shaun Couzens - Chief Housing Officer

Background Papers:  
Caerphilly Homes Statement of Policy and Procedure for Anti-Social Behaviour

Appendices:  
Appendix 1 Case Studies

### Case Study 1

A number of residents reporting a tenant to be causing noise nuisance;

- dog barking,
- parties,
- foul and abusive language
- excessively loud music.

Problems reported have been sporadic in nature but have been historically happening on a yearly basis predominantly during the summer time. The tenant was receiving support for substance misuse issues.

Various visits made to both complainants and tenant, suitable advice and warnings offered and the situation improved for a time. Further visits and written warning issued following reports of the behaviour reverting, diaries from residents provided, noise recording equipment used.

A Notice of Seeking Possession and Notice before proceedings for a Demotion Order served. No further issues of Anti-social behaviour have been reported.

### Case Study 2

A single woman in her 30s was allocated sole tenancy of an upstairs flat in a quiet cul-de-sac. Within 2 weeks of the tenancy commencing, a total of 9 separate complaints had been received from residents of the area. Complaints included incidents of alleged anti-social behaviour such as loud music at all hours, offensive drunken behaviour, allegations of drug use, fighting, the use of foul and abusive language at volume and at all hours, callers to the address at all hours causing nuisance and upset, and public nudity. Concerns were also raised about the unacceptable condition of the garden attached to the property, which had reportedly deteriorated since the tenant moved in.

Loud music and foul language had been professionally witnessed by Tenancy Enforcement Officers whilst visiting the area.

Police were contacted by TES to request a formal Section 115 Information Sharing meeting, to bring together all agencies to discuss how best to deal with matters. Agencies who attended included Social Services who were working with the tenant concerned, Environmental Health as consideration had been given to seeking either Community Protection or Closure Order on the property, CCBC Housing were represented both by the local Housing Office and Tenancy Enforcement, CCBC Legal team, and representatives of Heddle Gwent Police.

The tenant was visited jointly with Social Services, Housing Estate Management Officer and Tenancy Enforcement several times with all appropriate warnings and guidance issued. The tenant agreed to sign a voluntary contract with TES, confirming there would be no further problems and also their understanding that their home would be at risk if there were.

Complainants have advised the situation to be much improved, and matters are being closely monitored currently.

### Case Study 3

A noise nuisance complaint was received from a private tenant who wanted to remain anonymous about a council tenant who lived in a flat. The complaint was that the council tenant was playing loud explicit music during the day and also into the evening on a frequent basis.

Prior to Tenancy Enforcement Section's (TES) involvement the Police attended and warned the council tenant to turn the music down, however the anti-social behaviour continued. The private tenant was asked to keep a diary of incidents and regular contact was maintained by the TES officer

via email and telephone calls at the victim's request. The council tenant was visited and issued with verbal and written warnings and a referral for support was put in place. Recording equipment was utilised and captured sufficient evidence which was supported by the private tenant's diaries.

From commencement of the case to serving the council tenant with a Notice of Seeking Possession and a Noise Abatement Notice (supported by the Environmental Health department) it took approximately four weeks. The situation was monitored for a significant period of time and there wasn't any further noise issue and the matter was resolved.

#### **Case Study 4**

Serious concerns surrounding the behaviour of a group of youths on a Housing Estate. The 2 main offenders identified were brothers. Issues included taunting, abusing and threatening other residents, throwing stones and items at properties, lighting fires and shining laser pens at residents and properties. Issues became so severe that a council vehicle was damaged and Fire Service refused to answer non-emergency calls.

TES worked alongside Police, YOS and Community Safety and the brothers were subject to Acceptable Behaviour Contracts, which they subsequently breached.

The Tenant of the property where the brothers' live did not take an active role in helping to modify their behaviour and reduce problems on the Estate. As a result of their on-going behaviour TES served a NOSP on the Tenant.

The brothers continued to cause problems on the Estate where they lived which resulted in Anti-social Behaviour Injunctions being obtained against them at Court.

As a result of their continuing behaviours an application has been made to the Court for Possession Proceedings against the Tenancy.

This page is intentionally left blank