

Public Document Pack

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

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



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

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

Date: 3rd December 2014

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 11th December, 2014** at **5.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

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

Chris Burns
INTERIM CHIEF EXECUTIVE

A G E N D A

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

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

To approve and sign the following minutes: -

- 3 Caerphilly Homes Task Group (WHQS) Minutes held on 30th October 2014 (minute nos. 1-8).

To receive and consider the following reports to be referred to Policy and Resources Scrutiny Committee then Cabinet for decision: -

- 4 Response Repair Policy.

A greener place Man gwyrddach



5 Review of WHQS Investment Strategy and HRA Capital Programme 2015/16.

To receive and note the following information items: -

6 Communications Update.

7 HRA Staff Turnover 2013/14.

8 Domestic Abuse Policy.

9 WHQS Monitoring Report 2014-15 (Half Year).

10 To receive any requests for an item to be included in the next available agenda.

Circulation:

Task Group Members: Mrs D. Moore, Ms G. Green, Mr M. McDermott, L. Ackerman, Mr C. Davies (Vice Chair), R.T. Davies, K. James, Mrs B. A. Jones, G. Jones, Ms S. Jones, Ms A. Lewis, C.P. Mann, Mr J. Moore and Mrs D. Price (Chair),

And Appropriate Officers



CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
(SIRHOWY ROOM) ON THURSDAY, 30TH OCTOBER 2014 AT 5.00 P.M.

PRESENT:

Mrs D. Price - Chair
C. Davies- Vice Chair

Task Group Members:

L. Ackerman, R.T. Davies, Mrs G. Green, G. Jones, Mrs S. Jones, Ms A. Lewis,
M. McDermott, Mrs D. Moore, J. Moore.

S. Couzens (Chief Housing Officer), P. Davy (Head of Programmes), J. Roberts-Waite
(Strategic Co-ordination Manager - WHQS Programme), D.A. Thomas (Senior Policy Officer -
Equalities & Welsh Language), K. Webb (WHQS- Relationship Manager) and C. Evans
(Democratic Services Officer).

Together with:

S. Hern and D. Pattison (Robert Price Builders Merchants)

1. APOLOGIES

Apologies for absence were received from Councillors K. James, Mrs. B. Jones and
C.P. Mann.

2. DECLARATIONS OF INTEREST

Ms. A. Lewis, Mr. C. Davies, Ms. G. Green, Mrs S. Jones and Mr. M. McDermott as Council
Tenants declared a personal but not prejudicial interest in all agenda items.

Councillor L. Ackerman and G. Jones declared an interest in item 5, relating to the Community
Improvement Fund. Details are minuted with the respective item.

3. MINUTES – 3RD JULY 2014

RESOLVED that the minutes of the meeting held on the 3rd July 2014 be approved as
a correct record and signed by the Chair.

4. PRESENTATION BY ROBERT PRICE BUILDERS MERCHANTS

S. Hern and D. Pattison, Robert Price Builders Merchants, provided the Caerphilly Homes Task Group with a presentation on the Caerphilly Homes Supply Chain Update.

The Task Group were presented with background information on Robert Price Builders Merchants and a reminder of the objectives of the single source supplier arrangement. Key Information around Operations, such as lean systems, budget and time management were noted and the Task Group were pleased to note employment successes through partnership working and the commitment of Robert Price to meet their Corporate Social Responsibilities.

The Task Group thanked the officers for the presentation and discussions and debate ensued.

Levels of Unemployment within the borough were discussed and further information was sought on the commitment of Robert Price to provide employment, particularly to the long-term unemployed, and the approaches adopted to engage this particular group. D. Pattison (Robert Price) acknowledged that there are some difficulties engaging with this group; in addition, it was highlighted that a contributory factor could be that of the perception of their business as a builder/ contractor rather than a building materials supplier. The Task Group noted that work is underway with WHQS staff, to consider alternative approaches to engaging this group and changing the perception of the business.

The Task Group discussed the processes in place for ordering, quality control and the returns and were keen to receive further detail around the just in time strategy. Officers explained that a system was developed in which common items were ordered as required and not in bulk, in order to prevent wastage.

Members were pleased to note that the Tenant Display Area has been completed in the Robert Price branch at Caerphilly and it was agreed that information and advertising would be arranged by the Communications Officer in order to notify all tenants.

The Caerphilly Homes Task Group noted the presentation.

5. COMMUNITY IMPROVEMENT FUND

Councillor G. Jones declared an interest in the application from Neuadd St Cattwg Community Hall, as an employee of GAVO and Councillor L. Ackerman declared an interest in this item due to involvement with the Friends of Navigation Colliery, Crumlin and both left the meeting during its consideration.

The report sought approval for two applications received from community groups seeking funding from the Community Improvement Fund.

The applications from Neuadd St Cattwg Community Hall and Friends Navigation Colliery were detailed for Members information. Officers confirmed that Neuadd St Cattwg Community Hall were seeking a grant of £5,000 to fund improvements to the access to, and enhance the appearance of, the areas surrounding the Hall in order to increase the usability of the outside space for mother and toddler groups, birthday parties and environmental education.

Additional funding sources have been secured from partners, including Communities First, GAVO, Groundwork and NIACE, and the project is coterminous with the aims, objectives and award criteria for the Community Improvement Fund. Tenants living within the adjacent housing areas would benefit from the improvements undertaken as a result of the Community Improvement Fund.

The Friends of Navigation Colliery Crumlin sought £5,000 to finance the estimated costs associated with undertaking a Refurbishment Asbestos Survey in accordance with HSE guidance note MDHS77. The Friends of Navigation Colliery (consisting of 20 core volunteers) aim to regenerate the former colliery site in Crumlin in order to generate employment, sustainable green energy and improve the overall quality of life within the area. The redevelopment of the site will require significant investment.

The proposal does not directly comply with the aims, objectives and award criteria of the Community Improvement Fund. There is no evidence to suggest that tenants or residents living within the locality will benefit directly from the asbestos surveys proposed.

The Task Group discussed the monies allocated to the Community Improvement Fund and a query was raised as to whether the Fund was sufficient. Officers clarified that the Community Improvement Fund was developed to encourage community groups to consider their local areas and identify specific projects. This was in addition to the main environmental programme. Officers highlighted that there is an anticipated underspend this financial year, despite extensive marketing.

Following consideration of the application it was moved and seconded that the Caerphilly Homes Task Group support the application for St Cattwg Community Hall but were unable to support the application by Friends of Navigation Colliery. By a show of hands this was unanimously agreed.

6. WHQS TARGETED RECRUITMENT AND TRAINING

J. Roberts-Waite presented the report, which provided an indication of the number of targeted recruitment and opportunities created since September 2013 and the number of opportunities that have been included as a core requirement into the internal works contracts.

The report provided that, between April 2013 and September 2014, the Council has recruited 5 apprentices, 65 additional multi-skilled agency staff and a further 29 agency staff will be sought and Internal Workforce has employed 2 young people from the Jobs Growth Wales programme in order to manage the ambitious delivery programme.

The WHQS Team, following a review of the way in which they recruit apprentices, have made a commitment to only recruit apprentices via the Council's flagship Passport Programme.

The Task Group noted that, in order to create new opportunities as a result of the WHQS Programme, community benefit clauses including targeted recruitment and training requirements were built into the Single Source Supply Partner and internal works contracts as a core requirement. The targets were determined with consideration of the size and length of each contract and some were purposely included to ensure integration with the Council's Passport Scheme.

The Task Group thanked the officer for the detailed report and discussion ensued. A member queried the Living Wage. The Officer confirmed that the Contracts request each contractor to adopt the Living Wage so to help address the incidence of in work poverty and increase spend within the borough, however the Council can only encourage the contractors to adopt the Living Wage.

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

7. EQUALITIES GUIDANCE FOR LANDLORDS PROJECT

D.A. Thomas, Senior Policy Officer (Equalities & Welsh Language) presented the report, which informed that Task Group of a project being undertaken between the Council's Housing Division, the Council's Equalities and Welsh Language Team and Local Social and Private Landlords.

Following a number of recent examples of case law around tenancy issues that have equalities/ discriminatory aspects to them, and in consideration of the planned Common Housing Register in the county borough, the Council's Housing team and Equalities and Welsh Language team have worked together to develop a guidance document for all Council Housing, Social and Private Landlords in the County borough.

Landlords, whether council, social or private are offered support and information on legal matters relating to building regulations, health and safety issues and a range of other practical matters that have an impact on their role. The guidance document, which was developed between May and September 2014, was developed to provide legal background knowledge of Equalities issues in Wales, relevant to the landlord/ tenant relationship, along with case law and practical suggestions and links to local support and training.

In addition, the Task Group noted that this is the only project in Wales, which looks to bridging the gap between landlords and tenants and offer support and information on Equalities issues.

The Task Group thanked the Officer for the detailed presentation and were pleased to note the contents of the report and the Equalities Guidance for Landlords.

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

There were no requests received for reports to be included on the next available agenda.

The meeting closed at 7.22 p.m.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 11th December 2014.

CHAIRMAN



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: RESPONSE REPAIR POLICY

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide information on the implementation of a Response Repairs Policy for all Council properties.
- 1.2 Following consultation by the Caerphilly Homes Task Group, this report will be submitted to Policy & Resources Scrutiny Committee for recommendations and thereafter to Cabinet for decision/approval.

2. SUMMARY

- 2.1 The report proposes to introduce a Response Repairs policy document to replace the former 2004 policy statement.
- 2.2 The former 2004 policy was more of a staff training and procedure manual which included a policy statement (copy attached Appendix 1). This was not intended to provide information for tenants and as such was not made available on the Council's internet website.
- 2.3 Response repairs are defined in the attached policy as repairs which are required by tenants to existing elements of their property and tenants need to be aware of the arrangements the Council has in place for providing this service.
- 2.4 The Response Repairs Policy (copy attached Appendix 2) describes the activities and responsibilities involved in delivering a response repairs service to all Council properties by the in-house Housing Repair Operations team. The report also highlights its commitment to providing an effective and responsive housing repairs and maintenance service in order to ensure high levels of tenant satisfaction along with protecting the value of its housing stock.

3. LINKS TO STRATEGY

- 3.1 The Response Repair Policy will assist the Council in meeting the aims and priorities detailed in the following strategies:
- 3.2 **National Housing Strategy:** The Welsh Assembly Government's National Housing Strategy 'Better Homes for People in Wales' (2001) has key themes of quality and choice. The WAG vision for housing "*wants everyone in Wales to have the opportunity to live in good quality, affordable housing*".
- 3.3 **The Single Integrated Plan 2013-2017:** has a priority to: "Improve standards of housing and communities giving appropriate access to services across the county borough".

- 3.4 **Local Housing Strategy:** Property Theme: *“Providing the opportunity for everyone to live in affordable, sustainable, good quality housing, regardless of tenure.”*
- 3.5 And links specifically to Strategic Aim 6: Housing Management, *“To provide good quality, well-managed homes in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”*

4. THE REPORT

4.1 The Council as Landlord has an obligation to keep its housing stock in a good state of repair therefore the following principles have been included within the policy document in order to promote the understanding of the Council’s legal responsibilities and mutual obligations in relation to response repairs.

- Responsibilities of the tenant
- Responsibilities of the Council
- Damp and Condensation
- Landlord Lighting
- Rechargeable Repairs
- Repairs to Empty Properties
- Joint Liability Repairs
- The Right To Repair
- Review Process
- Compensation Payments
- Relevant legislation on regulatory compliance
- Repairs and Maintenance Processes.
- Equality Implications.
- Welsh Language
- Tenant Participation.
- Policy Monitoring
- Links to other relevant policies/documents.

4.2 The overall aim of the Response Repair Policy is to contribute to the efficient and effective maintenance of the Council’s housing stock.

4.3 The policy will be accessible on the Housing website and is supported by detailed internal procedures and agreed practices applied uniformly across the housing service.

4.4 Due to the length of time since the previous document had been reviewed, it has been agreed that this policy will be reviewed every three years unless there is an earlier change in legislation.

5. EQUALITIES IMPLICATIONS

5.1 The policy has been updated in terms of Equalities and Welsh language issues following consultation with the Senior Policy Officer (Equalities and Welsh Language).

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications associated directly with the Response Repairs Policy.

7. PERSONNEL IMPLICATIONS

7.1 There are no direct personnel implications.

8. CONSULTATIONS

- 8.1 Consultation has taken place with relevant officers, Cabinet Member for Housing, the Repairs and Improvement Group, all views and opinions have been included in the report.

9. RECOMMENDATIONS

- 9.1 This report is to seek support for the introduction of a Response Repairs Policy, prior to consideration by Policy and Resources Scrutiny Committee and thereafter, Cabinet.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To provide an up-to-date Response Repair Policy which contributes towards the efficient and effective maintenance of the Council's housing stock.

11. STATUTORY POWER

- 11.1 Housing Acts 1985, 1996 and 2004.

