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(Tel: 01443 864210 Email: evansca1@caerphilly.gov.uk)

Date: 2nd September 2019

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Rhymney Room - Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 10th September, 2019** at **5.00 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days, and a simultaneous translation will be provided if requested.

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

Yours faithfully,

Christina Harrhy
INTERIM CHIEF EXECUTIVE

A G E N D A

Pages

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

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

To approve and sign the following minutes: -

- | | | |
|---|---|-------|
| 3 | Caerphilly Homes Task Group held on 27th June 2019. | 1 - 6 |
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To receive and note the following information items: -

- | | | |
|---|---|---------|
| 4 | Complaints, Representations and Compliments - Caerphilly Homes. | 7 - 16 |
| 5 | Well-Being Objective 2 and 3 - Year End Performance Report 2018/2019. | 17 - 66 |

**If a member of the Caerphilly Homes Task Group wishes for the above information report(s) to be brought forward for discussion at the meeting, please contact Charlotte Evans on 01443 864210, by 10a.m. on Monday 9th September 2019.*

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

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

And Appropriate Officers

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CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

**MINUTES OF THE MEETING HELD IN THE SIRHOWY ROOM, PENALLTA HOUSE, ON
THURSDAY, 27TH JUNE 2019 AT 5.00 P.M.**

PRESENT:

Mr C. Davies - Vice-Chair

Task Group Members:

M. James, S. Jones, D. Moore, L. Pewtner, L. Phipps, R. Thompson and L.G. Whittle

Officers:

S. Couzens (Chief Housing Officer), J. Roberts-Waite (Strategic Co-Ordination Manager), P. Smythe (Housing Technical Manager) and C. Evans (Committee Services Officer)

1. APOLOGIES

Apologies for absence were received from Councillors M. Davies, L. Harding, A. Hussey, B. Jones and D. Price and Tenant Representatives Y. Bryant.

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 16TH MAY 2019

It was moved and seconded that the minutes of the meeting held on the 16th May 2019 be agreed as a correct record and by a show of hands was unanimously agreed.

RESOLVED that the minutes of the meeting held on 16th May 2019 (minute no. 1-6) be approved as a correct record and signed by the Chair.

4. WHQS PROGRESS REPORT – FINAL STAGES

The report provided Members with an overview of the performance of the Welsh Housing Quality Standard (WHQS) Team to date and also provided the anticipated projected

performance up to December 2020, prior to its consideration by the Housing and Regeneration Scrutiny Committee and thereafter Cabinet.

It was noted that details of the year end outturn for 2018/19 for WHQS works were also included, together with an overview of the many achievements that have been made as part of the wider commitments and benefits delivered by the WHQS programme.

In addition, the report detailed further changes to the sheltered housing schemes where survey results have necessitated in two further schemes having to be omitted from the programme, and transferred to the Post 2020 asset management programme on the grounds of health and safety.

The details contained within the report provided information on current and projected performance of the internal and external works main WHQS programme and demonstrated that the achievement of full compliance is achievable prior to the deadline of December 2020.

It was noted that good progress has been made with surveys which are now almost 100% complete, which provides more detail on the scope of anticipated works, which assist with contract forecasting and budget monitoring. As at the 31st March 2019, internal works are 85% compliant, external works 71%, with overall compliance currently at 57%.

The Task Group were informed that at the start of this financial year it was necessary to transfer 43 sheltered properties out of the WHQS programme into the Post 2020 Asset Management programme for health & safety reasons which were detailed within the body of the report.

The energy efficiency schemes have been delivered throughout the borough since the commencement of the programme, with approximately a third of the housing stock now benefitting from external wall insulation. The latest scheme at Lansbury Park seeing the completion of all Council owned properties and approximately 50% of the privately owned properties. A further bid for additional funding has been submitted to Welsh Government (WG) for the remainder of the private properties and a response is awaited. Funding for other areas will also continue to be pursued as this work will assist in addressing fuel poverty and reduce carbon emissions for the benefit of all.

Discussions took place around Customer feedback and it was noted that customers feedback was generally demonstrated a high level of satisfaction. It is accepted that levels of customer satisfaction for external works continues to be less than those received for internal works and as a result, the current practice has been reviewed telephone surveys in the first instance have been introduced.

It was noted that consultation to identify environmental projects continues throughout the borough with many projects having now been delivered. A number of large-scale projects have also been identified and officers are working with in-house service colleagues to ensure that specific WHQS projects are delivered within our programme deadlines.

The current and projected financial position is set out within the report and borrowing has been required for the first time since the programme commencement in the sum of £23m. It is also confirmed that the housing business plan remains financially viable throughout the programme and to deliver the post 2020 strategy.

The WHQS programme has also resulted in community benefits being achieved with the provision of training opportunities, work placements, permanent jobs and apprenticeships created with the in-house service, external contractors and our supply partner. The Value Wales Toolkit also demonstrates the positive effect the Council's WHQS investment has on the wider community.

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

A Task Group Member raised a number of concerns in relation to the works of external contractors within their area, with particular reference to a lack quality control, resulting in contractors being required to attend properties on several occasions in order to provide a more satisfactory service. In addition, concerns were raised around the Tenant Liaison Officers and Clerk of Works and their communication and ensuring the Charter for Trust was being adhered to. Officers requested that details be provided following the meeting, which would be followed up. In reference to the issues with Contractors, it was noted that these have been highlighted through Customer Feedback, as a result, Officers are ensuring that Contractors revisit tenants and correct their work and bring tasks to an acceptable standard. This can result in a number of visits to the tenant, thus causing stress and inconvenience, however, the aim is to ensure that the finished work is to an acceptable standard and it is hoped that Contractors are also abiding by the Standards of Conduct required, and the Task Group were encouraged to contact Officers to report any further issues outside of the meeting.

The Energy Efficiency Programme post 2020 was discussed and it was noted that whilst some properties within the borough would have received cladding or insulation, this was not originally planned as part of the WHQS programme, however there is a programme to follow, to consider the Energy Efficiency of the Caerphilly Homes. A group member enquired why only two properties in a street had received external wall insulation. The officer advised that this should not have occurred as attempts are made to carry out such work on a street or area basis and to access grant funding.

Discussions took place around Contractors employed to undertake External Works, with particular reference to recent notifications of a Contractor going into administration. Officers confirmed the situation in relation to the contractor and assured the Task Group that every effort is being undertaken to ensure that works continue, however this has caused a number of delays. Members of the Task Group were assured that numerous checks are undertaken of contractors prior to award of contract, but that many circumstances which may impact of the contractors following award, are outside the Council's control. It was also noted that Contractors are not paid until works are completed to a satisfactory level, although attempts to work with contractors are made to ease cash flow.

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

RESOLVED that for the reasons contained in the Officer's Report the report be noted, prior to its consideration by the Housing and Regeneration Scrutiny Committee on 23 July 2019 and thereafter the position and approach being taken to deliver this programme is considered and ratified by Cabinet on 24 July 2019.

5. HOUSING REVENUE ACCOUNT – OUTTURN 2018/19

The report informed Members of the outturn position for the Housing Revenue Account (HRA) for the 2018/19 financial year.

The Task Group were reminded of the distinction between the HRA, which is funded by rental income received from council tenants, to that of General Fund Housing and Private Housing, which fall under the General Fund and is funded via the Council taxpayer.

Although there is a clear separation of these funds which is ring-fenced to directly benefit the service for which the income relates to, the majority of council tenants rent is funded from

housing benefits which is derived from the tax payers purse and therefore value for money must always be sought.

The report outlined the final outturn for the HRA based upon the expenditure and income for the full financial year.

It was noted that the HRA budget for 2018/19 was £49.5m which mainly includes £17.5m of salaries, £7.9m of capital financing charges, £8.7m of response repairs, and £16.9m of revenue contributions to fund the WHQS programme. The underspend in 2018/19 totalled £5.46m and the main reason for the underspend were detailed within the report and were as a result of underspends in Salaries and Mileage, Capital Financing Charges, Service Specific Related and Office Related, Building Maintenance and Revenue Contribution to Capital.

The report will be presented to the Housing and Regeneration Scrutiny Committee on 23rd July 2019.

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

A Task Group Member sought further information on the Underspends, as outlined within the report and how this money would be allocated going forward. Officers explained that the Underspend would be reallocated to the current budget and support the ongoing delivery of the WHQS programme.

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

RESOLVED that for the reasons contained in the Officer's Report the Caerphilly Homes Task Group noted the content of the Report and recommended it consideration at Housing and Regeneration Scrutiny Committee on 23rd July 2019.

6. WHQS LOCAL EMPLOYMENT FUND

The report advised Members of the work undertaken in relation to the WHQS Employment Fund.

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

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

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

The report outlined that following the demise of Communities First in March 2018 the £50,000 has continued to be allocated adding value to the new Welsh Government employment support programmes (Legacy and Communities4work and Communities4Work Plus) on the basis that the individuals and families that the team are dealing with on a daily basis are

predominantly Council tenants.

The report further outlined the activities undertaken by the Community Regeneration team as a result of the WHQS investment provided.

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

In considering the report, further information was sought on the support provision available, following the completion of WHQS in 2020. Officers explained that whilst there is no commitment to continue the support, there will be support provisions in place for Tenants, which will be discussed and finalised at a later date.

In discussion the report and points at 5.11, the Task Group sought further information on the employment successes for participants. Officers explained that they were not able to provide the data at the meeting; however, information would be circulated.

Discussions took place around the Community Hubs and the organisations utilising them. It was noted that there are a range of organisations using the Community Hubs, including Citizens Advice Bureau, Mental Health Support Agencies, Food Banks, Debt Management Agencies, Employment Support Teams and Parent Groups. Officers added that they were pleased with the increase in take up, with particular reference to the support projects for tenants to get back into employment, supporting the Out of Poverty Agenda.

A Task Group Member sought further information on the Passport Officer, as referenced in 5.4 of the report. It was noted that this was originally a programme to support young people accessing the workforce through Council roles or apprenticeships with CCBC or Contractors, which is no longer in place and was recognised as an exemplary project by Welsh Government. Similar projects are available now however, but offer support to tenants of all ages.

The Caerphilly Homes Task Group thanked the Officer and noted the report.

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

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

1. Asset Management Strategy for the next 30 Years.

The meeting closed at 6:20pm.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 19th September 2019.

CHAIR

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CAERPHILLY HOMES TASK GROUP – 10TH SEPTEMBER 2019

**SUBJECT: COMPLAINTS, REPRESENTATIONS AND COMPLIMENTS –
CAERPHILLY HOMES**

REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To provide information on contacts in relation to complaints and representations received by the Authority's Housing Customer Services Section, from 1st^t April 2018 to 31st March 2019.

2. SUMMARY

- 2.1 The monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern and positive feedback, with the aim of improving services and monitoring performance and ensuring that where issues are identified similar problems are avoided in the future. The corporate complaints procedure places an emphasis on learning from complaints. There have been examples of complaints which have led to changes in policies and procedures and these are explained in the report.

3. RECOMMENDATIONS

- 3.1 This report is for information purposes only.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The monitoring of complaints forms part of the process to monitor performance and continuous improvement for Caerphilly Homes.

5. THE REPORT

- 5.1 The annual report is based on information collected during the financial year 1st April 2018 to 31st March 2019. Complaints received about the Housing Service are recorded and responded to in accordance with the Council's two stage corporate complaints policy, which was implemented in April 2013. This was based on guidance issued by the Public Services Ombudsman for Wales. If, after following these two stages, the complainant is not satisfied with the outcome of their complaint they can progress their complaint to the Public Services Ombudsman for Wales.

5.2 Overall Numbers

- 5.2.1 In addition to recording Stage 1, Stage 2 and Ombudsman complaints, Caerphilly Homes Customer Services Section also records any service requests received directly by the

Customer Services Section and any housing related correspondence received by the Chief Executive. In general, contacts recorded as service requests relate to the first time the service area has been made aware that there has been an issue in dealing with the matter concerned. Reasonable judgement is used, based on the information available at the time and these cases are often deemed to be 'business as usual' situations. However, if enquiries identify previous dealings on the same issue then the matter can be escalated through the complaints procedure. It is not necessary for the contact to specifically state that they want the issue dealt with as a complaint as this would be determined from the detail of the contact and any previous dealings on the same subject.

5.2.2 Between 1st April 2018 and 31st March 2019 the Customer Services Section of Caerphilly Homes recorded a total of 639 contacts from the public and/or their representative. This is in comparison with 682 between 1st April 2017 and 31st March 2018.

5.2.3 The table below details contacts received by the Chief Executive and those recorded as service requests. Details of Stage 1 and Stage 2 cases are in 5.5 and 5.6. It is noted that the number of service requests relating to WHQS external works increased during 2018/19. This is thought to be due to the fact the external programme of works increased significantly during this period with more properties receiving such work. The service requests generally relate to quality, amount of work undertaken, communication, site conditions and timescales.

Function Area	Chief Exec		Service Request	
	2017/18	2018/19	2017/18	2018/19
Response Repairs	10	3	92	59
Housing Management	48	32	88	94
Antisocial Behaviour	3	10	51	33
Allocations	37	48	14	22
Homelessness	10	9	11	9
WHQS Internal	12	7	79	59
Heating	3	3	23	23
Sheltered Housing	2	4	7	4
Grants	8	2	4	1
WHQS External	16	11	76	118
Rents	3	1	3	5
Adaptations	3	2	4	1
Energy Works	0	0	0	0
Enforcement Action	0	1	1	0
Leaseholder	1	2	1	3
Other	0	0	0	0
Tenant Participation	0	0	1	2
Private Landlord	1	0	1	1
Total	157	135	456	434

5.2.4 The number of contacts received via an advocate was 184 compared with 224 in 2017/18. Examples of the types of advocate used include MP, AM, Councillors, other tenants and family members.

