



AUDIT COMMITTEE – 30TH JANUARY 2018

SUBJECT: WALES AUDIT OFFICE REVIEW OF THE WHQS DELIVERY PROGRAMME

REPORT BY: ACTING DIRECTOR CORPORATE SERVICES AND SECTION 151 OFFICER

- 1.1 The report, which was considered by Caerphilly Homes Task Group on 2nd November 2017 and Cabinet on 1st November 2017, presented the recommendations resulting from the Wales Audit Office (WAO) review of the Welsh Housing Quality Standard (WHQS) delivery programme together with officers' comments, following approval by Cabinet.
- 1.2 During March and April 2017, as part of the WAO performance audit plan, the WAO undertook a review of the Council's arrangements to deliver the WHQS by 2020. The review concluded that the "majority of tenants homes remain below the WHQ Standard due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020". Whilst Officers accept the recommendations within the WAO report, they do not agree with the overall conclusions made, as it does not reflect the current position of the programme and evidence to justify this view is provided throughout the report and specifically addressed within the Conclusion section.
- 1.3 The Caerphilly Homes Task Group raised a number of concerns from the report, which included the reference to Savill's stock condition survey, viability of the programme, programme management and the Procurement Strategy. Assurances were given that Savill's stock condition survey is no longer being utilised, as a result of the implementation of a more accurate costing system based on surveys and works undertaken and further reassurances were provided that the programme remains financially viable and that a more detailed overarching programme has been developed, within the existing timescales. The Task Group were assured that Officers assured that in order to assist with the project management of such a major investment programme, the use of resources is being maximised through improved integration within Caerphilly Homes following changes in the management structure last year and by also utilising the services of other departments within the Council, including Building Consultancy, Grounds Maintenance, Highways Operations Group and Network Contracting Services. In addition, it was noted that a Dynamic Purchasing System has also been implemented, which should reduce the implications for contractors and ensure more reliable works.
- 1.4 The report outlined views expressed by tenants and tenant satisfaction and discussion ensued around concerns raised to tenant representatives and Councillors, during the works. However, the Task Group were asked to note that given the time constraints, interviews had only been undertaken with 6 tenants that sit on the Caerphilly Homes Task Group, where concerns were expressed about the quality of work undertaken. It was felt that, at the meeting of Cabinet, this was not a fair representation of the number of tenants throughout the borough, and further research should have been undertaken. Tenant satisfaction surveys are conducted following the completion of works, in which 89% of tenants were very satisfied or satisfied, 5% neither satisfied nor dissatisfied and 6% dissatisfied or very dissatisfied. Therefore, it was noted that the data within WAO report could not be seen as reflecting all views.

1.5 It was concluded that the WAO recommendations have been accepted and it was agreed that further improvements to the programme were needed. A number of the identified improvements are being delivered in accordance with the action plan as appended to the report and progress would be monitored on a monthly basis by the Caerphilly Homes Project Board. It was accepted that the recommendations were following the review during March/April 2017, however, at that point in time significant changes were already underway. As such, Officers do not agree with the overall conclusion drawn, as it is felt that this statement does not offer a fair assessment of the position of the programme. In addition, it was accepted that completion of the programme by 2020 will be challenging, based on the current position of the programme, it was noted that 75% of the internal works and 40% of the external works are set to be completed by March 2018. In addition, by March 2019 it is projected that 94% of internal works and 80% of external works are set to be completed. In relation to internal works, assurances were offered that, should there be further slippage in the programme, there will be sufficient capacity at the end of the programme to accommodate this. Officers consider that the measures put in place have resulted in a significantly increased and focused rate of completions and are confident that the programme will be completed by 2020.

1.6 The Audit Committee are asked to note the report.

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Appendices:
Appendix 1 Wales Audit Office Review - WHQS Programme



CABINET – 1ST NOVEMBER 2017

SUBJECT: WALES AUDIT OFFICE REVIEW OF THE WHQS DELIVERY PROGRAMME

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To present to Members the recommendations resulting from the Wales Audit Office (WAO) review of the Welsh Housing Quality Standard (WHQS) delivery programme together with officers' comments and to seek approval on the actions proposed in response to the findings resulting from the report.

2. SUMMARY

- 2.1 During March and April 2017, as part of the WAO performance audit plan, the WAO undertook a review of the Council's arrangements to deliver the WHQS by 2020.
- 2.2 At the time of the review, the WAO concluded that the *"majority of tenants homes remain below the WHQ Standard due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020"*.
- 2.3 Whilst officers accept the recommendations within the WAO report (Appendix 1), they do not agree with the overall conclusions made, as it does not reflect the current position of the programme and evidence to justify this view is provided throughout the report and specifically addressed within the Conclusion section.
- 2.4 This report sets out the individual recommendations resulting from the review together with officers' comments on how these recommendations have or will be addressed.

3. LINKS TO STRATEGY

- 3.1 This report links to the Single Integrated Plan 2013-2017 priority to "improve standards of housing and communities giving appropriate access to services across the county borough".
- 3.2 Improving Lives and Communities: Homes in Wales 2010 which sets out the national context on meeting housing need, homelessness and housing related support services.
- 3.3 The National Housing Strategy 'better homes for people in Wales' sets out the Welsh Government's vision 'We want everyone in Wales to have the opportunity to live in good quality, affordable housing'.
- 3.4 Corporate Plan 2016/17 sets out the Corporate Priorities which includes 'invest in our council homes and their communities to transform lives'.

3.5 This report links most closely to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016:

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

4. THE REPORT

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

4.2 The WAO Review resulted in a number of recommendations which are set out below, together with comments from officers in response:-

WAO Recommendations

4.3 *R1: By September 2017, develop a comprehensive, overarching, financial and operational programme, setting out how the Council will achieve WHQS by 2020. This programme should:-*

- i) Establish the full scope of investment needed in the Council's housing stock based on accurate, comprehensive and up-to-date stock condition information.*
- ii) Set out how the Council, by March 2018 will:-*
 - (a) Review its procurement arrangements to ensure value for money.*
 - (b) Provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates, and*
 - (c) Secure the resources needed to deliver the programme by 2020.*
- iii) contain clear and measurable milestones and relevant performance measures for delivering the programme up to 2020*
- iv) set out the programme management, governance and accountability responsibilities and arrangements so that urgent remedial action can be taken if further slippage occurs and those tasked with delivering the programme can be held to account at appropriate decision making levels*

4.4 *R2: Assure itself that it is meeting its statutory landlord responsibilities by ensuring that:*

- (i) All properties have a valid gas safety certificate in place, or are having the Council's non-compliance arrangements applied to them fully*
- (ii) Arrangements for undertaking asbestos surveys and recording the results of these surveys are robust.*

4.5 *R3: Ensure it has sufficient project management capacity to deliver the Council's WHQS programme effectively by 20210.*

Officers' Comments/Actions

- 4.6 R1 - By September 2017, develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.

Response:

- 4.7 An exercise to establish the full scope of investment needed to meet WHQS by 2020, based on accurate and comprehensive information had already commenced at the time of the audit review and has recently been completed, which confirms that the housing business plan is financially viable and that the extent of work remains deliverable. The information has been used to compile a more detailed overarching programme but the timescales laid out in our existing programme have not changed. A holistic strategy, which captures all key information, policies, procedures and performance data relevant to the WHQS programme, has been developed and the data within it will initially be based upon current assumptions. In line with the recommendations relating to March 2018, this strategy will be further informed and refined through improvements made to Keystone (the central IT database), which will be used to provide robust data to provide a new detailed programme from 2018/19, which will be communicated to all stakeholders.
- 4.8 R1 (i) By September 2017 establish the full scope of investment, based on accurate comprehensive and up to date stock condition information:-
- 4.9 The Council's current WHQS programme was originally established in 2012 and adopted a community based approach whereby internal and external works are undertaken concurrently in different communities. The aim is for all housing communities to benefit from the WHQS works at an earlier stage in the programme rather than focussing on completing all WHQS works in one community at a time. To date, 85% of properties across the county borough have received either internal or external works.
- 4.10 The programme is based on the stock condition survey and estimated component costs provided by Savill's Consultants following a 15% survey of the housing stock. The information was used to inform the housing business plan and the ballot process by determining the financial viability of Castell Mynydd (the proposed delivery company if transfer took place) and CCBC delivering the programme within the timescales stipulated by WG.
- 4.11 Consideration was given to commissioning a new stock condition survey following the outcome of the ballot, but this was not progressed due to the need to procure such a service, the delays involved and the cost, which was estimated to be over £1m. Further consideration was made in 2015 but again it was decided that this would not be cost effective at the time.
- 4.12 More up-to-date condition information is in the process of being collated by utilising our own in-house surveyors to not only obtain condition information, but to also specify works for contract packages and tendering purposes. (To date approximately 80% of internal surveys have been completed and 50% of external).
- 4.13 The investment programme for 2017/18 has already been compiled, agreed and communicated to members, tenants and other stakeholders and is in the process of being delivered. Having recently completed a full review of our costs and projecting these costs forward for the delivery of the programme up to 2020, it has been confirmed that the project remains financially viable and that there is therefore no requirement to revise the programme for cost or condition reasons at this stage. However, since the WAO review was undertaken, the contractor responsible for delivering the internal works in the lower Rhymney Valley area is no longer trading. Officers have implemented contingency arrangements to minimise the impact of this unforeseen event and this will result in the in house workforce undertaking the majority of work, supported by external contractors as and when required. Again, despite this unfortunate event, due to mitigation measures available to us and the fact there has been contingency built into the programme, the delivery of the internal works by 2020 remains achievable.

- 4.14 The current programme is reviewed on an annual basis to account for any slippage, which can be as a result of a variety of issues including contractor performance, weather, unforeseen work, access, refusals, tender returns, etc. This review will need to continue on an annual basis, as some of these issues are beyond our control, but due to improvements in surveying, work packages can be prepared at an earlier stage in the process which results in better planning and programme management. The review also takes into consideration improved performance. This has occurred where the in-house service provider has completed more properties than planned during a financial year and work has to be pulled forward from future years.
- 4.15 Surveys for both internal and external works are now being undertaken for the 2018/19 financial year, and this information, together with actual costs based on recent tender returns, has been collated to calculate detailed average property costs in order to provide a more accurate investment programme up to 2020. These revised costs have resulted in a projected increase in expenditure of approximately £10M, with overall costs remaining within our borrowing headroom. Therefore the programme is confirmed as still being financially viable. This information will be used to refine our 2018/19 programme and beyond. CCBC have therefore met the WAO stated deadline of September 2017 and developed a comprehensive, overarching, financial and operational programme to demonstrate how the Council will deliver WHQS by 2020 (Appendix 2).
- 4.16 *R1(ii)(a) By March 2018, review its procurement arrangements to ensure value for money:-*
- 4.17 The WHQS programme was seen from the outset as an opportunity to link housing and regeneration outcomes. The procurement strategy and process being a facilitator to bring social and economic regeneration through a dedicated supply chain.
- 4.18 The Council had a desire to reduce its carbon footprint and embed sustainable alternatives whilst providing job opportunities. Thus the procurement strategy had clear objectives and the overarching evaluation criteria for all procurements set at Quality 60% and Price 40%.
- 4.19 Furthermore the procurement strategy was developed to meet Welsh Government's improvements and efficiency targets which included sustainability, waste reduction, carbon reduction and community benefits (included employment and training opportunities).
- 4.20 All procurements meet the requirements of the Council's standing orders for contracts, financial regulations and the wider UK Public Contract Regulations 2015. This in itself demonstrates open, fair and transparent process and as a result "Best Value" achieved against a pre-established evaluation criteria.
- 4.21 Clearly there are a number of factors to consider when administering individual procurements in order to effectively manage the supply chain and financial risk in order to deliver against the desired outcomes. E.g. the anchor contract, supply partner for all goods and materials is a long term relationship for ten (10) years. The contract has been established utilizing the NEC 3 term service contract. This reflects the Councils wish to share the financial risk of delivery of services with the supply partner.
- 4.22 This allows the Council to work with the nominated contractor to ensure all parties meet the requirements of "best value" through prices paid, delivery of social value through community benefits such as job opportunities and community funds.
- 4.23 The wider supply chain benefits are significant as over the past four (4) years the Council and supply partner have worked to establish and develop the local supply chain in and around the Caerphilly borough.
- 4.24 Internal works contracts are predicated on a fixed contract basis using the JCT form of contract and national schedule of rates (SoRs). The SoRs are reviewed annually on 1st August and facilitates price adjustments in line with national market trends.

- 4.25 External works have been developed via various procurement routes in accordance with legislation and in order to manage the supply base, ensure capacity and encourage and grow local contractors. The external works programme is managed through a series of arrangements which include the use of the small lots exemption, frameworks and more recently a Dynamic Purchasing System (DPS). The flexibility in these arrangements allows for pricing per contract opportunity and in the case of the DPS different pricing strategies depending on the specific requirement.
- 4.26 All contracts/ arrangements have key performance indicators which are currently measured by the WHQS team.
- 4.27 Members will also be aware of the agreement, at the outset of this investment programme that approximately 50% of the internal works would be carried out by the in-house workforce. Whilst, as stated by the WAO, the in-house workforce have not been subject to any competitive tendering process, value for money is considered to be provided for the following reasons and is not purely considered on cost:-
1. Not claims focused/not trading for profit.
 2. High quality service with focus on meeting tenants needs
 3. Higher levels of customer satisfaction than external contractors.
 4. Reduced number of complaints, compared with contractors.
 5. Employment of local people and sustain existing jobs.
 6. No issues with contractual challenges or claims.
 7. Directly employed with reduced use of sub-contractors.
 8. Improved performance above external contractors.
 9. Reduced requirement for supervision.
 10. Preferred choice by our tenants.
 11. More direct control with in-house team.
 12. Availability of benchmarking data.
 13. Locally available workforce in the event of contractor default.
- 4.28 A benchmarking exercise comparing in-house costs against those of external contractors was undertaken in 2014 and identified that costs based upon typical elements of work were approximately 20% higher for the in-house team. A more recent exercise undertaken internally has also confirmed that the in-house workforce costs are approximately 20% higher than external contractors undertaking similar work. However there are additional supervisory and management costs associated with project managing external contractors which are already accounted for within the in-house costs. With the demise of Compulsory Competitive Tendering, there are added costs associated with in-house services which also need to be considered. These include superannuation, living wage, leave, sickness, overheads linked to support service costs and the end of bonus schemes or price work payments arrangements. However, value for money is not based upon costs alone and qualitative factors, such as those stated in 4.22 above should also be considered. In view of all of these factors, as well as the positive feedback received from our tenants, along with the excellent performance being achieved by the in-house team, we consider that value for money is being provided.

- 4.29 Additionally, an exercise to outsource the WHQS work to our sheltered housing was developed and tenders invited. The cost of providing this service was considered excessive and a decision was made not to progress with the process in favour of using an alternative business model that focused upon the use of the in-house team. This will result in financial savings over the option to outsource this area of work and when tenants were consulted, they were very supportive of the in-house team and indicated a preference for this approach.
- 4.30 It is however accepted that on occasions very few tenders were received for the north and east areas. As part of the review to ensure value for money, tenders are evaluated and if submitted costs are considered to be high, then contracts are considered for re-tendering. However costs will depend on the construction market, with increased demand in this sector leading to increased costs, so value for money must be considered based on market conditions at the time.