Author: Paul Smythe – Housing Repair Operations Manager
(Tel: 01443 864019 smythp@caerphilly.gov.uk)

Consultees: Shaun Couzens – Chief Housing Officer
Graham North - Public Sector Housing Manager
Paul Smythe – Housing Repairs Operations Manager
Phil Davy – Head of Programmes
Chris Burns – Interim Chief Executive
Councillor Gerald Jones - Deputy Leader and Cabinet Member (Housing)
Cllr Hefin David – Chair of Policy & Resources Scrutiny Committee
Cllr Sean Morgan – Vice-Chair of Policy & Resources Scrutiny Committee
Lesley Allen – Principal Accountant
Area/Neighbourhood Managers
Mandy Betts - Tenancy and Community Involvement Manager
Repairs and Improvement Group Tenant Representatives
David A. Thomas - Senior Policy Officer (Equalities and Welsh Language)
Gail Williams, Interim Head of Legal Services & Monitoring Officer

Appendices:

Appendix 1 Response Repairs Policy Statement
Appendix 2 Response Repairs Policy – May 2014

This page is intentionally left blank

Response Repairs Manual - INDEX

<u>SECTION</u>		<u>TOPIC</u>
A	Page 1	1.0 Maintenance Policy Statement
B	2-4	1.0 Repairs reporting - General Guidelines and Customer Care Requirements.
	5-8	2.0 Guidance on Repairs Prioritisation.
C	9	1.0 Academy Housing System - Features.
	10-15	2.0 Requirements for Repair Reporting. (inc. priorities/ workforce/ work types/ trades)
	16-19	4.0 Emergency 'Out of Hours' Procedure.
D	20-21	1.0 Inspection Procedure.
E	22-25	1.0 Response Maintenance Process and Computer Interface for DLO Jobs.
	26	2.0 Procedure in the Event of Computer Failure.
	27-30	3.0 Job Tickets Disputes and Queries Procedure.
	31-32	4.0 Contractor 'No Access' Procedure.
F	33	1.0 Procedure for Administering Non-DLO Jobs.
	34	2.0 Solid Fuel Appliances Repairs Procedure. Gas Appliances/Systems Repairs Procedure.
	35	3.0 Stair lifts.
	36	4.0 Graffiti removal.
G	37	1.0 Empty Property Management Procedures.
H	38-45	1.0 Rechargeable Repairs Policy. 2.0 Procedure. 3.0 Mutual exchanges. 4.0 End of Tenancies.
J	46-47	1.0 Tenants' Maintenance Responsibilities. 2.0 Appeals Process.

L	50-54	1.0	Tenants' Right to Repair
M	55-56	1.0	Joint Liability Repairs
N	57	1.0	Co-ordination with Planned Maintenance.
O	58-62	1.0	Decoration Allowance and Compensation.
		2.0	Compensation for loss of Heating.
P	66-69	1.0	Damp and Condensation Procedure.
Q	70-71	1.0	Electrical Inspection and Testing
		2.0	Landlord Lighting
R	72	1.0	Porches
S	73-74		Contractor Customer Care Charter.
	75		REPMAN INDEX

SECTION A

1.0 POLICY STATEMENT

1.1 General Policy

1.1.1 A repairs policy with clear definitions of responsibility and expectations can result in the best use of resources both financial and human. A detailed repairs policy forms the basis of an effective repairs service.

1.1.2 Tenants have the right to expect their homes to be properly maintained and to have their repair request dealt with in a professional and customer orientated manner. Customer care therefore plays an essential role in the delivery of this service.

1.1.3 The Councils aim is a 3-pronged approach to maintaining and improving the physical condition of its dwellings:

- 1) Housing Stock requiring unforeseen repairs will be tackled through **Response Maintenance**
- 2) Housing stock in good or adequate condition will be tackled through **Planned maintenance**
- 3) Housing stock in poor condition and requiring major work will be tackled by a range of alternative strategies as part of the **Major Works Policy**

1.1.4 By evaluating and implementing a range of alternative approaches to restore its stock to good condition, the Council will be focusing on a strategy which is in the best interests of tenants and residents.

1.2 RESPONSE MAINTENANCE POLICY

1.2.1 The majority of repairs dealt with by the Council are known as response repairs, i.e. those repairs arising as a result of a personal request by a tenant (or someone representing them) or those relating to empty dwellings. Because of the large volume of such repairs, it is important to prioritise them in some way to ensure that those, which are most urgent, are attended to first. The Authority does this by categorising response repairs into a number of different priority groups, each with specific target times.(see page 5)

1.2.2 It is anticipated that, subject to satisfactory resource levels and the introduction of Planned Maintenance in the Caerphilly County Borough area, expenditure on response repairs will decrease in real terms over the next few years.

SECTION B

1.0 REPAIRS REPORTING GENERAL GUIDELINES AND CUSTOMER CARE REQUIREMENTS

- 1.1 The accurate reporting of a request for a repair is an essential task, but one to which many organisations fail to give sufficient priority, either in ensuring that proper procedures are in place or in training their staff. This section will provide an essential reference point for staff involved in repairs reporting.
- 1.2 The name and address of the tenant (which may be different to that of the caller) will be identified. All repair requests will be logged within the computerised repair system or the alternative manual system in the event of computer failure. (see Section E 2.0.)
- 1.3 A little extra care at this stage of the repairs process can help to reduce the level of secondary enquiries from tenants. Staff receiving repair complaints must ensure that tenants are clearly informed of the priority of the repair, the likely response time and the job number. Staff must also ensure that they take sufficient details of the repair complaint and use the job fax system of logging where possible **to ensure that each job is correctly prioritised.**

Where Clerical Assistants are unable to specify using the job fax manual, adequate and accurate information will need to be passed to the Repairs Inspector, via an inspection note.

1.4 REPAIRS REPORTED BY TELEPHONE

- 1.4.1 When a repair is reported by telephone, the person receiving the call should identify themselves by giving their name and section. The identity of the caller should be established. The address of the property where the repair is needed should be confirmed and the name of the Council tenant. Where possible the telephone number of the caller should be obtained in case any further information is required, or to arrange an appointment.
- 1.4.2 The caller should be asked for full details relating to the repair by asking relevant questions to enable the job to be correctly specified- see para.1.9 below.

A check should then be made on the computerised Repairs History Screen to see if the repair has been reported previously. If it has, it should be explained to the caller that the job has been recorded. The caller must be informed of the priority allocated to the job and the estimated time in which the repair will be completed.

- 1.4.3 If the repair has not been previously recorded, it should be logged on the Repairs Computer system, either by
 - a) the Clerical Officer raising a works order directly by using job fax.

CAERPHILLY COUNTY
BOROUGH COUNCIL

HOUSING SERVICES
RESPONSE REPAIRS POLICY

MAY 2014

Contents

SECTION		PAGE NUMBER
SECTION 1	Introduction	3
SECTION 2	Policy statement	3
SECTION 3	Principles of the policy	3 – 6
SECTION 4	Review Process	6
SECTION 5	Compensation Payments	6
SECTION 6	Legislation	6 - 7
SECTION 7	Repairs and maintenance process	7 – 9
SECTION 8	Equality Implications	9
SECTION 9	Tenant Participation	9 - 10
SECTION 10	Policy monitoring	10
SECTION 11	Links to other relevant policies/documents	10 – 11
SECTION 12	Review	11
SECTION 13	Approvals	11

1.0 Introduction

- 1.1 Caerphilly County Borough Council (the Council) is committed to providing a responsive and effective housing repairs and maintenance service in order to ensure high levels of tenant satisfaction and to protect the value of its housing stock.
- 1.2 This policy details the arrangements for the repairs and maintenance of properties owned by the Council.
- 1.3 Tenant Representatives were consulted in the development of this policy.

2.0 Policy statement

- 2.1 The council will keep its housing stock in good condition by providing an efficient and effective repairs and maintenance service to tenants.
- 2.2 The council will ensure that its repairs and maintenance service reflects the following overall principles:
 - 2.2.1 To repair and maintain the housing stock to a good standard, in compliance with statutory legislation and where relevant in accordance with the requirements of the Welsh Housing Quality Standard.
 - 2.2.2 To provide a flexible, convenient and customer oriented repairs service that gives priority to the safety, comfort and needs of tenants.
 - 2.2.3 To measure and monitor customer satisfaction and make use of the information to continuously improve services.
 - 2.2.4 To meet the Council's legal and contractual obligations
 - 2.2.5 To ensure the repairs service meets the performance and quality standards set out by the Council in the "Reporting a Repair" leaflet and the "Charter for Trust".
 - 2.2.6 To ensure the services provided are outcome and quality focused, cost effective and obtain the best value for tenants from available financial resources.
 - 2.2.7 To ensure the principles of Health and Safety and Equal Opportunities are central to working procedures and practices.

3.0 Principles of the policy

Maintenance of the tenant's home in partnership with the Council and the tenant. As with any partnership there are responsibilities and these are set out below:

- 3.1 Responsibilities of the Tenant
 - 3.1.1 The tenant is responsible for reporting repairs to the council and must allow access to their home in order for the repair to be carried out.

In addition the tenant must also allow access for planned/improvement works to be carried out by the Council providing 10 working days prior notification, or by agreement.

- 3.1.2 If a tenant is unable to fulfil an appointment for any reason, they have a responsibility to notify the Central Repairs Team (CRT) in order that alternative arrangements can be made. Should the tenant fail to keep an appointment or notify the CRT, charges may be levied in accordance with the No-Access Procedure.
- 3.1.3 Tenants also have a duty to allow access for the council to undertake an annual service of the heating system and smoke alarms.
- 3.1.4 The tenant is responsible for the maintenance, repair and replacement of minor items within the home, as described in the Tenants Maintenance Responsibility Procedure.
- 3.1.5 The tenant is responsible for any repairs required to the property as a result of wilful damage, neglect or negligence by them or person residing in or visiting the property and for the removal and any necessary reinstatement work of any unauthorized alterations or improvements. This is explained more fully in the Rechargeable Repairs Policy.

3.2 Responsibilities of the Council

- 3.2.1 The Council is responsible for the maintenance, repair and replacement of the structure and common parts of its properties, as set out in the tenancy agreement and the Tenants Handbook.
- 3.2.2 The Council fulfils its repairing responsibilities through a combination of an improvement, responsive and planned maintenance approach.
- 3.2.3 Responsive maintenance
 - 3.2.3.1 Responsive maintenance is work carried out, usually at the request of the tenant, to repair damage to an item or part of structure of the building. This may also include replacement of the item if required.
 - 3.2.3.2 An appointment system is available so that tenants can arrange for repairs to be carried out at a time and date to suit themselves
 - 3.2.3.3 An emergency service is provided to tenants for any response repair required outside the Council's normal working hours.
- 3.2.4 Planned/Improvement works WHQS (This type of work is not covered under this policy)

Planned/Improvement work is work organized and carried out on a planned programme in line with the council's 30-year business plan. This includes all major repairs and improvements needed to bring homes up to the Welsh Housing Quality Standard.

Planned maintenance also includes cyclical and preventative works, which are repeated at regular intervals, such as external painting, boiler servicing, electrical testing, smoke alarms servicing, water treatment, lift servicing, fire alarm servicing.

3.2.5 Damp and Condensation

The Council will investigate all reports of dampness however caused offering advice and solutions to tenants concerning the management of condensation and remedial works in the case of rising or penetrating dampness. Independent advice can be obtained where necessary.

3.2.6 Landlord Lighting

Lighting to communal areas will be checked weekly and replacements made. All landlord lighting will be subject to an annual electrical safety test.

3.2.7 Re-chargeable Repairs

Any damage, which is deemed to be the tenant's responsibility, will be identified and dealt with in an appropriate manner. Where the statutory responsibility for the repair lies with the council, or there is a health and safety risk, the damage will be repaired and where necessary the costs charged to the tenant in line with the Rechargeable Repairs procedure.

Details of rechargeable repairs are provided within the Tenants Handbook and can also be accessed via the council's housing website.

Tenants are also charged for any repairs found in a property after their tenancy has ended which also includes the condition of the property in line with the Rechargeable Repairs procedure, Empty Property Management Procedure and Termination of Tenancy Procedure. Photographic evidence, before and after the repair/s has been undertaken, should be provided in such circumstances.

3.2.8 Repairs to Empty Properties

The Council will repair all empty properties to its Letting Standard, in line with the Empty Property Management Procedure.

3.2.9 Joint Liability Repairs

Often repairs are reported by the tenant that affects a component of the property that is shared by the adjoining property, e.g. chimney stack, fencing. If this adjoining property has been sold there is a joint responsibility for the cost of the works. Full consultation needs to be undertaken and agreement reached with the Owner before the work is completed.

3.3 The Right to Repair

3.3.1 Tenants have a right to expect repairs to be completed within set timescales. These timescales are defined in the “Reporting a Repair” leaflet and in the Tenants Handbook.

3.3.2 Under the Right to Repair legislation, tenants may be entitled to claim compensation where a qualifying repair has not been completed within agreed timescales.

3.3.3 The Council will provide tenants with information on the Right to Repair where relevant.

3.4 Permission for a tenant to carry out an improvement will not be unreasonably withheld, but permission may be withheld if the requested improvement:

3.4.1 Will make the property more expensive to maintain.

3.4.2 Will make the property less safe

3.4.3 Will reduce the value of the property

Compensation for improvements may be payable in line with the provisions of the Compensation Schemes for Council Tenants leaflet.

4.0 Review Process

4.1 Tenants have a right to ask for a review of a decision in both the Recharge Procedure and the Tenants Maintenance Responsibilities Procedure. However tenants can also refer a complaint through the Corporate Complaints Procedure for any decision to be reviewed.

5.0 Compensation Payments

5.1 A decoration allowance may be paid for consequential damage following a Landlord repair in certain circumstances.

5.2 Compensation may be payable to tenants who suffer total or partial loss of heating. The criteria for winter payments and summer payments differ as do the level of compensation payable.

5.3 Compensation will be payable to tenants if their energy supply is utilised in the undertaking of any repairs in line with the Charter for Trust.

6.0 Relevant legislation and regulatory compliance

6.1 Caerphilly Council will ensure that properties are repaired and maintained in accordance with best practice and relevant policy and legislation, including the following:

- 6.1.1 Tenancy agreement and Tenant's handbook
- 6.1.2 Housing Acts 1988,1996,1998,2004
- 6.1.3 Landlord and Tenant Act 1985
- 6.1.4 Defective Premises Act 1972
- 6.1.5 Building Regulations
- 6.1.6 Leasehold Reform Act
- 6.1.7 Equality Act 2010
- 6.1.8 Disability Discrimination Act 2005
- 6.1.9 Gas Regulations (Gas Safe)
- 6.1.10 Electrical Regulations (NICEIC)

7.0 Repairs and Maintenance Process

- 7.1 Responsive repairs can be reported by tenants or their representatives in the following ways and will normally be dealt with by the Centralised Repairs Team.