5.3 Praise and Thanks

5.3.1 Records are also kept of any praise or thanks received by Caerphilly Homes. In 2018/19 there were 65 recorded. This is in comparison with 78 for 2017/18. These covered a number of service areas, as detailed below :-

Praise or Thanks		
	2017/18	2018/19
Rents	7	4
Allocation	1	0
Leaseholder Services	3	2
Housing Management	8	6
Responsive Repairs	18	21
Tenancy Enforcement	4	4
Tenant Participation	1	0
Sheltered Housing	8	5
WHQS	20	18
Homelessness	1	0
Adaptations	1	2
Heating	2	1
Grants	4	2
Total	78	65

5.4 Stage 1 and Stage 2 Complaints

- 5.4.1 Stage 1 of the complaints procedure offers the opportunity for the complaint to be resolved at the point of service delivery. These complaints are referred to the appropriate service manager for any necessary action and response. If the complainant is not satisfied with the outcome at Stage 1 they are advised how the complaint can be progressed to Stage 2. Alternatively, complainants can request their complaint is escalated straight to a Stage 2 investigation. In addition, where an appeals procedure is in place this must be exhausted before progressing to a Stage 2 complaint. Stage 2 complaints are investigated by the Customer Services Section, on behalf of the Head of Service or nominated Officer.
- 5.4.2 There were 44 Stage 1 complaints recorded for Caerphilly Homes in 2018/19 compared with 45 in 2017/18. There were 26 Stage 2 complaints in 2018/19 compared with 24 in 2017/18. Of the 26 Stage 2 complaints received in 2018/19, 14 had progressed from a Stage 1 complaint.
- 5.4.3 As detailed in the table below the largest number of Stage 1 complaints (11) related to housing management issues. An analysis of these complaints shows they were in relation to a variety of aspects of the service including a recharge to an owner/occupier for a shared fence repair, query over tenancy termination date, support issues, assistance with moving costs, decoration allowance, garden conditions and erection of CCTV signs. All but one of these complaints were resolved at Stage 1.
- 5.4.4 There were 8 WHQS (internal) Stage 1 complaints. The majority related to the quality of workmanship but they also included delays in providing works and requests to review decisions not to renew the kitchen. 6 of these cases were not resolved to the complainant's satisfaction and progressed to Stage 2 complaints.
- 5.4.5 There were 8 WHQS (external) Stage 1 complaints. These related to quality of workmanship and potential health and safety issues. 5 cases were resolved to the tenant's satisfaction and 3 cases progressed to Stage 2.

Function Area	Stage 1		Stage 2		Progressed	
	2017/18	2018/19	2017/18	2018/19	2017/18	2018/19
Housing Management	25	11	11	8	8	2
WHQS (Internal)	3	8	3	7	1	6
Response Repairs	3	4	1	1	1	1
Allocations	2	4	0	1	0	1
Leaseholders	1	1	2	2	1	0
Grants	1	3	1	0	0	0
Anti Social Behaviour	2	1	1	0	1	0
Rents	0	1	0	0	0	0
WHQS (External)	6	8	3	5	3	3
Private landlord	1	0	1	0	0	0
Homelessness	1	3	1	1	0	1
Heating	0	0	0	1	0	0
TOTAL	45	44	24	26	15	14

5.4.6 The 8 housing management Stage 2 complaints related to various aspects of the service including recharge to owner/occupier for shared fence, height of dividing fence, costs incurred at end of tenancy, categorisation of a property and a succession to a tenancy query.

5.4.7 There were 7 WHQS (internal) Stage 2 complaints which related to either the quality of workmanship or a delay in providing the service.

5.4.8 There were 5 WHQS (external) Stage 2 complaints which related to the quality of workmanship, outstanding works and potential health and safety issues.

5.5 Outcome of Stage 1 and Stage 2 Complaints

5.5.1 The outcome of Stage 1 and Stage 2 complaints is recorded as not upheld, partially upheld or upheld. The table below shows the outcomes recorded for all Stage 1 and Stage 2 complaints recorded for 2018/19.

Stage 1				
Function Area	Not Upheld	Partially Upheld	Upheld	On Hold
Housing Management	7	0	4	
Response repairs	2	2	0	
WHQS (internal)	5	2	1	
WHQS (external)	2	3	3	
Allocations	3	1	0	
Leaseholders	0	1	0	
Homelessness	2	1	0	
Grants	2	0	1	
Anti Social Behaviour	1	0	0	
Rents	1	0	0	
Total	25	10	9	

Stage 2				
Function Area	Not Upheld	Partially Upheld	Upheld	On Hold
Housing Management	5	1	2	
WHQS (internal)	3	2	2	
WHQS (external)	3	2	0	
Leaseholder	2	0	0	
Response repairs	1	0	0	
Homelessness	1	0	0	
Heating	1	0	0	
Allocations	1	0	0	
Total	17	5	4	

5.6 Stage 1's Upheld

- 5.6.1 There were 9 Stage 1 complaints upheld in 2018/19 compared with 1 in 2017/18. 4 of these cases related to housing management issues. In one case a tenant was recharged for a repair to a damaged section of fence. However, on review it was realised he had not been given the opportunity to consider arranging the repair himself. An apology was provided and the charge was cancelled. The second complaint related to a joint tenant with a hearing impairment who applied for housing in his sole name but communication was sent in joint names and his request for an interpreter was missed. The investigation highlighted that the automatic system in place for arranging tenancy reference appointments failed to recognise any change in circumstances or tenants with special requirements. A meeting was arranged with the tenant and his interpreter to apologise and explain that the process has now been amended. In the third case a former tenant's son handed in the keys to his mother's property but appealed the fact that rent was charged until a copy of the death certificate was received 2 weeks later. An apology was provided and the rent charge withdrawn. The remaining case was in relation to tenants requiring damp works at their property. They were originally moving out on a temporary basis but due to the extent of problems it was later agreed they could move on a permanent basis. The tenants asked for assistance with the move but this was initially refused as it is usually only available for temporary moves. The circumstances were reviewed and assistance with the move was provided.
- 5.6.2 There were 3 WHQS (external) Stage 1 complaints upheld. In the first case tenants complained that the contractor had left drains uncovered for several hours. An apology was provided and the contractor returned that day to rectify. In the second case the tenant had reported an issue with his front and back doors leaking but no action had been taken. There had been a delay in the contractor measuring and ordering the doors. An apology was given and the order arranged. In the remaining case an owner/occupier complained his roof had sustained damage while contractors were carrying out work on the council property next door. An apology was provided and the contractor returned to rectify the works.
- 5.6.3 The 1 WHQS (internal) Stage 1 complaint upheld related to the quality of work as a whole provided by the contractor and sub contractors involved. The contractor concerned is no longer being used by Caerphilly Homes. A full apology was provided and the works were completed by the in house team. This case progressed to a Stage 2
- 5.6.4 There was 1 Stage 1 complaint upheld for the Private Sector in relation to a property appreciation loan. There had been an error made in the way the redemption figure was calculated. An apology was provided and arrangements made to refund the difference..

5.7 Stage 2's Upheld

- 5.7.1 There were 4 Stage 2 complaints upheld in 2018/19 compared with 3 in 2017/18. There were 2 cases relating to WHQS internal works. The first case related to the time taken to complete the internal works and the standard of works undertaken by the contractor. An apology was provided and arrangements made for all issues to be rectified. The second case progressed from Stage 1 and related to the quality of work as a whole provided by the contractor and sub contractors involved. A full apology was provided and the works were completed by the in house team.
- 5.7.2 There were two Stage 2 cases upheld relating to housing management issues. In the first case a former tenant appealed against the decision to recharge her for the removal of laminate flooring when her tenancy ended as she had previously received retrospective landlords consent to fit the flooring. On investigation it was accepted the wording implied the laminate flooring could remain in situ so the recharge was withdrawn and the wording in the letter reviewed. The second case escalated from a Stage 1 in 2017/18. This related to a tenant who complained about the condition of the top level of her garden and fire damaged patio slabs which were not replaced before the start of her tenancy. On review it was noted a large number of garden works had been carried out during the end of tenancy period but at that time the green area concerned was not overgrown so not identified as a potential problem. It was agreed this should be reassessed and any appropriate remedial works carried out. It was also agreed that as the patio slabs could not be cleaned the damaged slabs would be replaced.

5.8 Ombudsman Complaints

- 5.8.1 There were 9 cases, in total, referred to the Public Services Ombudsman for Wales compared with 6 cases in 2017/18. 6 of the cases were referred after they had followed the Council's corporate complaints procedure and none of these cases was investigated. The remaining 3 cases were referred prematurely before following the corporate complaints procedure. In 2 of these cases the Ombudsman decided not to investigate but in the remaining case a 'Quick Fix' solution was agreed. The complainant had completed an online complaint form to report repairs and had assumed this would be dealt with as a corporate complaint. However, as this was the first notification of these repairs the contact was dealt with as a service request. We failed to advise the complainant of this course of action so agreed with the Ombudsman that we would send a letter of apology to the complainant and an explanation of our actions in relation to the reported issues.

5.9 Response Target Times

- 5.9.1 The Customer Service Section monitors the performance in responding to all contacts recorded by the section, within the corporate timescales. 93% of complaints and representations were responded to within the agreed timescales compared with 94% in 2017/18.

5.10 Learning from Complaints

- 5.10.1 Complaints are used as a means of analysing the service provided by Caerphilly Homes and highlighting any areas for improvement or any necessary changes in existing policies and procedures. The following are some examples of 'lessons learned' and the associated changes that have been made:
- 5.10.2 An elderly tenant's daughter appealed against a recharge her mother received for an alarm call out, stating the alarm had been tampered with. The appeal letter advised that she was present when her mother signed for the tenancy and when they were advised there was an alarm present they explained they would not require an alarm and made an immediate request for the alarm to be removed. They explained that they would need to be in and out of

the property to decorate etc so could the alarm be removed as soon as possible. They were advised at that time that 24hrs notice was required to remove the alarm but it would be disarmed with immediate effect. On completing the sign up the tenant and her family went to the new property. At that time the alarm went off. On checking with the housing office there was no apparent reason why the alarm had not been disarmed and the housing officer agreed to contact the alarm company again. A couple of days later the alarm had not been removed, however it was placed in an area they wanted to decorate so the tenant's son in law unscrewed the alarm believing it to have been disarmed. A short time later an engineer arrived at the property explaining he had received a call out as the alarm had been 'tampered' with. Subsequently the tenant received a recharge for the call out. While considering this appeal it was accepted that the information provided at sign up was not clear enough that even when the alarm has been disarmed is still remains active and should not be tampered with in any way. As a result the recharge was withdrawn and the wording on the alarm instruction sheet has been amended to try to prevent any future misunderstanding.

5.10.3 An owner occupier contacted the building maintenance team to question why the renewed fence between them and their neighbour is only 900mm high when another neighbour has recently had a new fence and theirs is 1200mm high. The owner occupier is unhappy as they have to contribute £500 towards the replacement fence and due to its height, it is failing to keep the neighbours dog out of their garden. The Area Housing Manager explained their fence was renewed by the Housing Repairs Operations team some time ago and they replaced the fence on a 'like for like' basis. The neighbouring fence was renewed under the Welsh Housing Quality Standards programme at 1200mm in height. In this circumstance, even though the divisional fence between the owner occupier and council property was appropriate, the Chief Housing Officer has recommended that where defective fencing is required to be completely renewed, it is replaced with 1200mm fencing in the future

5.10.4 A leaseholder received an invoice for £85.00 as a contribution payment under the terms of their lease agreement. The invoice related to the repair/renewal of a balcony door within the block of flats. The leaseholder felt it unfair to have to make a contribution towards these costs for the following reasons:

- The leaseholder makes reference to an officer calling approx. 30 years ago to advise their front doors are standard and are not a structural part of the building. The leaseholder believes the same principle would apply to the balcony doors and therefore should not be requested to contribute to this cost.
- The leaseholder does not have access to these doors as they are accessed privately from the individual tenants flat.
- The leaseholder advised repairs had been carried out on balcony doors previously and they had not received an invoice for this in the past.

Enquiries were made into the leaseholders concerns however it was deemed the doors were part of the structure of the building and therefore the contribution request was correct. Further investigation into how the damage was caused to the balcony doors led to the decision not to recharge the leaseholder. This was not due to the reasons the leaseholder provided but due to Orbis damaging the balcony door whilst screening therefore it would not be appropriate to recharge leaseholders - moving forward it has been agreed for the doors to be photographed before Orbis screens to check for damage

5.10.5 In relation to the increase in complaints for WHQS, following consultation with the Repairs and Improvement (R&I) Group changes have been made to the communication process and letters that are sent to tenants. The way in which customer satisfaction surveys are conducted has also changed by now undertaking these via telephone in the first instance, rather than by post, to allow more relevant data to be gathered from the tenant. Changes have also been made to the way contract meetings are structured with increased emphasis on the Charter for Trust and ensuring that the requirements are communicated to all the workforce including sub-contractors

5.11 Recharge Cases

- 5.11.1 A report was approved by Cabinet in March 2018 that the Rechargeable Repairs and Appeals Panel be discontinued and all second stage formal reviews be investigated using a process that mirrors the second stage of the Corporate Complaints Procedure. Between the 1st April 2018 and the 31st March 2019 there were 9 second stage formal reviews investigated compared with 5 cases considered by the Recharge Review Panel in 2017/18.
- 5.11.2 In 5 cases it was determined the recharge(s) should remain, in 3 cases the recharge(s) was withdrawn and in 2 cases it was determined part of the recharge should remain and part of the charge be withdrawn.

5.12 Conclusion

- 5.12.1 Whilst the number of formal complaints has remained relatively constant compared with last year it is noted that some areas, such as housing management, have decreased in number whilst other areas, such as WHQS have increased which is considered to be due to the increased volume of these works. It should also be noted that the majority of these complaints relate to external contractors and not the in-house workforce. The outcome of many complaints dealt with enable us to implement changes and improve on the service provided. An important part of dealing with complaints are the lessons learned and any actions agreed as a result of recognising when we need to put things right for the customer and the service area as a whole.