R1(ii)(b) By March 2018, provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates;

R1(ii)(c) By March 2018 to secure the resources needed to deliver the programme by 2020;

R1(iii) Contain clear and measurable milestones and relevant performance measures for delivering the programme up to 2020 and

R1(iv) set out the programme management, governance and accountability responsibilities and arrangements so that urgent remedial action can be taken if further slippage occurs and those tasked with delivering the programme can be held to account at appropriate decision making levels

- 4.31 Officers have considered the information provided to members and tenants and accept the manner in which information is presented can be improved. As part of the exercise, officers have reviewed information contained within the programme and have already made amendments to ensure it is clear, accurate and meaningful for all stakeholders.
- 4.32 Performance measures will be reassessed based upon improved surveying information and procurement activity and this will be communicated to all stakeholders in a more clear and meaningful way. The revised performance information will be shared and consulted with tenant representatives of the Repairs and Improvements Group to gain feedback on the level of information being presented and to ascertain if it is easily understood and measures what actually matters (draft proposals are attached at Appendix 3). Up to date performance information is appended to this report (Appendix 4) which provides information on the overall programme position and demonstrates that we remain on target to deliver the programme by 2020.
- 4.33 There are already significant programme management, governance and accountability responsibilities defined, through the WHQS Board, the Caerphilly Homes Task Group (CHTG), the Repairs and Improvement Group (R&I), Corporate Management Team (CMT), Policy & Resources Scrutiny Committee (P&R) and Cabinet. The terms of reference of each of these groups will be reviewed to ensure that the respective groups are clear of their remit and purpose as well as ensuring that any urgent decision making required can be taken at the appropriate level.
- 4.34 Information contained within reports has also been reviewed to ensure they are presented in a clear and transparent way and contain all relevant details so that the current position of the overall programme is easily communicated to all stakeholders.
- 4.35 A resource plan was already being progressed and implemented by officers prior to the WAO Review and significant progress has already been made in this regard. This includes the recruitment of internal resources as well as increasing the availability of external resources.
- 4.36 In relation to internal resources a business case has been approved by Corporate Management Team (CMT) to appoint additional internal resources following the decision to undertake the work to our sheltered housing schemes by utilising our in-house workforce.

This includes the appointments of an additional Project Manager, Surveyors, Clerk of Works, Tenant Liaison Officer and trade operatives.

- 4.37 A 'blanket' business case to appoint additional staff and operational resources had been approved prior to the WAO Review and is being utilised to recruit additional resources as and when required. In relation to the appointment of additional contractors, the DPS arrangement was being implemented during the review and is now fully operational and working successfully.
- 4.38 As mentioned previously, a new DPS has been put in place not just to provide external contractor support to deliver the external works in the lower Rhymney Valley, but to also act as a contingency to provide support for any internal or external works throughout the county borough. This arrangement has been operational since April, 2017 and has already proved to be very successful with 11 contracts having been awarded.
- 4.39 Unfortunately since the WAO review the contractor delivering the internal works in the Lower Rhymney Valley area has ceased trading and alternative arrangements have been put in place. The in-house workforce will now be responsible for the majority of work in this area, but they will also be supported by external contractors with smaller packages of work being issued via the DPS. This demonstrates the flexibility in the programme offered through the various contractual arrangements and the in-house workforce that is in place.

Recommendation 2

- 4.40 Assure itself that it is meeting its statutory landlord responsibilities by ensuring that:-
- *All properties have a valid gas safety certificate in place, or are having the Council's non-compliance arrangements applied to them fully and,*
 - *Arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.*

Officers' Comments

- 4.36 At the time of the WAO review 98% of the Council's properties had a valid gas safety certificate, which equated to 221 tenanted properties not having a current gas certificate. All 221 properties were being progressed via the "no access" process. The reason for this shortfall is due to access issues and whilst the Council had access procedures in place which are being utilised, it is accepted that these procedures were prolonged and could take a number of months to either gain access or to take the case to court to obtain a possession order.
- 4.41 In order to improve performance with the aim of achieving full compliance, the no access procedure has already been reviewed and now includes the introduction of charges to tenants if they fail to provide access when an appointment has been made. Continued "no access" will then result in a "Notice of Seeking Possession" being issued to the tenant. If access is still not provided, then arrangements will be made to force entry, although this will only be used as a last resort. Following the implementation of the revised no access procedure, performance has increased to 99% (81 properties outstanding) and 20 forced entries have been undertaken.
- 4.42 In relation to asbestos surveys, officers have undertaken a full review of the process to ensure that accurate data is being recorded in a timely manner and the information made available to all stakeholders via a central IT database. To support this area of work the appointment of a dedicated additional technical officer is being progressed.
- 4.43 This review will also aim to improve the integration of services and information sharing to avoid any duplication and ineffective use of resources between the WHQS delivery team and the Housing Repair Operations team. It should be noted that it is already a requirement that contractors cannot commence work on any property unless they are in receipt of an appropriate asbestos survey.

Recommendation 3

- 4.44 Ensure it has sufficient project management capacity to deliver the Council's WHQS programme effectively by 2020.

Officers' Comments

- 4.45 In order to assist with the project management of such a major investment programme, the use of resources is being maximised through improved integration within Caerphilly Homes following changes in the management structure last year and by also utilising the services of other departments within the Council, including Building Consultancy, Grounds Maintenance, Highways Operations Group and Network Contracting Services.
- 4.46 As mentioned above, a business case has previously been approved which enables officers to proceed with the recruitment of additional resources without delay, either directly or via a recruitment agency. This allows resources to be brought into the programme as and when required to meet contractual demands, being mindful that post 2020, it is likely that resource levels will need to reduce.
- 4.47 The WHQS programme is overseen by the Corporate Director Communities with the Chief Housing Officer as the lead Head of Service, who is supported by a WHQS Programme Manager. This management structure is supported by a multi-disciplined WHQS and Caerphilly Homes staff structure. In order to maximise the use of skills and capacity across both teams, a restructure is already being developed with the aim of ensuring that sufficient capacity is in place to deliver the WHQS programme by 2020 and this will be further informed by the review of our systems.

5. CONCLUSIONS

- 5.1 The WAO have summarised their opinion of the Council's approach to delivering WHQS as:
- "The majority of tenants' homes remain below the WHQS due to longstanding, inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020."*
- 5.2 Officers accept further improvements need to be made and agree with the recommendations set out by WAO. These identified improvements are being delivered in accordance with the action plan detailed in Appendix 5. It is accepted that the recommendations were following the review during March/April 2017, however at that point in time significant changes were already in the process of being made and this is demonstrated within the action plan with many tasks already completed.
- 5.3 Officers, therefore, do not agree with the overall conclusion drawn as it is felt that this statement does not offer a fair assessment of the current position of the programme. The following information is offered to support this view:

"Inefficient"

- i) The "internal/external" component approach to delivering the programme was agreed as the preferred approach following full consultation and agreement with tenants, CHTG, Policy & Resources Scrutiny Committee, Cabinet and Full Council. Furthermore, this approach is used routinely by other registered social landlords and local housing authorities and WG support this approach as a cost effective approach to delivery. Furthermore on the insistence of the Leader internal and external completions will continue to be reported separately as this has proved invaluable in pinpointing weekly instances of fluctuations in contractors' performance.

- ii) The WAO highlights that only 2.5% of tenants' homes fully met the WHQS standard. The internal/external approach taken to date has resulted with 65% (7,033) of internal works completed and 24% (2,602) external works completed. On the basis of work undertaken to date 45% of the programme has been completed. It is expected that as the number of external and internal completed works align the number of properties which fully meet the standard will increase significantly, with all properties programmed for completion by 2020.
- iii) We are able to demonstrate that the programme is providing value for money. Value for money is not measured through cost alone, tenant satisfaction rates have remained at 90% throughout the duration of the programme to date. Staff are fully committed to programme delivery. The Council's Caerphilly Homes team was awarded UK wide recognition in 2016, as "Best Housing Team" by the Association of Public Service Excellence (APSE).

"Ineffective"

- (iv) Whilst a full survey of the properties was not undertaken at the beginning of the programme, a sample survey was undertaken and this has since been supported with an individual property detailed survey, which is used to inform the works required, programming and financial profiling. By March 2018, 90% of tenant properties would have been surveyed and 70% had been completed at the time of the review. This completed data has been used to further improve the cost/budget plan that was originally provided from the sample survey, and using this accurate data, we remain still within the overall financial envelope for the overall programme, whilst acknowledging this has increased our projected financial profile by £10M. The programme therefore remains financially viable.
- (v) Tenant satisfaction survey results show for internal works for the whole contract to date, 89% of tenants were very satisfied or satisfied, 5% neither satisfied nor dissatisfied and 6% dissatisfied or very dissatisfied.
- (vi) The work to date has transformed people's lives by not only transforming their homes, but by also ensuring that the improvements meet the individual needs of the household. This has resulted in significant adaptations being undertaken to properties, including some work being carried out to the Royal National Institute of the Blind (R.N.I.B.) standard. Insulation and new heating work has also assisted in addressing fuel poverty, and considerable "community benefits" have also been delivered.

"Unlikely to achieve WHQS by 2020"

- (vii) Based on our current position and anticipated projections, 75% of internal works are expected to be completed by March 2018 and 40% of our external works. By March 2019, 94% of internal works are expected to be completed and 80% of external works. In relation to internal works specifically there are contingency arrangements in place to allow cessation of contractor involvement with remaining work available during 2019 for the in house workforce. There is, therefore, a plan and resources in place to complete the programme by 2020.
- vii) Whilst we accept that completion of the programme by 2020 is challenging, officers consider that the measures put in place has resulted in a significantly increased and focused rate of completions and officers are confident that the programme will be completed by 2020.

6. WELL-BEING OF FUTURE GENERATIONS

- 6.1 The report outlines the contribution made towards the Well-being Goals as set out in the Links to Strategy section above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that our processes have been developed in collaboration with Welsh Government and the local authority's housing partners, taking a long term approach to the development needs of the county borough. The programme itself assists the prevention agenda being delivered by our Homelessness Team and the affordable housing programme delivery plan integrates the work of the local authority alongside the work of the Housing Associations who themselves have similar aims.

7. EQUALITIES IMPLICATIONS

- 7.1 This report is for information purposes so the Council's Equalities Impact Assessment process does not need to be applied.

8. FINANCIAL IMPLICATIONS

- 8.1 There are no financial implications as a result of this report.

9. PERSONNEL IMPLICATIONS

- 9.1 There are no personnel implications arising from this report.

10. CONSULTATIONS

- 10.1 The report reflects any views of the consultees.

11. RECOMMENDATIONS

- 11.1 Cabinet is asked to:-
- 11.2 Consider and comment upon the content of the WAO report.
- 11.3 Note and approve the officers' responses to the WAO proposals for improvement.

12. REASONS FOR THE RECOMMENDATIONS

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

13 STATUTORY POWER

- 13.1 Local Government Acts 1972 and 2003.

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Consultees: CMT
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Cllr Barbara Jones - Deputy Leader and Cabinet Member for Finance, Performance and Governance
Cllr Lisa Phipps - Cabinet Member for Home and Places
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Appendices:

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WALES AUDIT OFFICE
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Auditor General for Wales

Welsh Housing Quality Standard – **Caerphilly County Borough Council**

Audit year: 2016-17

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The team who delivered the work comprised Sara-Jane Byrne, Allison Rees, Ron Price, Nick Selwyn and Non Jenkins under the direction of Huw Rees.

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The majority of tenants' homes remain below the WHQS and the Council is making insufficient progress to achieve the Standard by 2020 7

There are weaknesses in the Council's arrangements to meet its statutory landlord responsibilities 10

The Council has not met all the minimum requirements of the Welsh Government's WHQS policy because it lacks a comprehensive programme that sets out to stakeholders how it will meet the Standard by 2020 11

The Council does not have adequate and up-to-date stock condition information to enable it to shape its housing investment programme 13

The Council has a range of mechanisms to engage with tenants about WHQS but these are ineffective and are not being used to shape planning and drive performance 14

The Council is unable to ensure that it is achieving value for money in delivering its WHQS works 16

Arrangements to oversee, challenge, monitor and scrutinise the progress of the WHQS programme are weak and fail to provide sufficient oversight of the totality of the programme 19

Summary report

The majority of tenants' homes remain below the Welsh Housing Quality Standard (WHQS) due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the Standard by 2020

- 1 In 2001, Welsh Government set out its long-term vision for housing in Wales entitled Better Homes for People in Wales. The Welsh Housing Quality Standard (WHQS) is the Welsh Government standard of housing quality. The WHQS was first introduced in 2002 and aims to ensure that all dwellings are of good quality and suitable for the needs of existing and future residents. The Welsh Government set a target for all social landlords to improve their housing stock to meet the WHQS as soon as possible, but in any event by 2020.
- 2 To achieve the standard, all social landlords are expected to:
 - have up-to-date information on the condition of their stock gathered via a rolling programme of stock condition surveys; and
 - work to a comprehensive strategy for planned maintenance and improvement based on this information and taking into account the views and aspirations of its tenants, with the aim of keeping all homes in compliance, as far as practicable, with the standard.
- 3 The WHQS measures 42 individual elements within the following seven categories:
 - In a good state of repair
 - Safe and secure
 - Adequately heated, fuel efficient and well insulated
 - Contain up-to-date kitchens and bathrooms
 - Well managed (for rented housing)
 - Located in attractive and safe environments
 - As far as possible suit the specific requirements of the household (eg specific disabilities)
- 4 In 2012, Caerphilly County Borough Council's (the Council) tenants voted to keep the Council as their housing landlord. The Council was required by the Welsh Government, therefore, to ensure its housing stock met the WHQS by 2020.
- 5 During March and April 2017, as part of our 2016-17 performance audit plan, we undertook a review of the Council's arrangements to deliver the WHQS by 2020. We sought to answer the question: does the Council have effective arrangements in place to enable it to meet the WHQS by 2020?
- 6 We concluded that **the majority of tenants' homes remain below the Welsh Housing Quality Standard (WHQS) due to longstanding inefficient and**

ineffective programme management and the Council is unlikely to achieve the Standard by 2020. We came to this conclusion because:

- the majority of tenants' homes remain below the WHQS and the Council is making insufficient progress to achieve the Standard by 2020;
- there are weaknesses in the Council's arrangements to meet its statutory landlord responsibilities;
- the Council has not met all the minimum requirements of the Welsh Government's WHQS policy because it lacks a comprehensive programme that sets out to stakeholders how it will meet the Standard by 2020;
- the Council does not have adequate and up-to-date stock condition information to enable it to shape its housing investment programme;
- the Council has a range of mechanisms to engage with tenants about WHQS but these are ineffective and are not being used to shape planning and drive performance;
- the Council is unable to ensure that it is achieving value for money in delivering its WHQS works; and
- arrangements to oversee, challenge, monitor and scrutinise the progress of the WHQS programme are weak and fail to provide sufficient oversight of the totality of the programme.

Recommendations

- 7 To assist the Council in making the required improvement we have set out some recommendations in the table below. The Council is required by the Local Government Measure to prepare a statement of any action that it proposes to take as a result of this report, and its proposed timetable for taking that action. This must be prepared within 30 days of receipt of this report.

Exhibit 1: Recommendations on action to achieve the WHQS by 2020

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

Detailed report

The majority of tenants' homes remain below the WHQS and the Council is making insufficient progress to achieve the Standard by 2020

- 8 In line with the approach agreed by the Caerphilly Homes Task Group in September 2012, the Council adopted a community based approach whereby internal and external works are undertaken concurrently in different communities. The aim is for all housing communities to benefit from the WHQS works rather than focusing on completing all WHQS works in one community at a time. The work is split between the Council's in-house work force and contractors and, with the exception of sheltered housing, there are separate sequences for internal and external works.
- 9 In February 2017, the Council reported to its Policy and Resources Scrutiny Committee that as at December 2016, it had completed the internal works on 1,567 houses against an annual target of 1,692 (93%). The Council also reported that it had completed external works on 584 houses against an annual target of 1,992 (28%). For both internal and external works, this is an improvement on its 2015-16 end-of-year performance when the Council completed internal works to 1415 properties and external works to 203 properties.
- 10 The Council acknowledged that there was a slight underachievement in its 2016-17 quarter three performance for completing internal works and that external works completions were lagging well behind target.
- 11 Therefore, it is evident that the Council's approach has not been implemented as intended and internal works are being completed prior to external works in most cases. Interviewees informed us that this approach has posed some issues for the Council. For instance, we were informed of examples where contractors were arriving at properties to install kitchens but were unable to do this due to problems with damp. The Council informs us that this only relates to approximately 110 houses but the Council has not yet completed its surveys to fully understand the extent of external works required.
- 12 The Council tells us that as at May 2017, it has completed the internal works on 5,500 properties (50%) and external works on 1,300 properties (12%). However, the Council has not reported publicly this cumulative performance for internal and external completions since the start of the programme. The Council has not yet reported its 2016-17 end-of-year performance. The Council must complete both the internal and external works to meet the WHQS.
- 13 In our national report on progress in delivering the WHQS, published in January 2012, we reported that the Council had estimated that 10% of its housing stock would meet the WHQS by 31 March 2013, with 20% by 31 March 2017 and 100% compliance by 31 March 2020.