By telephone

By letter

By email

In person at local housing/council offices

In person during estate inspections

By telephone to the 'out of hours' call-out service for emergency repairs only. Misuse of this service may result in a recharge.

- 7.2 The Council is continuously improving the methods of reporting repairs and will seek to develop more modern methods through the use of new technology.

- 7.3 The Council has set the following categories of responsive repairs with target timescales for responding to and completing repairs. In exceptional circumstances, for instance where the tenant is in poor health, the Council may consider a faster response time than the published targets.

7.3.1 Emergency repairs

Emergency repairs are those that need to be carried out to avoid serious danger to health and safety or where a failure to carry out the repair could cause extensive damage to buildings and property.

Priority 01 out of hours emergency repairs should be completed or made safe within 2 hours.

Priority 02 working hours emergency repairs should be completed or made safe the same day as they are reported.

7.3.2 Response Repair Appointments

For the convenience of its tenants, the Council offers an appointment system for carrying out responsive repairs during normal working hours.

Appointments are arranged with the individual tenant, with morning, afternoon, School run or all day appointments offered. They should be completed to the tenant's convenience which should be within 25 days of the repair being reported.

7.3.3 Planned Response Works

Planned response works are larger type repairs, which generally take more than one day to complete that are not urgent, although they may cause inconvenience to tenants.

Planned works should be completed within 50 days of being reported.

7.3.4 Pre-inspections

Certain repairs may need to be inspected in order to assess the nature of the work and its priority. Where possible, all inspections will be carried out within 3 working days.

7.4 Quality Control

7.4.1 The Council believes that the quality of its maintenance service is extremely important, not only to ensure the health, safety, comfort and satisfaction of its tenants, but also to protect the fabric and value of its housing stock.

7.4.2 The Council requires all staff and contractors working in tenants' homes to comply with the 'Charter for Trust' developed by the council.

7.4.3 Tenants who report a response repair may be contacted by telephone after the repair has been completed, to help assess the performance and quality of the repairs service by completing a satisfaction survey.

7.4.4 Every 3 months the Council will send out pre-paid questionnaires to a random selection of tenants who have recently had a repair completed to obtain feedback on the standard of our service delivery

7.4.5 The Council will ensure a minimum of 20% of all repairs works are inspected following completion. Any issues arising from these post-inspections will be referred to the Foreman responsible for investigation who will ensure that any necessary remedial works are carried out, or the response repairs procedure may require reviewing.

7.4.6 The Council's complaints policy is also available to any tenant who is dissatisfied with the responsive repairs service provided. Details are available on the council's website, at local housing offices or at any of the council's main offices.

8. Equalities and Welsh Language Implications

- 8.1 The Council is committed to giving an equal service to all. Any action taken under this policy will comply with current Equalities and Welsh language legislation.
- 8.2 The Council's staff will operate within the requirements of the current corporate Strategic Equality Plan and Welsh Language Scheme, and meet any specific needs which may arise in respect of tenants' requirements regardless of their individual circumstances and backgrounds.
- 8.3 The Repairs and Maintenance procedure will be tailored to meet the needs of individuals, for example the priority of a repair may be increased for vulnerable tenants. All cases will be considered on an individual basis.
- 8.4 All contractors will be asked to provide their Equality and Diversity policy prior to allocating any works.
- 8.5 The Council will make information available in a variety of information formats on request, including:
 - 8.5.1 Large print
 - 8.5.2 Audio tape
 - 8.5.3 Other languages

9. Tenant Participation

- 9.1 The Council will provide performance information to tenants through the various Tenants Groups, Caerphilly Homes Task Group, Housing website and the 'Housing' newsletter so tenants can measure and evaluate the quality and effectiveness of the services delivered.
- 9.2 The Council will listen to tenants' views at every opportunity to enable continuous improvements to services, in line with the Local Tenant Participation Strategy.
- 9.3 The Council will:
 - 9.3.1 Involve our Tenants in decisions regarding response repairs
 - 9.3.2 Involve our Tenants in developing repairs policies
 - 9.3.3 Involve our Tenants in the selection and drawing up of specifications for contractors and key components.

- 9.4 The Council will ensure that wherever possible tenants are able to exercise a choice on repairs, for example through our appointment system or on colour schemes.
- 9.5 The Council will undertake all building repair work in line with the provisions of the Charter for Trust for building maintenance work.

10. Policy Monitoring

- 10.1 To help achieve our aim of being a continuously improving organization and to ensure that we meet all statutory obligations, the Council has systems and processes in place which allow us to monitor and evaluate our performance.
- 10.2 The Council will constantly monitor repair standards and the performance of its contractors. Appropriate action will be taken if the repairs are not performed to the required standard.
- 10.3 The Council will continually review its standards by measurement against performance benchmarks set by the Welsh Government in comparison with other social housing providers.
- 10.4 The Council will benchmark its performance against other similar housing organizations with the aim of achieving continuous improvement and to ensure compliance with best practice and promote through newsletters.
- 10.5 Reports on the Response Repairs Service will be considered by the Caerphilly Homes Task Group, which consists of seven Councillors and seven elected Tenant Representatives.
- 10.6 The Repairs and Improvement Group will meet on a regular basis to review the service and identify any areas for improvement. This group will also act as the council's main consulting body for the Response Repairs Service

11. Links to other relevant policies/documents

- 11.1 This policy links closely with the following policies and documents:
 - 11.1.1 Tenancy agreement
 - 11.1.2 Tenants' Handbook
 - 11.1.3 Local Tenant Participation Strategy
 - 11.1.4 Re-chargeable Repairs Policy
 - 11.1.5 Planned and Cyclical Maintenance Policy
 - 11.1.6 Empty Property Management Policy
 - 11.1.7 Charter for Trust

Response Repairs Policy

- 11.1.8 Complaints Policy
- 11.1.9 Health & Safety Policy
- 11.1.10 Reporting a Repair Leaflet
- 11.1.11 No Access Procedure
- 11.1.12 Compensation Procedure
- 11.1.13 Tenants Maintenance Responsibilities
- 11.1.14 Response Repair Joint Responsibility Procedure
- 11.1.15 Landlords Consent Procedure
- 11.1.16 Annual Service No Access Procedure
- 11.1.17 Termination of Tenancy Procedure

12. Review

- 12.1 This policy will be reviewed every three years unless there is an earlier change in legislation.

13. Approvals

Date approved by the Caerphilly Homes Task Group

Date for review of the policy: _____

Responsible post: _____

This page is intentionally left blank



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: REVIEW OF WHQS INVESTMENT STRATEGY AND HRA CAPITAL PROGRAMME 2015/16

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To advise on a revised investment strategy and set out the HRA capital programme budget for 2015/16. The report is seeking the views of Members prior to its presentation to Cabinet.
- 1.2 To advise on a revised investment strategy and set out the HRA capital programme budget for 2015/16. The report is seeking the views of Members prior to its consideration at Policy and Resources Scrutiny Committee and thereafter, Cabinet.

2. SUMMARY

- 2.1 Major slippage during the 2014/15 financial year has necessitated a review of the investment strategy over the remaining five years of the programme. The slippage will cause additional pressure due to the increase in the volume of properties that will need to be completed over a shorter timescale. In order to maintain the principle of separation of internal and external works there are a large number of community area sequence changes, mainly affecting the external works. The HRA capital programme budget allocates the necessary resources based on the Savills cost plan to deliver the programme during 2015/16 to meet the revised WHQS Investment Strategy.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Single Integrated Plan 2013 -2017 has a priority to “Improve standards of housing and communities, giving appropriate access to services across the County Borough.”
- 3.3 The Council’s Local Housing Strategy “People, Property, and Places” has the following aim:-
“To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”
- 3.4 The HRA Capital Programme is aligned to the delivery of the Welsh Housing Quality Standard (WHQS) and links to the WHQS Investment Strategy and Business Plan.

4. THE REPORT

4.1 Programme Review

In September 2012 an investment strategy was approved by the Caerphilly Homes Task Group / Cabinet Sub Committee which outlined how the WHQS Programme would be implemented on a community based approach over the period to 2019/20. The work is split between the in house work force and contractors and there are separate sequences for internal and external works.

- 4.2 During 2014/15 the programme has faced major slippage arising from delays in the commencement of the internal works contracts, the decision to retender the external works contracts in the Upper Rhymney Valley, the curtailment of the small lots programme in the Eastern Valleys to a more manageable number of contracts; and surveying issues that have slowed the external works in the Lower Rhymney Valley.
- 4.3 The report which outlined the HRA capital programme for 2014/15 submitted to the CHTG in October 2013 envisaged that either internal or external works would be completed to 3,713 properties. Due to the factors outlined above it has been necessary to revise the programme downwards for the current financial year to 1683. This reflects the number of works packages that will have been committed. However a number of the works packages are expected to run on into the 2015/16 financial year and the out turn position in March 2015 is likely to be between 1200 and 1300 properties completed. The implications of the over run on the 2015/16 programme will be assessed in April 2015.
- 4.4 An acceleration of the programme is now required to incorporate the 14/15 slippage over the remaining five years of the programme.
- 4.5 A revised profile in terms of total numbers of properties is shown in the table below:-

Year	Internal Wks	External Wks	Total
12/13	359	0	359
13/14	790	39	790
14/15	937	834	1683
15/16	2242	2275	4517
16/17	1705	2471	4176
17/18	1629	2488	4117
18/19	1695	2051	3746
19/20	1576	1182	2758
Cornish flats	22	32	32
Totals	10955	11372	22178

(NB Figures do not necessarily add to the totals due to leasehold properties only featuring in external works column and some non-traditional constructed properties only counted once due to internal and external works being undertaken at the same time).

- 4.6 From April 2015 the average rate of completions over the remaining five years of the programme needs to achieve 77 properties a week. The profile shown in the table is deliberately front loaded to retain some flexibility for unforeseen events towards the end of the programme. This will mean that target for 15/16 will be 90 completions a week. This is an extremely challenging target requiring effective planning and organisation, timely and accurate information and appropriate resourcing.
- 4.7 One of the key principles agreed with tenants is that there should be separate sequences of internal and external works across the community areas. To avoid overlaps arising in the review of the programme it has been necessary to make changes to the community running order. There are 40 sequence changes but this mainly impacts on the external works. It is essential to avoid overlaps due to the contract structure as this will prevent conflict between different contractors trying to work on individual properties at the same time.

4.8 The revised investment strategy is shown in Appendix 1 together with all the sequence changes.

4.9 **HRA Capital Programme 2015/16**

The HRA capital programme for 2015/16 flows from the revised WHQS investment strategy. The community areas that will receive either internal or external work in 15/16 are shown in Appendix 1. This also shows whether the works will be undertaken by contractors or the in house team. 4517 properties will be scheduled into the programme. Work packages (i.e. the rate at which blocks of properties will be issued to either the contractors or the in house team) will be determined following the surveys to individual properties. The surveys identify those works necessary to bring the property to WHQS, or conversely confirm where compliance has already been achieved as a result of work carried out in previous years.

4.10 The capital programme makes provision for a number of other items including adaptations undertaken on a response basis; major repairs to void properties prior to re letting; and continuation of the improvement programme to the HRA garages.

4.11 Opportunities for energy efficiency grant funding continue to be pursued but progress with the Energy Company Obligation (ECO) scheme is very slow and the priority is more towards private sector housing. Furthermore future ECO grants are unlikely to provide 100% grant funding in the future. It will be prudent to set aside match funding to pursue any opportunities that do arise.

4.12 Given the scale of the programme variances to budget provision could be large depending on actual circumstances on the ground and a significant contingency sum has been included.

5. **EQUALITIES IMPLICATIONS**

5.1 An EqIA has been completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for low level or minor negative impact have been identified, therefore a full EqIA has not been carried out.

5.2 The implementation of the WHQS Programme will ensure compliance where appropriate with current Building Regulations and DDA requirements. The Council's procurement processes include equalities requirements and compliance by third party contractors undertaking WHQS work.

6. **FINANCIAL IMPLICATIONS**

6.1 It is anticipated that as the programme progresses there will be significant variations from the Savills cost plan figures shown in Appendix 1 to reflect circumstances on the ground.

6.2 Appendix 2 summarises the budget estimates for the 2015/16 HRA capital programme which totals £36,219,180. The estimates for the improvement works are based on the Savills cost plan (see Appendix 1) but adjustments have been made in Appendix 2 to reflect new budget estimates associated with more extensive work at Rowan Place, Rhymney, and an increased budget has been made for the small lots in the Eastern Valleys based on experience during 14/15 when tender costs were above the Savills cost plan.

6.3 The target of 90 properties completed each week equates to an expenditure of in excess of £600,000 a week on improvement works.

6.4 In previous years there has been a significant unbudgeted expenditure on emergency heating installations. It has always been possible to absorb this expenditure due to under spends and contingencies within the budget. As the WHQS Programme is progressed the number of emergency heating installations should decline. No separate budget has therefore been

included and as in previous years costs incurred will be absorbed within the overall budget allocation for the year.

7. PERSONNEL IMPLICATIONS

- 7.1 The need to accelerate the programme to accommodate the slippage in 14/15 will increase the pressure on the WHQS Team. The current area based project team approach has given rise to inconsistencies in service standards. The project teams are being reconfigured around the contract arrangements to ensure a consistent approach across the County Borough and to make the accountabilities of the managers clearer. The senior management has been strengthened to help drive performance. Staff resources in critical areas are under review to ensure there is the capacity to cope with the volume of work that has to be delivered within a finite timescale.

8. CONSULTATIONS

- 8.1 Comments received have been incorporated into the report.