6. ASSUMPTIONS

- 6.1 The information contained in this report is based on data collected over the year and therefore it has not been necessary to make assumptions.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 Monitoring of the Council's corporate complaints and successful resolution of those complaints contributes to the following Well-Being goals within the Well-being of Future Generations Act (Wales) 2015 as it supports the provision of higher quality and more effective services to the public across all service areas.

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

In addition monitoring provides information on the level of satisfaction of the services provided. The result of monitoring enables us to focus on areas of concern, improve services, ensure any trends or issues raised are identified and dealt with to avoid them in the future and to ensure complaints are dealt with consistently and fairly across the housing service.

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 This report contributes to the Well-being Goals as set out in Links to policies above. It is

consistent with the five ways of working as defined within the sustainable development principle in the Act in that the monitoring of the Council's corporate complaints handling across all service areas and enables departments to focus on areas of concern, to improve services and to monitor performance to ensure that any issues raised are identified and dealt with so as to be avoided in future.

9. EQUALITIES IMPLICATIONS

- 9.1 Any complaints received by Caerphilly Homes that contain alleged discriminatory aspects to them are dealt with jointly by Caerphilly Homes and the Equalities, Welsh Language and Consultation Team to ensure that the allegations are investigated thoroughly and appropriately, in line with both the complaints process and the requirements of the Strategic Equality Plan and Welsh Language Standards.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no direct financial implications associated with this report.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no direct personnel implications associated with this report.

12. CONSULTATIONS

- 12.1 The views of the consultees have been incorporated into this report.

13. STATUTORY POWER

- 13.1 Local Government and Housing Acts.

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Consultees: Dave Street, Corporate Director Social Services and Housing
Cllr Lisa Phipps, Cabinet Member for Homes and Places
Cllr John Ridgewell, Chair Housing & Regeneration Scrutiny Committee
Cllr Mrs Christine Forehead, Vice Chair Housing & Regeneration Scrutiny Committee
Shaun Couzens, Chief Housing Officer
Fiona Wilkins, Housing Services Manager
Paul Smythe, Housing Technical Manager
Lisa Lane, Deputy Monitoring Officer
Mandy Betts, Tenant and Community Involvement Manager
Anwen Cullinane, Senior Policy Officer, Equalities and Welsh Language
Gemma Hoare, Housing Officer, Customer Services

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CAERPHILLY HOMES TASK GROUP – 10TH SEPTEMBER 2019

SUBJECT: WELL-BEING OBJECTIVE 2 AND 3 - YEAR END PERFORMANCE REPORT 2018/2019

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES

- 1.1 The attached report, which provided an annual progress update against Well-being Objective 2 (Enabling employment) and Well-being Objective 3 (address the availability, condition and sustainability of homes throughout the county borough and to provide advice, assistance or support to help improve people's well-being) was considered by the Housing and Regeneration Scrutiny Committee on 23rd July 2019.
- 1.2 The Scrutiny Committee were referred to the outcomes for Well-being Objectives 2 and 3 as set out in Sections 5.1 and 5.2 of the report, and were advised that following review, both are judged to be progressing well after the first year of the 5-year plan. The report identified areas that have performed well over the past year and also highlighted areas for improvement and the steps that are being implemented to take these actions forward. A progress update in respect of each Wellbeing Objective was appended to the report, together with details of case studies in relation to the Wellbeing Objective 3 for Housing. Members were asked to scrutinise the report and satisfy themselves that this progress is being made, prior to publication of the outcomes in the overall Council Annual Performance Report for the year 2018/19.
- 1.3 Discussion took place regarding the progress made against both Well Being Objectives, and in relation to Well-being Objective 2 (Enabling Employment), a Member asked what could be done to address the lack of transport that had been identified as a barrier to participation in the Communities for Work programme. Officers explained that there continues to be regional reductions in bus subsidies which has led to the removal of off-peak services across many wards in the county borough, and this is an area that the Council has very little control over. Reference was also made to progress across supported employment and a Member asked for the breakdown of job types created across the Communities for Work and Communities for Work Plus programme. Officers confirmed that they would arrange to circulate this information to the Committee following the meeting.
- 1.4 In regards to Wellbeing Objective 3 (Housing), a Member asked if the anticipated completion of the WHQS investment programme by the target date of December 2020 as cited in the report was accurate, given that sheltered housing works have not been programmed for completion by this date. Officers explained that as of March 2019, 85% of internal works and 71% of the external works for the Council housing stock had been completed, and that some sheltered houses have been taken out of the programme for health and safety reasons which may require tenants to be decanted and will be treated as an acceptable fail in line with the WG guidance criteria. On this basis the properties will still be classed as compliant as an interim measure whilst the completion of the work will be planned for post 2020 and WG have been consulted on this and agree with the approach being taken. The Member also referred to

the high level of customer satisfaction highlighted in the report across internal and external works and asked if percentages could be provided in this regard. Officers explained that satisfaction levels are currently 92% for internal works and 84% for external works, so equate to 86%-87% overall, and are comparable to other organisations. Officers also advised that satisfaction levels for work undertaken by the in-house workforce was higher than that for external contractors.

- 1.5 Reference was also made to the purchase of 5 long term empty properties to be fully refurbished and added to the Council's housing stock, and Officers explained that these had been acquired via a valuation and negotiation process and through the Affordable Housing Grant. It was noted that an update report on WHQS Progress would be brought to the Scrutiny Committee for consideration at the next meeting, which would deliver further detail on the programme of works and the progress made against this Housing objective.
- 1.6 Having considered and discussed the report, the Scrutiny Committee noted its contents and unanimously agreed with the progress that has been made in respect of Wellbeing Objectives 2 and 3 to date.
- 1.7 The Caerphilly Homes Task Group are asked to note the contents of the report and the comments of the Scrutiny Committee in relation to the Wellbeing Objective areas under the remit of the Task Group.

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

Appendices:

Appendix Report to Housing and Regeneration Scrutiny Committee on 23rd July 2019 - Agenda Item 8



HOUSING AND REGENERATION SCRUTINY COMMITTEE – 23RD JULY 2019

**SUBJECT: WELL-BEING OBJECTIVE 2 AND 3 - YEAR END PERFORMANCE
REPORT 2018/2019**

**REPORT BY: INTERIM CORPORATE DIRECTOR OF COMMUNITIES AND
CORPORATE DIRECTOR OF SOCIAL SERVICES AND HOUSING**

1. PURPOSE OF REPORT

- 1.1 This report provides members with an annual progress update against Well-being Objective 2 'Enabling employment' and Well-being Objective 3 'address the availability, condition and sustainability of homes throughout the county borough and to provide advice, assistance or support to help improve people's well-being' prior to its publication in the overall Council Annual Performance Report for the year 2018/19.

2. SUMMARY

- 2.1 The Well-being Objectives are set for five years 2018-2023. This is the first year progress update of Well-being Objective 2 'Enabling employment' and Well-being Objective 3 'address the availability, condition and sustainability of homes throughout the county borough and to provide advice, assistance or support to help improve people's well-being'.
- 2.2 The Well-being Objective, Enabling employment has 5 outcomes which are noted in 5.1. The Well-being Objective on Housing has 8 outcomes as noted in 5.2 covering a broad range of housing services and following a review both are judged to be progressing well after the first year of the 5-year plan.

3. RECOMMENDATIONS

- 3.1 Members are requested to scrutinise the content of the report and to satisfy themselves that progress is being made in respect of the 2018-2023 Well-being Objective assessment.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 That members are informed and have the opportunity to challenge progress and have assurance that the Council is working towards delivering the well-being Objectives within its Corporate Plan 2018-2023.

5. THE REPORT

- 5.1 Wellbeing Objective 2 has five outcomes which are:

1. Aim to reduce the impact of poverty by supporting people into better employment prospects;
2. Meet the targets of the European Social Fund programmes of getting people skilled and into work;
3. The Council will use the value of its third party spend to bring greater social and economic regeneration to the communities we serve;
4. 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;
5. Ensuring local delivery of work programmes aligns and maximises opportunities from the Cardiff Capital Region (City Deal) Strategies.

What has gone well?

Communities for Work (CfW) and Communities for Work Plus (CfW+)

- 246 people have been supported into employment across both programmes.
- As with the previous 6 month update, the introduction of CfW+ continues to be a huge success in terms of the essential wraparound support provided for the CFW programme, bringing additional capacity to tackle specific barriers and ensuring that we are now able to support anyone regardless of eligibility, which means employment support is now available to all residents of the Borough.
- Ongoing close links and co-location with Legacy staff has resulted in improved engagement of hard to reach individuals, whereby Legacy projects including walking groups and coffee mornings have provided more informal opportunities for engagement amongst those who may be less likely to engage with more traditional employment outreach activities.
- Employment staff (from CfW and CfW+ teams) are planning ways to work more effectively in partnership with Flying Start to build links and engage parents who are currently economically inactive. In particular, as a result of work led by the CfW+ Engagement Officer and CfW+ Mentor, a group of parents from Graig y Rhacca have attended train the trainer training and have developed their own session/course which they are planning to deliver to other parents who have completed the Flying Start STEPS course, to motivate them towards employment, based on their own real life experiences.
- Maintained positive links with local Jobcentres, including regular daily and weekly attendance at Jobcentres by Employment mentors, which has ensured that they remain our primary source of referrals into the employment programmes. Close partnership working between Mentors and Work Coaches also ensures that the customers receive an effective and joined-up service and are able to benefit from a greater level of support.

Bridges into Work 2, Inspire 2 Work and Working Skills for Adults 2

- Partnership working is extremely successful especially at networking events and employability events.
- Outreach meetings in libraries are working well and making access to support easier for participants living around the borough.
- Qualifications and Credit Framework courses are going well and we have successfully started a number of new courses e.g. European Computer Driving Licence and Closed Circuit Television.
- Publicity works well, all partners post on social media and promote our services.
- Delivery of internal courses is very effective and produces good results.

- Nurture Equip and Thrive (NET) project has started very well and has developed excellent links with the Housing team.

The Caerphilly Basin Masterplan

- Caerphilly has been identified by Welsh Government's Valleys Task Force as a Strategic Hub and the Council is working collaboratively with the Valleys Task Force to drive forward economic growth in the town. Collectively, we have commissioned Mott McDonald and The Urbanists to develop a place-making implementation plan that will: outline where investment in the town centre should take place (in line with proposals identified in the Council's Approved Caerphilly Basin Masterplan); how they can be complement each other and the best implementation strategy for taking them forward.
- The working relationship with WG has been greatly enhanced and is proving extremely beneficial to help drive these projects forward.
- On a similar vein, the Council is working closely with CADW to develop their 5 year Masterplan for investment in Caerphilly Castle, in order to develop the visitor economy further for the benefit of the town and the region. Regular meetings are now scheduled between the two organisations to ensure that we work together towards achieving the goals set out in the Masterplan.

Welsh Housing Quality Standards (WHQS)

- For the period 2018/19 Housing Repairs Operations Team (HRO) employed 3 apprentices to support the delivery of the WHQS programme. HRO are working collaboratively with the WHQS in house team to ensure delivery of the programme by 2020. There are currently 12 apprentices within the WHQS in house team and 10 within HRO.
- A new programme of external works is about to take place in Lansbury Park. Caerphilly Homes are awaiting confirmation of the WG chosen suppliers. Once the contract has been confirmed, efforts will be made to ensure the contractor works closely with the Legacy team to create training and placement opportunities.
- Engie and Robert Price both continue to work closely with the Community Regeneration team. Work is underway to schedule an Induction to Construction event which is designed specifically to raise awareness of the many employment opportunities on offer within the construction sector and engage people who may not have thought of a career in that sector.
- Engie also continue to make progress towards achieving their Targeted Recruitment and Training Targets. They have recently completed the Value Wales Measurement Tool for 2018/19 which demonstrates that for every £1 Caerphilly Homes spends on the Engie contract, £2 has been invested into the Welsh economy which is a significant achievement. Engie have employed two members of staff who were previously unemployed for over 26 weeks and employed 3 apprentices. Engie have also accommodated 4 work experience placements during 2018/19 which have been facilitated by the Jobcentre and the Communities4Work team.
- WHQS are seeking to continue their financial contribution via the Local Employment Fund to add value to the work undertaken via the Community Regeneration Team to support tenants into employment which helps sustain tenancies. 2019/20 was the last year that the allocation was supposed to be made available, however a report will be presented to the CHTG seeking endorsement for further financial support to be made available for 2019/20 which coincides with the final year of the WHQS programme.

Caerphilly CBC Apprenticeship Programme

- In the last year the Council has committed funding and engaged 25 new apprentices across a range of services. The selection of services to receive the funding included:-
 - Permanent job prospects at the end of the apprenticeship period.
 - Formal training to be received.
 - Ability of the service to match fund the apprenticeship reserve from its own service budget.
 - Recruitment needs of the service.
- All of the apprentices commenced employment with the Council in quarter 4 of 2018/19.

What has not gone so well?

Communities for Work (CfW) and Communities for Work Plus (CfW+)

- Engagements for Priority 1 (adults 25+) within the CfW programme remain under target. This has been a problem since the start of the programme as participants within this priority group (especially those within the “Economically Inactive” category) have proved particularly difficult to engage and often have the most complex barriers to work. It has become apparent that this is a problem across a range of employment programmes and across Wales in general, however staff are always considering new and innovative ways to address this issue through planned engagement activity. In particular we are planning a greater and more effective use of social media to promote the projects, the opportunities available and some of our various successes.
- Although Employment Mentors have worked hard to build relationships with employers across the county borough, resulting in a range of opportunities including placements and paid employment, it has been recognised that this process has taken place on an ad hoc basis so far, with links being made as and when a participant has required a relevant opportunity; a more joined-up approach is required. However, a new Business Liaison Officer post has recently been filled within the team and it is hoped that this role will be able to implement a more joined-up approach and provide a more consistent offer to employers, with the aim of truly linking the needs of unemployed participants to labour market demand across the county borough.
- Transport remains a significant barrier for participants, with a lack of transport to accommodate early starts and shift patterns often resulting in participants being unable to take up opportunities.