- 14 However, the Council did not start the WHQS works on its properties until 2015. As at March 2016, after the WHQS programme had been running for two years, the Council declared to Statistics for Wales¹ that only 252 out of its 10,852 properties (2.53%) were fully compliant with WHQS, meaning that 97% of properties were not yet up to the required standard.
- 15 **Exhibit 2** below also shows that the Council's performance compares poorly with other Welsh Councils in meeting the WHQS.

Exhibit 2: Welsh Housing Stock owning councils' WHQS comparative performance as at 31 March 2016

The following table illustrates the comparative situation as at 31 March 2016 for Welsh Housing stock owning Councils².

Council	Housing stock at 31 March 2016	Fully WHQS compliant as at 31 March 2016	Compliant stock subject to acceptable fails as at 31 March 2016	Non-compliant stock at 31 March 2016	Percentage of compliant stock at 31 March 2016
Caerphilly	10,852	252	22	10,578	2.53
Isle of Anglesey	3,780	2,461	1,319	0	100
Denbighshire	3,411	3,286	125	0	100
Flintshire	7,176	24	0	7,152	0.34
Wrexham	11,226	2,170	534	8,522	24.1
Powys	5,348	4,690	0	658	87.7
Pembrokeshire	5,659	4,986	673	0	100
Carmarthenshire	9,003	8,014	989	0	100
Swansea	13,493	377	2,057	11,059	18.04
Vale of Glamorgan	3,881	1,614	148	2,119	45.41
Cardiff	13,452	10,088	3,364	0	100
Total Local Authorities	87,281	37,962	9,231	40,088	54.08

¹ Statistics for Wales (Stats Wales) is a free-to-use service that allows you to view, manipulate, create and download tables from Welsh data.

² Source: Statistics for Wales: **Statistical first release: Welsh Housing Quality Standards**: 6 October 2016: SFR 135/2016.

- 16 During our fieldwork in March and April 2017, officers informed us that there was little dialogue between the Council's WHQS and the Housing Repair Operations teams in the first two years of the Council's WHQS programme. More recently, the Council has integrated the management of the WHQS and Housing Operations teams. Housing teams outside the WHQS Delivery Team are now contributing to the delivery of the programme. For example, the Council informs us that its Building Consultancy team are undertaking feasibility studies to some of the Council's sheltered housing schemes. Members and officers informed us that they felt the integration of the housing teams was having a positive impact on progress. However, the Council's overall performance in meeting the WHQS is such that tenants are not yet receiving the tangible benefits from the integration of the housing teams.
- 17 As at 13 April 2017, the Council's Keystone asset management system shows only 33 properties currently meeting the WHQS for external WHQS elements, and 3,730 properties currently meeting the WHQS for internal WHQS elements. The Council acknowledges that there is a delay in updating WHQS completion data into Keystone and that officers use other methods to understand performance. However, at the time of our fieldwork during March and April 2017, members and officers were unable to tell us how many properties currently meet WHQS and evidence how they were going to ensure the significant backlog of work to achieve WHQS by 2020 was going to be addressed.
- 18 As a result of repeated slippage in delivering the Council's planned schedule of works, the Council has reprofiled its WHQS programme a number of times, most recently in February 2017. We accept that in a programme of this size, there will be a need to review and update the level of works required but the Council's progress continues to fall behind its own schedule, particularly for its external works.
- 19 The Council has recently implemented a new contractual process, the Dynamic Purchasing System (DPS), to attract a wider cohort of contractors. The arrangement will provide contingency options borough-wide and cover both internal and external works. At the time of our fieldwork in March and April 2017, the Council still did not have a contractor in place to undertake the external works to tenants' homes in the Lower Rhymney Valley. The Council hopes that the recent introduction of the DPS will help resolve this issue.
- 20 The Council has a number of sheltered housing schemes that suffer from low demand due to their design and location. The Council has taken six schemes out of the WHQS programme as it has identified these for possible remodelling as they are not fit for purpose. Feasibility studies are ongoing to establish if the schemes could be improved, but the Council has yet to make a decision on these. The Council has incorporated the remaining sheltered housing schemes into its WHQS programme.
- 21 We also found that the Council's arrangements to engage with leaseholders are underdeveloped. The Council has 419 leasehold properties. The Council no longer has a leaseholders' forum. The Council informed us that this was due to forum

members not fully engaging in the forum. In February 2017, members of the Caerphilly Homes Task Group suggested that such a forum should be set up and officers confirmed that this could be explored.

- 22 The Council feels that it has appropriate procedures in place for liaising with leaseholders but during our fieldwork in March and April 2017, interviewees informed us these procedures were not always being followed resulting in tenants subsidising leaseholders for works being carried out. Arrangements to schedule and complete WHQS works to leasehold properties, for example works to common roofs, and external property elements, are unclear. This could potentially hold up the delivery of WHQS work to other Council properties unless resolved. The Council recognises that its approach to leasehold properties is not captured in an integrated strategy. We believe this is key to ensure that improvements to leasehold properties are undertaken effectively.
- 23 The Council set aside £10.6 million to deliver the requirements set out in Part 6 of the WHQS to ensure that 'all dwellings should be located in an environment to which residents can relate and in which they can be proud to live'. This is a key aspect of the Council's wellbeing objective 'Investment in Council homes to transform lives and communities'. The Council's report to the Policy and Resources Scrutiny Committee in February 2017 states that over 100 small local schemes have been approved and it is in the process of consulting tenants to identify further schemes. However, the Council acknowledges that it has been slow to deliver these improvements. Work at Lansbury Park, which includes some hard and soft landscaping, a community garden and removal of a footbridge, has recently started.

There are weaknesses in the Council's arrangements to meet its statutory landlord responsibilities

- 24 At the time of our fieldwork in March and April 2017, there were over 400 Council properties, which did not have a valid CP12 gas safety certificate. As at 28 April 2017, the Council has improved this position as just over 98% of the Council's properties have a valid CP12 gas safety certificate, meaning that 221 tenanted properties do not.
- 25 The Council has procedures in place to address issues of non-access but at the time of our fieldwork in March and April 2017, we were concerned that there were delays in taking action in accordance with these procedures. As at 28 April 2017, there were 12 properties where gas safety checks were over six months overdue, with three of these being more than a year overdue. The Council needs to assure itself and its tenants that it is taking all reasonable steps to meet the requirements of The Gas Safety (Installation and Use) Regulations 1998 and associated statutory landlord responsibilities.

- 26 Given that we have previously raised concerns about the Council's gas servicing performance, this long-standing issue is of serious concern. In 2008-09 we undertook a review of the Council's voids and concluded that the Council's systems for managing gas servicing had some significant weaknesses and we made six related recommendations³. Our recent review suggests these issues have still not been fully resolved.
- 27 The Council has decided to service its solid fuel appliances twice per year, although it only has a legal responsibility to provide an annual service. We understand the Council has recently appointed new contractors to undertake its gas service testing and that this has impacted upon performance as the new contractors become familiar with the Council's procedures.
- 28 We also found that the Council's arrangements for undertaking and recording of asbestos surveys of its housing stock are flawed. Some properties have been surveyed more than once due to inadequate recording of information. This is not only inefficient but also dangerous as there is a risk properties are not being surveyed for asbestos and contractors undertaking works in properties without understanding if asbestos exists. This poses significant health risks for contractors and tenants and underlines the need for up to date and accurate stock condition information.

The Council has not met all the minimum requirements of the Welsh Government's WHQS policy because it lacks a comprehensive programme that sets out to stakeholders how it will meet the Standard by 2020

- 29 Since the tenants' vote in 2012, the Council has undertaken very limited works during the first two years, due in part to it facing procurement challenges, when getting contracts in place took longer than expected. The Council's senior management informed us that the Council did not commence WHQS works on its properties until 2015.
- 30 Achieving the WHQS is a key priority for the Council with a budget of about £220 million. The Council's senior management feel it has taken steps to accelerate the programme during the last two years, including making management changes and integrating the Council's WHQS and housing maintenance teams.

³ Our report is available on the Council's [website](#):

- 31 With two and a half years to go, the Council is confident it will meet the WHQS by 2020. We do not share this view. The Council has not met the key WHQS milestones set by the Welsh Government⁴:
- the Council lacks accurate stock condition survey data to base investment decisions on; and
 - the Council has not finalised its programme for investment to achieve the WHQS based on accurate stock condition information.
- 32 The Council makes reference to its Local Housing Strategy in its WHQS related reports but this strategy was developed in 2008 and expired in 2013. The Council has a WHQS investment strategy and business plan. There are also regular reports setting out the reprofiled programme of works. However, because of the fragmented nature of these documents, we do not believe that they provide a strategic, comprehensive and integrated approach setting out clearly to tenants, councillors, officers and other stakeholders how it will meet the WHQS by 2020. The Council's approach has been reactive and tactical rather than planned and strategic. This is evident by the frequent reprofiling of the WHQS programme due to ongoing slippages.
- 33 The lack of a comprehensive programme and strategic approach, which is collectively owned by Members and officers, means that common integrated arrangements and policies for dealing with empty void properties, responsive and planned maintenance, housing allocations, pre-inspections of forthcoming empty properties, actions to deal with non-traditional house types and other key housing issues are not well defined.
- 34 We believe that the Council would benefit from an integrated programme plan which sets out:
- all the key activities which contribute to meeting the WHQS and the wider outcomes the Council is aiming to achieve. This would help the Council consider the relationships and dependencies between all these activities in an integrated way.
 - clear expectations for stakeholders including accurate timescales for when tenants can expect work to be undertaken on their homes.
 - the key milestones for delivery and required resources and inputs to do this.
 - how the Council will monitor and control the programme, including how the Council will monitor its progress in achieving its desired objectives and outcomes (in line with Council's wellbeing objective).
 - the full level of investment needed based on up to date, accurate and comprehensive stock condition information.

⁴ Welsh Government and Housemark Cymru, [The Welsh Housing Quality Standard, Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard](#), July 2008

- 35 It is important that stakeholders, including members and tenants, understand and own the plan.
- 36 During our fieldwork in March and April 2017, members of the Caerphilly Homes Task Group expressed considerable frustration about the delivery of the WHQS programme and raised concerns about the quality of some of the works undertaken.

The Council does not have adequate and up-to-date stock condition information to enable it to shape its housing investment programme

- 37 The Council has spent £110 million from 2012-13 to 2016-17 in delivering its WHQS programme yet it still does not have a comprehensive understanding of the condition of its housing stock. This significantly impacts on the Council's ability to plan, procure and give accurate programmes of work to contractors and the Council's internal Housing Repair Operation to deliver WHQS works effectively.
- 38 The Council commissioned a stock condition survey in 2008 to inform its housing ballot. The survey only covered a 15% sample of the Council's housing stock. The Council started the WHQS programme without knowing accurately the extent of non-compliance with the WHQS in its housing stock.
- 39 During our interviews, members and officers acknowledged that the 2008 survey information is insufficient and out of date but it is still using this to cost and direct WHQS works. Our fieldwork in March and April 2017, found that the Council had been aware of this concern for some time. Tenant representatives have raised frustrations about this, including to the Policy and Resources Scrutiny Committee in February 2017. In 2016, the Council's WHQS Board decided against undertaking a new stock condition survey. We have not seen evidence that there was a robust assessment of the costs, practicalities, impact and benefits to this decision to not undertake a new survey. We have not seen evidence that this issue was considered by Council or Cabinet.
- 40 In the past 12 months, the Council's in-house Direct Labour Organisation (DLO) team has been undertaking surveys on internal WHQS works of the Council's housing stock in order to provide more accurate information to help base future work projections on actual costs. The Council is also undertaking surveys to better understand the level of external works needed. The Council has informed us that as at June 2017, it has completed surveys for approximately 75% of internal works and 50% of the external works. It is aiming to have a 100% stock condition survey by 2019.
- 41 Given that the Council only has 2.5 years left to meet WHQS, it is concerning that it did not undertake these surveys earlier. It underlines our view that the Council lacks a strategic approach to managing the WHQS programme.

- 42 The Council feels that the most recent survey work together with the condition survey undertaken in 2008 provides them with reliable estimates to plan and undertake the necessary WHQS works. However, we found that the information from the Council's surveys is not always being recorded accurately and in a timely way on the Council's housing management system, Keystone.
- 43 At the time of our fieldwork in March and April 2017, the Council was unable to tell us how many of the Council's 10,852 properties have been surveyed by its in-house team, because of delays in loading information into Keystone. The Council's Keystone asset and contract management system does not provide fully accurate information to enable the Council to keep track of progress on the WHQS programme in a timely way, and there are gaps in recording information.

The Council has a range of mechanisms to engage with tenants about WHQS but these are ineffective and are not being used to shape planning or drive performance

- 44 The Council has a tenant communication strategy and a range of ways to engage with tenants and their representatives.
- 45 The Council has 14 Tenant Liaison Officers (TLOs), who are seen by officers and members as a valuable resource for the WHQS programme. It is positive that these officers have been trained on areas such as safeguarding, mental health and domestic abuse. The TLOs can advise tenants on wider issues and they provide the link across the Council and with partner agencies to support tenants. Two of the 14 TLOs provide specific support to tenants receiving work as part of the Council's sheltered housing programme. In addition to the 14 TLOs, the Council has two Specialist TLOs who are qualified Occupational Therapists.
- 46 The primary role of the TLO is to act as the interface between tenants and the in-house team or contractor undertaking the improvement works and to support the tenants whilst the work is underway. TLOs provide face-to-face contact with tenants and individual letters are sent to properties to inform tenants of forthcoming improvement works. The Council also informs us that every tenant receives a visit from the relevant TLO before the work starts.
- 47 The Council's 2016-17 customer satisfaction survey shows that 92% of respondents acknowledged that a TLO visited their home to discuss the work that would be undertaken. However, the Council's satisfaction survey only measures the satisfaction of those tenants who have received works to their homes. The Council does not survey those tenants who were due to receive works, but did not.
- 48 Tenants' representatives expressed some dissatisfaction with the TLOs to us during our fieldwork in March and April 2017, suggesting that they were not always available when works were underway. Councillors and tenants have also

expressed concern about the quality of improvement works undertaken, for example, at meetings of the WHQS Board and Caerphilly Homes Task Group.

- 49 The Council would benefit from reviewing its methods of measuring customer satisfaction so that it can capture feedback raised elsewhere. Given that the TLOs are intended to be the interface between the contractor and the tenant, the issues around the quality of works undertaken suggests that there is scope to improve the effectiveness of the TLOs.
- 50 Other mechanisms the Council has available to engage tenants include the Caerphilly Homes Task Group (CHTG), which consists of seven councillors and seven tenants. Whilst this is not a decision making group it can make recommendations to the Council. All Council reports relating to WHQS go through the CHTG including scrutiny reports, monthly WHQS board reports and WHQS quarterly monitoring reports. It was positive to observe tenants' representatives having the opportunity to share their views with the Council's Policy and Resources Scrutiny committee in February 2017. However, despite the tenants' representatives stating that the WHQS programme was having a detrimental rather than transformational impact on people's lives, the Scrutiny Committee did not sufficiently consider the concerns raised by the tenants' representatives at the meeting about elements of the programme.
- 51 One of the Council's 2017-18 wellbeing objectives is investment in Council homes to transform lives and communities, specifically 'to take steps to ensure the physical standard and condition of our housing stock, be improved and maintained to the Welsh Housing Quality Standard (WHQS), helping to improve the quality of life for the people who live in those homes'. This has been one of the Council's improvement objectives for a number of years. 'Investing in our council homes and their communities to transform lives. Rebuilding and refurbishing Council homes so they meet the Welsh Housing Quality standard by 2020' is one of the Council's corporate priorities.
- 52 However, it is evident that tenants and their representatives are frustrated with the Council's progress in delivering the necessary improvement works to their homes. They have raised their concerns about this and the quality of works undertaken with members and officers, but these are not always fully reflected in reports. For example, the report to the Council's Policy and Resources Scrutiny Committee in February 2017 states that 'customer satisfaction levels remain high'. This differs from the views of tenant members of the CHTG which expressed considerable concern to us about the quality of work being completed by the external contractors. Our review of a sample of the minutes of the meetings of the WHQS Board shows that this also differs from the information reported to the WHQS Board by senior members. As stated in paragraph 48, the way the Council measures tenant satisfaction is flawed. It only measures the satisfaction of those tenants who have just received works to their homes. It does not include those who were due to have works undertaken but did not.