9. RECOMMENDATIONS

- 9.1 The CHTG recommend to Policy and Resources Scrutiny Committee and Cabinet the revised investment strategy and the capital programme for 2015/16 that flows from the strategy to be approved.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To appraise the Task Group of changes to the investment strategy and the implications for the HRA capital programme in 2015/16

11. STATUTORY POWER

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

Author: P.G. Davy, Head of Programmes (WHQS)

Email: davypg@caerphilly.gov.uk, Tel: 01443 866494

Consultees: Cllr Gerald Jones, Deputy Leader and Cabinet Member for Housing
Cllr Barbara Jones, Deputy Leader and Cabinet Member for Corporate Services
Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director of Corporate Services & S151 Officer
Shaun Couzens, Chief Housing Officer
Marcus Lloyd, Deputy Head of Programmes (WHQS)
Steve Greedy, WHQS Implementation Project Manager
Colin Roden, WHQS Implementation Project Manager
Alan Edmunds, WHQS Implementation Project Manager
Jane Roberts Waite, Strategic Co-ordination Manager – WHQS Programme
Lesley Allen, Principal Accountant
Rhys Lewis, Systems and Performance Manager
Liz Lucas, Head of Procurement
Gail Williams, Interim Head of Legal Services and Monitoring Officer

Appendices:

Appendix 1 Revised Investment Strategy

Appendix 2 Capital Programme 2015/16

Revised Investment Strategy

WHQS Programme - Year 1 (2013/14)				
Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
PANTSIDE LOWER		1,585,950		
PANTSIDE UPPER		389,200		
SPRINGFIELD	19,250		70,000	
TRINANT		165,550		485,050
Eastern Valleys Total	19,250	2,140,700	70,000	485,050
Lower Rhymney Valley				
BEDWAS	265,550		759,150	
PWLLYPANT		372,900		
SENGHENYDD		1,051,100		
THOMASVILLE	9,700	290,550	39,100	
TRECENYDD		290,800		
TY NANT		289,150		
Lower Rhymney Valley Total	275,250	2,294,500	798,250	0
Upper Rhymney Valley				
DERI		164,350		
RHYMNEY NORTH		1,804,700		
RHYMNEY SOUTH		57,700		
Upper Rhymney Valley Total	0	2,026,750	0	0
Annual Total	294,500	6,461,950	868,250	485,050

WHQS Programme - Year 2 (2014/15)				
Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
ARGOED			154,625	
HIGH MEADOW		290,600		
LLANFACH		182,300		
MARKHAM-HOLLYBUSH			942,825	
OAKDALE			468,410	
PANTSIDE LOWER		305,900		
PANTSIDE UPPER		266,350		
TRELYN UPPER	831,750			
Eastern Valleys Total	831,750	1,045,150	1,565,860	0
Lower Rhymney Valley				
ABERTRIDWR				386,570
BEDWAS			116,550	754,550
BRYNCENYDD		281,800		
HEOL TRECATELL				92,000
LANSBURY PARK	799,200			
NANTDDU				39,400
SENGHENYDD		17,950		
TRECENYDD		1,335,650		
TY ISAF		64,050		
Lower Rhymney Valley Total	799,200	1,699,450	116,550	1,272,520
Upper Rhymney Valley				
DERI		36,350		
HENGOED	134,950	796,150	652,250	
RHYMNEY NORTH		1,090,950	31,900	
RHYMNEY SOUTH	1,084,800	27,550		
YSTRAD MYNACH		357,250		
Upper Rhymney Valley Total	1,219,750	2,308,250	684,150	0
Annual Total	2,850,700	5,052,850	2,366,560	1,272,520

WHQS Programme - Year 3 (2015/16)				
Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
ABERCARN			247,450	
ARGOED	280,950			
BRITANNIA	711,850			
CEFN FFOREST	3,275,150			
CROESPENMAEN			309,400	
FAIRVIEW	312,100			
FLEUR-DE-LYS	410,800			
GELGIGROES			515,900	
HIGH MEADOW			8,950	
MARKHAM-HOLLYBUSH	1,145,450			
MORRISVILLE		80,100		
OAKDALE	700,200			
PENGAM	254,000			
PENLLWYN UPPER			354,646	
PENTWYNMAWR			247,700	
PERSONDY		217,700		
SPRINGFIELD			312,023	
TWYN GARDENS	399,600			
TY-SIGN UPPER		493,500		
WATTSVILLE		363,800		
WEST END		102,000		
YNYSDDU-CWMFELINFACH			251,465	
Eastern Valleys Total	7,490,100	1,257,100	2,247,534	0
Lower Rhymney Valley				
BRYNCENYDD				59,360
GRAIG Y RHACCA		833,150		
LANSBURY PARK	3,330,100			
MACHEN				135,080
PENYRHEOL LOWER				325,850
PENYRHEOL UPPER				1,332,650
PWLLYPANT				42,670
RUDRY				49,130
THOMASVILLE				77,375
TRAPWELL				48,160
TRETHOMAS		1,201,500		
TY ISAF				4,900
TY NANT				10,450
Lower Rhymney Valley Total	3,330,100	2,034,650	0	2,085,625

Upper Rhymney Valley				
BRITHDIR			17,200	
CASCADE		177,850		
CEFN HENGOED		1,017,400		
GELLIGAER			4,021,830	
NELSON		703,950		
NEW TREDEGAR			280,070	
PHILLIPSTOWN			419,290	
PONTLOTTYN	1,999,850			
TIRPHIL			99,815	
TIRYBERTH		334,350		
Upper Rhymney Valley Total	1,999,850	2,233,550	4,838,205	0
Annual Total	12,820,050	5,525,300	7,085,739	2,085,625

WHQS Programme - Year 4 (2016/17)

Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
GELLIGROES	578,350			
LLANFACH			4,000	
MORRISVILLE			59,100	
PENLLWYN LOWER	677,750			
PENTWYNMAWR	523,650			
PERSONDY			4,850	
PONTYMISTER			392,905	
PONTYWAUN			923,260	
RISCA			479,185	
SPRINGFIELD	2,144,150			
TRINANT			122,900	
TY-SIGN LOWER			1,134,370	
TY-SIGN UPPER		1,450,200		
WATTSVILLE			146,900	
WEST END			104,650	
Eastern Valleys Total	3,923,900	1,450,200	3,372,120	0
Lower Rhymney Valley				
ABERTRIDWR	1,377,350			
CHURCHILL PARK				387,070
CLAUDE ROAD				634,570
GRAIG Y RHACCA		1,947,650		
LLANBRADACH	782,100			
SENGHENYDD				128,080
TRECENYDD				301,730
WAUNFACH				18,020
Lower Rhymney Valley Total	2,159,450	1,947,650	0	1,469,470
Upper Rhymney Valley				
ABERBARGOED LOWER	462,600			
ABERBARGOED MIDDLE			114,040	
ABERTYSSWG			813,860	
BARGOED			290,900	
BRITHDIR	77,400			
DERI	51,200		97,050	
FOCHRIW			1,810,735	
GELLIGAER		1,288,300		
GILFACH LOWER			191,860	
GILFACH PHASE 2	1,400,650			
MAES MABON		1,000,700		
PONTLOTTYN			2,249,370	
TIRPHIL	330,750			
Upper Rhymney Valley Total	2,322,600	2,289,000	5,567,815	0
Annual Total	8,405,950	5,686,850	8,939,935	1,469,470

WHQS Programme - Year 5 (2017/18)

Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
ABERCARN	359,950			
BLACKWOOD			107,100	
BRITANNIA			285,050	
CROESPENMAEN	621,450			
CROSSKEYS			954,610	
CWMCARN			279,860	
FAIRVIEW			96,150	
FLEUR-DE-LYS			139,550	
NEWBRIDGE	859,850			
PANTSIDE LOWER			346,350	
PANTSIDE UPPER			31,050	
PENGAM			40,250	
PENLLWYN UPPER		1,409,350		
TRELYN UPPER			378,100	
TREOWEN	108,500			
TRINANT	2,135,750			
Eastern Valleys Total	4,085,500	1,409,350	2,658,070	0
Lower Rhymney Valley				
CAERBRAGDY		222,400		
CHURCHILL PARK	1,604,050			
HEOL TRECATELL	564,450			
LANSBURY PARK				7,698,615
LLANBRADACH				27,890
MACHEN		510,650		
PORSET PARK		1,283,200		
Lower Rhymney Valley Total	2,168,500	2,016,250	0	7,726,505
Upper Rhymney Valley				
ABERBARGOED LOWER			44,015	
ABERBARGOED UPPER	2,041,500			
ABERTYSSWG		549,800		
DERI			55,650	
GELLIGAER		1,712,350		
GILFACH PHASE 1 GIL1			1,045,300	
GILFACH PHASE 3			2,262,640	
HENGOED			427,986	
MAESYCWMMER			472,080	
RHYMNEY NORTH			1,861,040	
Upper Rhymney Valley Total	2,041,500	2,262,150	6,168,711	0
Annual Total	8,295,500	5,687,750	8,826,781	7,726,505

WHQS Programme - Year 6 (2018/19)				
Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
BLACKWOOD		1,076,300	373,708	
CEFN FFOREST			1,268,410	
CROSSKEYS	1,352,050			
CWMCARN	1,000,500			
PENLLWYN LOWER			71,000	
PENLLWYN UPPER		596,250		
RISCA	1,433,150			
TWYN GARDENS			132,850	
TY-SIGN UPPER			4,686,335	
YNYSDDU-CWMFELINFACH	432,900			
Eastern Valleys Total	4,218,600	1,672,550	6,532,303	0
Lower Rhymney Valley				
BEDWAS	1,571,750			
CAERBRAGDY				50,000
PENYRHEOL LOWER		1,332,250		
PENYRHEOL UPPER		465,600		
PORSET PARK				685,140
TRETHOMAS				540,175
Lower Rhymney Valley Total	1,571,750	1,797,850	0	1,275,315
Upper Rhymney Valley				
ABERBARGOED MIDDLE	765,950			
ABERBARGOED UPPER			215,515	
BARGOED		1,484,650		
CASCADE			18,240	
CEFN HENGOED			234,345	
FOCHRIW		1,081,550		
GILFACH PHASE 1 GIL1	741,000			
GILFACH PHASE 2			832,630	
GILFACH PHASE 3	1,281,200			
PENPEDAIRHEOL			17,800	
PENYBRYN			250	
TIRYBERTH			12,350	
YSTRAD MYNACH			146,970	
Upper Rhymney Valley Total	2,788,150	2,566,200	1,478,100	0
Annual Total	8,578,500	6,036,600	8,010,403	1,275,315

WHQS Programme - Year 7 (2019/20)				
Community	Internal Components		External Components	
	CON £	DLO £	CON £	DLO £
Eastern Valleys				
BLACKWOOD		1,348,350		
NEWBRIDGE			205,185	
PONTYMISTER	1,586,100			
PONTYWAUN	781,300			
TREOWEN			6,490	
TY-SIGN LOWER	1,527,750			
Eastern Valleys Total	3,895,150	1,348,350	211,675	0
Lower Rhymney Valley				
BEDWAS	431,200			
CLAUDE ROAD	670,900			
GRAIG Y RHACCA				406,660
NANTDDU	523,950			
PENYRHEOL UPPER		1,989,450		
RUDRY	163,700			
TRAPWELL	112,100			
WAUNFACH	170,500			
Lower Rhymney Valley Total	2,072,350	1,989,450	0	406,660
Upper Rhymney Valley				
GILFACH LOWER	1,056,050			
MAES MABON			20,625	
MAESYCWMMER	1,088,100			
NELSON			7,250	
NEW TREDEGAR		1,128,300		
PENPEDAIRHEOL	79,700			
PENYBRYN	41,850			
PHILLIPSTOWN		1,158,550		
RHYMNEY SOUTH			1,792,700	
Upper Rhymney Valley Total	2,265,700	2,286,850	1,820,575	0
Annual Total	8,233,200	5,624,650	2,032,250	406,660

Area/Community	Change to original programme	Properties
Eastern Valleys		555
BLACKWOOD	External works move - year 2 to year 5 and year 6	310
MORRISVILLE	External works move - year 2 to 4	12
NEWBRIDGE	External works move - year 2 to 7	87
PERSONDY	External works move - year 2 to 4	30
TROWEN	External works move - year 2 to 7	11
WATTSVILLE	External works move - year 2 to 4	51
WESTEND	External works move - year 2 to 4	12
YNSYDDU-CWMFELINFACH	External works move - year 2 to 3	42
Lower Rhymney Valley		149
BEDWAS	Non Trads external curtilage works were not done in year 1 moved to Bedwas external works contract for year 2	3
MACHEN	External works move - year 2 to 3	72
RUDRY	External works move - year 2 to 3	20
TRAPWELL	External works move - year 2 to 3	13
TRECENYDD	Internal works pulled forward from year 2 to 1	41
Upper Rhymney Valley		3701
ABERBARGOED LOWER	External works move - year 3 to 5	49
ABERBARGOED MIDDLE	External works move - year 3 to 4	91
ABERBARGOED UPPER	External works move - year 4 to 6	223
ABERTYSSWG	External works move - year 3 to 4	84
BARGOED	External works move - year 3 to 4	159
BRITHDIR	External works move - year 2 to 3	8
CASCADE	External works move - year 5 to 6	18
CEFN HENGOED	External works move - year 5 to 6	167
DERI	External works move - year 3 to year 4 (25 properties) and year 5 (5 properties)	30
FOCHRIW	External works move - year 3 to 4	158
GELLIGAER	External works move - year 2 to 3	374
GILFACH LOWER	External works move - year 3 to 4	108
GILFACH PHASE 2	External works move - year 5 to 6	175
HENGOED	Non Trads (x16) internal/external works moved from year 1 - 2 as contract delayed. External works move - year 4 to 5 (91 properties)	107
MAES MABON	External works move - year 6 to 7	148
MAESYCWMMER	External works move - year 4 to 5	113
NELSON	External works move - year 6 to 7	81
NEW TREDEGAR	External works move - year 2 to 3	144
PENPEDAIRHEOL	External works move - year 5 to 6	8
PENYBRYN	External works move - year 5 to 6	4
PHILLIPSTOWN	External works move - year 2 to 3	160
PONTLOTTYN	External works move - year 2 to 4	263
RHYMNEY NORTH	Rowan Place (x72) internal works moved from year 1 to 2 and Rowan Place external works from year 4 to 2. External works move - year 4 to 5 (363 properties)	435
RHYMNEY SOUTH	External works move - year 6 to 7 (453 properties). Internal works moved from year 0 to 1 (6 properties)	459
TIRPHIL	External works move - year 2 to 3	39
TIRYBERTH	External works move - year 5 to 6	44
YSTRAD MYNACH	External works move - year 5 to 6	52
Grand Total		4405

This page is intentionally left blank

CAPITAL PROGRAMME 2015/16

Programme Renewals

<u>In House Work Force</u>	£
<i>Internal Works</i>	
Eastern Valleys	1,257,100
Lower Rhymney Valley	2,034,650
Upper Rhymney Valley	2,233,550
<i>External Works</i>	
Lower Rhymney Valley	2,085,625
Rowan Place (URV)	1,600,000
<u>Contractors</u>	
<i>Internal Works</i>	
Eastern Valleys	7,490,100
Lower Rhymney Valley	3,330,100
Upper Rhymney Valley	1,999,850
<i>External Works</i>	
Eastern Valleys	3,500,000
Upper Rhymney Valley	4,838,205
Sub total	30,369,180
Other	
Adaptations (outside WHQS)	1,000,000
Voids (outside WHQS)	500,000
HRA Garages	500,000
Energy Schemes (match funding)	1,000,000
Community Improvement Fund	50,000
Fees and consultancy	1,800,000
Contingency	1,000,000
Total	36,219,180

This page is intentionally left blank



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: COMMUNICATIONS UPDATE

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To provide members of the Caerphilly Homes Task Group with an update on communications activities undertaken over the previous year, along with plans for 2015.