Bridges into Work 2, Inspire 2 Work and Working Skills for Adults 2

- Referrals are slow at the moment but that seems to be across the board as partners are reporting similar issues.
- There are two procurement routes for Inspire 2 Work and Bridges Into Work / Working Skills for Adults. The first is to run a further competition off a Dynamic Purchasing System (DPS) set up by Blaenau Gwent CBC and the second is to directly call off a framework agreement, set up by Torfaen CBC, by contacting providers in order of their ranked position. Being a closed framework providers are limited, but the procurement process is less resourceful and more efficient, however the DPS allows new providers to join at any time.
- The waiting lists for additional support e.g. mental health are incredibly long and support in this area is lacking across the county borough.
- A very late start to the NET project has impacted on the targets and outcomes.

Welsh Housing Quality Standards (WHQS)

- Over the course of the WHQS programme, the Council have lost two main contractors; Contract Services and Vinci. Each of the contracts had incorporated within them a comprehensive list of targeted recruitment and training targets pertaining to employment, apprenticeships, work experience opportunities, education and careers advice and support. The loss of the two main contractors has therefore had a significant effect on the number of community benefits delivered via the programme with only ENGIE and Robert Price delivering against the targets incorporated within their contracts.

What impact is there?

Communities for Work

Priority 1 (Adults aged 25+)	Annual Target 2018/19	Annual Outcome 2018/19
Engagements	240	104
Job Entries	24	39
Priority 3 (Young People/NEETs aged 16-24)		
Engagements	96	106
Job Entries	48	62

Bridges into Work 2	Annual Outcome 2018/19
Participants Supported	145
Qualifications Gained	95
Voluntary Placements Completed	57
Gaining Employment	25

Working Skills for Adults 2	Annual Outcome 2018/19
Participants Supported	105
Gaining Qualifications	62

Communities for Work Plus

CfW Plus	Annual Outcome 2018/19
Engagements	401
Job Entries	145
Vocational Training	147
Basic Skills	24
Work Placements/Paid Opportunities	6
Preparation for Employment	32
Volunteering	30

Inspire 2 Work	Annual Outcome 2018/19
Participants Supported	107
Qualifications Gained	79
Gaining Employment	42
FE/Training	11

Nurture, Equip and Thrive (NET)	Annual Outcome 2018/19
Participants Supported	39
Improved Labour Market Situation	3

The above data shows the amount of people we are helping to get into the job market or providing opportunities to enable people to gain qualifications to improve their job potential and well-being.

The Caerphilly Basin Masterplan

- Implementing the priority projects identified within the Mott McDonald/The Urbanists place-making plan will have a dramatic effect on the town centre. It will improve the town's overall visitor offer and help Caerphilly Castle become a Tier One Visitor attraction. The work of officers will help the town centre diversify so it no longer just focuses on retail. In an environment where retail is under pressure throughout the country, diversifying the town's offer will allow the town to become more resilient to this change.
- Implementing the core projects within the place-making plan will encourage more activity in the visitor economy, bring more dwellings to the town centre and provide more opportunities

for non retail businesses to prosper. It will bring benefits to the wider community; provide local job opportunities; allow local businesses to benefit from new local supply chains; and bring construction opportunities when these projects are developed.

5.2 Well-being Objective 3 - *Address the availability, condition and sustainability of homes throughout the county borough and to provide advice, assistance or support to help improve people's well-being* has eight key aims to help achieve the successful realisation of the objective:

- 1a. All council housing is improved to meet the Welsh Housing Quality Standard (WHQS) by 2020;
- 1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (post-December 2020);
2. Increase the provision of new, affordable, social housing that meet the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' innovative housing programme;
3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes;
4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use;
5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector;
6. Prevent homelessness and tackle rough sleeping;
7. Sustain tenancies by providing a range of housing related services; and
8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.

What has gone well

Good progress has been made against each of the eight priorities which underpin this objective. Below are some examples of the achievements to date, listed under the relevant priority:

1. The WHQS investment programme being on track to be completed by the target date of December 2020. We know from surveys that customer satisfaction is high with internal works, although lower for external works but a similar trend to other authorities. We also know from research carried out by Carmarthenshire Council and Swansea University that the improvements made to tenants' homes as part of the WHQS programme have a positive impact on health and wellbeing. We have also successfully utilised WHQS funding to deliver a range of community benefits including work placements and apprenticeships.
2. This year our housing associations partners accessed £9m of Welsh Government funding to build new affordable homes in the borough to address housing needs identified by the Council. In addition, the housing associations have accessed a different Welsh Government funding stream to build 57 highly insulated homes in two locations and the Council has purchased 5 long-term, problematic, empty properties using Affordable Housing Grant.
3. We have spent approximately £2m providing a range of adaptations to enable disabled people to live independently in their own homes, including funding services provided by Care & Repair Caerphilly & Blaenau Gwent.
4. We have provided financial assistance to landlords to support bringing long-term empty homes in the private sector back into beneficial use. Through enforcement action we have returned 36 long-term empty homes in the private sector back into beneficial use.
5. We have also provided loans and grants totalling approximately £650,000 to improve owner-occupied homes. We know from national research that this type of funding will have a positive impact on the health and wellbeing of the occupants of poor quality housing.

6. Undertaken a number of projects to prevent homelessness and tackle rough sleeping including working with other local authorities to produce a regional homelessness strategy and worked in partnership with Cornerstone to provide the Church's night shelter project to provide relief for street homeless.
7. Assisted Council housing tenants to sustain their tenancies developing training for key staff and reviewing our housing management procedures. We have provided support and assistance to tenants to mitigate the impact of welfare reform. We have also developed a referral process, in association with Citizens' Advice for Council tenants threatened with homelessness where a Debt Relief Order or bankruptcy order could be considered to prevent a homelessness situation. 38 tenants have been referred to date.
8. Attempted to tackle fuel poverty through a range of methods including applying for Welsh Government funding to carry out energy efficiency improvements, providing energy efficiency advice and referring people to the Nest scheme regarding energy efficiency improvements and prepared a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding.

What has not gone well

We have noted a number of challenges throughout the year that have impacted on the following actions, which are listed against the relevant priority:

1. The percentage of tenants who are satisfied with the external works carried out under the WHQS investment programme, albeit reasonably high, is lower than those satisfied with internal works. As a result we are looking to improve the level of communication provided to tenants and improve feedback with the aim of increasing satisfaction.
2. There has been a delay in producing the Local Housing Strategy due to long-term absence of an officer in the team. As a result we plan to commence work on the strategy later on in the year. Our housing association partners were unsuccessful in their application for Welsh Government under year 2 of the Innovative Housing Programme. The respective developments will still go ahead, however, with a lesser energy efficiency standard applied. We were unable to fully utilise Welsh Government Affordable Housing Grant funding to build new Council homes in 2018/19 due to the approval process and a lack of in-house expertise/resources to deliver the projects. Corporate Management Team approval has been received and an officer has been appointed to lead on this process and Welsh Government has agreed to carry over the funding from 2018/19 to 2019/20, albeit with some caveats in relation to timescales for drawing down the funding.
4. A reduced number of empty properties in the private rented sector were returned into use due to long-term absence of an officer in the team. The same absence affected the meeting of the empty property corporate working group. The officer has returned to work and we expect to see an improvement in progress made against both actions.
6. The shared housing pilot project for single people under 35 was terminated due to issues with occupancy agreements and the cost implications under the Housing Benefit 'exempt status' categorisation. Other options will now be considered to address the housing needs of this group.
7. Despite the additional support provided to our tenants who have been impacted by Universal Credit, rent arrears has increased. This will continue to be monitored and assessed to determine the underlying cause and what additional support could be provided to our tenants to help them manage their finances and tenancy.
8. The publishing of the Statement of Intent for ECO (Energy Company Obligation) Flexible Eligibility funding was delayed due to the capacity of officers to take this task forward. As a

result, the statement will now be published slightly later than originally planned.

Impact - Appendix B provides a series of examples demonstrating the positive impact our actions can have on people's well-being.

5.3 Conclusion

WBO 2 - Despite the difficult economic conditions we are able to make good progress in this objective and the details can be found in the Appendix A - Well-being Objective Year End Performance 2018/19.

WBO 3 - It is difficult at this early stage of the process to make predictions about the likely outcome of this objective at year five, however our evidence shows that good progress has been made to date against each of the key aims which underpin the objective. Should progress be maintained over the course of the next four years we are confident that we will see a distinguishable improvement in people's well-being.

6. ASSUMPTIONS

- 6.1 WBO2 - There are no assumptions that have been made in relation to the content of this report.
- 6.2 WBO3 - The successful completion of the actions detailed in Appendix B of the appended update is directly affected by a range of external factors. Although too numerous to list here, they include UK and Welsh Government policy/legislation, the economy, building costs including, land, materials and labour, demographic changes, sufficient levels of expenditure and the demand for services.
- 6.3 The resources to deliver both Well-being Objectives are assessed within the context of the current Medium Term Financial Plan.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 There are no Council Policies in relation to Well-being Objective 2 of the Corporate Plan although reporting on its progress is part of the Council's Performance Management arrangements.
- 7.2 Well-being Objective 3 links to the following Council policies:
 - Caerphilly County Borough Council Corporate Plan 2018-2023
 - Caerphilly Homes Service Plan 2018-2023
 - Caerphilly Homes Asset Management Strategy
 - Gwent Homelessness Strategy and Action Plan 2018-2023
 - Private Sector Housing Renewal Strategy (2014)

7.3 Corporate Plan 2018-2023.

This report content advises members of the impacts the work that Objective 2 - enabling employment is making towards outcomes in Objective 1 – Improve education opportunities for all, Objective 5 - Creating a county borough that supports a healthy lifestyle and Objective 6- Support citizens to remain independent and improve their well-being. Well-being Objective 3 also contributes towards enabling employment, Objective 6 – Supporting citizens to remain independent and Objective 5 – Creating a borough that supports a healthy lifestyle.

The Corporate Plan can be found on the intranet on the Policy portal, within the performance management section. See link below

<http://sc-aptdken1/KENTICO/getattachment/ab780120-3a2b-47f9-bff0-f383462fbb98/Corporate-Plan-2018-23.aspx>

External link can be found here:

<https://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Improvement-Plan/Improvement-Objectives>

8. WELL-BEING OF FUTURE GENERATIONS

8.1 Well-being Objective 2 maximises contribution towards the national Well-being Goals as listed below-

- 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*

More details of how this contributes can be found in the Corporate Plan.

The ways in which this objective and its actions have been set within the five ways of working are also noted in detail in the plan. In summary

Involvement – Those that are involved in the achievement of this objective are many and diverse, from our WHQS contractors, to the Job Centre and the Department of Work and Pensions who refer people to us for our ‘triage service’ so we can find the best programme of help. We have an Education and Training Forum and a European Social Funding steering group that meets regularly to bring all the key partners together. We need to develop greater involvement within the private sector to meet their needs in order to help people into sustainable jobs.

Long Term - The objective is over 4-5 years but the benefits for upskilling and enabling people into sustainable and well paid jobs has a clear link to improving quality of life and lifting people out of poverty. This begins with education such as literacy and numeracy and moves on through a range of experiences and skills to become work ready. An area that presents a barrier to the long term planning is the life cycle of grant funding which is funded on a yearly basis.

Collaborate – This objective cannot be achieved in isolation as it deals with the complexity of human nature, quality of life and wider economic determinants from a national and local level and its principle is based on collaboration.

Integration – In identifying this objective we have considered how this would support other organisations objectives and we found there is a significant benefit to other organisations objectives, such as the Job Centre and DWP whose purpose is to enable people into employment. At a local level if there is more money going into the economy this supports local business. From a health perspective a satisfactory job and contribution to society have been shown to provide positive benefits in improving and sustaining good mental health and reduce the need for mental health services.

Prevention – The complexity of the problem we are trying to solve requires a long term and multi partnership approach, from helping young people in early years to education attainment and skills for adults such as digital skills, using our purchasing power and business contracts to promote apprenticeships, understanding the issues of planning at a town and county

borough level to stimulate business growth, and to make sure we are joining up with relevant programmes like the Cardiff Capital Region City Deal.

- 8.2 The Well-being Objective 3 is wide ranging and multifaceted. We know that the provision of good quality housing and related services has positive health and well-being outcomes by, for example, providing safe and secure places to live, promoting vibrant and sustainable communities, providing employment and training opportunities and minimising the impact of our actions on the environment. We have identified that the successful accomplishment of this objective clearly links to 5 of the 7 national well-being goals:

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

The five ways of working listed below, as defined within the sustainable development principle of the Well-being of Future Generations Act 2015, provides a framework which enables the Council to demonstrate that its proposed actions take into consideration the well-being of future generations:

- **Long term** – Housing is a long-term social need and, therefore, the housing and services we provide are set within this context. The outcomes we are attempting to achieve in the short to medium term will ensure that housing is sustainable (cost, quantity, condition and location) for people to occupy over the longer term, whilst minimising the effects on the environment and contributing the health and wellbeing of our communities.
- **Prevention** – The quality of housing has a direct correlation with the health and wellbeing of its occupants. Preventing people from becoming homeless by providing access to good quality accommodation and related services, creating communities that are sustainable and vibrant by working with agencies to tackle anti-social behaviour and help communities become resilient, reducing poverty by maximising incomes, providing advice and support to sustain tenancies, all impact positively on health and wellbeing. The WHQS objective of improving homes, lives and communities will also help tackle local unemployment connecting to the employment related well-being objective. It will improve the look and feel of the environment and this can help to prevent anti-social behaviour as people have pride in where they live.
- **Integration** – Given that the provision of good quality housing is central to the good health and wellbeing of the population, it is likely that this objective will impact on the successful outcome of other objectives. The provision of good quality housing is, therefore, likely to have a positive impact on the budgets and priorities of other public bodies such as the National Health Service and it is important, therefore, that we work closely with such organisation to address shared priorities.
- **Collaborate** – In order to facilitate successful outcomes, we will collaborate with a range of different organisations and people. These include Welsh Government, Rent Smart Wales, internally with other departments, regionally with other local authorities, building contractors, housing associations, third sector organisations, private sector landlords, empty property owners etc. We acknowledge that the constraint on public sector finances means that this is an area we will need to look at doing more of to share resource and achieve joint outcomes, and the need to collaborate has, therefore, become more essential.
- **Involvement** – Given the broadness of this objective, we will need to work with a range of different groups if we want to achieve a successful outcome. Our intention is

to involve a wide range of people including homeowners, private rented sector and Council tenants, tenants and residents associations, elected members, public sector bodies, third sector organisations etc. The level of involvement will differ between actions and organisations. We know that the quality of our services have been improved by involving a range of key stakeholders in their redesign.