- 53 The Council produces a tenants' newsletter twice a year. However, the information the Council has provided to tenants about the expected completion dates of works within its newsletters has been misleading and unhelpful. For example, the Council's summer 2016 tenants' newsletter included a schedule of works where the projected completion dates were 2013-14, 2014-15 and 2015-16 with no explanation of why they did not happen, or an indication of when the works would now be completed. Tenants' representatives are not aware of the Council's plans for delivering the WHQS and the Council's frequent changes to the programme have left them disillusioned. Tenants are largely unaware of when their homes will be brought up to an acceptable standard.
- 54 In addition to the newsletters, the Council uses other forms of media to share information about WHQS, including the Council's Newsline, community roadshows and social media. It has run a number of borough-wide and community events, where there are boards which display the programme timeline, and the public have the opportunity to discuss it with officers. The Council often runs these events in partnership with other agencies, such as Gwent Police, Communities First and the Gwent Association of Voluntary Organisations (GAVO).
- 55 The Council is also about to review its tenant communications strategy and plans to hold a session with tenants to understand what information they want from the Council.

The Council is unable to ensure that it is achieving value for money in delivering its WHQS works

- 56 The Council has a budget of approximately £220 million to meet the WHQS. From 2012-13 to 2016-17 it has spent nearly £110 million in delivering the WHQS programme. As at the end of March 2016, only 2.53% of the Council's homes met the WHQS. As at 16 May 2017, the Council has not reported how many of its homes met the WHQS by the end of 2016-17 or been able to provide us with this information. We recognise that the Council has focused its attention on undertaking works to the internal elements of its properties to date, but the Council has yet to bring 10,578 properties up to the WHQS and has two and a half years remaining to do this.
- 57 As shown in [Exhibit 3](#) below, the Council has underspent against its annual WHQS budgets over the last four years. This suggests that tenants have continued living in housing that does not meet the WHQS, while the Council has been unable to deploy its resources to deliver an effective programme of improvements. In the last four years, the Council's underspends have ranged between 6% and 47%. For the financial year 2016-17, it underspent by 18.7% on WHQS investment programmes. Poor management and delivery of investment are continuing to hinder the Council achieving the WHQS by 2020. At the time of our fieldwork during March and April 2017, the Council still did not have any certainty about what elements of the

properties it needed to address until the survey of each property had been completed.

- 58 Although it has underspent, the Council has spent substantial financial resources on the WHQS programme to date without effective progress being made. Whilst the Council is making progress on completing the necessary internal works, progress on external works is significantly behind schedule. The Council believes that it can complete the external works by 2020 but according to the information the Council provided to Statistics Wales, as at March 2016 only 2.53 % of its homes are fully compliant with WHQS. As a consequence of uncertainty about what elements of properties needed addressing, resources were not used effectively during the first two years of the WHQS programme. For example, we were told by members we interviewed that 'roofs were replaced that didn't need it'.

Exhibit 3: Caerphilly County Borough Council's WHQS expenditure and budget over the past four years.

Financial year	Budget	Total expenditure	Underspend	Proportion underspent
2013-14	£15.553 m	£14.649 m	£0.903 m	6.1%
2014-15	£28.813 m	£15.344 m	£13.469 m	46.7%
2015-16	£36.29 m	£28.623 m	£7.657 m	21.1%
2016-17	£38.591 m	£31.4 m	£7.2 m	18.7%
Total	£119.247 m	£90.016 m	£29.2 m	24.5%

* In addition to the expenditure above, the Council spent £20 million in 2012-13 on WHQS.

- 59 The Council does not have a grasp of how much WHQS work costs or whether that represents value for money. The Council's reporting on value-for-money issues relating to WHQS has been very limited. The Council has allocated work to its Housing Repair Operation (HRO) without understanding the competitive aspects of the work, and in a situation where the HRO does not have basic information, for example, about the cost of materials that it purchases.
- 60 The Council entered into a single source supply arrangement for all materials in relation to Council-house maintenance and the WHQS programme in 2012. This arrangement has provided some benefits in terms of economies of scale, consistent product specification and quality, and enabled the Council to close its own stores and use the buildings for other purposes.
- 61 The Council undertook a benchmarking exercise of this arrangement in 2014, which resulted in price renegotiations. Internal Audit also undertook a review in May 2016 to ensure compliance with the terms and conditions of the contract and to establish whether in-house processes and procedures are adequate to ensure

that the correct benefits and liabilities of the supply arrangements are calculated and agreed.

- 62 The single source supply contract is a contract where a price list is used, which includes incentivisation in the form of a pain/gain mechanism. The prices as tendered become the target price for that period and the Supply Partner will be paid the defined cost of the goods and materials supplied. If the defined cost is less than the prices, the supply partner will be paid 30% and the Council 70%; this is in effect the gain. If the defined cost exceeds the target prices, the Supply Partner will contribute 30% towards the extra cost; this is in effect the pain.
- 63 Internal Audit concluded that the systems and procedures in place were, in the main, unsatisfactory and a number of control weaknesses existed. Internal Audit also found that the pain/gain aspect of the contract was providing money for the Council but not to the level expected, in part due to insufficient ordering of materials being undertaken in advance. We understand that the Council's response to the Internal Audit report explained that the contract was only open to the WHQS and HRO spending, so the Council could only order materials required by these two teams. Nevertheless, we believe this again supports our view that the Council lacks a strategic approach underpinned by robust stock condition information that would enable it to forward plan the level of works and materials needed in order to maximise the benefits of its contractual arrangements.
- 64 The Council has recently commissioned consultants to undertake a review of its single source supply arrangement.
- 65 Contract performance reports are provided periodically to the WHQS Board and the Board has called in contractors to discuss and challenge performance. The Council has been concerned about the progress and quality of works undertaken by one of its external contractors. The Council has explained to us that it previously had issues with the other contractors, but is confident that it has now addressed these.
- 66 The in-house team is now also responsible for delivering the WHQS works to the Council's sheltered housing schemes. Tenants have been positive about the quality of the works undertaken by the in-house team. The Council informs us that it decided to use its in-house team for its sheltered housing schemes following a comparison against the tendered works and considerations of other factors such as the vulnerability of its tenants. It is not clear if this constituted a formal competitive process to ensure that the use of the in-house team provides value for money. The Council also tells us that it had previously compared the costs and value of its in-house team against contractors but the Council has not provided us with the evidence to demonstrate that this was the case.
- 67 The lack of a strategic programme also suggests that the Council has not yet considered if the increasing use of its in-house team is sustainable or provides value for money.

68 The Council has undertaken workshops with local companies to help them understand the Council's procurement process so as to facilitate greater take-up/use of local contractors. As part of their community benefit clauses, the Council's contractors are also required to undertake six Meet the Buyer events during the course of the contract.

Arrangements to oversee, challenge, monitor and scrutinise the progress of the WHQS programme are weak and fail to provide sufficient oversight of the totality of the programme

- 69 The Council has a number of arrangements to oversee and challenge its progress in meeting WHQS. This includes the WHQS Board, Caerphilly Homes Task Group (CHTG), a Tenants Council, Cabinet and scrutiny committees. However, these governance arrangements have not been fully effective and roles and responsibilities have become blurred. Both the WHQS Board and the CHTG have been focused on operational detail and there has been a lack of corporate overview of the WHQS programme. Because the Council felt these arrangements were sufficient, WHQS is not part of its Business Improvement Board arrangements set up in 2016 to provide corporate oversight of its major projects.
- 70 Performance management and reporting of the WHQS programme have been poor. WHQS performance and progress reports do not show progress of the WHQS programme in a clear and understandable way. Significant amounts of information are presented, but officers do not report progress against the programme as a whole to show the numbers of properties which meet the WHQS. Reports tend to focus on progress against the internal and external works and due to a number of 're-profiling' exercises the exact current position is difficult to identify. This hampers members' and tenants' ability to understand the true up-to-date picture and to challenge performance effectively.
- 71 Members are not providing sufficient leadership or challenge to the WHQS programme to ensure that tenants live in homes that are in line with the WHQS. Whilst members of the Policy and Review scrutiny committee did ask some relevant questions at the meeting in February 2017, for example, about accessing properties, they did not take the opportunity to rigorously challenge the Council's poor performance in meeting WHQS. A number of members thanked the officers for their hard work and improvement, despite acknowledging issues about quality and having listened to tenants' representatives express frustration.
- 72 Reasons for the lack of progress with achieving WHQS are not well understood or reported in a clear and transparent way. Officers have reported to members that one of the reasons for the slippage of the internal works programme is the inability to gain access to properties. However, the Council's data systems do not capture this information, and reports to Cabinet, the CHTG and the Policy and Resources

Scrutiny Committee do not quantify the extent of the problem or provide adequate reasons for what is being done to mitigate the issue. At the Policy and Resources Scrutiny Committee in February 2017, councillors asked officers to provide this access to properties information so that they could understand the issue better and see what they could do as ward members to help address this. Officers did not have this information to provide to the members at the meeting. In their response to our draft report, officers stated that the issue of no access had not had any major impact on the Council's progress and relates to internal works only. Nevertheless, it is important that officers and councillors fully understand the reasons for no access so works can be planned and undertaken effectively.

- 73 The Council has set itself the objective that delivering WHQS works will 'transform people's lives'. In February 2017, officers provided a report to the Policy and Resources Scrutiny Committee on the Council's progress in meeting its wellbeing objective WO5 – 'Investment in Council homes to transform lives and communities'. The report emphasises that the Council's investment in its council houses was not just about delivering the WHQS but also to aspire to transform homes, lives and communities. The report highlights the employment opportunities that have been created through the inclusion of community benefit clauses in WHQS contracts. For example, the report states that as at December 2016, 68 permanent full-time opportunities with contractors and 83 full-time opportunities within the Council had been created, as well as the creation of 53 apprenticeships. The report also highlights other benefits that have been delivered.
- 74 However, the measures that the Council is using to monitor progress in achieving its 'Investment in Council homes to transform lives and communities' wellbeing objective are primarily focused on delivering the WHQS rather than delivering wider benefits and outcomes to tenants and communities. The Council informs us that it has information to demonstrate that its work is having a positive impact on people's lives, such as case studies of tenants who have benefitted from adaptations. However, currently the Council is not reporting this to members and the public effectively.
- 75 The Council has lacked robust and effective programme management of its WHQS works. Primarily as a result of problems awarding contracts, the Council was slow to start its WHQS works and we feel the Council has been catching up with issues rather than taking a considered and strategic approach. It has spent £110 million to date on WHQS but it still has significant work to do to achieve WHQS by 2020. The Council is confident that it will complete the required internal works ahead of schedule but recognises there is a risk it may not complete the necessary external works. The Council tells us that it is working hard to take steps to mitigate this risk, but based on the Council's performance to date and the findings from our review, we are not assured that the Council will meet WHQS by 2020.
- 76 The Council has reduced its risk rating of failing to achieve WHQS by 2020 from 'red' to 'amber'. This is despite the Council's poor performance and the absence of a comprehensive strategic approach to address this. Given our findings, we feel this remains a significant risk for the Council.

- 77 We have concerns about the capacity of the directorate to manage the WHQS programme. WHQS now sits within the Directorate of Communities, which also covers other large priority service areas including waste and leisure. We understand teams are working hard to try to deliver WHQS but they do not have adequate direction and oversight to accelerate progress.
- 78 As the Council is aware, we have previously raised concerns about the Council's overview and management of its large priority programmes, including leisure. Our findings about WHQS have escalated these concerns.

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WHQS - Internal Works Programme

Appendix 2

Community Area	Number of Properties in Community	Internal Contract Name	Internal Contract Year	Contract Completed
ABERBARGOED LOWER	47	INT16C-UC14 ABERBARGOED LOWER - PHASE 1	2016/17	Y
		INT16C-UC15 ABERBARGOED LOWER - PHASE 2	2016/17	Y
ABERBARGOED MIDDLE	88	INT16C-UC12 ABERBARGOED MIDDLE - PHASE 1	2016/17	Y
		INT16C-UC13 ABERBARGOED MIDDLE - PHASE 2	2016/17	Y
		INT16C-UC16 ABERBARGOED MIDDLE - PHASE 3	2016/17	Y
ABERBARGOED UPPER	216	INT17C-UC26 COMMUN RD/HEATHFIELD WALK/TY LLWYD WAL	2017/18	N
		INT17C-UC27 ROCKLEIGH AVE/SANNAN ST	2017/18	N
		INT17C-UC28 THOMAS STREET	2017/18	N
		INT17C-UC29 HIGHFIELD CRESCENT	2017/18	N
		INT17C-UC30 COEDYMOETH ROAD	2017/18	N
		INT17C-UC31 PANTYFID ROAD	2017/18	N
		INT17C-UC32 LEWIS STREET	2017/18	N
		INT17C-UC33 WILLIAM FORBES BUNGALOWS	2017/18	N
ABERCARN	37	Contract not yet created		N
ABERTRIDWR	133	INT16C-LC13 - ABERTRIDWR PHASE 1	2016/17	Y
		INT16C-LC14 - ABERTRIDWR PHASE 2	2016/17	Y
		INT16C-LC15 - ABERTRIDWR PHASE 3 - CEFN ILAN	2016/17	N
		INT16C-LC16 - ABERTRIDWR PHASE 4 - ILAN ROAD	2016/17	Y
		INT17D-L42 ABERTRIDWR CS MOP UP	2017/18	N
ABERTYSSWG	81	Contract not yet created		N
		INT17D-U35 ABERTYSSWG PHASE 1	2017/18	N
		INT17D-U36 GREENSWAY	2017/18	N
ARGOED	30	INT15C-EC18 GREENFIELD TCE/LWR JAMES ST/PENYLAN RD	2015/16	Y
BARGOED	155	Contract not yet created		N
		INT18D-U46 MOORLAND RD/HEOLDDU DR,GR,RD/PARK LODGE	2018/19	N
		INT18D-U47 HEOLDDU CRES/HEOLDDU AVE/MT PLEASANT	2018/19	N
		INT18D-U48 HEOLDDU GROVE	2018/19	N
		INT18D-U49 ST GWLADYS AVENUE	2018/19	N
BEDWAS	254	Contract not yet created		N
		INT17C-LC27 EAST AVE/GLEBE/NEWPORT RD/THE CRESCENT	2017/18	N
		INT17C-LC28 BRYNFEDW AVE / HILLSIDE TCE	2017/18	N
		INT17C-LC32 GREENACRE DRIVE	2017/18	N
		INT17D-L38 CONTRACT SERVICES REALLOCATION (FULL)	2017/18	N
		INT17D-L39 CONTRACT SERVICES REALLOCATION (PARTIAL)	2017/18	N
		INT18D-L43 BRYNAWEL / BRYNCANOL	2018/19	N
		INT18D-L44 BRYNHEOL	2018/19	N
BLACKWOOD	307	Contract not yet created		N
		INT18D-E41 APOLLO WAY/CROESO SQ/ATLEE RD	2018/19	N
		INT18D-E42 CHARTIST WAY/FROST PLACE	2018/19	N
		INT18D-E43 COEDCAE WALK/ALDERMAN/GIBBS/CEFN/DAVID	2018/19	N
		INT19C-EC80 MONTCLAIRE AVENUE	2019/20	N
		INT19C-EC81 ALBANY RD/CORONATION RD	2019/20	N
		INT19C-EC82 MORRISON ST/WOODBINE RD	2019/20	N
		INT19C-EC83 PARFITT PLACE	2019/20	N
		INT19C-EC84 WAUN LLWYN CRESCENT	2019/20	N
		INT19C-EC85 BLOOMFIELD/PLEASANT/SUNNYBANK/TREE/TYI	2019/20	N
		INT19C-EC86 LEWIS LEWIS AVENUE	2019/20	N
BRITANNIA	83	INT15C-EC19 BRITANNIA WALK/FARM VIEW	2015/16	Y
		INT15C-EC20 HODGES CRESCENT/ORCHARD LANE	2015/16	Y
		INT15C-EC21 SALWAY AVENUE	2015/16	Y
BRITHDIR	8	INT16C-UC17 BRISTOL TERRACE	2016/17	Y
BRYNCENYDD	32	INT14D-L15 BRYNCENYDD	2014/15	Y
CAERBRAGDY	24	INT17D-L35 CAERBRAGDY	2017/18	N
CASCADE	18	INT15D-U28 LLWYN ONN	2015/16	Y
CEFN FFOREST	349	Contract not yet created		N
		INT15C-EC04 DYLAN AVENUE/PWLLGLAS ROAD	2015/16	Y
		INT15C-EC05 ST MARGARETS AVE/FAIRVIEW	2015/16	Y
		INT15C-EC06 CEFN FFOREST AVE/TYNYCOED CRES	2015/16	Y
		INT15C-EC07 DAVIES ST/BRYNGOLEU ST/BRYN RD	2015/16	Y
		INT15C-EC08 GREENWOOD RD/WHEATLEY PL	2015/16	Y
		INT15C-EC09 ADDISON ST/BEVAN CRES	2015/16	Y
		INT15C-EC10 WAUNBORFA/TWYNYFFALD/OLD POLICE STATIO	2015/16	Y
		INT15C-EC11 BEDWELTY ROAD	2015/16	Y
		INT15C-EC12 PENCOED AVE - PART 1	2015/16	Y
		INT15C-EC13 PENCOED AVE - PART 2	2015/16	Y
		INT15C-EC14 PENCOED AVE - PART 3	2015/16	Y
		INT15C-EC15 PENYBRYN AVE/MARIANWEN ST	2015/16	Y
		INT15C-EC16 CENTRAL AVE/CRAIGLAS/DERWENDEG	2015/16	Y
CEFN HENGOED	165	INT15D-U23 HEOL Y FELIN/GELLIGAER RD/DERWENDEG AVE	2015/16	Y
		INT15D-U24 LANSBURY AVENUE 1-69	2015/16	Y
		INT15D-U25 LANSBURY AVENUE 75-143	2015/16	Y
		INT17D-U21 HENGOED H CL/HENG H DRV/WOODLAND/3 ELMS	2017/18	N
		INT17D-U22 BIRCH CRES/HENGOED AVE/HENGOED CRES	2017/18	N
CHURCHILL PARK	178	Contract not yet created		N
		INT16C-LC20 - CHURCHILL PARK - PHASE 1	2016/17	Y
		INT16C-LC21 - CHURCHILL PARK - PHASE 2	2016/17	Y
		INT16C-LC22 - CHURCHILL PARK - PHASE 3	2016/17	Y