2. SUMMARY

- 2.1 Effective communications is essential to ensuring all stakeholders have an awareness of the Caerphilly Homes brand and are kept up to date on progress across the housing service. Key to effective communications is the delivery of timely messages, using a range of methods appropriate for specific target audiences.
- 2.2 A great deal of work has taken place over the past year to raise the profile of Caerphilly Homes, both internally and externally, through a variety of methods and media. A number of new initiatives have been implemented, alongside the continuation and enhancement of existing communications activities.
- 2.3 A key priority for the coming year will be the establishment of a mixed stakeholder working group to oversee a full-scale review of communications across Caerphilly Homes; the findings of which will form the basis for a revised communications strategy.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.3 The Single Integrated Plan 2013-2017 has a priority to "Improve standards of housing and communities, giving appropriate access to services across the County Borough".
- 3.4 The Council's Local Housing Strategy "People, Property, and Places" has the following aim:-

"To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations."

4. THE REPORT

4.1 Timely press releases, relaying 'good news stories', are a free and effective method of communicating with key stakeholders and the wider public. Positive media coverage helps to raise awareness of the 'Caerphilly Homes' brand and build a positive reputation of the housing service. The Communications and Tenant Engagement Officer has continued to work closely with the Corporate Communications team over the past year, feeding into the corporate media planner to ensure a steady flow of information is maintained.

4.2 The Caerphilly Homes tenant newsletter provides a mechanism for ensuring all council tenants and leaseholders are sent consistent messages and information on the housing service. The six monthly frequency of this newsletter has been maintained over the past year, with issues distributed in May and November. A panel of tenant Armchair Reviewers was set up by the Tenant and Community Involvement Team in late 2013; their role is to provide feedback on the newsletter and other communications materials. To date they have undertaken 3 reviews of the newsletter and their feedback is being used to aid continuous improvement of the publication.

4.3 Caerphilly Homes established its own Facebook page in May 2013 as a mechanism for more informal engagement with tenants, particularly those traditionally classed as 'hard to reach'. The page has continued to grow over the past year and Caerphilly Homes' social media presence was also enhanced with the establishment of a Twitter account.

Tenants also have their own social media pages, branded as Caerphilly Tenants, People and Communities. These pages are operated completely independently of the council, but the Communications and Tenant Engagement Officer works closely with the group and they regularly assist in promoting Caerphilly Homes' activities. Their support has proved extremely beneficial in delivering messages to the wider tenant body over the past year.

4.4 A key priority over the past year has been to increase opportunities for informal engagement with tenants; this has been achieved through community events held throughout the county borough in conjunction with Communities First. The Caerphilly Homes profile was also further raised at larger events over the summer, including Blackwood Beach Party and The Big Cheese. The single source supplier relationship was also further strengthened and promoted, with Robert Price Builders' Merchants directly involved in several of these events.

4.5 A Caerphilly Homes Celebration Evening was held in September which saw tenants, staff, elected members and partner agencies come together to celebrate some of the achievements made in delivering the promises made to tenants prior to the stock transfer ballot. Over 90 people attended and the feedback received from the event was very positive.

The first Transforming Lives and Communities Awards were also held as part of the Celebration Evening. The awards were developed in response to the commitment made in the Offer Document to tenants, prior to the stock transfer ballot, to establish a 'good neighbour' recognition scheme. The awards recognised local people who make a significant difference to the lives of our tenants and the communities in which they live. Additional funding was received for the awards through sponsorship from Robert Price Builders' Merchants and their suppliers.

Tenants were heavily involved in planning the Celebration Evening and were keen to play a major role in the event itself. The Communications and Tenant Engagement Officer supported them in their plans and, in particular, with the production of a film to be premiered at the event. The vision was to produce a film which would inspire local communities to come together and make a difference; tenants chose Trinant as the community in which to base the project. Along with being used as part of the Celebration Evening, the aim was also to produce a film which would promote active citizenship in the county borough and encourage future similar projects in other communities.

The project itself evolved into a much bigger community engagement opportunity in Trinant. The filming project took place over 3 sessions; the first was an open session where community were invited to attend to find out more about project, this was followed the following week with 2 consecutive days of rehearsals and filming. Over 50 adults and children from the community attended these sessions and participated in the filming, alongside tenants from throughout the county borough. This project really helped us build relationships with the local community and develop a positive reputation amongst our tenants.

- 4.6 There was a clear need to review and improve the housing pages of the website, as the structure and content had become quite outdated and difficult to navigate. Over the past year a working group of staff, from across Caerphilly Homes, has been undertaking a review of the housing pages of the website. Tenants were also engaged in the process, with a survey and user testing undertaken by the Armchair Reviewers.

A new structure has now been developed for the housing pages and user friendly, plain English content produced for all sections. The review has been undertaken in conjunction with the corporate redesign of the website. The new structure is task oriented, so thinks much more about the user journey in order to make it easier and quicker for people to find the information they need. Content management of the website will, in future, be devolved to individual departments making it much easier to ensure information contained on the housing pages is relevant and up to date. Regular testing through the Armchair Reviewers will also continue to be carried out in order to ensure the website remains user friendly and easy to navigate.

- 4.7 Work is ongoing to create a brand identity for Caerphilly Homes; a key element of this is ensuring that all communications materials are produced with the same 'look and feel'. A style has now been developed, through work with the corporate design team, and is being used for all new housing publications to ensure consistency in use of the Caerphilly Homes brand. Existing housing materials and literature are currently being rebranded incrementally, as and when reprints are required, to prevent wastage and help keep costs down.

A working group will be established in 2015 to lead a communications review. Part of this exercise will include a review and rebrand of all materials to ensure that they are still fit for purpose, written in line with plain English and fit the Caerphilly Homes style; Armchair Reviewers will also play a key role in this process.

4.8 **Key Priorities for 2015**

An initial priority for 2015 will be to work with the Tenant and Community Involvement Team to recruit a communications working group, consisting of tenants and staff. This group will be responsible for undertaking a full-scale communications review, resulting in a revised communications strategy. The group will also have an ongoing role in the delivery of the strategy and associated action plan. Considerable work is also needed to improve internal communications; staff representatives on the communications group will be used to drive forward this process by helping to develop an internal communications strategy.

Events have been particularly effective in helping us engage with and hold two way dialogue with tenants, particularly those who have traditionally been seen as 'hard to reach', e.g. younger tenants. A structured events programme will be developed for 2015 directly linked to the WHQS programme, allowing us to take a more proactive approach to tenant communications and engagement. Events held prior to surveys will help to raise awareness of WHQS, provide tenants with the opportunity to ask staff questions about the programme face to face and help us build relationships with tenants before work begins. Other housing teams, e.g. Tenant and Community Involvement and area housing staff, will also be involved in these events to ensure maximum outcomes for tenants.

Following the success of the tenant film, there are further plans to explore greater use of this medium. For instance, a brief animated information film is currently being produced for tenants on the prevention of condensation. A potential community filming project is also being

considered to link with works taking place in Rowan Place.

The Rowan Place project in itself presents excellent opportunities to raise the Caerphilly Homes profile and demonstrate tangible outcomes delivered through WHQS. There will be considerable focus on Rowan Place next year, with a specific communications and engagement plan being developed for the project.

More work is needed to raise the profile of Caerphilly Homes within the housing sector in Wales and the Communications and Tenant Engagement Officer has been actively working with tenants over the past year to raise the profile amongst peers. This has been done in a variety of ways, from CIH Rising Stars Cymru contest and the Welsh Housing Awards, to taking part in national social media campaigns like Council Homes Chat and Housing Day. This momentum will continue to be built upon in 2015 to ensure Caerphilly Homes receives sufficient recognition from its peer organisations.

5. EQUALITIES IMPLICATIONS

5.1 This report is for information purposes only, so the Councils EqIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 Key items of expenditure over the previous year:-

• Tenant Newsletter (x 2 Editions)	£16,257.00
• Celebration Evening / TLC Awards	£ 2,400.00
• Events – Venues, Equipment, Merchandise, Etc	£ 4,100.00

7. PERSONNEL IMPLICATIONS

7.1 This report has no direct personnel implications.

8. CONSULTATIONS

8.1 The views of consultees listed are incorporated within the report.

9. RECOMMENDATIONS

9.1 That the contents of this report be noted.

10. REASON FOR THE RECOMMENDATION

10.1 To provide a progress update on communications.

11. STATUTORY POWER

11.1 Housing Acts and Local Government Acts. This is a Cabinet function.

Author: Kelsey Watkins, Communications and Tenant Engagement Officer
(Tel: 01443 864262, Email watkik1@caerphilly.gov.uk)

Consultees:

- Cllr. Gerald Jones, Deputy Leader & Cabinet Member for Housing
- Cllr Barbara Jones, Deputy Leader & Cabinet Member for Corporate Services
- Cllr Ken James, Cabinet Member for Regeneration, Planning & Sustainable Development
- Phil Davy, Head of Programmes
- Shaun Couzens, Chief Housing Officer
- Nicole Scammell, Acting Director of Corporate Services and S151 Officer
- Jane Roberts-Waite, Strategic Coordination Manager
- Stephen Pugh, Corporate Communications Manager
- Mandy Betts, Tenant and Community Involvement Manager

This page is intentionally left blank



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: HRA STAFF TURNOVER REPORT 2013/14

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

1. PURPOSE OF REPORT

- 1.1 In response to Cllr L Ackerman's request at the CHTG meeting of the 18th September 2014 for a breakdown of the salary savings that was reported in the Housing Revenue Account (HRA) Outturn report 2013-14.

2. SUMMARY

- 2.1 The Housing Revenue Account Outturn Report which was presented to CHTG on the 18th September shows the final outturn for the HRA for the 2013/14 financial year. As part of the overall underspend it was noted from the report that £597k represented salary savings. The report also noted that "...there are a variety of reasons for this given the volume of staff, but the main causes are staff turnover £400k, and other savings such as long term sickness, opted out pension savings and vacant posts, offset by standby overtime..."
- 2.2 Cllr L Ackerman requested that a more detailed breakdown be presented at the next available opportunity.

3. LINKS TO STRATEGY

- 3.1 The content of the HRA Outturn Report is in accordance with the budget strategy considered by the Council at its meeting of 27th February 2013. Cabinet approved the HRA estimates on the 5th February 2013. This report is an extension of the HRA Outturn Report.
- 3.2 Budget management itself is in accordance with the corporate theme of 'Delivering the Strategies'.

4. THE REPORT

4.1 Introduction

- 4.1.1 The following paragraphs explain the breakdown of the salary underspend of £597k achieved in 2013/14. It is worth noting that the total salary budget for the HRA (excluding capitalised salaries) is £9.1m so the underspend of £597k represents about 6.5% of the budget.

4.2 Staff Turnover (£427k)

- 4.2.1 Staff turnover includes the delay in filling budgeted posts, covering of staff who are absent (either on maternity or sickness) and the consequence of staff moving internally between

departments. This is the main reason of the salary savings achieved in 2013/14 and represents 71% of the total underspend.