9. EQUALITIES IMPLICATIONS

- 9.1 No impact assessment has been undertaken on this report, however many individuals and groups who fall under the protected characteristics, and wider issues covered by the Council's Strategic Equality Plan, are often affected to a greater extent by poverty, vulnerability and the related causes; therefore any reduction in resources would have a negative impact on those individuals and groups.
- 9.2 Equalities Implication processes may be applied to any of the actions contained within the appended update reports or any new actions that may be implemented over the life of this objective.

10. FINANCIAL IMPLICATIONS

- 10.1 The Corporate Plan identifies how the delivery of the Objectives will be resourced. For **WBO2**, much of the delivery is funded via Welsh Government or EU funded programmes. The current grant budgets have either been at a standstill or have faced a reduction for the last few years. This is increasing the pressure on budgets as many are staff related costs, which have been increasing due to recent pay increases, all of which has to be met by the standstill or reduced grant. This has usually seen a rationalisation of delivery and project costs
- 10.2 For **WBO3** the delivery of many of the actions contained in Appendix B is dependant on the continuation of funding either from Welsh Government via the various grant streams or the Council from the General Fund and the Housing Revenue Account. Ongoing budget pressures facing local government, uncertain rent levels, new legislation and the requirement for service areas to satisfy the Council's medium term financial plan priorities may impact on our ability to improve current levels and standards of service delivery and to identify additional resources to invest in new services to meet the changing needs and aspirations of our service users.
- 10.3 The resources to deliver both objectives are assessed within the context of the current Medium Term Financial Plan.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications in this report.

12. CONSULTATIONS

- 12.1 All responses from consultations have been incorporated in the report

13. STATUTORY POWER

- 13.1 The update of the Well-being Objectives is part of the Local Government Measure 2009 and the Well-being of Future Generations (Wales) Act 2015.

Author: **WBO2** Tina McMahon, Community Regeneration Manager

Consultees: Cllr Sean Morgan, Deputy Leader and Cabinet Member for Economy, Infrastructure, Sustainability & Wellbeing of Future Generations Champion
Mark S Williams, Interim Corporate Director Communities
Rhian Kyte, Head of Planning and Regeneration
Liz Lucas, Head of Customer and Digital Services
Sue Richards, Head of Education, Planning & Strategy
Stephen Harris, Interim Head of Business Improvement Services & Section 151 Officer
Rob Tranter, Head of Legal Services and Monitoring Officer
Ian Evans, Contracts Manager
Jane Roberts, Waite, Strategic Co ordination Manager
Allan Dallimore, Regeneration Services Manager
Ros Roberts, Business Improvement Manager
Anwen Cullinane, Senior Policy Officer (Equalities and Welsh Language)

Author: **WBO3** Shaun Couzens, Chief Housing Officer - Couzens@caerphilly.gov.uk

Consultees: Cllr Lisa Phipps - Cabinet Member for Homes & Places
Cllr John Ridgewell - Chair of the Housing and Regeneration Scrutiny Committee
Cllr Mrs Christine Forehead - Vice Chair of the Housing and Regeneration Scrutiny Committee
Dave Street - Corporate Director of Social Services & Housing
Lynne Donovan - Head of People Services
Stephen Harris - Interim Head of Business Improvement Services & Section 151 Officer
Rob Tranter - Head of Legal Services and Monitoring Officer
Paul Smythe - Housing Technical Manager
Fiona Wilkins - Housing Services Manager
Jane Roberts-Waite - Strategic Co-ordination Manager
Lesley Allan - Principal Accountant (Housing)
Rhian Kyte - Head of Regeneration & Planning
Ros Roberts – Business Improvement Manager
Mark Jennings - Housing Strategy Officer

Background Papers:

Corporate Plan 2018-2023	Approved Cabinet 11 April 2018 Endorsed by Council 17 th April 2018
WBO 2 - Enabling Employment	Page 24 of the Corporate Plan 2018-23
WBO 3 - Address the availability, condition and sustainability of homes throughout the county borough and to provide advice, assistance or support to help improve people's well-being	Page 34 of the Corporate Plan 2018-23

Appendices:

Appendix A - Well-being Objective 2 year end performance 2018/19
Appendix B - Well-being Objective 3 year end performance 2018/19
Appendix C - Well-being Case Studies (WBO3)

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A GREAT PLACE TO DO BUSINESS



CCBC Well-being Objectives - 2018/19 Year End Update

1. Overall Summary Statement

The Well-being Objective, Enabling employment has 5 outcomes which are noted below at this stage of the 5-year plan are judged to be progressing well

Aim to reduce the impact of poverty by supporting people into better employment prospects;

Meet the targets of the European Social Fund programmes of getting people skilled and into work;

The Council will use the value of its third party spend to bring greater social and economic regeneration to the communities we serve;

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;

Ensuring local delivery of work programmes aligns and maximises opportunities from the 'City Deal' recommended for approval has been chosen.

2. What has gone well?

We have supported a good number of people into employment and the Communities for Work (CfW) continues to be a huge success with the range of support and tackling specific barriers. One of the benefits is the ability to support anyone regardless of eligibility which means employment support is available to all members of the Borough.

Bridges into Work 2, Inspire 2 Work and Working Skills for Adults 2 are working extremely well with partners, especially at networking and employability events. Outreach meetings in libraries are working well and making access to support easier for participants living around the borough. Qualifications and Credit Framework courses are going well and we have successfully started a number of new courses e.g. ECDL and CCTV. Publicity works well, all partners post on social media and promote our services. Delivery of internal courses is very effective and produces good results. Nurture Equip and Thrive (NET) project has started very well and has developed excellent links with the Housing team.

One particular area is the growing joint planning to work more effectively with Flying Start as this is building links with parents who are currently economically inactive. Positive links with local Jobcentres, including regular daily and weekly attendance at Jobcentres by Employment mentors, which has ensured that they remain our primary source of referrals into the employment programmes.

Housing Repairs Operations (HRO) has employed 3 apprentices to support the delivery of the WHQS programme to ensure delivery of the programme by March 2020. There are currently 12 apprentices within the WHQS in house team and 10 currently within HRO. ENGIE have just completed the Welsh Government's Value Wales Toolkit which suggests that for every £1 the Council has spent on the WHQS contract with ENGIE, £2 has been generated for the Welsh economy.

Caerphilly has been identified by Welsh Government's Valleys Task Force as a Strategic Hub and the Council is working collaboratively with the Valleys Task Force to drive forward economic growth in the town.

3. What has not gone well?

Engagements for Priority 1 (adults 25+) within the CfW programme remain under target. This has been a problem since the start of the programme as participants within this priority group (especially those within the "Economically Inactive" category) have proved particularly difficult to engage and often have the most complex barriers to work. It has become apparent that this is a problem across a range of employment programmes and across Wales in general, however staff are always considering new and innovative ways to address this issue through planned engagement activity. In particular we are planning a greater and more effective use of social media to promote the projects, the opportunities available and some of our various successes.

Although Employment Mentors have worked hard to build relationships with employers across the county borough, resulting in a range of opportunities including placements and paid employment, it has been recognised that this process has taken place on an ad hoc basis so far, with links being made as and when a participant has required a relevant opportunity; a more joined-up approach is required. However, a new Business Liaison Officer post has recently been filled within the team and it is hoped that this role will be able to implement a more joined-up approach and provide a more consistent offer to employers, with the aim of truly linking the needs of unemployed participants to labour market demand across the county borough.

Over the course of the WHQS programme, the Council has lost two of its main contractors; Contract Services and Vinci. Both contractors were contractually obliged to deliver a range of community benefits including targeted recruitment and training targets such as apprenticeships, employment opportunities for short and long term unemployed, graduate opportunities and work placements.. As a result of

the loss of both contractors, the number of anticipated community benefits that were identified at the start of the contracts have not been met. Nevertheless, throughout the duration of the programme to date (June 2019), 48 work placements, 194 permanent jobs and 102 apprenticeships that have been created between the in-house service, external contractors and our supply partner.

4. Reflection & Review

The waiting lists for additional support e.g. mental health are incredibly long and support in this area is lacking across the county borough. This is a challenge when looking at how the employment support programmes could work better. There are other challenges such as Transport, which remains a significant barrier for participants, with a lack of transport to accommodate early starts and shift patterns often resulting in participants being unable to take up opportunities. This is recognised within our other Well-being Objective (4) on Improving Transport. The impact on the long-term well-being of Wales will be highly positive if we can progress joint work and promote other areas to collaborate in joint outcomes. Despite the difficult economic conditions we are able to make good progress in this objective

5. Tracking Progress – Our Steps to Deliver (2018-2023)

Outcome	Progress 2018/19 (Completed? Ongoing? Behind?)	Dates
1. Aim to reduce the impact of poverty by supporting people into better employment prospects 2. Meet the targets of the European Social Fund programmes of getting people skilled and into work		
Develop the Communities for Work and Communities Work Plus programme to meet the targets of sustainable employment.	<p>Ongoing</p> <p><u>Communities for Work</u> – Another successful year of delivery, whereby Targets for Job Entries were well exceeded across both P1 (Adults 25+) and P3 (Young People 16-24). Whilst engagements for P3 exceeded targets, engagements for P1 fell below target and will therefore be an ongoing focus for next year. This is consistent with the picture across Wales whereby engagement of hard to reach adults is proving the greatest challenge.</p> <p><u>Communities for Work Plus</u> – New employment programme developed in 2018/19 to provide wraparound support for those not eligible for the Communities for Work programme. Teams have been established and integrated successfully with Communities for Work and Legacy teams. After a slow start to the year whilst teams and systems were being developed, delivery is now progressing successfully and in line with targets.</p>	2018/19
Develop the Delivery Plan for the Foundation for Success Strategy which will identify actions from small scale projects through to major complex	'Delivering Prosperity' has been produced and approved by the Regeneration Programme	2018-2023

Outcome	Progress 2018/19 (Completed? Ongoing? Behind?)	Dates
programmes.	Board and this translates the economic development elements of Foundation for Success into a 5 year delivery programme. The Ystrad Mynach Masterplan was approved by Council in April 2019 and sets out the investment and development opportunities to support Ystrad Mynach which is identified as a strategic hub by the Valleys Taskforce.	
Develop (following consultation) the Caerphilly Basin Master Plan.	The Caerphilly Basin masterplan has a number of key proposals that are being targeted for implementation. Consultants have been appointed to develop a town centre place making/implementation plan which knits together these key projects. Schemes being actively taken forward at present include a hotel development at Park Lane Caerphilly, a new integrated transport hub to replace the existing bus and train station and a mixed use development at Pentrebane Street that will see social rented accommodation, open market housing and flexible commercial space being delivered. In addition CCBC are working with CADW to improve the visitor experience in Caerphilly. The focus is on turning Caerphilly castle into Tier One visitor attraction and making the town more attractive so as to improve dwell time and visitor spend. All these schemes will bring benefits to the local community through employment , supply trains or new business opportunities.	2018-2023
3. The Council will use the value of its third party spend to bring greater social and economic regeneration to the communities we serve		
Develop the Councils Programme for Procurement.	Programme for Procurement 2018 – 2023 developed and endorsed by Cabinet in May 2018 and supports the Council's Well-being	2018

Outcome	Progress 2018/19 (Completed? Ongoing? Behind?)	Dates
	Objectives. The Programme recognises the value of using procurement to support its wider Cultural, Social, Economic and Environmental objectives in ways that offer real long-term benefits to the community it serves and the people of Wales, whilst balancing the issues of value for money. Where appropriate Core and Non-Core community benefits and social clauses are included in contract terms and conditions.	
Develop appropriate guidance to assist suppliers on how to identify social and economic benefits.	Appropriate guidance to assist suppliers in identifying social and economic benefits is available, however existing guidance is in the process of being updated to include Future Generations Act, Ethical Employment in Supply Chains etc.	2018/19
Develop an effective mechanism to record social and economic regeneration.	Establishment of an effective mechanism to record social and economic benefits is still under review with options being considered such as the National TOM's framework and the use of the Councils Contracts Management Module to hold this information. In addition, Welsh Government are progressing an update to the existing measurement tool to align and take into account the requirements of the Wellbeing of Future Generations Act, once available Officers will review, agree and adopt the preferred mechanism to capture this information.	2019
4. 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		
<ul style="list-style-type: none"> • Create apprenticeships and work placements in the Housing Repair Operations team linked to succession planning and skill gap practices • Create apprenticeships, employment opportunities and work 	During 2018/19 HRO created 3 apprenticeship opportunities however there are currently 22 apprentices within the Caerphilly Homes team covering plastering, plumbing and electrical	Annually recurring (2017 – onwards)