		INT16C-LC23 - CHURCHILL PARK - PHASE 4	2016/17	Y
CLAUDE ROAD	70	INT17D-L40 CLAUDE ROAD - PHASE 1 - 2 STOREY	2017/18	N
		INT17D-L41 CLAUDE ROAD - PHASE 2 - 3 STOREY	2017/18	N
CROESPENMAEN	62	Contract not yet created		N
		INT17C-EC54 CROESPENMAEN	2017/18	N
CROSSKEYS	148	Contract not yet created		N
		INT17C-EC45 CROSSKEYS PHASE 1	2017/18	N
		INT17C-EC46 CROSSKEYS PHASE 2	2017/18	N
CWMCARN	104	INT17C-EC47 ABERCARN FACH	2017/18	N
		INT17C-EC48 GEORGE ST / TRIBUTE AVE	2017/18	N
		INT17C-EC49 NANTCARN ROAD	2017/18	N
		INT17C-EC50 EDWARDSVILLE	2017/18	N
DERI	28	INT13D-U08 YSGWYDDGWYN	2013/14	N
		INT16C-UC17 BRISTOL TERRACE	2016/17	Y
FAIRVIEW	31	INT15C-EC22 ANEURIN AVE/EDWARD ST/FLORAL AVE	2015/16	Y
FLEUR-DE-LYS	46	INT15C-EC23 BEILI G/COUNDLEY/SCHOOL ST/SUMMERFIELD	2015/16	Y
		INT15C-EC24 FRANCIS ST/WARNE ST/GWENT CT/HAFOD CL	2015/16	Y
FOCHRIV	154	INT18D-U50 GLANYNANT	2018/19	N
		INT18D-U51 CORONATION CRESCENT/HEOL IAGO/RHODFA GA	2018/19	N
		INT18D-U52 CAE GLAS NEWYDD/THE GROVE/BRYN NANT	2018/19	N
		INT18D-U53 HEOL Y BRYN/HILLSIDE/PONTLOTTYN RD	2018/19	N
GELLIGAER	346	Contract not yet created		N
		INT17D-U37 ST CATTWGS AVE/PENYWRLOD	2017/18	N
		INT17D-U38 ANEURIN BEVAN AVENUE	2017/18	N
		INT17D-U39 CLAERWEN	2017/18	N
		INT17D-U40 DAN Y GAER/GAER PL/GREENHILL PL	2017/18	N
		INT17D-U41 HEOL CATTWG/HEOL EDWARD LEWIS	2017/18	N
		INT17D-U42 HEOL PENALLTA/HEOL Y WAUN/CHURCH RD	2017/18	N
		INT17D-U43 HAMAN PLACE	2017/18	N
GELLIGROES	58	Contract not yet created		N
		INT16C-EC43 GELLIGROES	2016/17	Y
GILFACH LOWER	108	INT18C-UC40 AERON COURT/PLACE	2018/19	N
		INT18C-UC41 ANDREWS CL/CROSS ST/ST ANNES	2018/19	N
		INT18C-UC42 GWERTHONOR RD/LEWIS CRES/THE CLOSE/THE	2018/19	N
		INT18C-UC43 VERE PLACE/STREET/THE AVENUE	2018/19	N
GILFACH PHASE 1 GIL1	72	Contract not yet created		N
		INT16C-UC19 BRYNTEG/HEOL FACH/HEOL FARGOED	2016/17	Y
		INT16C-UC20 HILLSIDE VIEW/VALE VIEW/WESTERN DRIVE	2016/17	Y
GILFACH PHASE 2	178	INT16C-UC21 ASH PLACE	2016/17	Y
		INT16C-UC22 BEECH CT/BRYNTEG/OAK PLACE	2016/17	Y
		INT17C-UC23 SYCAMORE COURT	2017/18	N
		INT17C-UC24 PARK VIEW	2017/18	N
GILFACH PHASE 3	137	INT17C-UC34 HEOL Y MYNYDD	2017/18	N
		INT17C-UC35 HEOL CARADOC	2017/18	N
		INT17C-UC36 HEOL COEDCAE	2017/18	N
		INT17C-UC37 HEOL BRYCHAN/HEOL PENGARREG	2017/18	N
		INT17C-UC38 HEOL CAE DERWEN	2017/18	N
GRAIG Y RHACCA	388	INT15D-L17 COLERIDGE GARDENS	2015/16	N
		INT15D-L18 DICKENS COURT ODD NUMBERS	2015/16	Y
		INT15D-L19 DICKENS COURT EVEN NUMBERS	2015/16	Y
		INT15D-L20 GRAYS GARDENS ODD NUMBERS	2015/16	Y
		INT15D-L21 GRAYS GARDENS EVEN NUMBERS	2015/16	Y
		INT16D-L28 BURNS CLOSE / SHELLEY COURT	2016/17	Y
		INT16D-L29 MILTON PLACE	2016/17	Y
		INT16D-L30 LONGFELLOW GARDENS	2016/17	Y
		INT16D-L31 KEBLE COURT 1-61	2016/17	Y
		INT16D-L32 KEBLE COURT 62-130 & HERRICK PLACE	2016/17	Y
HENGOED	105	Contract not yet created		N
		INT14D-U15 CEFN RD/HEOL CELYN/DERW/DEWI/UCHAF/HILL	2014/15	Y
		INT14D-U16 ASHGR/BEECH/BRYNGL/MYRTLE/ACACIA/HENGOE	2014/15	Y
		INT14D-U17 CHAPEL TERRACE/HAWTHORN AVENUE	2014/15	Y
HEOL TRECASTELL	57	INT18D-L45 HEOL BEDDAU/GLEDYR/NANTGARW RD/PLAS TH	2018/19	N
		INT18D-L46 HEOL TRECASTELL	2018/19	N
HIGHMEADOW	42	INT14D-E11 HIGH MEADOW - PART 1	2014/15	Y
		INT14D-E12 HIGH MEADOW - PART 2	2014/15	Y
LANSBURY PARK	520	Contract not yet created		N
		INT14C-LC01 HALDANE COURT	2014/15	Y
		INT14C-LC02 ATTLEE COURT	2014/15	Y
		INT14C-LC03 GREENWOOD COURT	2014/15	Y
		INT15C-LC04 ALEXANDER COURT	2015/16	Y
		INT15C-LC05 BUXTON COURT	2015/16	Y
		INT15C-LC06 GRAHAM COURT	2015/16	Y
		INT15C-LC07 TREVELYAN COURT	2015/16	Y
		INT15C-LC08 WEDGEWOOD COURT	2015/16	Y
		INT15C-LC09 HARTSHORN COURT	2015/16	Y
		INT15C-LC10 SNOWDON COURT	2015/16	Y
		INT15C-LC11 MAXTON COURT	2015/16	Y
		INT17D-L39 CONTRACT SERVICES REALLOCATION (PARTIAL	2017/18	N
LLANBRADACH	76	INT16C-LC17 - GARDEN STREET - LLANBRADACH PHASE 1	2016/17	Y
		INT16C-LC18 - PLASCAE/THOMAS/WOODLAND - LLAN PH 2	2016/17	Y
		INT16C-LC19 - SCHOOL STREET - LLANBRADACH PHASE 3	2016/17	Y
LLANFACH	24	INT14D-E15 CLYTHA/PENRHIW/TWYN PLACE	2014/15	Y
MACHEN	63	INT17D-L33 MACHEN PHASE 1	2017/18	N
		INT17D-L34 MACHEN PHASE 2	2017/18	N

MAES MABON	148	INT16D-U31 LAN Y PARC/HEOL LLYSWEN	2016/17	Y
		INT16D-U32 LLWYN YR EOS	2016/17	Y
		INT16D-U33 CHURCH LANE/MAES YR ONEN	2016/17	Y
		INT16D-U34 PRIMROSE CLOSE/YNYS LAS	2016/17	Y
MAESYCWMMER	112	Contract not yet created		N
		INT18C-UC44 GWERNA CRESCENT/PARK ROAD	2018/19	N
		INT18C-UC45 CHAVE/THE CRESCENT/GLEN/VALE/PLEASANT	2018/19	N
		INT18C-UC46 GLENCOED/HILL VIEW	2018/19	N
MARKHAM-HOLLYBUSH	127	INT15C-EC26 MOUNTAIN VIEW 1-29	2015/16	Y
		INT15C-EC27 MOUNTAIN VIEW 31-64	2015/16	Y
		INT16C-EC28 MONMOUTH WALK	2016/17	Y
		INT16C-EC29 JAMES ST/COMMUN CL/JOHN ST/HOLLYBUSHX2	2016/17	Y
MORRISVILLE	12	INT15D-E20 MORRISVILLE/NINE MILE POINT ROAD	2015/16	Y
NANTDDU	52	INT16C-LC24 - NANTDDU	2016/17	Y
		INT17D-L39 CONTRACT SERVICES REALLOCATION (PARTIAL	2017/18	N
NELSON	79	Contract not yet created		N
NEW TREDEGAR	140	INT15D-U26 BRYNCELYN/RHIWFER/TAI SIRIOL	2015/16	Y
		Contract not yet created		N
NEWBRIDGE	88	INT19D-U54 JUBILEE/QUEENS	2019/20	N
		INT19D-U56 RHOSYN GWYN/LONG ROW	2019/20	N
		INT19D-U58 GREENFIELD ST	2019/20	N
		Contract not yet created		N
OAKDALE	73	INT17C-EC51 NEWBRIDGE PHASE 1	2017/18	N
		INT17C-EC52 NEWBRIDGE PHASE 2	2017/18	N
		INT17C-EC53 ASHFIELD ROAD / TROWEN	2017/18	N
PANTSIDE LOWER	221	INT16C-EC30 UNDERWOOD/HIGHTREE/GROVESIDE/PARK VIEW	2016/17	Y
		INT16C-EC31 PENMAEN CORNER/IVY BUSH COURT	2016/17	Y
		INT16C-EC32 CENTRAL AVENUE/FARM CLOSE	2016/17	Y
PANTSIDE UPPER	77	Contract not yet created		N
		INT13D-E01 CLAREMONT ROAD\HAZELWOOD ROAD	2013/14	N
		INT13D-E02 ELLESMERE COURT\OLD PANT ROAD	2013/14	N
		INT13D-E03 CORONATION CRESCENT\HILARY ROAD	2013/14	Y
		INT13D-E04 NEWLYN ROAD\STONERWOOD VIEW	2013/14	Y
		INT13D-E06 GREENLANDS\HILLTOP CRESCENT\SUNNYCREST	2013/14	Y
		INT13D-E07 PANT VIEW\QUEENS ROAD	2013/14	Y
		INT13D-E08 CARLYON RD\ROSE CT\CEFN CT	2013/14	N
		INT14D-E13 CENTRAL AVENUE - PART 1	2014/15	N
		INT14D-E14 CENTRAL AVENUE - PART 2	2014/15	Y
PENGAM	28	INT13D-E08 CARLYON RD\ROSE CT\CEFN CT	2013/14	N
		INT13D-E09 GLANSHON\LINDEN\WILLOW COURTS	2013/14	Y
		INT14D-E10 ELM/LIME/OAK/PENYCAEAU COURT	2014/15	Y
PENLLWYN LOWER	71	INT15C-EC25 BONT CLOSE/ISLWYN CLOSE	2015/16	Y
PENLLWYN UPPER	253	INT16C-EC35 PENLLWYN LOWER	2016/17	Y
		INT17D-E31 FLEUR DE LYS AVE	2017/18	N
		INT17D-E32 TROWEN/LLANOVER/GROVE/ST MARYS	2017/18	N
		INT17D-E33 RUSHMERE/RHYMNEY CL/MYNYDDISLWYN/ST SAN	2017/18	N
		INT17D-E34 HEOL TRELYN/BROADMEAD/PENYMEAD/EDGE/BEE	2017/18	N
		INT18D-E39 HIGHMEAD	2018/19	N
PENPEDAIRHEOL	8	INT18D-E40 HILL VIEW	2018/19	N
PENTWYNMAWR	62	INT18C-UC47 HENGOED RD/OAKS END/CYLLA/PENYBRYN TCE	2018/19	N
		Contract not yet created		N
PENYBRYN	4	INT16C-EC42 PENTWYNMAWR	2016/17	Y
		INT18C-UC47 HENGOED RD/OAKS END/CYLLA/PENYBRYN TCE	2018/19	N
PENYRHEOL LOWER	167	Contract not yet created		N
		INT18C-LC51 BRYNGLAS/BRYNHEULOG	2018/19	N
		INT18C-LC52 BRYNTIRION/H-T-COED/RHIW FACH/TROED-Y-	2018/19	N
		INT18C-LC53 HEOL TIR GIBBON	2018/19	N
		INT18C-LC54 GELLI DEG	2018/19	N
		INT18C-LC55 BRYNTEG/CAE GLAS/MAES HIR	2018/19	N
PENYRHEOL UPPER	322	Contract not yet created		N
		INT18C-LC44 HEOL ANEURIN	2018/19	N
		INT18C-LC45 Y CILGANT	2018/19	N
		INT18C-LC46 PENYBRYN	2018/19	N
		INT18C-LC47 HEOL FER/H-PENTWYN/H-Y-GOGLEDD	2018/19	N
		INT18C-LC48 CEFN-Y-LON/GLAN FFRWD/HEOL TIR BACH	2018/19	N
		INT18C-LC49 HEOL FAWR	2018/19	N
		INT18C-LC50 PENYGROES	2018/19	N
PERSONDY	29	INT15D-E23 ACACIA/LABURNAM/MAPLE/PERSONDY/SYCAMORE	2015/16	Y
PHILLIPSTOWN	159	INT19D-U55 CROFT/FIELD/ORCHARD/PRITCHARDS/SOUTH V	2019/20	N
		INT19D-U57 MEADOW/PENRHYN/FARM TCE	2019/20	N
		INT19D-U59 DAVALOG/FERNHILL	2019/20	N
		INT19D-U60 DERLWYN STREET	2019/20	N
		INT19D-U61 JONES STREET	2019/20	N
		Contract not yet created		N
PONTLOTTYN	231	INT15C-UC04 DANYGRAIG/HEOL Y WAUN/SOUTHEND TCE	2015/16	Y
		INT15C-UC05 SUNNYVIEW/BRYNGLAS	2015/16	Y
		INT15C-UC06 BRYNHYFRYD 1-50	2015/16	Y
		INT15C-UC07 BRYNHYFRYD 51-121	2015/16	Y
		INT15C-UC08 HILL RD/QUEEN S/HEOL EW/BOARD S/RIVER	2015/16	Y
		INT15C-UC09 FARM RD/WINE ST/CHAPEL ST	2015/16	Y
		INT15C-UC10 MOUNT ST/HIGH ST/MERCHANT ST/UNION ST	2015/16	Y
PONTYMISTER	162	Contract not yet created		N
		INT18C-EC66 HILL STREET/WOODVIEW RD	2018/19	N
		INT18C-EC68 TANYBRYN/TYNYCWM RD	2018/19	N
		INT18C-EC69 FIELDS/MEADOW/NEWPORT/TY ISAF CRES	2018/19	N