- 4.2.2 The main areas of service that experienced the highest level of underspend due to staff turnover was the Sheltered Housing Service £123k and the Housing Repairs Operations £140k.
- 4.2.3 The Sheltered Housing Service employs 35 staff, the majority of which are Sheltered Housing Officers (previously wardens). Members of the CHTG will be aware that this service has experienced a full review as part of the promise to tenants contained in the Councils Housing Stock transfer offer that was accepted during the ballot in February 2012. The aim of the review was to establish ways of developing an improved service to tenants in sheltered housing and to other older tenants living outside of the sheltered schemes.
- 4.2.4 The review recognised amongst other things, that the sheltered housing service delivered a traditional service which did not meet the high quality standards required by stakeholders. Therefore a cluster based service delivery model was recommended which subsequently allowed for certain roles to be absorbed within the cluster model and also for natural wastage via retirement. The service has seen a reduction in 10 posts over the past year. This has resulted in a saving of £123k with further savings expected in 2014/15. The service has also benefitted from the appointment of 4 Floating Support Officers and an Activities Coordinator, all of which is funded by Supporting People Grant on fixed term contracts.
- 4.2.5 The Housing Repairs Operations Service employs over 145 staff and this was the first year of operating under the HRA regime since its merger from the DLO trading account in April 2013. To operate a demand led service requires constant adjustment to the staff resources to ensure efficiency and tenant satisfaction is maintained. Therefore a high turnover of staff is inevitable in particular employing agency workers on short term contracts to meet demand. In the 2013/14 financial year budget provision was made for agency trades which were not utilised. This has resulted in a saving of some £140k although this was offset by overtime offered to existing staff to maintain service delivery (see 4.4 below). Customer satisfaction levels have remained high and the backlog of repairs has been maintained.

4.3 Vacant Posts (£300k)

4.3.1 This relates to posts that were budgeted for but were not filled. A breakdown over service area is as follows

- Strategy & IT Performance £71k
 - Strategy Manager £62k - *on hold pending structure review*
 - IT Information Assistant (50%) £9k - *subsequently deleted from the structure*
- Allocations £40k
 - Senior Allocations Officer - *subsequently appointed*
- Public Sector Housing £147k
 - Specialist EMO £40k - *on hold pending structure review*
 - Assistant Manager £40k - *subsequently absorbed within area restructure*
 - Area Maintenance Officer £36k - *subsequently deleted from structure*
 - 2 x Clerical Officers £31k – *1 subsequently appointed and 1 absorbed within area restructure*
- Housing Repairs Operations £22k
 - Clerical Officer – *utilised resource via Passport scheme*
- WHQS Support £20k
 - Clerical Officer - *utilised resource via Passport scheme*

4.4 Overtime - £146k Overspend

- 4.4.1 Overtime was an additional cost within the Housing Repairs Operations service as a consequence of addressing service delivery with the current staff resources. As explained in 4.2.6, this was funded by the underspend on those budgets not utilised. Overtime working is used in order to address increases in demand and the winter months of 2013/14 were the wettest recorded for many years which resulted in an increased number of repairs reported.

4.5 Other £15k

- 4.5.1 As mentioned in earlier reports, the HRA has a variety of reasons for staffing variances due to the high volume of staff within the service. The main reasons have been outlined above. The remainder of the underspend in 2013/14 is down to smaller savings mainly attributable to budget adjustments (variance on SCP points once appointed), a reduction in working hours or opting out of the pension scheme.

5. EQUALITIES IMPLICATIONS

- 5.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan. There is no requirement for an Equalities Impact Assessment Questionnaire to be completed for this report.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications as this is an information report. However it is worth mentioning that any underspends from the HRA are retained within the service and re-invested back into housing stock as part of the WHQS initiative.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications.

8. CONSULTATION

- 8.1 There are no consultation responses, which have not been included in this report.

9. RECOMMENDATIONS

- 9.1 Members are requested to note the contents of this report

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To address the request of Cllr L Ackerman as noted in 1 and 2 above.

Author: Lesley Allen, Group Accountant, Housing, (email: allenl@caerphilly.gov.uk)
Consultees: Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director of Corporate Services & Section 151 Officer
Mike Eedy, Finance Manager, Environmental Directorate
Kenyon Williams, Private Sector Housing Manager
Shaun Couzens, Chief Housing Officer
Graham North, Public Sector Housing Manager

Paul Smythe, Housing Repairs Operations Manager
Phil Davy, Head of WHQS Programme
Stephen Harris, Acting Head of Corporate Finance
Cllr G. Jones, Deputy Leader and Cabinet Member for Housing
Cllr D. Price, Chair Caerphilly Homes Task Group
Clive Davies, Vice Chair Caerphilly Homes Task Group

Background Papers:

HRA Closing File 2013/14, Housing Finance, Cherry Tree House



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: DOMESTIC ABUSE POLICY

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 The report is provided in response to a Task Group member's request for information on what Housing Policies are in place to prevent offences relating to domestic abuse. The report requested was agreed at the Caerphilly Homes Task Group meeting of the 18th September 2014

2. SUMMARY

- 2.1 The Domestic Abuse Policy for Caerphilly Homes is contained within the Statement of Policy and Procedure for Anti-Social Behaviour. As domestic abuse cannot be tackled by one lone agency, the policy makes reference to the key agencies involved in addressing, responding to and tackling domestic abuse throughout Caerphilly. A copy of the Anti-Social Behaviour Policy, Procedure and Summary is available on the intranet on Directorate, Housing, Quick links and is also available on the Internet on www.caerphilly.gov.uk
- 2.2 The report refers to the above and explains what is new and what changes are likely to follow in the near future.
- 2.3 The Domestic Abuse Policy is intended as a cross-reference to all other housing policies and procedures which enables service users and staff to readily access the information when required.

3. LINKS TO STRATEGY

- 3.1 The overarching aims of Caerphilly County Borough Council (CCBC) in relation to anti-social behaviour and crime reduction are detailed in Caerphilly Delivers – The Single Integrated Plan 2013 - 2017. They are as follows:-

Prosperous Caerphilly

P2 – Improve standards of housing and communities, giving appropriate access to services across the county borough.

Safer Caerphilly

S1 – Reduce incidents of anti-social behaviour and reduce fear of becoming a victim of anti-social behaviour for residents.

S2 – Reduce crime and the fear of crime for the residents of the county borough.

S4 – Ensure people are supported to live in their own homes and communities in safety.

3.2 The Council's Local Housing Strategy "People, Property, and Places" has the following aims:-

Aim 6 - To provide good quality, well-managed houses in communities where people want to live, and offer people housing choices, which meet their needs and aspirations.

Aim 11 – To promote sustainable and mixed communities that are located in safe and attractive environments.

3.3 The Anti-Social Behaviour Act 2003 and the Code of Guidance provided by Welsh Government to assist social landlords in their development of a policy and procedure, encouraged and emphasised a 3-strand strategy for dealing with nuisance and anti-social behaviour – prevention, support and enforcement. The CCBC Housing Division, Statement of Policy and Procedure for Anti-Social Behaviour produced and followed by the Tenancy Enforcement Section is consistent with the overarching corporate aims and reflects the 3 strand strategy, emphasises an incremental approach to investigating and dealing with ASB and reflects good practice in this field.

3.4 The Council's Strategic Equalities Plan has the following aim:-

Equality Objective 1 – Tackling Identity Based Hate Crime: – To reduce the levels of real or perceived instances of identity based abuse, bullying, harassment and violence, hate crime and hate incidents in the county borough.

4. THE REPORT

4.1 The domestic abuse policy followed by Caerphilly Homes was last updated in September 2011. Since this time there have been a lot of changes and improvements to how domestic abuse is responded to by Caerphilly Council, Gwent wide and on a national level in Wales.

4.2 The current policy is in need of updating but due to the ongoing changes to the way domestic abuse incidents are responded to in Gwent and the pending Gender-based Violence, Domestic Abuse and Sexual Violence (Wales) Bill 2014 currently going through the Welsh Assembly, it is important to wait until these changes and this legislation is finalised before drafting a new policy. This will ensure that all the changes are included in the updated policy.

4.3 The current policy accurately reflects the position of how domestic abuse is responded to by various agencies. No agency should respond to complaints of domestic abuse in isolation, and the current policy reflects this. The recent changes have focused on this aspect and significant improvements have been made to improve the service provided to victims of domestic abuse. The main responder to reported incidents of domestic abuse is the Police and it should not be forgotten that domestic abuse is a criminal offence and is not gender based.

4.4 From a housing perspective the policy correctly reflects how housing staff should and do respond to an individual approaching the housing service for advice/ help/ assistance if they are experiencing domestic abuse. All front-line housing staff have received awareness training on domestic abuse and were made aware of the Welsh Domestic Abuse 24 hour helpline telephone number. This helpline is advertised on the CCBC website and staff have access to discrete items that can be provided to victims that will not arouse suspicion and have this telephone number on them as a bar code. The policy indicates the path(s) to be followed by staff in the above instance.

The Domestic Abuse Policy is not intended to be a prescriptive process for staff to follow. It is to be used as a guide for staff on where they can direct a person who requires assistance. If a person is directed to the Housing Advice Service they will follow the statutory guidance contained in the Housing Act 1996 as amended by the Homelessness Act 2002 in relation to the homeless process. If a person requires a transfer or move to another council property staff will follow the Council's Housing Allocations Scheme. The proposed new recharge procedure also contains a section on damage to properties caused by domestic incidents.

The decision on whether to recharge is at the discretion of the Manager based on the information provided about the incident.

- 4.5 Significant improvements have been made over the past 2-3 years on how housing interacts and exchanges information with other agencies in relation to incidents of domestic abuse to improve the service provided to victims. Caerphilly Homes has made a commitment to participate on the daily Domestic Abuse Conference Call (DACC) facilitated by Heddlu Gwent Police. DACC calls take place across Gwent in the 5 Local Authority areas.

Housing staff have participated in the Caerphilly DACC for over 2 years. The purpose of the call is to discuss all incidents categorised as a domestic abuse incident 24 hours after the incident has taken place. The main focus is to provide an effective, quick and appropriate response to all incidents based on the information available at the time, to assess risk, safety plan, protect victims and reduce risk of further harm and escalation of incidents. The other agencies that participate on the Caerphilly DACC are Probation, Social Services, Llamau Women's Services and Aneurin Bevan Health Board. Other agencies/organisations have access to the DACC information on the secure web site, but do not participate on the call. The Tenancy Enforcement Section took responsibility for participating on the call in April 2013. From April 2013 to March 2014 the Tenancy Enforcement Section discussed 1786 separate incidents during the DACC of which 597 involved council tenants as victims.

- 4.6 The DACC process feeds in to the Multi Agency Risk Assessment Conference (MARAC) where all high-risk cases of domestic abuse are discussed. Many different factors can determine if a domestic abuse case is categorised as high risk such as someone being a repeat victim, scoring 14 or more points on the DASH (Domestic Abuse, Stalking and Honour Based Violence) risk assessment, escalation of risk and frequency of incidents and professional judgement. A Housing representative has attended the Caerphilly MARAC since its inception in Gwent over 3 years ago. The Tenancy Enforcement Section has taken responsibility for attending these fortnightly meetings since July 2013. Between April 2014 and 15 October 2014, the Tenancy Enforcement Section have attended 14 meetings where 154 cases were discussed, giving an average of 11 cases being discussed at each meeting.
- 4.7 The benefit of participating on the DACC and attending the MARAC has been that Housing have a better knowledge of those tenants that may be the victims, repeat victims or perpetrators of domestic abuse and where appropriate through a risk management plan with other agencies can offer support and assistance and help to reduce and/or prevent further incidents occurring.
- 4.8 Gwent Police Domestic Abuse Unit will attempt to contact every person that has been the victim of a domestic abuse incident. They will offer the victim updates on the situation, access to support services, confirm consent to share details and will also visit to take more information. TES have made joint visits with the Domestic Abuse Unit to victims that are council tenants.
- 4.9 Very soon Gwent Police will be rolling out to all divisions the authority to use new legislation introduced by the Crime & Security Act 2010. This is a Domestic Violence Police Order (DVPO). It is currently a pilot in another part of Gwent. Under a DVPO a perpetrator can be removed from his/her property for up to 28 days – even if the property is a joint tenancy or jointly owned. A Police Officer can apply for a DVPO without the consent of the victim. Evidence used to support the DVPO can include hearsay, neighbours accounts, children's accounts, property damage, previous calls, etc. The evidential requirement is the balance of probability as a DVPO is a civil remedy. The application is authorised by a Superintendent and must be brought before the court within 48 hours. The purpose of the DVPO is to provide a cooling off period for the perpetrator but more importantly it will allow immediate protection from further harm and allow support services to work with the victim without the victim having to fear the imminent return of the perpetrator.
- 4.10 Llamau Womens Service will make contact with every victim that has consented to their information being shared with other agencies. Once contact is made and the victim agrees to

accept support from this service, whether the perpetrator still lives in the same property, Llamau can offer some form of support. They have caseworkers who can provide support, help, assistance and a shoulder to lean on. They offer the Freedom Programme which explains the process of domestic abuse, so that victims can learn to recognise the behavioural patterns to help them to take steps to protect themselves and they offer refuge facilities for those wishing to leave an abusive partner. They will help victims with rehousing, sorting out benefits, changing children's schools, doctors etc.

- 4.11 It should be noted that it is very difficult for any service to work with or offer support to a victim when the perpetrator still lives in the same property, or frequents the family home. This can often put the victim and other family members, such as children, at more risk of harm and every care must be taken to prevent this. Sometimes support can be arranged through a third party such as a doctor, friend or family member, but this is often difficult.
- 4.12 Since March 2014 the Tenancy Enforcement Section has provided target hardening equipment to persons who either have an open complaint with the Section or have been brought to their attention via the DACC or MARAC process. The target hardening equipment includes door alarms, personal alarms, door wedge alarms, window alarms, CCTV stickers, door bars etc. The purpose of providing these items is to help people feel safe, secure and protected in their homes, something that everyone should be entitled to feel.
- 4.13 Since July 2014 the provision of target hardening has been rolled out across the housing service and Estate Management Officers, Rents Officers, Tenancy Support Officers and Housing Support Officers now have their own supply of target hardening equipment that they can provide to anyone whom it would assist to feel safer in their home. The provision of target hardening equipment is to be further rolled out to the Tenant Liaison Officers in the WHQS team in the near future.
- 4.14 A commitment has been made by Caerphilly Homes to offer target hardening items to all persons housed from a womens refuge or homeless accommodation as a result of fleeing domestic abuse.

