



CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

**MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
(SIRHOWY ROOM) ON THURSDAY, 5TH OCTOBER 2017 AT 5.00 P.M.**

Task Group Members:

C. Davies, L. Harding, A. Hussey, Mrs S. Jones, Mrs D. Moore, Ms R. Thompson, Ms L. Pewtner, Mrs L. Phipps, L. Whittle.

Officers:

C. Couzens (Chief Housing Officer), F. Wilkins (Public Sector Housing Manager), J. Carter (Senior Housing Officer), K. Watkins (Communications & Tenant Engagement Officer) and C. Evans (Committee Services Officer)

1. TO APPOINT THE CHAIR AND VICE CHAIR FOR THE ENSUING YEAR

It was moved and seconded that Mr C. Davies be appointed as Chair of the Caerphilly Homes Task Group for the ensuing year and by a show of hands this was unanimously agreed.

RESOLVED that Mr C. Davies be appointed Chair of the Caerphilly Homes Task Group for the ensuing year.

It was moved and seconded that Councillor D. Price be appointed as Vice Chair of the Caerphilly Home Task Group for the ensuing year and by a show of hands this was unanimously agreed.

RESOLVED that Councillor D. Price be appointed as Vice Chair of the Caerphilly Homes Task Group Committee for the ensuing year.

2. APOLOGIES

Apologies for absence were received from Mrs Y. Bryant, Ms. E. Forehead, Ms M. James and Mrs D. Price

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 6TH JULY 2017

RESOLVED that the minutes of the meeting held on 6th July 2017 be approved as a correct record and signed by the Chair.

4. WALES AUDIT OFFICE REVIEW OF THE WHQS PROGRAMME – VERBAL UPDATE.

The Caerphilly Homes Task Group were asked to note that the Wales Audit Office Review of the WHQS Programme was due to be presented to the Task Group, following its consideration by Cabinet. However, as the report is to be presented to Cabinet at a later date, the Task Group agreed to receive a brief verbal update.

The Task Group were asked to note that the Wales Audit Office (WAO) conducted a review of the WHQS programme earlier in the year, the aim of which was to determine whether the programme was being administered in the correct manner and within the 2020 completion timescale.

Following meetings with senior Officers, staff within the WHQS team, Councillors and tenants, a detailed report was developed, which highlighted a number of recommendations.

The Caerphilly Homes Task Group were asked to note that the full report, along with details of these recommendations would be presented to Cabinet on 1st November 2017 and Cabinet endorsement would be sought in order to agree and implement works to meet the WAO recommendations.

The Task Group thanked the Officer for the verbal update.

5. COMPLAINTS AND REPRESENTATIONS – CAERPHILLY HOMES

The report provided the Caerphilly Homes Task Group with information on contacts in relation to complaints and representations received by the Authority's Housing Customer Services Section, from 1st April 2016 to 31st March 2017.

The monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern with the aim of improving services and monitor performance and ensure that similar problems are avoided in the future. The corporate complaints procedure places an emphasis on learning from complaints, as a result there have been examples of complaints which have led to changes in policies and procedures.

The Caerphilly Homes Task Group thanked the Officers for the detailed report and discussion ensued. In noting the number of complaints that were upheld and partially upheld, a Task Group Member sought further information on the figures and the process. Officers explained that the report detailed those contacts received during 2016/17 and were for contacts made directly to the Caerphilly Homes' Customer Services Section. The complaint figures related to those contacts that could not be resolved as a service request, and as a result went through the Corporate Complaints Process. Members noted that there were a total of 581 contacts from the public and/or their representative, of these contacts, 70 Stage 1 complaints were received, of which 43 were not upheld, 15 were partially upheld, 10 were upheld and 2 did not proceed. In terms of Stage 2 complaints, 31 were progressed, of which 16 were not upheld, 7 were partially upheld and 8 were upheld. Following this process, complainants are able to refer their complaints to the Public Services Ombudsman for Wales. In 2016/17 8 cases were referred to the Ombudsman, of which 5 cases were returned due to being referred prematurely and the remainder were not investigated.

A Task Group Member queried the number of complaints within the report and noted that, as part of the Surveys conducted following completion of WHQS works to properties, a number of complaints are received, which were not reflected within the report. Officers outlined that the report referred directly to those formal complaints received through the Corporate Complaints process and through the Caerphilly Homes' Customer Services Section. The Surveys conducted post works are dealt with in a different fashion, and the Task Group are provided with details of the Satisfaction Surveys as part of the Performance reporting to the Task Group.

Following consideration and discussion, the Caerphilly Homes Task Group thanked the Officers for the report and noted its contents.

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

Mr C. Davies, in noting that the previously requested items had not been tabled on the agenda, sought information as to when they would be brought for the Task Group to consider. Officers explained that, due to the items for consideration on this agenda, the items would be brought to the next Task Group meeting for consideration.

The meeting closed at 6.23 p.m.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 2nd November 2017.

CHAIR