		INT18C-EC70 TY ISAF PARK AVE/CRESCENT/VILLAS	2018/19	N
		INT18C-EC71 TY ISAF PARK CIRCLE/ROAD	2018/19	N
		INT18C-EC72 SPRINGFIELD ROAD	2018/19	N
PONTYWAUN	75	Contract not yet created		N
		INT18C-EC77 GARDEN SUBURBS/NORTH RD	2018/19	N
PORSET PARK	179	INT18D-L48 CLOS GUTO/GWAUN NEWYDD	2018/19	N
		INT18D-L49 COED CAE	2018/19	N
		INT18D-L50 LON YR ODYN	2018/19	N
		INT18D-L51 COED PWLL	2018/19	N
		INT18D-L52 COED MAIN	2018/19	N
PWLLYPANT	38	INT13D-L01 CASTLE VIEW\CENTRAL STREET\MOUNTAIN VIE	2013/14	N
RHYMNEY NORTH	398	Contract not yet created		N
		INT12D-U06 GLAN YR AFON	2012/13	N
		INT13D-U01 GLANYNANT	2013/14	N
		INT13D-U02 ANEURIN TERRACE\ISFRYN	2013/14	Y
		INT13D-U03 HEOLYTWYN	2013/14	Y
		INT13D-U04 HEOL UCHAF\LOWER ROW\PHILLIPS WALK	2013/14	Y
		INT13D-U05 PENYDRE	2013/14	Y
		INT13D-U09 TY COCH (1-40)	2013/14	Y
		INT13D-U10 TY COCH (41-116)	2013/14	Y
		INT14D-U11 BRYN CARNO	2014/15	Y
		INT14D-U12 GOLWG Y MYNYDD/HIGH ST/TWYN CARNO	2014/15	Y
		INT14D-U19 ROWAN PLACE	2014/15	Y
		INT14D-U20 ROWAN PLACE	2014/15	Y
RHYMNEY SOUTH	443	Contract not yet created		N
		INT12D-U01 NURSERY CRESCENT	2012/13	N
		INT12D-U02 GARDEN CITY\MAES YR HAF\SUNNYHILL	2012/13	N
		INT12D-U03 HAFODYMYNYDD	2012/13	N
		INT12D-U04 IDRIS DAVIES PLACE\PLANTATION TERRACE	2012/13	N
		INT12D-U05 ST CLARES\WELLINGTON WAY	2012/13	Y
		INT14C-UC01 MOUNTBATTEN/RAMSDEN/JENKINS/HAVARDS RO	2014/15	Y
		INT14C-UC02 BEULAH/DUFFRYN/FORGE/THOMAS FIELDS	2014/15	Y
		INT14C-UC03 BROOKFIELD AVE/EGLWYS FAN/BRYNHYFRYD	2014/15	Y
RISCA	164	Contract not yet created		N
		INT18C-EC73 CLYDE STREET	2018/19	N
		INT18C-EC74 DANYGRAIG BU/CRESCENT/EXCHANGE/GROVE R	2018/19	N
		INT18C-EC75 FERNLEA	2018/19	N
		INT18C-EC76 RAGLAN ST/CROMWELL RD INCL BUNGS	2018/19	N
RUDRY	15	INT17C-LC26 RUDRY / TRAPWELL	2017/18	N
		INT17D-L38 CONTRACT SERVICES REALLOCATION (FULL)	2017/18	N
SENGHENYDD	118	Contract not yet created		N
		INT13D-L04 PLAS CWM PARC	2013/14	N
		INT13D-L05 PLAS CWM PARC	2013/14	N
		INT13D-L06 ALEXANDER TERRACE\CENYDD TERRACE\COMM	2013/14	N
		INT13D-L07 TAN Y BRYN TERRACE	2013/14	N
SPRINGFIELD	239	Contract not yet created		N
		INT16C-EC36	2016/17	Y
		INT16C-EC37 ALDER/BROOK/UPLAND/HIGHL/ORCHARD/MUSSL	2016/17	Y
		INT16C-EC38 PEMBREY/CWMALSIE/MILL ROAD	2016/17	Y
		INT16C-EC39 BROOKFIELD ROAD	2016/17	Y
		INT16C-EC40 MEADOW ROAD	2016/17	Y
		INT16C-EC41 MILLBROOK RD/OAKFIELD	2016/17	Y
THOMASVILLE	31	INT13D-L02 THOMASVILLE	2013/14	N
TIRPHIL	39	INT16C-UC18 TIRPHIL	2016/17	Y
TIRYBERTH	44	INT15D-U29 CHURCHFIELD CLOSE/ORCHID CLOSE	2015/16	Y
TRAPWELL	10	INT17C-LC26 RUDRY / TRAPWELL	2017/18	N
		INT17D-L38 CONTRACT SERVICES REALLOCATION (FULL)	2017/18	N
TRECENYDD	201	Contract not yet created		N
		INT13D-L08 FIRST AVENUE	2013/14	Y
		INT14D-L09 WEST AVENUE/TY ISAF BUNGALOWS	2014/15	N
		INT14D-L10 SECOND AVENUE	2014/15	N
		INT14D-L11 THIRD AVENUE/TEGFAN	2014/15	Y
		INT14D-L12 GRANGE CLOSE	2014/15	Y
		INT14D-L13 THE CRESCENT TRECENYDD	2014/15	Y
		INT14D-L14 HEOL FACH/PEN Y FFORDD/EAST AVE	2014/15	Y
TRELYN UPPER	79	INT14C-EC01 PERTH COURT/ADELAIDE COURT	2014/15	Y
		INT14C-EC02 MELBOURNE COURT/SYDNEY COURT	2014/15	Y
		INT14C-EC03 BRISBANE COURT/CWRT Y WAUN	2014/15	Y
TREOWEN	11	INT17C-EC53 ASHFIELD ROAD / TREOWEN	2017/18	N
TRETHOMAS	141	Contract not yet created		N
		INT15D-L24 REDBRK/STANDD/NAVIGTN/ASH/BIRCH/HAZEL	2015/16	Y
		INT15D-L25 AELYBRYN/THE BRYN	2015/16	Y
		INT15D-L26 BEVAN CLOSE/BEVAN RISE/BRYN Y FRAN AVE	2015/16	Y
TRINANT	240	Contract not yet created		N
		INT17C-EC55 TRINANT TERRACE - ODDS	2017/18	N
		INT17C-EC56 TRINANT TERRACE - EVENS	2017/18	N
		INT17C-EC57 BELVEDERE CL / CONWAY ROAD	2017/18	N
		INT17C-EC58 LLANERCH RD / MARSHFIELD RD	2017/18	N
		INT17C-EC59 PENYFAN CL / PENYWAUN RD / THORNLEIGH	2017/18	N
		INT17C-EC60 CEDAR RD / OSBOURNE RD / PRINCE ANDREW	2017/18	N
		INT17C-EC61 PENTWYN TCE / PHILIP ST / PRINCESS CRE	2017/18	N
TWYN GARDENS	37	INT16C-EC33 TWYN GARDENS	2016/17	Y
TY ISAF	7	INT14D-L09 WEST AVENUE/TY ISAF BUNGALOWS	2014/15	N
TY NANT	29	INT13D-L03 TY NANT	2013/14	N

TY-SIGN LOWER	153	Contract not yet created		N
		INT17C-EC63 MAPLE/SYCAMORE/THISTLE	2017/18	N
		INT17C-EC64 CHARTIST/ISLWYN/MACHEN/SEVERN	2017/18	N
		INT17C-EC65 CHANNEL VIEW	2017/18	N
		INT17C-EC67 WOODVIEW CRESCENT	2017/18	N
		INT18C-EC66 HILL STREET/WOODVIEW RD	2018/19	N
TY-SIGN UPPER	305	INT15D-E16 ELM DRIVE - EVENS PART 1	2015/16	Y
		INT15D-E17 ELM DRIVE - EVENS PART 2	2015/16	Y
		INT15D-E18 ELM DRIVE - ODDS	2015/16	Y
		INT16D-E26 MANOR COURT/ALMOND AVE/ASTER CLOSE	2016/17	Y
		INT16D-E27 BIRCH GROVE/FAIRVIEW AVENUE	2016/17	Y
		INT16D-E28 HOLLY ROAD	2016/17	Y
		INT16D-E29 MANOR WAY	2016/17	Y
		INT16D-E30 FORSYTHIA CLOSE	2016/17	Y
WATTSVILLE	49	Contract not yet created		N
		INT15D-E21 ISLWYN ROAD	2015/16	Y
WAUNFACH	17	INT18D-L47 WAUNFACH	2018/19	N
WESTEND	12	INT15D-E24 RAILWAY TERRACE/TROEDYRHIW	2015/16	Y
YNYSDDU-CWMFELINFACH	41	Contract not yet created		N
		INT18C-EC78 YNYSDDU-CWMFELINFACH	2018/19	N
YSTRAD MYNACH	48	INT14D-U13 BRYNMYNACH AVE/COED YR HAF	2014/15	Y
		INT14D-U14 CENTRAL/EDWARD/GRIFFITHS/HILL/PANTYCELY	2014/15	Y

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Agenda Item 4

Appendix 2 - Part 2

WHQS - External Works Programme

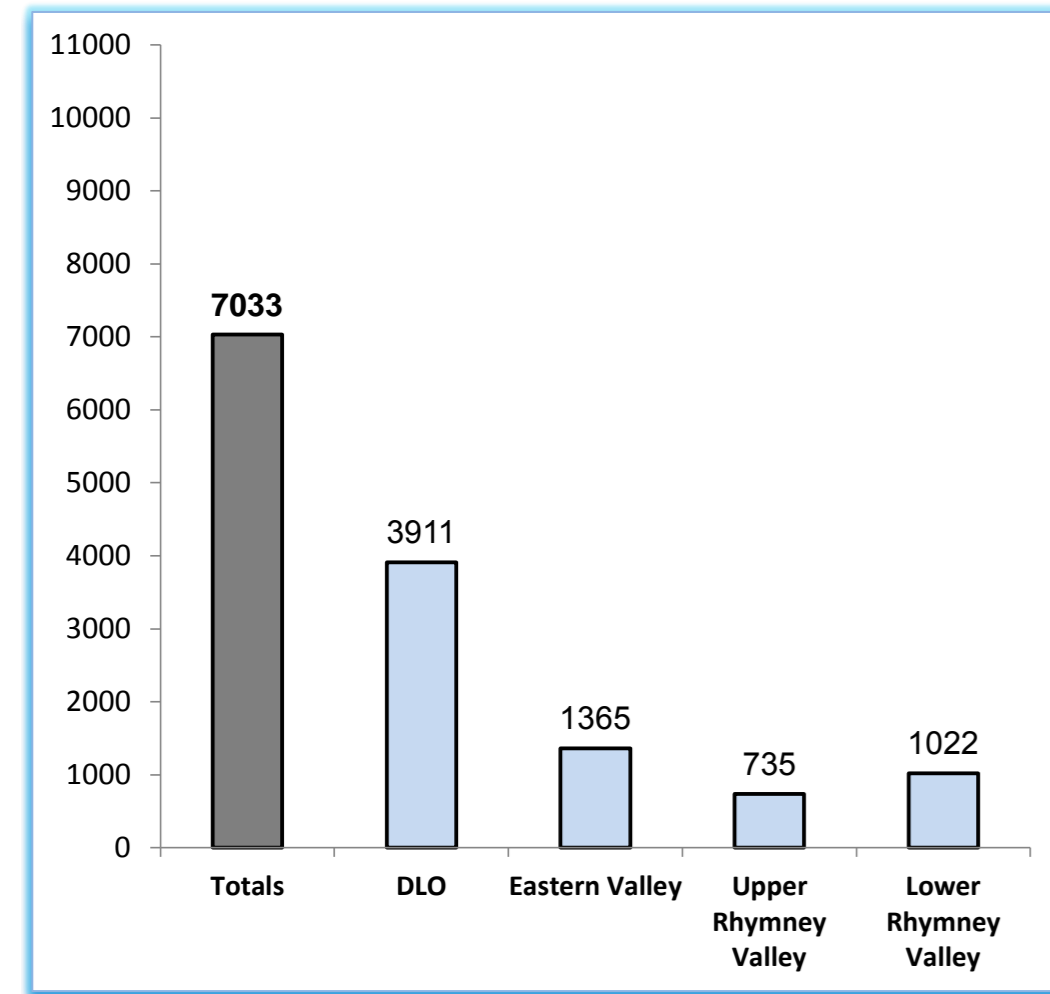
Community Area	External Contract Name	External	Number of	Contract
ABERBARGOED LOWER	EXT17C-U18 ABERBARGOED LOWER	2017/18	36	N
ABERBARGOED MIDDLE	EXT17C-U19 ABERBARGOED MIDDLE	2017/18	88	N
ABERBARGOED UPPER	EXT18C-UC28 ABERBARGOED UPPER	2018/19	184	N
ABERCARN	SH_EXT18D-ES05 GWYDDON RANKS	2018/19	37	N
ABERTRIDWR	EXT14D-L01 ABERTRIDWR	2014/15	75	N
ABERTYSSWG	EXT16C-U13 ABERTYSSWG	2016/17	51	Y
ARGOED	EXT14C-E06A ARGOED	2014/15	9	Y
	EXT14C-E06B ARGOED	2014/15	21	Y
BARGOED	EXT16C-U15 BARGOED	2016/17	130	N
	SH_EXT18D-US05 ST GWLADYS	2018/19	21	N
BEDWAS	EXT16C-LC04 BEDWAS	2016/17	82	N
	SH_EXT17D-LS02 THE WILLOWS	2017/18	29	N
BLACKWOOD	EXT17C-E03A BLACKWOOD	2017/18	39	N
	EXT17C-E03B BLACKWOOD	2017/18	78	N
	EXT17C-E03E BLACKWOOD	2017/18	18	N
	EXT18C-E03C BLACKWOOD	2018/19	12	N
	EXT18C-E03D BLACKWOOD	2018/19	2	N
	EXT18C-EC31 BLACKWOOD PHASE 6	2018/19	120	N
	SH_EXT17D-ES01 GIBBS CLOSE/PALMERS PLACE	2017/18	37	N
BRITANNIA	EXT17C-EC22 BRITANNIA	2017/18	83	N
BRYNCENYDD	EXT16C-LC19 TY ISAF/BRYNCENYDD	2016/17	31	N
CAERBRAGDY	EXT18C-LC38 CAERBRAGDY	2018/19	24	N
CASCADE	EXT18C-UC29 TIRYBERTH-CASCADE-PENPEDAIRHEOL-PENYBR	2018/19	72	N
CEFN FFOREST	EXT18C-EC33 CEFN FFOREST	2018/19	324	N
CEFN HENGOED	EXT15C-U12 CEFN HENGOED	2015/16	61	Y
CHURCHILL PARK	EXT18C-LC39 CHURCHILL PARK	2018/19	100	N
	SH_EXT17D-LS01 GLYN DERW	2017/18	32	N
CROESPENMAEN	EXT15C-E12 CROESPENMAEN	2015/16	29	Y
DERI	EXT17C-U20 DERI	2017/18	4	N
	EXT17C-U27 YSGWYDDGWYN	2017/18	24	N
FAIRVIEW	EXT17C-EC23 FAIRVIEW	2017/18	31	N
FLEUR-DE-LYS	EXT17C-EC24 FLEUR-DE-LYS	2017/18	46	N
FOCHRIW	EXT16C-U16 FOCHRIW	2016/17	150	N
GELLIGAER	EXT15C-U04 ANEURIN BEVAN AVE / HEOL CATTWG	2015/16	24	N
	EXT15C-U05 CLAERWEN/GAER PLACE/DAN Y GAER	2015/16	26	N
	EXT15C-U06 CHURCH RD/HEOL ED LEWIS/PENALLTA/PENY	2015/16	27	N
	EXT15C-U07 HEOL Y WAUN/ST CATTWGS/WAUN RHYDD	2015/16	48	N
	EXT15C-U08 GREENHILL PLACE / HAMAN PLACE	2015/16	7	N
	SH_EXT17D-US01 WAUN RHYD	2017/18	15	N
GELLIGROES	SH_EXT18D-ES07 TY MYNYDDISLWYN	2018/19	30	N
GILFACH LOWER	EXT16C-U14 GILFACH LOWER	2016/17	60	N
GILFACH PHASE 1 GIL1	EXT17C-U21 GILFACH PHASE 1 GIL 1	2017/18	19	N
	SH_EXT18D-US04 OAKLANDS	2018/19	31	N
GILFACH PHASE 2	EXT17C-U21 GILFACH PHASE 1 GIL 1	2017/18	19	N
	EXT17C-U22 GILFACH PHASE 2	2017/18	164	N
GILFACH PHASE 3	EXT18C-UC32 GILFACH PHASE 3 - HOUSES	2018/19	116	N
HENGOED	EXT17C-U23 HENGOED	2017/18	75	N
HEOL TRECATELL	EXT14D-L03 HEOL TRECATELL	2014/15	17	N
HIGHMEADOW	EXT15C-E14 HIGHMEADOW	2015/16	23	Y
LANSBURY PARK	EXT17C-LC20 LANSBURY PARK - PHASE 1	2017/18	162	N
	EXT17C-LC20B LANSBURY PARK - PHASE 2	2017/18	184	N
LLANBRADACH	EXT17C-LC21 LLANBRADACH	2017/18	16	N
LLANFACH	EXT16C-E08 PERSONDY/WESTEND/LLANFACH	2016/17	65	N
MACHEN	EXT18C-LC05 MACHEN	2018/19	50	N
MAESYCWMMER	EXT17C-U24 MAESYCWMMER	2017/18	75	N
	SH_EXT17D-US03 Y GLYN	2017/18	37	N
MARKHAM-HOLLYBUSH	EXT14C-E01A MARKHAM HOLLYBUSH PHASE 1	2014/15	47	Y
	EXT14C-E01B MARKHAM HOLLYBUSH PHASE 1	2014/15	22	Y
	EXT14C-E07 MARKHAM HOLLYBUSH PHASE 2	2014/15	52	Y
MORRISVILLE	EXT16C-E05 MORRISVILLE / WATTSVILLE	2016/17	38	N
NEW TREDEGAR	EXT15C-U03 TIR PHIL / NEW TREDEGAR	2015/16	73	N
	EXT16C-U03B JUBILEE ROAD	2016/17	29	N
	EXT18C-UC35 TIRPHIL/NEW TREDEGAR - MOP UP	2018/19	8	N
	SH_EXT17D-US02 GLYNSYFI	2017/18	32	N
NEWBRIDGE	EXT19C-E04 NEWBRIDGE / TROWEN	2019/20	77	N
OAKDALE	EXT14C-E02A OAKDALE	2014/15	19	Y
	EXT14C-E02B OAKDALE	2014/15	19	Y
	EXT14C-E02C OAKDALE	2014/15	17	Y
	EXT14C-E02D OAKDALE	2014/15	18	Y
PANTSIDE LOWER	EXT17C-EC25 PANTSIDE LOWER	2017/18	156	N
	EXT17C-EC30 ST PETER CLOSE/TIR Y PWLL TCE	2017/18	29	N
	SH_EXT18D-ES04 ST PETER CLOSE	2018/19	29	N
PANTSIDE UPPER	EXT17C-EC26 PANTSIDE UPPER	2017/18	77	N
PENGAM	EXT17C-EC27 PENGAM	2017/18	28	N
PENLLWYN LOWER	EXT15C-E10A PENLLWYN UPPER	2015/16	102	N
	EXT17C-EC28 PENLLWYN LOWER	2017/18	71	N
PENLLWYN UPPER	EXT15C-E10A PENLLWYN UPPER	2015/16	102	N
	EXT15C-E10B PENLLWYN UPPER	2015/16	72	N
	EXT15C-E10C PENLLWYN UPPER	2015/16	79	N