Since March 2014 – 86 tenant households have received some form of target hardening equipment from Caerphilly Homes. The breakdown of provision is as follows:-

Anti Social Behaviour	-	39
Housed from Refuge	-	8
Vulnerable Person	-	12
Domestic Abuse	-	27

A survey of the effectiveness of the provision of target hardening is to be undertaken for those persons assisted from March – September 2014. The budget for the purchase of the target hardening equipment is managed by the Tenancy Enforcement Manager.

The target hardening is funded out of the strengthening anti-social behaviour service budget, and a proportion of the annual budget has been allocated to fund this year on year.

- 4.15 The pending Gender-Based Violence, Domestic Abuse and Sexual Violence (Wales) Bill 2014 (the title seems likely to change back to the White Paper title of Violence Against Women, Domestic Abuse and Sexual Violence) is currently going through Welsh Assembly and is nearing the end of Stage 1 scrutiny. The draft Bill is quite a bit different from the White paper consultation and it is unclear what the final Bill will be.

One of the most significant aspects of the Bill is the introduction of a National Training Framework which is to be established across Wales, for all those who work in the domestic abuse arena. This will include those who have direct contact with victims, up to persons who have responsibility for the strategic focus of how to tackle domestic abuse. From a Housing perspective this will mean its likely all front line housing staff who deliver accommodation services will have to undertake training as prescribed by the proposed framework.

There are many other changes being proposed including a focus on the provision of target hardening homes to create safe accommodation, but until the Bill is finalised it is difficult to accurately state what affect this will have on the housing service. Once the Bill is finalised and commenced then the policy for domestic abuse will be updated in due course to reflect these changes and the other changes as described above.

5. EQUALITIES IMPLICATIONS

- 5.1 In addition to the issues covered in section 4 of this report, it should also be noted that Domestic Abuse and Equalities issues are very closely linked, as all domestic abuse to varying degrees contains for example, aspects of gender, age, disability, race or sexual orientation, even where this is not the primary reason for that abuse. Where these issues are a primary part of the abuse however, additional support is available in Wales.
- 5.2 The organisation called Victim Support has been tasked nationally to be a point of contact where hate crime or incidents occur, and some domestic abuse does cross into that area. Monitoring of victims helps identify the greatest areas of concern and any patterns or trends.
- 5.3 Victim Support works with police forces, community cohesion officers and local authorities to co-ordinate support.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications

7. PERSONNEL IMPLICATIONS

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

8. CONSULTATIONS

- 8.1 Consultation has taken place with Officers listed as Consultees.

9. RECOMMENDATIONS

- 9.1 The report be noted.

10. REASON FOR RECOMMENDATIONS

- 10.1 The purpose of the report is for information only.

11. STATUTORY POWER

Housing Act 1996
Anti-Social Behaviour Act 1996

Author: Rachel Thornett, Tenancy Enforcement Manger, thornr1@caerphilly.gov.uk
Consultees: Cllr. Gerald Jones, Deputy Leader & Cabinet Member for Housing
Shaun Couzens, Chief Housing Officer
Graham North, Public Sector Housing Manager
Kathryn Peters, Community Safety Manager

Julie Reynolds, Area Housing Manager
Deb Bishop, Area Housing Manager
Mandy Betts, Tenant and Community Involvement Manager
Sue Cousins, Principle Housing Officer (Housing Portfolio)
Lesley Allen, Principal Accountant
Karen James, Neighbourhood Housing Manager
Angela Hiscox, Neighbourhood Housing Manager
John Rogers, Principal Solicitor
Zoe Powles, Solicitor
Rebecca Haycock, Domestic Abuse Co-ordinator
Mark Jennings, Housing Strategy Officer
Dave Thomas, Senior Policy Officer (Equalities & Welsh Language)

Background Papers:

Caerphilly Delivers – Single Integrated Plan 2013 – 2017
Local Housing Strategy – People, Property and Places
Statement of Policy and Procedure for Anti-Social Behaviour
Code of Guidance for Local Authorities – Anti-Social Behaviour Policies and Procedures
Strategic Equalities Action Plan
Welsh Government White Paper – Consultation on Legislation to End Violence Against Women,
Domestic Abuse and Sexual Violence (Wales)

Appendices:

Appendix 1 Extract of the Domestic Abuse Policy Section from the Statement of Policy and
Procedure for Anti-Social Behaviour

10. DOMESTIC ABUSE POLICIES

CCBC in defining domestic violence/abuse for the purpose of this document has used the definition provided in the all Wales strategy on domestic abuse. The definition is as follows:-

Domestic violence/abuse is best described as the use of physical and/or emotional abuse or violence, including undermining of self-confidence, sexual violence or the threat of violence, by a person who is or has been in a close relationship.

Domestic abuse can go beyond actual physical violence. It can also involve emotional abuse, the destruction of a spouse's or partner's property, their isolation from friends, family or other potential sources of support, threats to others including children, control over access to money, personal items, food, transportation and the telephone, and stalking.

It can also include violence perpetrated by a son, daughter or any other person who has a close or blood relationship with the victim/survivor. It can also include violence inflicted on, or witnessed by, children. The wide adverse effects of living with domestic abuse for children must be recognised as a child protection issue. The effects can be linked to poor educational achievement, social exclusion and to juvenile crime, substance abuse, mental health problems and homelessness from running away. Domestic abuse is not a 'one-off' occurrence, it is frequent and persistent.

Domestic abuse is essentially a pattern of behaviour, which is characterised by the exercise of control and the misuse of power by one person over another, often seen in the context of an intimate or close relationship.

CCBC is a member of the Caerphilly Domestic Abuse Forum. The Forum comprises a large number of agencies dedicated to tackling domestic abuse. The Forum has produced a directory of support services for agencies in this field, a three year Strategy and Action Plan which mirrors the All Wales National Strategy, and their Strategy is embedded in the three year Caerphilly Community Safety Strategy.

CCBC will provide support and advice for those who are victims of domestic abuse via its dedicated Domestic Violence Co-coordinator, and its partnership with Llamau Womens' Services Caerphilly, the Police, Victim Support and other dedicated services, which work with victims of domestic abuse. CCBC will also make referrals to the Safer Caerphilly Multi Agency Centre (Caerphilly MAC) in Ystrad Mynach where front line agencies provide a vital service to victims of domestic abuse. It is based on the principle of a One Stop Shop and aims to provide a swift and safe response for victims and their children. In addition CCBC has in place a Domestic Violence/Abuse Policy for Council Employees, which sets out procedures for the support and safety of those suffering from domestic abuse.

CCBC are active partners in the Multi-Agency Risk Assessment Conference (MARAC). The purpose of MARAC is to reduce the risk of serious harm or homicide for a domestic abuse victim and to increase the safety, health and well being of other victims, both adults and children. In a MARAC local agencies will meet to discuss the highest risk victims of domestic abuse in their area. Information about the risks faced by those victims, the actions needed to ensure safety, and the resources available locally are shared and used to create a risk management plan involving all agencies. The MARAC will seek to protect those who disclose domestic abuse and are at high risk of being seriously injured or killed from further abuse through a co-ordinated response from all agencies. The MARAC is part of a multi-agency strategy to tackle domestic abuse in partnership with other agencies

In addition to the above services any individual approaching the Housing Service on the grounds of domestic violence/abuse who feels unable to return to their home for fear of further violence or abuse and requires urgent rehousing will be referred to the Housing Advice Centre

where their circumstances will be considered under homelessness legislation. All other cases of domestic violence/abuse where rehousing is not requested will be looked at sympathetically and any appropriate action or support deemed necessary taken or offered.

CCBC will not tolerate any form of domestic abuse and has embraced the aims of the All Wales National Strategy on Domestic Abuse which are to: protect survivors, to hold abusers accountable and to prevent domestic abuse from happening in the first place.

If there are children whose safety and welfare may be compromised as a consequence of domestic abuse, CCBC will adhere to the All Wales Child Protection Procedures and the All Wales Protocol: Safeguarding Children and Young People who are affected by Domestic Abuse.



CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

SUBJECT: WHQS MONITORING REPORT 2014-2015 (HALF YEAR)

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report provides members of the Task Group with an overview of the performance of the WHQS Team during the six months from April 2014 to the end of September 2014.
- 1.2 Details of the capital expenditure programme for 2014-15 for WHQS works are also included.

2. SUMMARY

- 2.1 The report describes the arrangements that have been put in place to monitor and manage the performance of the WHQS programme for 2014-15. This includes a number of performance 'dashboards' used by a range of staff within the WHQS team. Performance is monitored and managed formally via the WHQS Management Delivery Team meetings, which occur every fortnight.
- 2.2 The WHQS internal works programme for 2014-15 includes 933 properties, most of which have been surveyed. Work on 642 of those properties will be undertaken by the in-house workforce, supported by specialist sub-contractors. The remaining 291 properties will be undertaken entirely by the three main outside contractors; Keepmoat (Eastern Valleys); Contract Services (Lower Rhymney Valley); and Vinci (Upper Rhymney Valley). Work by these contractors has not yet commenced. As of 11th November 2014, 249 properties within the in-house contractor programme were compliant in respect of their internal elements (39%). Details of compliance levels for each of the 34 contracts in the internal works programme 2014-15 are included in the report.
- 2.3 Arrangements have now been put in place to measure tenant satisfaction levels and compliance with service standards for the internal works contracts via surveys. However, surveys for 2014/15 contracts have only just been sent out, so no survey results are available.
- 2.4 The WHQS external works programme for 2014-15 includes 835 properties. Work on 504 of these properties is being completed by the in-house workforce in the Lower Rhymney Valley, supported by sub-contractors. They are also carrying out external works on 76 properties at Rowan Place in the Upper Rhymney Valley. The majority of the remaining 255 properties will be completed by outside contractors via small lots contracts in the Eastern Valley, with one small contract on 16 non-traditional construction properties also taking place in Upper Rhymney Valley. Work continues to produce a performance dashboard for external works. This work has been delayed but it is likely to be available for the next WHQS Monitoring Report.

3. LINKS TO STRATEGY

- 3.1 **National Housing Strategy:** The Welsh Assembly Government's National Housing Strategy 'Better Homes for People in Wales' (2001) has key themes of quality and choice. The WAG vision for housing "*wants everyone in Wales to have the opportunity to live in good quality, affordable housing*".
- 3.2 **The Single Integrated Plan 2013-2017** has a priority to "Improve standards of housing and communities, giving appropriate access to services across the County Borough".
- 3.3 **Local Housing Strategy 2008-2013:** Property Theme: "Providing the opportunity for everyone to live in affordable, sustainable, good quality housing, regardless of tenure" and links specifically to Strategic Aim 6: Housing Management, "to provide good quality, well-managed homes in communities where people want to live, and offer people housing choices which meet their needs and aspirations."

4. THE REPORT

4.1 Performance Monitoring and Management Arrangements

- 4.2 The performance of the WHQS Team is monitored using reports based on data within the Keystone asset management system. This system records information relating to the age of individual components within council homes, along with the estimated costs associated with replacing those components. The system is also used to monitor the contracts within the WHQS programme, and the actual costs associated with those contracts.
- 4.3 Performance is monitored continually via a number of bespoke dashboards that have been created by the Housing Systems and Performance Team. The Internal Works Volume Metrics dashboard provides 'real time' information on the progress of all internal works contracts (see Appendix 1). The Internal Works Financial Metrics dashboard provides up-to-date information on the costs incurred by all internal works contracts based on a Schedule of Rates used by Savills, as part of the stock condition survey carried out in 2008, together with an 'in-house' Schedule of Rates (see Appendix 2). Similar dashboards are also available for contracts involving a small number of properties of non-traditional construction that are undergoing both internal and external works in 2014-15.
- 4.4 All the dashboards allow staff to drill down to see individual property detail from a high level summary view. Further dashboards will be developed for the external works programme which commenced in April 2014. This work has been delayed because of problems in creating an external works Schedules of Rates.
- 4.5 Performance is reported formally to the fortnightly WHQS Management Delivery Team Meetings. Under-performance is challenged during these meetings and performance information is also used to develop forward planning strategy.
- #### 4.6 Progress of the Internal Works Programme 2014-15
- 4.7 Surveying of properties in the internal works programme for 2014-15 is almost complete. There remain 47 kitchens; 43 bathrooms; and 15 electrical systems that are un-surveyed. It can be seen from the two tables below that the original internal works programme for 2014-15 has reduced in size, partly due to works being completed early (167), but mainly because of contracts deferred to 2015-16 (565).