Outcome	Progress 2018/19 (Completed? Ongoing? Behind?)	Dates
placements as part of the WHQS investment programme	works. Caerphilly Homes principal WHQS contractors continue to work with the Legacy and Communities4Work teams to ensure that TR&T opportunities are made available to those who need them most.	
5. Ensuring local delivery of work programmes aligns and maximises opportunities from the 'City Deal'.		
<p>To agree to the principle of</p> <p>a) Creation of regional Housing Investment Fund that will help to support work for the small and medium size building sector.</p> <p>b) Agree the principle of a Custom Build scheme, Plot Shop.</p> <p>Once principles are agreed full business cases and governance arrangements would then be implemented.</p>	A report setting out the principles of the Wales Stalled Sites Fund, the Self Build Fund and Plot shop was reported to Cabinet on 13 February 2019.	2018/19
To agree as part of the CCRCD partnership the allocation of development funding to pilot a range of proposals for the 'Skills for Future' fund.	The CCR graduate scheme is the only scheme that has been piloted as part of the skills programme so far. A framework is being developed by CCR to ensure that City Deal projects (such as metro plus) maximise their skills impact and link up with local strategies and targets. While there is no specific fund set aside for skills as part of the City Deal (there was a cost estimate made for an earlier iteration of the Skills for the Future programme that has evolved significantly), there will be initiatives that will deliver outputs from the original business case (such as apprenticeship starts, upskilling etc.). although they will focus more on the approach and prioritisation outlined in the CCR Industrial and economic growth plan.	2018

Performance Against Adopted Tracking Measures	Outcome	17/18 Actual	18/19 Target	18/19 Actual	Comment
Priority 1 (Adults aged 25+) Target 2018/19 Engagements 240, Job Entries 24	1&2	Engagements - 102 Job Entries - 34	Engagements - 240 Job Entries - 24	Engagements - 104 Job Entries - 39	Engagements for Adults are below target, it has been recognised by Welsh Government that this reflective of the situation across Wales, whereby engagement of hard to reach adults is an ongoing challenge. Further engagement planning meetings and initiatives are in place to try to boost engagement of this group. However, we are extremely pleased to see that Job Entries has exceeded targets significantly.
Priority 1 (Adults aged 25+) Target for 2019/2020 Engagements 240, Job Entries 48	1&2	n/a	n/a	n/a	No outcome as measure is for upcoming year 2019-20
Priority 3 (Young People/NEETS aged 16-24) Target 2018/2019 Engagements 96, Job Entries 96	1&2	Engagements Job Entries	Engagements - 96 Job Entries - 48	Engagements - 106 Job Entries - 62	Exceeded targets for both engagements and job entries.
Priority 3 (Young People/NEETS aged 16-24) Target 2019/2020 Engagements 48, Job Entries 48		n/a	n/a	n/a	No outcome as measure is for upcoming year 2019-20
Employability aims for the new Communities for Work Plus programme are met or exceeded (actual targets are not yet confirmed)	1&2	n/a	Engagements - 640 Job Entries - 192	Engagements - 401 Job Entries - 145	The late confirmation of funding meant that the first few months of the programme were spent establishing teams systems and networks, therefore initially engagements and job entries were below target, therefore delivery at full capacity did not commence until Q2. Delivery within Q4 has met/exceeded targets and therefore we feel the programme is now delivering

Performance Against Adopted Tracking Measures	Outcome	17/18 Actual	18/19 Target	18/19 Actual	Comment
					effectively and at full capacity. The Engagements target for the next year has been reduced significantly to reflect the changing definition of an “Engagement”, whereby it has been confirmed that Engagement is classed as an individual who is fully signed up to the programme (initially it was understood to be someone who was only initially referred) and therefore it is recognised that, based upon this definition, the Engagement target for the previous year was unrealistically high, particularly given the constraints that are placed on engagement when maintaining maximum caseload numbers for employment mentors.
We will develop new Performance Measures as part of our developing ‘Programme for Procurement’	3	N/A	N/A	Completed. New measure chosen for review of Corporate Plan 2018	Action met. Programme for Procurement and associated Key Performance Indicators developed and endorsed by Cabinet in May 2018. Progress has been made to identify an appropriate mechanism for recording social and economic regeneration.
The number of apprenticeships, work placements and employment opportunities provided	4				<i>HR to look for data for apprentice</i>
WHQS - The number of apprenticeships, work placements and employment opportunities provided	4	9		15	The figures include apprenticeships created by the WHQS and HRO teams collectively plus apprenticeships

Performance Against Adopted Tracking Measures	Outcome	17/18 Actual	18/19 Target	18/19 Actual	Comment
					and work placement opportunities created by Engie and Robert Price. Ideally the figures should be split between the type of opportunity and the organisation that has created the opportunity.
<p>The Supporting People programme has 11 outcome measures one of which relates to people being engaged in employment or voluntary work – these are reported twice a year to Welsh Government</p> <p>Page 41</p>	8	<p>Jan – June 2017 – 1537 individuals requested support in this Outcome area</p> <p>July – December 2017 - 1440 individuals requested support in this Outcome area</p>	NA	<p>Jan – June 2018 – 1310 individuals requested support in this Outcome area</p> <p>July – December 2018 – 1308 individuals requested support in the Outcome area</p>	

Caerphilly County Borough Council Well-being Objectives

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

2018/19 progress update

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EICH CARTREFI, EICH DYFODOL
YOUR HOMES, YOUR FUTURE



CCBC Well-being Objectives - 2018/19 Year End Update

1. Overall Summary Statement

This is the end of the first year of a five year objective and, as such, only partial progress against the overall objective has been made. We know from monitoring service provision that the services we have delivered throughout the year continue to make a positive impact on the people who access these services, e.g. the income maximisation work being undertaken by tenancy support officers has helped to increase household income and sustain people's tenancies, support services provided to older persons and vulnerable tenants, homelessness prevention activities impacted positively on reducing rough sleeping, energy efficiency works to the housing stock has contributed towards addressing fuel poverty and reducing carbon emissions and adaptations provided have helped disabled people to maintain independence in their homes. To achieve some of our aims, we continue to work proactively with our housing association and other third sector partners to delivery services that make a real difference to people's lives, e.g. the provision of new affordable housing to meet identified housing needs and advice and assistance to help people manage their finances. Based on a review of the evidence presented below, it is the view of the Housing Management Team that satisfactory progress is being made against the achievement of this objective and that the objective remains relevant and continues to be our priority.

We continue to strive to provide a varied range of housing services in a prolonged and challenging economic environment. Ongoing budget pressures facing local government and the requirement to satisfy the Council's medium term financial plan priorities may impact on our ability to improve current levels and standards of service delivery in some areas and to identify additional resources to invest in new services to meet the changing needs and aspirations of our service users. In addition, changes by the UK Government to the Welfare Benefits system to make the system simpler and make sure people are better off in work than on benefits has in some instances had a negative impact on household income, affecting tenancy sustainability with a potential increase in homelessness, which ultimately can impact on service delivery.

Earlier on in the year we made some minor amendments to the aims which underpin this objective. This was to ensure that our operational priorities closely reflect those of the objective. There has been no material effect on the objective as a result of these amendments. The amendments were reported to Scrutiny Committee as part of the mid-year update.

2. What has gone well?

Good progress has been made against each of the eight priorities which underpin this objective. Some examples of the achievements to date include:

1. The WHQS investment programme being on track to be completed by the target date of December 2020. We know from surveys that customer satisfaction is high with internal and external works. We also know from research carried out by Carmarthenshire Council and Swansea University that the improvements made to tenants' homes as part of the programme have a positive impact on health and wellbeing. 12 apprenticeships have been provided within the WHQS team and 10 within Housing Repairs Operations Team. One of the main WHQS programme contractors has employed two members of staff that were previously unemployed for over 26 weeks, employed 3 apprentices and provided 4 work experience placements during 2018/19.
2. This year our housing associations partners accessed £9m of Welsh Government funding to build new affordable homes in the borough to address housing needs identified by the Council. In addition, the housing associations have accessed a different Welsh Government funding stream to build 57 highly insulated homes in two locations and the Council has purchased 5 long-term, problematic, empty properties that will be fully refurbished and added to our stock.
3. We have spent approximately £2m providing a range of adaptations to enable disabled people to live independently in their own homes, including funding services provided by Care & Repair.
4. We have provided financial assistance to landlords to support bringing long-term empty homes and buildings in the private sector back into beneficial residential use. And through our direct action have returned 36 long-term empty homes in the private sector back into beneficial use.
5. We have also provided loans and grants totalling approximately £650,000 to improve owner-occupied homes. We know from national research that this type of funding will have a positive impact on the health and wellbeing of the occupants of poor quality housing.
6. We have undertaken a number of projects to prevent homelessness and tackle rough sleeping including working with other local authorities to produce a regional homelessness strategy and worked in partnership with Cornerstone to provide the Church's night shelter project to provide relief for street homeless.
7. We have assisted Council housing tenants to sustain their tenancies, developing training for key staff and reviewing our housing management procedures. We have also provided support and assistance to tenants to mitigate the impact of welfare reform, making 2035 home visits, which resulted in an extra £628,000 additional income for those tenants and the provision of 92 items of white goods. We have also developed a referral process, in association with Citizens' Advice, for Council tenants threatened with homelessness where a Debt Relief Order or bankruptcy order could be considered to prevent the homelessness situation. 38 tenants have been referred to date.

8. We have attempted to tackle fuel poverty through a range of methods including applying for Welsh Government funding to carry out energy efficiency improvements, providing energy efficiency advice and referring people to the Nest scheme regarding energy efficiency improvements and prepared a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding.

We currently use a range of methods to communicate the results/outcomes of the actions undertaken under each aim. These included press releases through the Council's communications team or through a partners' team, through social media, the Council's website and via a tenants' newsletter.

3. What has not gone well?

We have noted a number of challenges throughout the year that have impacted on the following actions:

1. The percentage of tenants who are satisfied with the external works carried out under the WHQS investment programme, albeit reasonably high, is lower than those satisfied with internal works. As a result we are looking to improve the level of communication provided to tenants and improve feedback with the aim of increasing satisfaction.
2. There has been a delay in producing the Local Housing Strategy due to long-term absence of an officer in the team. As a result we plan to commence work on the strategy later on in the year. Our housing association partners were unsuccessful in their application for Welsh Government under year 2 of the Innovative Housing Programme. The respective developments will still go ahead, however, with a lesser energy efficiency standard applied. We were unable to fully utilise Welsh Government Affordable Housing Grant funding to increase the number of new Council homes in 2018/19 due to the approval process and a lack of in-house expertise/resources to deliver new build projects. Corporate Management Team approval has been received and an officer has been appointed to lead on this process and Welsh Government has agreed to carry over the funding from 2018/19 to 2019/20, albeit with some caveats in relation to timescales for drawing down the funding.
4. A reduced number of empty properties in the private rented sector were returned into use due to long-term absence of an officer in the team. The same absence affected the meeting of the empty property corporate working group. The officer has returned to work and we expect to see an improvement in progress made against both actions.
6. The shared housing pilot project for single people under 35 was terminated due to issues with occupancy agreements and the cost implications under the Housing Benefit 'exempt status' categorisation. Other options will now be considered to address the housing needs of this group.
7. Despite the additional support provided to our tenants who have been impacted by Universal Credit, rent arrears have increased. This will continue to be monitored and assessed to determine the underlying causes and what additional interventions and support could be provided.

8. The publishing of the Statement of Intent for ECO (Energy Company Obligation) Flexible Eligibility funding was delayed due to the capacity of officers to take this task forward. As a result, the statement will now be published slightly later than originally planned.

4. Reflection & Review

This is the first year of a five year objective and, as such, only partial progress has been made. Nevertheless, we have made good progress against each of the eight aims which underpin this objective (see section 5). We proactively manage progress against each of the aims to ensure progress is maintained in accordance with ours' and the public's expectations. We regularly use a range of methods to track progress including surveys, reports, project meetings etc. Where necessary remedial action may be taken to address identified areas of under-performance; this is very much dependant on the nature of the task and the level of under-performance.

Our objective is to help improve people's wellbeing through a range of targeted housing-related interventions. Although a five year objective, for some, the improvement will be noticed sooner as some of our actions are annually repetitive in nature, e.g. the provision of adaptations or the building of new homes. National research shows that good quality housing, located in sustainable communities is known to have a positive impact of the health and wellbeing of its occupants. Therefore, our objective, our aims and our actions are intrinsically linked to the seven wellbeing goals of the Well-being of Future Generations (Wales) Act 2015. As such we are increasingly using the five ways of working to ensure that we take into account the impact of our intended actions on the wellbeing of future generations.