PENPEDAIRHEOL	EXT18C-UC29 TIRYBERTH-CASCADE-PENPEDAIRHEOL-PENYBR	2018/19	72	N
PENTWYNMAWR	EXT15C-E13 PENTWYNMAWR	2015/16	34	Y
	SH_EXT18D-ES08 MAESTEG	2018/19	27	N
PENYBRYN	EXT18C-UC29 TIRYBERTH-CASCADE-PENPEDAIRHEOL-PENYBR	2018/19	72	N
PENYRHEOL LOWER	EXT17C-LC22 PENYRHEOL LOWER	2017/18	130	N
	SH_EXT18D-LS03 PLEASANT PLACE	2018/19	31	N
PENYRHEOL UPPER	EXT17C-LC20B LANSBURY PARK - PHASE 2	2017/18	184	N
	EXT17C-LC22 PENYRHEOL LOWER	2017/18	130	N
	EXT18C-LC41 PENYRHEOL UPPER	2018/19	277	N
PERSONDY	EXT16C-E08 PERSONDY/WESTEND/LLANFACH	2016/17	65	N
PHILLIPSTOWN	EXT15C-U01 PHILLIPSTOWN	2015/16	159	Y
	EXT18C-UC34 PHILLIPSTOWN - FOLLOW UP	2018/19	159	N
PONTLOTTYN	EXT16C-U09 BRYNGLAS/BRYNHFRYD	2016/17	71	N
	EXT16C-U10 PONTLOTTYN PHASE 1	2016/17	9	N
	EXT16C-U11 PONTLOTTYN PHASE 2	2016/17	23	N
PONTYMISTER	EXT16C-E20 PONTYMISTER	2016/17	142	N
PONTYWAUN	EXT16C-E19B PONTYWAUN / RISCA PHASE 2	2016/17	33	N
PWLLYPANT	EXT16C-LC12 PWLLYPANT / WAUNFACH	2016/17	38	N
RHYMNEY NORTH	EXT17C-U25A RHYMNEY NORTH	2017/18	168	N
	EXT17C-U25B RHYMNEY NORTH	2017/18	78	N
RHYMNEY SOUTH	EXT17C-U26 ST CLARES	2017/18	32	N
RISCA	EXT16C-E19A PONTYWAUN / RISCA PHASE 1	2016/17	87	Y
	EXT16C-E19B PONTYWAUN / RISCA PHASE 2	2016/17	33	N
RUDRY	EXT15C-LC06 RUDRY/TRAPWELL	2015/16	13	N
SENGHENYDD	EXT16C-LC14 SENGHENYDD	2016/17	47	N
SPRINGFIELD	EXT15C-E11A SPRINGFIELD PHASE 1	2015/16	64	N
	EXT15C-E11B SPRINGFIELD PHASE 2	2015/16	55	N
	EXT15C-E11C SPRINGFIELD PHASE 3	2015/16	101	N
TIRPHIL	EXT15C-U03 TIR PHIL / NEW TREDEGAR	2015/16	73	N
	EXT16C-U03B JUBILEE ROAD	2016/17	29	N
TIRYBERTH	EXT18C-UC29 TIRYBERTH-CASCADE-PENPEDAIRHEOL-PENYBR	2018/19	72	N
TRAPWELL	EXT15C-LC06 RUDRY/TRAPWELL	2015/16	13	N
TRECENYDD	EXT16C-LC13 TRECENYDD	2016/17	135	N
TRELYN UPPER	EXT17C-EC29 TRELYN UPPER	2017/18	79	N
TREOWEN	EXT19C-E04 NEWBRIDGE / TREOWEN	2019/20	77	N
TRETTHOMAS	SH_EXT18D-LS04 GROVE PLACE 1	2018/19	30	N
	SH_EXT18D-LS05 GROVE PLACE 2	2018/19	29	N
TRINANT	EXT16C-E16 TRINANT PHASE 1	2016/17	120	N
	EXT16C-E17 TRINANT PHASE 2	2016/17	84	Y
	SH_EXT17D-ES03 HOREB COURT	2017/18	20	N
TWYN GARDENS	EXT18C-EC32 TWYN GARDENS	2018/19	37	N
TY ISAF	EXT16C-LC19 TY ISAF/BRYNCENYDD	2016/17	31	N
TY-SIGN LOWER	EXT16C-E18 TY SIGN LOWER	2016/17	103	N
WATTSVILLE	EXT16C-E05 MORRISVILLE / WATTSVILLE	2016/17	38	N
	SH_EXT18D-ES06 WOODLAND VIEW	2018/19	21	N
WESTEND	EXT16C-E08 PERSONDY/WESTEND/LLANFACH	2016/17	65	N
YNYSDDU-CWMFELINFACH	EXT15C-E09 YNYSDDU / CWMFELINFACH	2015/16	22	Y
YSTRAD MYNACH	EXT18C-UC30 YSTRAD MYNACH	2018/19	32	N

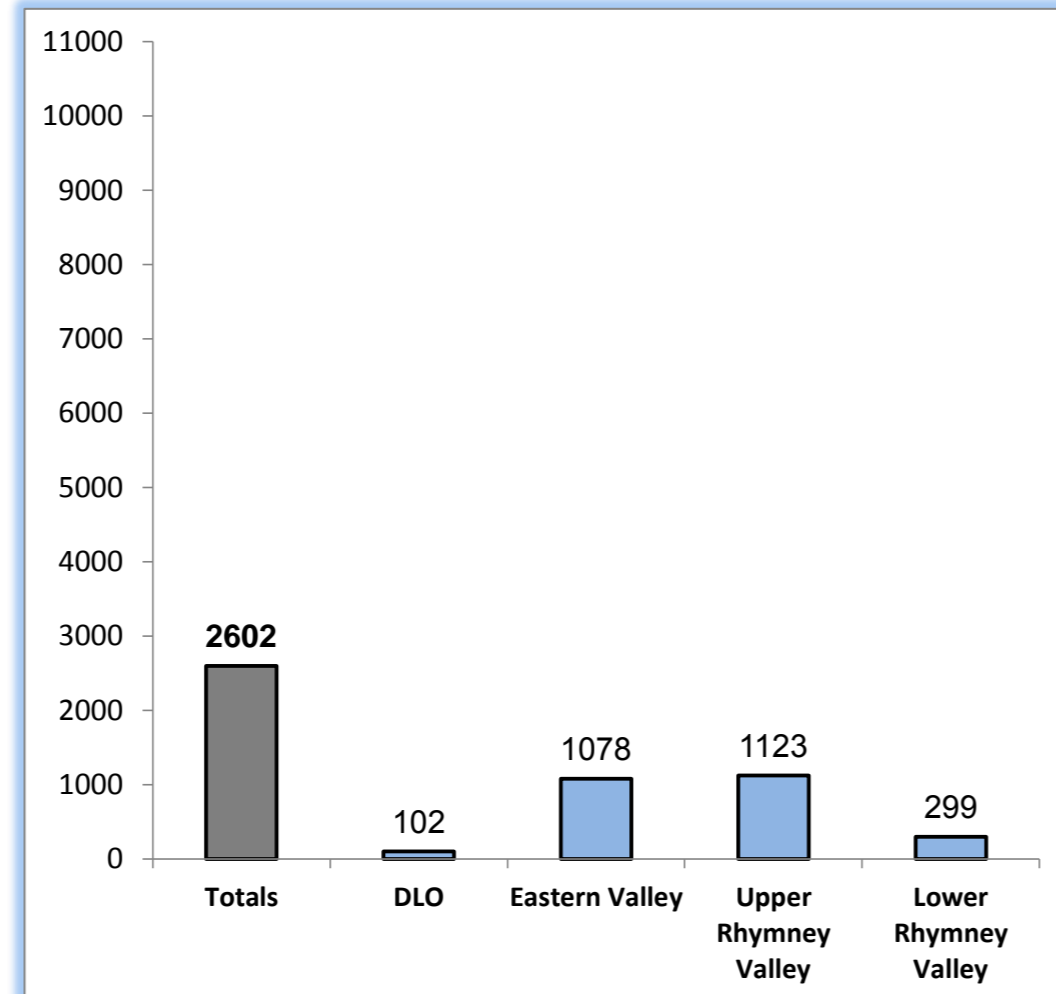
WHQS - PERFORMANCE SCORECARD - LEVELS OF COMPLIANCE

(Standards Met - by Number of Properties)

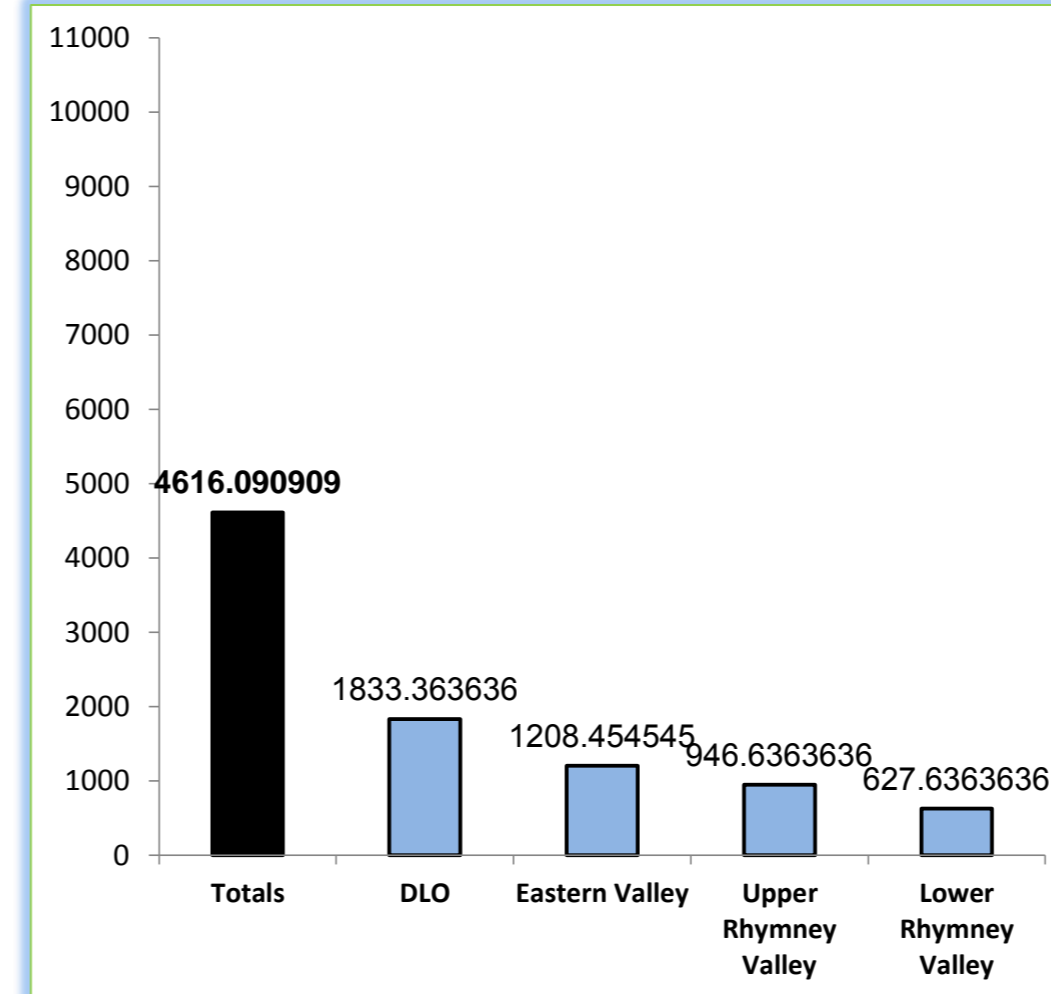
**WHQS - *INTERNAL Works Programme
Proportionate Compliance**