- 4.8 Table 1: Shows the in-house workforce contracts which were planned for 2014-15, but which were brought forward into 2013-14 last year and completed ahead of schedule:-

Brought forward last year 2013/14 - Contract names	No. Properties
INT13D-E08 CARLYON RD\ROSE CT\CEFN CT-LOWER PANTSIDE	24
INT13D-E09 GLANSHON\LINDEN\WILLOW COURTS-UPPER PANTSIDE	35
INT13D-L08 FIRST AVENUE-TRECENYDD	41
INT13D-U09 TY COCH (1-40)-RHYMNEY NORTH	37
INT13D-U10 TY COCH (41-116)-RHYMNEY NORTH	30
Total:	167

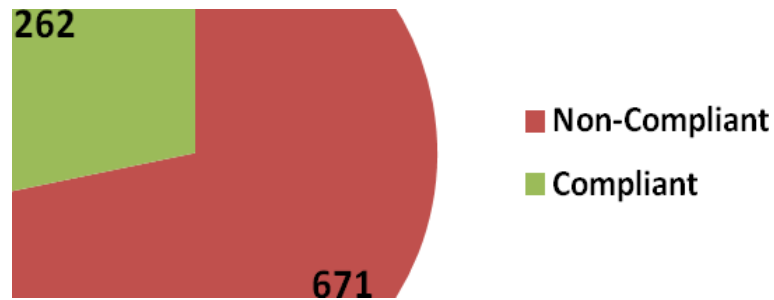
- 4.9 Table 2: Shows the contracts planned for 2014-15, but which have been deferred to the 2015-16 programme:-

Deferred to 2015/16 - Contract names	No. Properties
INT15C-EC04 DYLAN AVENUE/PWLLGLAS ROAD	35
INT15C-EC05 ST MARGARET'S AVE/FAIRVIEW	33
INT15C-EC06 CEFN FFOREST AVE/TYNYCOED CRESCENT	23
INT15C-EC07 DAVIES ST/BRYNGOLEU ST/BRYN RD	19
INT15C-EC08 GREENWOOD RD/WHEATLEY PL	24
INT15C-EC09 ADDISON ST/BEVAN CRESCENT	21
INT15C-EC10 WAUNBORFA/TWYNYFFALD/OLD POLICE STATION	27
INT15C-EC11 BEDWELLY ROAD	28
INT15C-EC12 PENCOED AVE - PART 1	25
INT15C-EC13 PENCOED AVE - PART 2	26
INT15C-EC14 PENCOED AVE - PART 3	15
INT15C-EC15 PENYBRYN AVE/MARIANWEN ST	25
INT15D-E16 ELM DRIVE - EVENS PART 1	29
INT15D-E17 ELM DRIVE - EVENS PART 2	31
INT15D-E18 ELM DRIVE - ODDS	19
INT15C-LC04 ALEXANDER COURT	64
INT15C-LC05 BUXTON COURT	57
INT15C-LC06 GRAHAM COURT	64
Total:	565

- 4.10 None of the internal works contracts to be undertaken by the three outside contractors have yet commenced. The only internal works completions in the internal works programme for 2014-15 have been undertaken by the in-house workforce. Pie chart 1 (below) shows that at the time of writing 262 properties out of the 2014-15 programme are now compliant in relation to their internal elements. 'Compliance' indicates that a property meets the WHQS internally because:

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

4.11 Pie Chart 1: Internal Works Compliance (2014-15)



4.12 Contract work is delivered and managed in three geographical areas; Eastern Valleys; Lower Rhymney Valley; and Upper Rhymney Valley. Table 3 (below) reports on compliance levels within each of the 34 contracts in the 2014-15 WHQS programme. It reveals that overall 28% of the properties in the programme are now compliant. Where contracts have a low level of compliance, typically it indicates that works have not yet commenced, or have not yet been completed.

4.13 Table 3: Internal Works Compliance Per Contract (2014-15 Programme)

Area	Contracts within Internal Works Programme 2013-14	Compliant	Non-Compliant	Grand Total	% Compliant
Eastern Valleys	INT14D-E10 ELM/LIME/OAK/PENYCAEAU COURT	30	3	33	91%
	INT14D-E11 HIGH MEADOW - PART 1	1	25	26	4%
	INT14D-E12 HIGH MEADOW - PART 2	2	14	16	13%
	INT14D-E13 CENTRAL AVENUE - PART 1	11	2	13	85%
	INT14D-E14 CENTRAL AVENUE - PART 2	17		17	100%
	INT14D-E15 CLYTHA/PENRHIW/TWYN PLACE		24	24	0%
	INT14D-E19 MISC CATCH UP	8		8	100%
	INT14C-EC01 PERTH COURT/ADELAIDE COURT		25	25	0%
	INT14C-EC02 MELBOURNE COURT/SYDNEY COURT		27	27	0%
	INT14C-EC03 BRISBANE COURT/CWRT Y WAUN		27	27	0%
Lower Rhymney Valley	INT14D-L09 WEST AVENUE/TY ISAF BUNGALOWS	16		16	100%
	INT14D-L10 SECOND AVENUE	28	2	30	93%
	INT14D-L11 THIRD AVENUE/TEGFAN	26	9	35	74%
	INT14D-L12 GRANGE CLOSE	1	32	33	3%
	INT14D-L13 THE CRESCENT TRECENYDD	28	2	30	93%
	INT14D-L14 HEOL FACH/PEN Y FFORDD/EAST AVENUE	5	17	22	23%
	INT14D-L15 BRYNCENYDD	1	32	33	3%
	INT14D-L16 MISC CATCH UP	1	3	4	25%
	INT14C-LC01 HALDANE COURT	1	22	23	4%
	INT14C-LC02 ATTLEE COURT	3	51	54	6%
INT14C-LC03 GREENWOOD COURT	1	19	20	5%	
Upper Rhymney Valley	INT14D-U11 BRYN CARNO	25	13	38	66%
	INT14D-U12 GOLWG Y MYNYDD/HIGH ST/TWYN CARNO	17	4	21	81%
	INT14D-U13 BRYNMYNACH AVE/COED YR HAF	16	7	23	70%
	INT14D-U14 CENTRAL/EDWARD/GRIFFITHS/HILL/PANTYCELYN	6	19	25	24%
	INT14D-U15 CEFN RD/HEOL CELYN/DERW/DEWI/UCHAF/HILL		28	28	0%
	INT14D-U16 ASHGR/BEECH/BRYNGL/MYRTLE/ACACIA/HENGOED		29	29	0%
	INT14D-U17 CHAPEL TERRACE/HAWTHORN AVENUE	1	35	36	3%
	INT14D-U18 MISC CATCH UP		30	30	0%
	INT14D-U19 ROWAN PLACE	9	27	36	25%
	INT14D-U20 ROWAN PLACE		36	36	0%
	INT14C-UC01 MOUNTBATTEN/RAMSDEN/JENKINS/HAVARDS ROW	3	40	43	7%
	INT14C-UC02 BEULAH/DUFFRYN/FORGE/THOMAS FIELDS	5	30	35	14%
	INT14C-UC03 BROOKFIELD AVE/EGLWYS FAN/BRYNHYFRYD		37	37	0%
	Grand Total	262	671	933	28%

4.14 Tenant Satisfaction with the Internal Works Programme 2014-15

4.15 Tenant satisfaction levels and compliance with service standards for internal works are measured via surveys which are sent to tenants after a contract has been completed. The Housing Systems and Performance section administer this service and send surveys out when prompted by managers within the WHQS. This procedure has led to delays in survey cards being sent out and surveys have only recently been sent in relation to contracts in the internal works programme for 2014-15. This is an unsatisfactory situation as tenants should receive a survey shortly after the works have been completed when the experience is still fresh in their minds. We are therefore introducing a new method of sending out survey forms based on the date of the sign-off meeting held between tenants, tenant liaison officers and foremen. This new procedure should improve the efficiency of the survey process and ensure that satisfaction data is more timely.

4.16 The Capital Expenditure Programme for WHQS Works (2014-15)

4.17 Expenditure half way through the financial year is approximately £2.5m. There is a projected underspend of £11m but with a potential for this to increase.

5. EQUALITIES IMPLICATIONS

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

6. FINANCIAL IMPLICATIONS

6.1 The underspend will be carried forward to fund the WHQS Programme in future years.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel implications that relate to this monitoring report. However the delivery of the Programme by March 2020 does have implications for staff resources.

8. CONSULTATIONS

8.1 No comments have been received.

9. RECOMMENDATIONS

9.1 The report is for information.

10. REASONS FOR THE RECOMMENDATION

10.1 To inform the Caerphilly Homes Task Group of progress in the implementation of the WHQS Programme.

11. STATUTORY POWER

11.1 Housing Acts 1985, 1996 and 2004.

Author: Phil Davy, Head of Programme (WHQS)
Lesley Allen, Group Accountant (Housing)
Rhys Lewis, Systems and Performance Manager
Email contact: Rhys Lewis lewisr1@caerphilly.gov.uk
Telephone: Rhys Lewis 01443 866482

Consultees: Cllr Gerald Jones, Deputy Leader and Cabinet Member for Housing
Cllr Barbara Jones, Deputy Leader and Cabinet Member for Corporate Services
Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director of Corporate Services & S151 Officer
Shaun Couzens, Chief Housing Officer
Marcus Lloyd, Deputy Head of Programmes (WHQS)
Steve Greedy, WHQS Implementation Project Manager
Colin Roden, WHQS Implementation Project Manager
Alan Edmunds, WHQS Implementation Project Manager
Jane Roberts Waite, Strategic Co-ordination Manager, WHQS Programme
Lesley Allen, Principal Accountant

Appendices:
Appendix 1 Internal Works Volume Metrics Dashboard
Appendix 2 Internal Works Financial Metrics Dashboard

This page is intentionally left blank

INTERNAL WORKS VOLUME METRICS DASHBOARD

Contracts within the Internal Works 2014-15 programme - Volume Metrics Dashboard

Contracts	No.	Stage	Start Date	No Acc	Apts	Asb Surv	Kitch	Bath	Elec	Heat	Refusals K/B/E/H	Unsurveyed K/B/E/H	Prev. Ach. K/B/E/H	Internal Property Compliance	In House Properties Completed	All Properties Completed
▣ DLO Eastern V	137			2	0	109/ 118	32/ 84	33/ 78	18/ 78	2/ 24	4/ 5/ 2/ 4	1/ 2/ 0/ 0	48/ 52/ 57/ 109	69/ 137	38/ 101	42/ 109
▣ CON Eastern V	79			1	0	70/ 75	0/ 66	0/ 68	0/ 79	0/ 46	10/ 9/ 0/ 4	1/ 1/ 0/ 0	2/ 1/ 0/ 29	0/ 79	#Error	#Error
▣ DLO Lower RV	203			3	1	220/ 243	88/ 120	98/ 158	14/ 50	17/ 31	31/ 15/ 0/ 7	13/ 10/ 5/ 0	45/ 22/ 150/ 165	106/ 203	102/ 181	96/ 186
▣ CON Lower RV	97			0	0	79/ 88	0/ 72	0/ 91	0/ 1	0/ 0	9/ 2/ 0/ 0	0/ 0/ 0/ 0	17/ 5/ 96/ 97	5/ 97	#Error	#Error
▣ DLO Upper RV	302			12	5	177/ 224	47/ 175	80/ 234	36/ 197	27/ 84	28/ 24/ 0/ 9	31/ 27/ 10/ 0	71/ 18/ 99/ 213	74/ 302	84/ 275	69/ 282
▣ CON Upper RV	115			1	1	87/ 102	0/ 84	0/ 95	0/ 51	0/ 25	14/ 7/ 0/ 5	1/ 3/ 0/ 0	16/ 10/ 64/ 85	8/ 115	#Error	#Error
Totals	933			19	7	742/ 850	167/ 601	211/ 724	68/ 456	46/ 210	96/ 62/ 2/ 29	47/ 43/ 15/ 0	199/ 108/ 466/ 698	262/ 933	224/ 557	207/ 577

Key:
 (e.g. 12/15) The figure to the left of the forward slash indicates components completed and valued. The figure to the right indicates the total number of components specified.
 (Y) - Component to be completed in programme (pre-award of contract)
 (P) - Partial works (>=£10) on component to be completed in programme (pre-award of contract)
 (.%C) - % physical completion of component in programme (post-award of contract)
 (.%CP) - % physical completion of partial works on component in programme (post-award of contract)
 (.%SC) - In main contract, indicates % completion of sub-contractor works in sub contracts (post-award of contract)
 (.%SCP) - In main contract, indicates % completion of partial sub-contractor works (>=£10) in sub contracts (post-award of contract)
 (A) - No work required (standard has been achieved previously)
 (S) - In main contract, indicates sub-contractor work (pre-award of contract)
 (SP) - In main contract, indicates partial sub-contractor work (>=£10) (pre-award of contract)
 (blank) - Either indicates incomplete information, or where there is a refusal (see refusals column)
 (*) - An asterisk after Y or %C in the Bath column indicates that an adapted bathroom is being installed

This page is intentionally left blank

INTERNAL WORKS FINANCIAL METRICS DASHBOARD

Contracts within the Internal Works 2014-15 programme - Financial Metrics Dashboard

Contracts	No.	Prog. Budget	Start Date	Asb £	Kitch	Bath	Elec	Heat	Totals (Excl. Asb)	Value of Refusals *	Value of Prev. Ach *
▣ DLO Eastern V	137	£ 1083837		£14451 / £16842	£137909 / £400010	£164141 / £297016	£ 12467 / £ 22885	£ 3106 / £ 23310	£ 317623 / £ 743222	£ 40955	£ 666822
▣ CON Eastern V	79	£ 831750		£9040 / £9904	£0 / £252397	£0 / £209106	£ 0 / £ 790	£ 0 / £ 460	£ 0 / £ 462753	£ 71899	£ 73161
▣ DLO Lower RV	203	£ 1699450		£26952 / £30354	£386019 / £481713	£284685 / £385635	£ 8341 / £ 10799	£ 27936 / £ 38596	£ 706981 / £ 916744	£ 177215	£ 881842
▣ CON Lower RV	97	£ 799200		£10212 / £13182	£0 / £312792	£0 / £340258	£ 0 / £ 10	£ 0 / £ 0	£ 0 / £ 653060	£ 42872	£ 474755
▣ DLO Upper RV	302	£ 2363817		£27293 / £35208	£210118 / £619912	£292113 / £726914	£ 37161 / £ 130604	£ 50529 / £ 139393	£ 589921 / £ 1616822	£ 189564	£ 989398
▣ CON Upper RV	115	£ 1084800		£13612 / £16064	£0 / £144501	£0 / £153032	£ 0 / £ 370	£ 0 / £ 4400	£ 0 / £ 302303	£ 86427	£ 395460
Totals	933	£7,862,854		£ 101560 / £ 121554	£ 734046 / £ 2211326	£ 740939 / £ 2111962	£ 57968 / £ 165458	£ 81571 / £ 206159	£ 1614525 / £ 4694904	£ 608932	£ 3481438

* Values based on average Savill's replacement costs of £4,250 (K), £2,311 (B), £1,900 (E), £2,150 (H).

Key for detail rows:

(v) - Valued works at property

This page is intentionally left blank