5. Tracking Progress – Our Steps to Deliver (2018-2023)

Outcome	Progress 2018/19	Dates
1a. All council housing is improved to meet the WHQS by 2020		
Deliver the annual capital investment programme for both internal and external works.	Up to 2020 has been costed in the 30-year housing business plan, which remains affordable throughout delivery. £23m prudential borrowing undertaken in 2018/19. Total spend Total capital spend £56.6m in 2018/19. (£49.5m WHQS & £2.3m	Annually reoccurring 2020

Outcome	Progress 2018/19	Dates
	<p>non WHQS). Total capital spend projected by end of programme £260.8m (£245.8m WHQS & £15m non WHQS).</p> <p>85% internal work completed and 71% external works completed. Internals projected to be completed by 22/5/20 and 05/06/20 for externals.</p>	
Comply with Part 6 of the WHQS by undertaking environmental improvements to make communities attractive and safe.	<p>The consultation and engagement with communities throughout the borough is on target to be completed by 31 March 2020.</p> <p>Discussions have been held with the Caerphilly Homes Task Group to advise that the delivery of some non-specific WHQS related projects will not be completed until March 2021.</p>	
Comply with Part 7 of WHQS by undertaking adaptations where a need is identified.	Occupational therapist (OT) assessments continue to be undertaken in order to maintain the continuity of the programme. OT resources are fully deployed and have been merged with the private sector housing team OT resource to enhance the team and provide greater opportunities for OT professional development. Currently however, one OT surveyor is absent due to sickness. If the absence continues a resource will be identified from within the existing surveying team in order to maintain the required level of service.	
1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020)		
Develop a draft Asset Management Strategy.	Action completed. Strategy report completed	Jul-2018

Outcome	Progress 2018/19	Dates
	and approved by Cabinet.	
Consult tenants on the draft strategy.	Action completed. Consultation exercise undertaken via tenant' newsletter. The consultation responses were supportive of the strategy proposals.	Aug-2018
Carry out an EIA screening exercise on draft Asset Management Strategy.	Action completed. An EIA will be considered for the individual elements of the Strategy.	Aug-2018
Present finalised strategy to Cabinet for approval.	Action completed. Strategy and report approved by Cabinet in September 2018.	Sep-2018
Ensure that our asset management systems inform the delivery plan by identifying key component replacement needs based on life cycle estimates.	Validation process ongoing to ensure Keystone database accurately informs the delivery plan. This process is also looking at the historical data on contracts that were completed before the implementation of validation process to ensure all property assets are correctly recorded within Keystone in order that future programmes of work post 2020 accurately reflect the work that is required.	Dec-2019
Produce a delivery plan detailing future planned maintenance programmes and the development of new council housing.	<p>Five properties have now been purchased and are in the process of being brought up to the WHQS standard.</p> <p>Post 2020 contract meetings have commenced to look at the work programmes for the next 5 years which will primarily be external works contracts, with the exception of the already approved remodelling of the Sheltered schemes.</p> <p>Report on proposals for increasing council house supply to be considered by Cabinet in</p>	Mar-2019

Outcome	Progress 2018/19	Dates
	2019.	
Undertake a review of the existing WHQS procurement strategy.	Dynamic Purchasing System (DPS) contracts ongoing which now include external and internal works borough wide. This is operating satisfactorily but will be kept under review.	Mar-2019
Options for remodelling of sheltered schemes to be determined.	Action completed. Cabinet approval obtained in September 2018 to enable proposed projects to proceed. 1 scheme to be brought back into main programme for planned completion in 2020.	Sep-2018
Ensure that the HRA business plan remains financially viable.	2019/20 MRA application has been submitted (29/3/19) using the new model. A narrative business plan has also been produced and attached with the application (still in draft form but sanctioned by WG as a good and meaningful document). The financial plan remains viable for the final year of the WHQS programme and beyond, but requires borrowing of some £57m. Borrowing remains affordable. New build and increasing housing supply have been tested within the model as a sensitivity and would require further borrowing with affordability maintained if all other assumptions remain the same. The base model has recently been approved by WG and have confirmed the MRA award of £7.3m will be released for 2019/20.	Quarterly
Review resource and contract arrangements for delivery of asset management strategy.	Action commenced. Process on-going to establish most appropriate delivery options. Workforce planning exercise being undertaken to determine resources required for maintaining WHQS post 2020 and report being prepared for	Dec-2019

Outcome	Progress 2018/19	Dates
	<p>consideration by Cabinet in 2019 for proposals on increasing council house supply.</p> <p>Reclassification of existing older persons housing and remodelling of sheltered schemes is ongoing.</p>	
2. Increase the provision of new, affordable, social housing that meet the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' innovative housing programme.		
Produce a Housing Strategy which provides a framework for the provision of housing and related support.	Where capacity allows work on the introduction of a new LHS will commence in 2019 - although a timetable for completion has yet to be produced.	Sept 2019
Complete the Local Housing Market Assessment which will identify the number, type and location of homes required and will help look at solutions.	2018/19 LHMA has now been approved. Next LHMA is likely to be commenced in 2019.	2017/18 (then every 2 years)
Produce and submit quarterly to Welsh Government the programme delivery plan, based on the evidence of housing need.	A quarter 4 2018/19 PDP was submitted to WG by the specified deadline. The plan shows a total spend for the year of £7.3m SHG and £1.7m HFG.	Yearly
Review designation of council accommodation for smaller households in light of changing demands.	Action completed. Cabinet approval obtained in September 2018 to re-designate specific identified older people's properties for general needs, and approval given for officers to re-designate additional older person's accommodation to general needs in future, in consultation with the Cabinet Member.	2018/19
Housing associations complete bid for innovative housing programme Phase 2	Action completed. Pobl submitted a bid for Coronation Road, Blackwood and St Mary's Church, Pontllanfraith but unfortunately were unsuccessful in both cases.	2018/19

Outcome	Progress 2018/19	Dates
<p>Start on site for innovative housing programme – Phase 2:</p> <ul style="list-style-type: none"> • Develop 38 units to Passivhaus standard at the former Caerphilly Magistrate's Court (Linc Cymru) • Develop 17 units to Passivhaus standard at the former Cwm Ifor primary school (United Welsh) 	<p>Linc Cymru: The construction has now reached second floor plank level on the flats and the blockwork is starting on the houses. The units are now expected to be handed over in February 2020 based on current progress. There have been considerable design complications due to the complexity between Passivhaus, NHBC and Build Regulations.</p> <p>UWHA: The project has been tendered and UWHA have appointed Kingfisher Developments (Wales) Ltd as the Principal Contractor with them taking possession of the site on 4th March this year. Following entering into contract the IHP grant has been drawn down in full.</p> <p>Extensive grouting works due to commence to bring the site to a point where construction can commence this is likely to start shortly and take approximately 6 weeks to complete.</p> <p>By this time the site should be ready for the timber frames to be started with foundations, services and access roads in place for all plots.</p> <p>The final programme is still to be established but we are anticipating it to take 15-20 months to complete.</p>	2021/22
Complete an evaluation of the Passivhaus and Beattie Passive schemes.	To be commenced on completion of the above task.	2021/22
Commencement of the Local Authority Build Programme:	5 acquisitions have been completed. Total	2018-2021

Outcome	Progress 2018/19	Dates
yr. 1 acquisition of empty properties; yr. 2 acquisition of empty properties and new build programme	<p>acquisition costs of £379,960 (including on-costs). Further acquisitions are currently being considered.</p> <p>A number of opportunities are currently being explored including the purchase of affordable homes for social rent via section 106 contributions and via partnership arrangements with RSL's. Other options including the use of UK framework arrangements are also being explored together with the potential to work with the private sector and universities.</p> <p>Officers are also working on drafting a Council home building development strategy.</p>	
3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes		
Provision of appropriate minor works of adaptation across all tenures by expenditure of the available Social Services budget.	Total spend in this period of £235,731 consisting of 1,111 individual adaptations (excluding WHQS programme).	2018-2023
Provision of appropriate major works of adaptation in public and private sector housing via the spending of available capital funding and Welsh Government ENABLE funding.	Total spend in this period of £1,587,592 (£931,851 - private, £655,741 public), consisting of 302 individual adaptations (excluding WHQS programme).	
The provision of discretionary relocation grants in cases where the existing property is not suitable to adapt to meet the needs of the disabled resident.	Total spend in the year of £34,000, which facilitated a move to a more suitable property for the households needs and included the provision of a walk-in shower.	2018-2023
Continued partnership working with Care and Repair enabling the elderly and infirm to receive additional assistance via a range of initiatives including	Total spend in this period of £145,000, consisting of 506 individual adaptations (498	2018-2023

Outcome	Progress 2018/19	Dates
the Rapid Response Adaptations Programme and Independent Living Grant.	RRAP and 8 ILGs), which included those adaptations listed in 3.1 above.	
Complete the ongoing categorisation exercise to identify accessibility levels of the social housing stock owned by the council and its partner landlords.	<p>4,699 Council properties (10,772) are medically categorised and being updated via the mandatory void process through Abritas.</p> <p>The Housing OTs (HOT) are actively working with Housing IT in order to develop a central repository that will update stock and medical categories for all social housing stock. Proactive involvement from the housing partners is required to assist with the current stock profile; partners will update their stock profile list with the medical codings.</p> <p>HOT will contact all partners by January 2019. Currently the percentage of partner landlord properties that are coded is not known.</p> <p>The current number of properties categorised as at 31/03/19 is 4,699, which is an increase on the previous financial year.</p>	2018-2023
Improve accessibility of current stock that lends itself to meeting demand for accessible housing.	One bungalow in Caerphilly was improved from B2 to an A1 category bungalow to meet an unmet need. This was achieved via Enable funding and included improvements to the access, internal layout, provision of wet room and an adapted kitchen. Also WHQS and works to sheltered schemes have contributed to improving accessibility levels of the current	2018-2023

Outcome	Progress 2018/19	Dates
	stock.	
Work with housing association partners and the occupational therapist (housing) to deliver accessible housing.	One property has been purchased by First Choice Housing Association to meet an identified accessible housing need. Total funding for acquisition and refurbishments works of £321,212 (Recycled Capital Grant and Social Housing Grant).	2018-2023
Providing assistance to support bringing long-term empty homes in the private sector back into beneficial, use including loans.	<p>1 House into Homes loan has been awarded to date totalling £25k (3-bed end of terrace property).</p> <p>In addition 1 owner-occupier loan, relating to an empty property, has been awarded to date totalling £20,500.</p> <p>Revision to the loan scheme has now been completed. A number of loan applications for long-term empty properties are at an advanced stage.</p>	As and when need arises
Targeting the owners of empty properties with two ad hoc initiatives.	This action is not due to commence until 2019/20.	2022/23
Update the empty homes database using information from Council Tax.	Annual update of database for 2018/19 completed - 1,575 properties recorded.	Annually recurring
Undertake a baseline analysis of the empty homes database.	Risk assessment of all empty properties ongoing with assistance from one additional member of staff. 520 out of the 1,575 risk assessment completed.	Mar-2019

Outcome	Progress 2018/19	Dates
	The annual update of the database (for year 2019/20) to be obtained from Council Tax.	
Set up and maintain a corporate empty homes working group.	Corporate working group established and the first meeting has been held. Due to key staff member absence no further meeting has been held. Staff member has returned and further meetings to be arranged.	Annually recurring
Use the information from the empty homes database to produce a GIS layer of empty homes in the borough, thereby informing strategic action.	This action is not due to commence until 2019/20.	Mar-2020
5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector.		
Undertake a publicity exercise to increase awareness of NEST scheme to private sector landlords.	This action is not due to commence until 2019/20.	Mar-2020
Administering financial assistance to landlords via loans and conversion grants.	No landlord loans awarded to date. 11 enquiries for assistance outstanding.	Annually recurring
Enforcement of housing legislation to ensure minimum standards are met in the private rented sector both in properties in single and multiple occupations, including repair, prohibition and demolition, where appropriate.	10 Houses in Multiple Occupation inspected. 10 enforcement notices have been served in relation to the PRS to remove category 1 and 2 hazards including damp, mould and excess cold.	
Working in partnership with Rent Smart Wales to drive up standards in the private rented sector.	We are continuing to work closely with RSW to improve housing conditions. Approximately 93.7% of rented properties in the borough are now registered. (As per RWS, estimated 9,000 PRS dwellings, 8,437 of which are registered).	
Help vulnerable people, living in properties in an EPC band E, F or G, get funding towards heating and insulation upgrades in their homes, under the Flexibility Eligibility ECO3 fund, by issuing declarations qualifying	Work in progress and virtually complete so that a procurement exercise can be undertaken. It is anticipated that the Statement of Intent will be	Mar-2022

Outcome	Progress 2018/19	Dates
households.	in place by August 2019.	
Following receipt of a referral from British Gas, as part of the Welsh Government Nest scheme, carry out inspections of properties to assess whether they meet the requirements of the housing health and safety rating system (HHSRS) to be able to access a package of free energy efficiency improvements.	To date we have received 16 Nest referrals. All properties have been assessed as satisfactory in terms of hazards and Nest has been notified.	Mar-2023
6. Prevent homelessness and tackle rough sleeping		
Work in partnership with local authorities in the region to produce a Regional Homelessness Strategy and local action plan.	Action completed. Regional Homelessness Strategy and Action Plan approved by Cabinet on 12/12/18.	2018/19
Pilot a shared housing project for single people under 35 and evaluate its success.	Project terminated after Pilot House Share project suspended due to issues with occupancy agreements and the cost implications under the Housing Benefit 'exempt status' categorisation.	2018/19
Undertake the rough sleeper provision project between (December to March) each year.	Winter Churches Night Shelters were successfully operated between 2nd January and the end of March 2019. The annual rough sleeper count reported one street homeless male on the night of the count. The Inclement Weather Plan (covering extreme weather conditions throughout the year) was reviewed and reissued, incorporating a wider network of support agencies for rough sleepers.	2018 - 2023
Explore potential model of 'Housing First' to reduce the level of homelessness for people who are unable to maintain tenancies due to mental health, substance misuse or chaotic lifestyles.	Pobl has submitted a Housing First bid to Welsh Government. To date, no funding decisions have been made.	2018/19
Work in partnership to provide support for rough sleepers through tackling underlying needs e.g. substance misuse.	Action incorporated into above action.	Annually recurring
7. Sustain tenancies by providing a range of housing related services		

Outcome	Progress 2018/19	Dates
Provide mental health training for key housing staff.	<p>Key staff identified.</p> <p>Workforce development agreed four training sessions facilitated by officers from within Social Services. Two sessions have been held to date and the course content is being reviewed prior to further sessions being undertaken.</p> <p>Mental Health First Aid training is being offered to designated staff as a pilot.</p> <p>A review has been completed of training courses undertaken by housing officers relevant to their role in supporting vulnerable clients in the last 5 years, including those related to mental health, which has been presented to Caerphilly Home Task Group.</p>	2018-2020
As part of the review our housing management policies and procedures take into consideration mental health issues.	Ongoing and recurring. Reviews completed on 13 procedures in 2018/19.	Ongoing on renewal dates
Work with disability organisations to review signposting arrangements.	Action completed. Representative of DEWIS attended Senior Managers Briefing to raise awareness of the resource. Managers to cascade information to their staff and consider uploading information on our services to DEWIS.	Annually recurring
Work closely with the Supporting People Team to identify additional support services.	Work ongoing to explore options for providing additional support to vulnerable tenants.	
Provide help to tenants to enable them to budget effectively, to claim the correct welfare benefits and to mitigate the consequences of welfare reforms.	In total, 2,035 tenants were visited and provided with advice and guidance in relation to welfare benefits and to mitigate the impact of Welfare reform. Rent arrears remained fairly static at	

Outcome	Progress 2018/19	Dates
	March 2019 2.99% in comparison with 2.98% the same period the previous year. Also tenant satisfaction in the tenancy support service remains high.	
Provide advice to tenants on energy usage and other measures to help save money.	176 tenants were provided with key energy advice for the financial year 18/19. This included assistance with applications for assistance from energy providers and direct energy savings advice.	
8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes		
Submit bids to the Welsh Government under Arbed or other energy efficiency initiative funding to carry out energy efficiency improvements in the private and public sector.	A bid has been submitted to WG to complete the remaining 97 private properties in Lansbury Park. We are awaiting the outcome of the submission.	2017/18
Provide advice to Council tenants on energy saving measures and energy usage and installations.	Ongoing. Type of advice given is to sign post residents to appropriate grant agencies that could assist the resident that may qualify for energy grant funding (e.g. Welsh Government's Nest scheme).	Upon request
Roll out Energy Performance Certificates (EPC) surveys to the councils housing stock to establish level of existing energy ratings.	EPC contract commenced and 828 EPC were carried out 2018/19.	Annually recurring
Roll out contract for upgrading loft insulation to all council owned properties.	Due to contractor issues arrangement now in place with Housing Repair Operations team to undertake loft insulation upgrades from 2019 onwards.	Apr-2020
Publish a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding to direct assistance towards private sector homes at risk of fuel poverty.	The Statement of Intent will be published once the procurement exercise has been finalised (anticipated August 2019). Delays experienced due to the capacity of officers to take task forward.	Mar-2019

In order to monitor progress against the actions outlined in the table above and over progress of this well-being objective we maintain wider range of datasets. These data sets are maintained on a number of different IT systems and are monitored at regular intervals to ensure against underperformance. Below is a selection of the key datasets we are currently using to monitor progress.

Performance Against Adopted Tracking Measures	Outcome	17/18 Actual	18/19 Target	18/19 Actual	Comment
No. of homes compliant with WHQS (fully, external and internal elements)	1	4,295	5,800	6,116	Good progress is being made with the programme on track to achieve WHQS by the WG deadline of December 2020.
The percentage of tenants whose homes have been improved internally who are satisfied with completed WHQS works	1	89%	80%	86%	Good levels of satisfaction continue to be received for the internal improvements.
The percentage of tenants whose homes have been improved externally who are satisfied with completed WHQS works	1	68%	80%	71%	Whilst satisfaction levels for external improvements are lower than internals, this mirrors the profile for other authorities.
The percentage of private sector dwellings returned to occupation that had been occupied for more than 6 months due to direct action (quarterly accumulative)	4	4.69%	3.1%	2.29%	2.29% = 36 properties. The actual for 2018/19 is reflective of a long-term absence to the key member of staff.
Cases who have had homelessness prevented (Section 66)	6	76%	N/a	76%	Metric - no targets set.
Cases who have had their risk of homelessness relieved by providing alternative accommodation (Section 73)	6	33%	N/a	35%	Metric - no targets set.
The number of people determined as unintentionally homeless, in priority need and eligible for assistance (Section 75)	6	71%	N/a	77%	Metric - no targets set.
Value of financial savings (£) generated for council tenants as a direct result of support	7	£905,308	£250,000	£628,218	For a three month period we did not have a welfare benefit officer in post and this has led

Performance Against Adopted Tracking Measures	Outcome	17/18 Actual	18/19 Target	18/19 Actual	Comment
					to a reduction in savings from the previous year.
The percentage of the Council's housing stock with a current Energy Performance Certificate	8	N/a	833	828	Slightly below our target due to issues being experienced with no access and contractor performance.

Appendix C: Well-Being Related Case Studies

Below are several case studies demonstrating the positive impact that housing related services can directly have on people's well-being:

Case Study 1

A single tenant and non-dependant child both made a claim for Universal Credit (UC) on the same day. The tenant wasn't able to access the online journal as they had forgotten their email address and rang to request assistance from a tenancy support officer (TSO) as they had used the service previously. A discretionary housing payment application was completed as the tenant and child were living in a 3 bedroom house and were affected by the 'bedroom tax'. This additional income was granted.

A water tariff reduction form was completed and the tenant received a reduction of £6.50 per week. The tenant was assisted to set up a new email which was added to the UC claim to enable them to manage their claim online. The tenant could now manage their claim online with the assistance of their child. The tenant was receiving the incorrect amount of housing costs and the TSO contacted the UC service centre to resolve the issue. This resulted in the tenants receiving a backdate of their correct housing costs.

Case Study 2

The tenant was in receipt of Job Seekers Allowance and living with two working non-dependants. They were struggling to cover the rent as they were not entitled to Housing Benefits (HB) due to the amount that the non-dependants were earning. The non-dependants were not contributing towards the rent which led to arrears on their account. The tenancy support officer visited and carried out a "better off" calculation which showed they would be £60.00 per week better off on UC. The non-dependent flat rate charge entitled them to help opposed to the HB non-dependant charge that disqualified them. The tenant was supported to make a UC claim.

The TSO followed up the initial visit a month later to see how the tenant was coping with their new benefit claim and was advised that they was unable to manage their finances and was left with nothing by the end of the month. They had attended a budgeting class with the Job Centre but this had done very little to help. The TSO applied for more frequent payments which amended their payment from monthly to fortnightly.

Case Study 3

Family M consisted of a married couple plus 4 children and had been on the common housing register since 2016. The youngest child (aged 9) has quadriplegic cerebral palsy and is a wheelchair user. The family lived in a 2 storey, 4 bedroom property and were physically carrying their son up down stairs, which was deemed a risk to both the parents and the son. The property was assessed by an occupational therapist (OT) and technical officers as not being suitable for adaptation.

The family ideally required a level access 4/5 bedroom bungalow or a 2 storey property with either ground floor bedroom/bathroom/WC accommodation or the provision of a through floor lift to access first floor bedroom. The property needed ease of access and circulation space for use of his wheelchair and a wet room facility. The family wished to remain close to the children's school. They were assessed by the Housing OT as requiring an A category property (highly accessible) and further identified that there was no suitable accommodation currently in the stock profile.

In 2017 the Housing OT, Housing Strategy and First Choice HA (FCHA) agreed to work together to resolve this families housing difficulties. The Housing OT considered several available privately owned properties. In January 2018, the Housing OT & FCHA development officer viewed a suitable property that with adaptations would meet the family's long-term needs. It was also in the school catchment area and the family's first preferred rehousing area. FCHA purchased property using a mixture of grant funding. The Housing OT worked with FCHA to ensure that the property met the son's needs by providing ramped access, provision of an en-suite to the ground floor bedroom and ceiling tacking host. Refurb/adaptations were completed in December and the family moved into the property on December 2018.

The family have described the move to be 'life changing' for them all.

Case study 4

In 2018 tenants in Claude Road, Caerphilly received internal improvements to their homes as part of the Council's Welsh Housing Quality Standard (WHQS) programme.

Improvements carried out to one tenant's home included a new kitchen, bathroom and electrical rewire. Following an assessment with an Occupational Therapist from the Council's WHQS team the tenant's bath was replaced with a walk-in shower to make it easier for them to access. As the tenant had a hearing impairment, an under pillow vibration pad was also fitted as part of WHQS improvements which links to the smoke detector to alert them in case of a fire during the night.

The tenant said "The team who worked in my home were very considerate, making sure they cleaned up at the end of every day and checking that I was OK during the work. Even when we had bad snow and the team couldn't work, they still came to make sure that my heating and cooker was working. My new kitchen and bathroom are fabulous; I never thought they could improve them so much. The new kitchen design means that I've been able to fit my fridge in the kitchen for the first time in 21 years; it's made such a difference. If I'd paid for the work myself I wouldn't have got better."

Case study 5

The WHQS includes a requirement that homes should meet the specific needs of individual households. In order to fulfil this requirement, the Council has delivered a range of adaptations to tenants' homes to help promote independent living. One property in Bedwas, Caerphilly benefitted from adaptations as part of the programme. Improvements were designed around the couple's specific needs, including a new kitchen and wet room which meet RNIB Visibly Better Standards.

The tenant said, "I'm sight impaired and the team helped advise my husband on which colours would be best to suit my needs in the kitchen and bathroom. Both were designed to help suit my condition and we are really happy with the result. We sent a letter to say thank you to the workmen for all their hard work."

Case study 6

Pupils at St James' Primary School in Caerphilly are cooking up a storm thanks to the donation of a new hob. The induction hob was donated by Robert Price Builders' Merchants; the single source supply partner for the Council's WHQS programme.

As well as cookery lessons during the day, the school is also working with the Council's Community Regeneration team to develop after school parent and pupil sessions which will focus on healthy eating and cooking on a budget.

Cllr Lisa Phipps, the Council's Cabinet Member for Homes and Places, said "The council is committed to maximising the investment being made through its WHQS improvement programme. The supply partner arrangement with Robert Price is helping us achieve this in a number of ways, including support for local communities such as the donation to St James' Primary School. It's great to hear the pupils' enthusiasm for cooking and I hope I'm invited back to sample some of their recipes!"

Case study 7

A training session held in 2018 has given a group of sheltered housing tenants in the Caerphilly county borough the skills to cope in a crisis. British Red Cross delivered a 2 hour awareness raising session to Council tenants at Tredegar Court, Crosskeys. The session was tailored specifically to meet the needs of tenants at Tredegar Court and provided them with skills including what to do if a friend or neighbour collapsed and how to identify signs of a heart attack. The sessions are now being rolled out to tenants at other Council owned sheltered housing schemes throughout the borough.

Case study 8

The Council's Tenancy Enforcement Section (TES) investigates complaints of noise nuisance and more serious allegations of anti-social behaviour. They predominantly deal with complaints about Council tenants and leaseholders but can also investigate private residents if there is a link to Council housing management. The team works in partnership with other agencies including the Police, Environmental Health, Social Services and the Safer Caerphilly Community Safety Partnership.

An example of a case dealt with by the TES involved the behaviour of two young people on an estate which became so severe that they were served with Acceptable Behaviour Contracts (ABCs); through joint working with the Police, Youth Offending Service and Community Safety. As the ABCs were breached and the tenant of the council property, where the young people lived, failed to take an active role in helping to modify their behaviour, an application was made to Court for Possession Proceedings against the tenancy.

Case study 9

A project in the borough is bringing different generations together to share knowledge, skills and experience. The intergenerational project, which began in November 2018, has seen pupils from Heolddu Comprehensive School in Bargoed engage with tenants from nearby St Gwladys Court, a sheltered housing scheme owned by Caerphilly County Borough Council.

Weekly sessions held so far have included a reminiscing session, where the group came together to talk about childhood memories, IT skills and music. The group has also held more informal sessions, including enjoying a festive lunch together.

Case study 10

A community tool library has launched in Ty-Sign, Risca thanks to a partnership between Caerphilly County Borough Council, Gofal and energy and regeneration specialist ENGIE. The library provides residents with easy access to the tools needed to carry out small household jobs; helping to make home improvements more affordable for those on low incomes.

To borrow tools, residents can visit the community hub at 51 Holly Road, Ty-Sign between 10am and 4pm every Tuesday, Wednesday and Thursday. Residents can also access a range of support and advice from the Holly Road office, including assistance with benefits, help finding employment and housing advice.

Hand tools were donated by ENGIE; one of the contractors appointed by the council to help deliver its WHQS improvement programme.

Case study 11

A new housing development in the Caerphilly county borough is promoting independence for its residents. The scheme, on the site of a former Royal Mail sorting office in Newbridge, has been developed in partnership between Caerphilly County Borough Council and Pobl Group, with a total investment of £900,000.

Eight new self-contained one bedroom flats have been created on the site to provide independent living for adults with a learning disability. The project provides residents with the opportunity to live independently but with floating support available at key times throughout the day, as well as a member of staff on site overnight. Friendships have already begun to develop amongst the scheme's residents, with social events and learning sessions arranged by the Council's Social Services team whilst the scheme was being built. These sessions helped residents get to know each other and learn new skills at the same time.

Case study 12

A female client moved into Ty Croeso (Council owned hostel) after sleeping rough and being placed by the Council in an emergency B&B accommodation. She was fleeing from domestic abuse, and previous attempts to end the relationship had resulted in her ex-partner tracking her down to her current location and forcefully removing her.

The client also had a history of drug use which her ex-partner introduced her to in duplicitous manner. She has now been placed on a script and is working with drug services to become substance free. She also disclosed some very sensitive information to support staff and was offered a referral to The Wallich's counselling scheme. The client has been attending on a regular basis and finding very beneficial. She has identified that previous relationships were very toxic. She has also completed a work book at the project on positive relationships.

The client feels very safe at Ty Croeso and her partner is still in prison, but she is very wary of when he will be released as she is scared he will find her and take her back to the domestic abuse relationship. The support provider continues to support her on ways to maintain her safety and will refer to specialist agencies where appropriate to assist with this.

The client can present as being very hyperactive and challenges can arise in supporting her due to her lifestyle; she needs sufficient time to be able to express herself and to develop trust in people. Due to her chaotic lifestyle she finds it very difficult to manage her room and attend appointments on time but with support from staff she is learning to attend manage her time keeping and to continue to work on maintaining her living environment.

She is continuing to make progress and is working towards successfully maintaining her own accommodation in the future which will enable her to further enhance her relationships with her family and to aid her own personal development.

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