**WHQS - ~ EXTERNAL Works Programme
Proportionate Compliance**

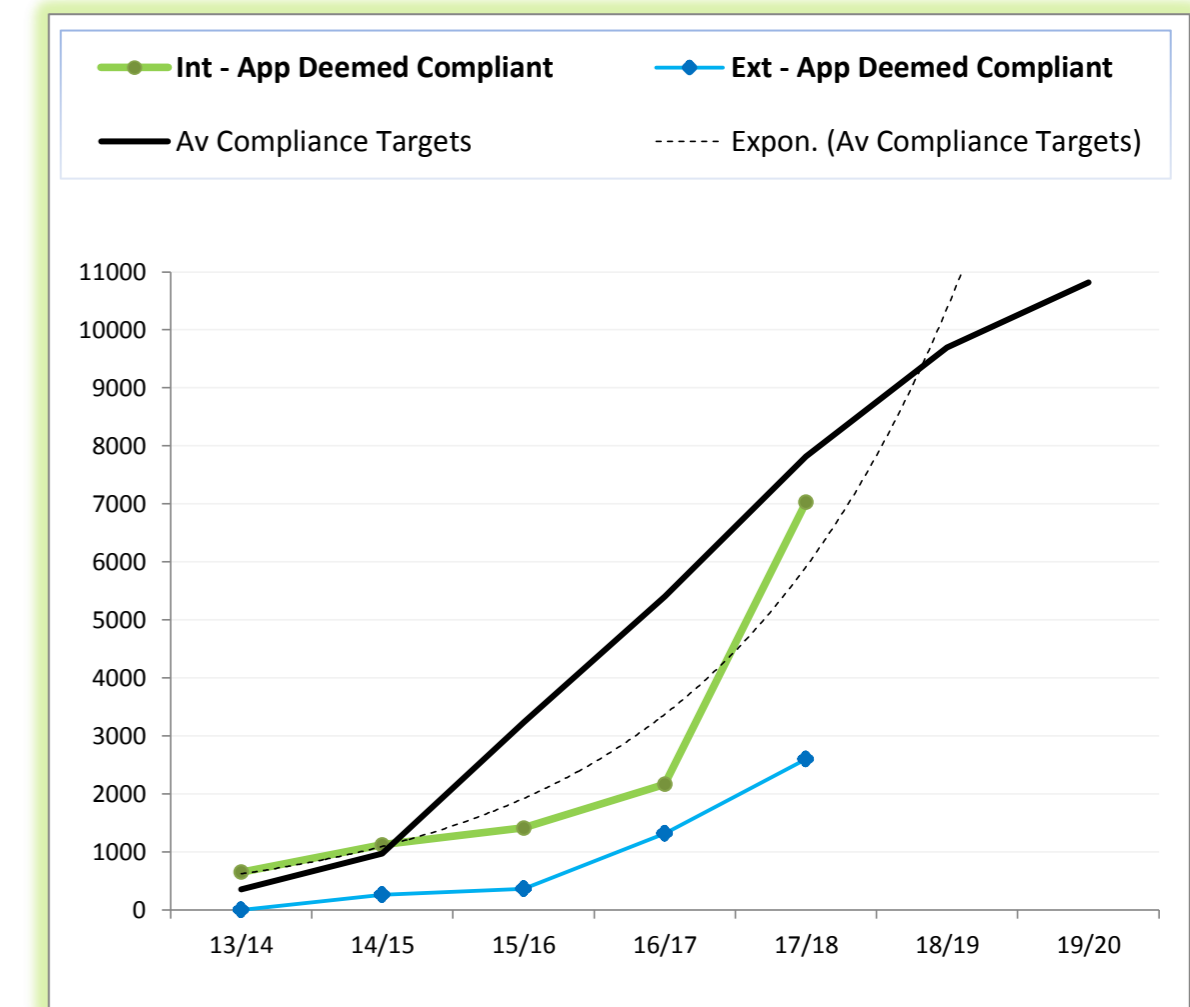


**WHQS - INTERNAL & EXTERNAL
Proportionate Compliance (to date)**

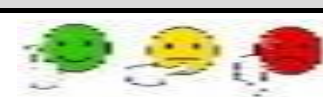


WHQS - INTERNAL & EXTERNAL - Proportionate Completed Works:

Number of properties progressing towards -> Total Compliance



Tenant Satisfaction



90.0%

Tenant Satisfaction



0.0%

Notes.

Work schedules are delivered in a 'phased' (blocks of work) approach across each of the three regions.

Delivered works are reported by surveyors/contractors upon 'property completions' (not upon completions of individual components of work).

Data is collated at site level: Operatives report on completions to site Clerk of Works/Surveyors, who report completions to the Housing Office Operational/Project (Region) Managers, who report completions to the Housing Performance Team for final analysis and reporting purposes.

Completions status indicator (Component boxes):

- Red = <= 50%
- Amber = > 50.1% < 79.9%
- Green = >= 80%

Financial Programme	12/13	13/14	14/15	15/16	16/17	17/18 Projected	18/19 Projected	19/20 Projected
Budget (£,000's)	19,100	48,320	77,990	107,660	136,880	166,100	195,320	220,000
Actual Spend	19,057	33,707	49,051	77,683	109,061	162,643	203,259	222,429
Balance	43	14,613	28,939	29,977	27,819	3,457	-7,939	-2,429

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

The charts above, have been based on properties surveyed, improvement works undertaken, post-works inspections and portfolio updates,

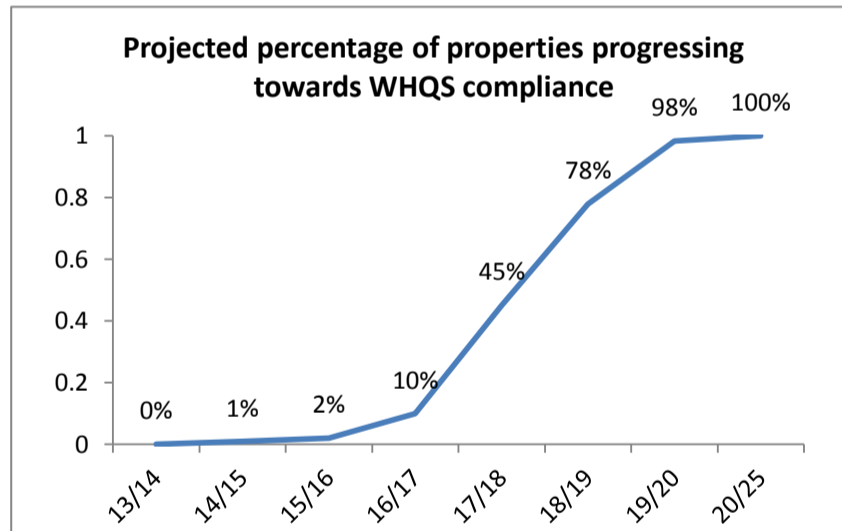
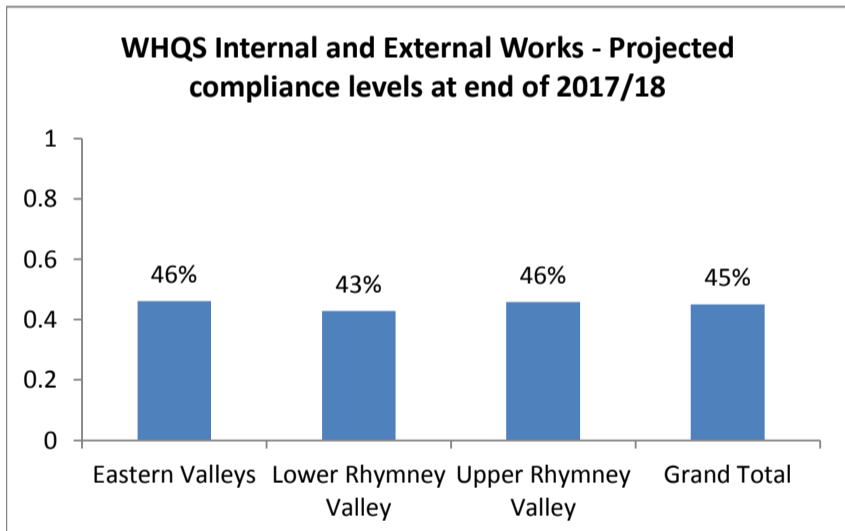
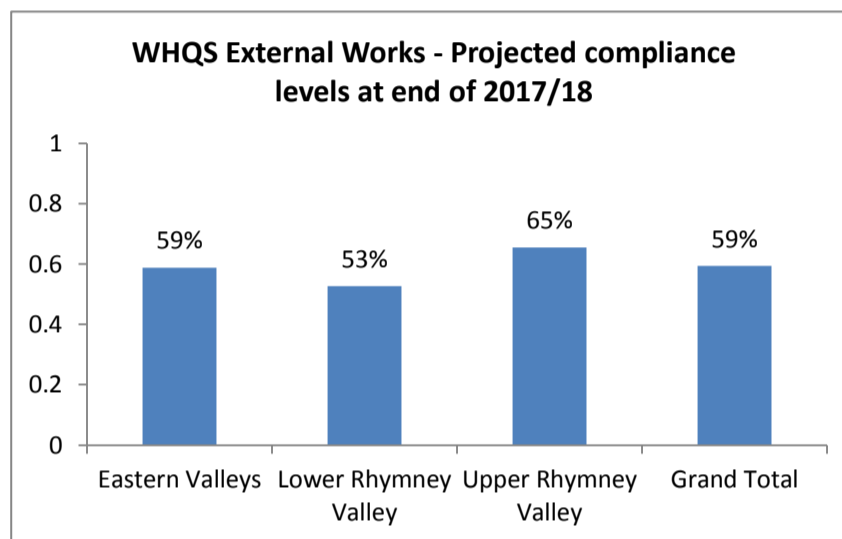
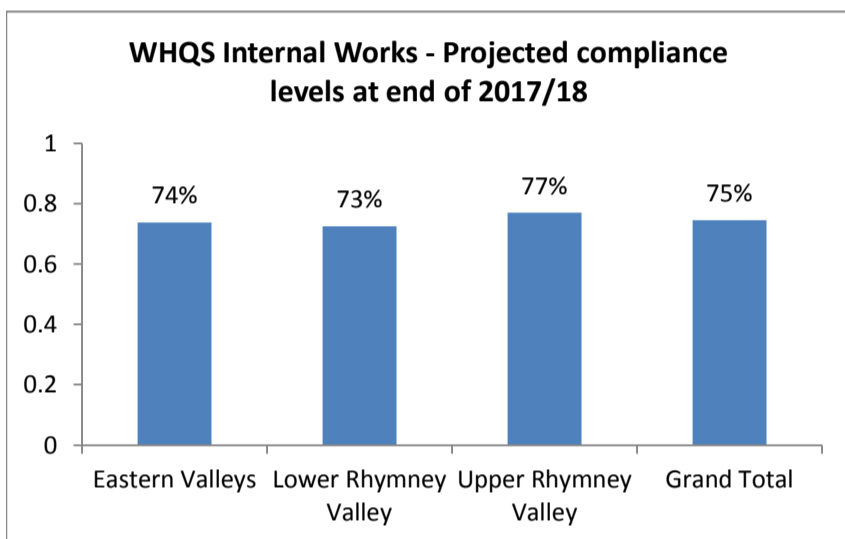
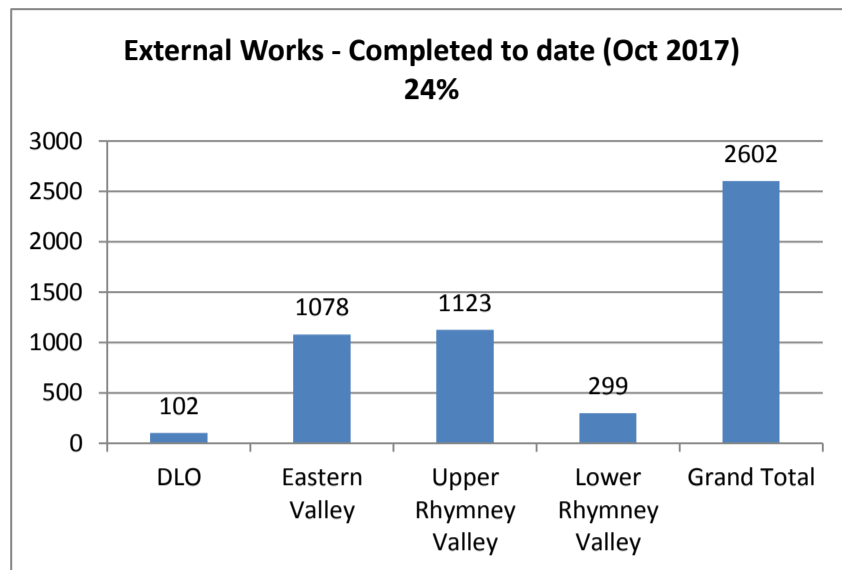
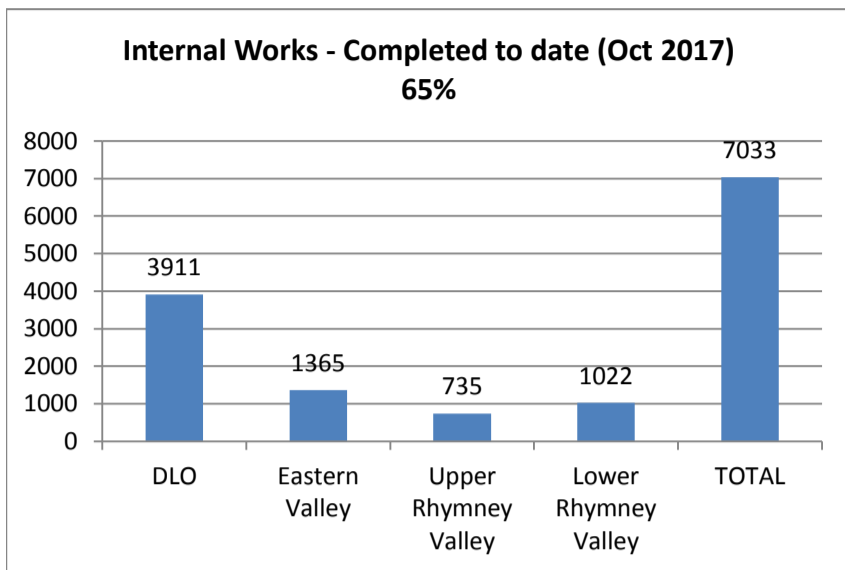
focusing on the following WHQS key components:

Internal Works: Kitchens, Bathrooms, Boilers and Central Heating, Electrical Systems (wiring), Mains - Smoke Detectors.

External Works: Roofs, Walls, Windows, External Doors, Insulation, Paths/Fences/Gardens.

Other specialist works/improvements are also undertaken in conjunction with the WHQS Programme, such as 'Adaptations'.

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Actual Compliance to date 10.2%

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Recommendations	Actions	Owner	Progress/ Due Date
<p>Recommendation 1</p> <p>Develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.</p>	<ol style="list-style-type: none"> 1. Ensure that the Keystone Asset Database provides up to date survey information. 2. Review projected programme costs by replacing Savill’s estimates with more accurate actual costs based on recently completed contract information. 3. Amend existing programme in order to reflect communities where work has been completed, is currently ongoing or is planned. Programme to also incorporate a breakdown of the communities to clarify which streets are included. 4. Ensure adequate resources to enable surveys to be completed at the earliest opportunity in order to better inform future investment requirements and budget forecasting. 	<p>MRL</p> <p>LA</p> <p>MRL</p> <p>MRL</p>	<p>Sept 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>Sept 2017</p> <p>Ongoing</p>
<p>Recommendation 1a</p> <p>Review procurement arrangements to ensure value for money.</p>	<ol style="list-style-type: none"> 1. Ensure adequate procurement arrangements are in place to cover all aspects of the programme. 2. Undertake an independent benchmarking exercise in relation to the single source supply arrangement to assess value for money. 3. Undertake an exercise to compare costs of the in-house workforce to those of external contractors, whilst also considering quality and performance to determine value for money. 4. Introduce a flexible Dynamic Purchasing System for the external works in the lower Rhymney valley, whilst also providing options to deliver contracts for internal and external works throughout the borough. 	<p>MRL</p> <p>KRW</p> <p>MRL</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>March 2018</p> <p>March 2018</p> <p>April 2017/ Completed</p>

	<p>5. Contracts for internal works are in place until 2020 and were procured in open competition. External work packages are tendered individually from existing frameworks and more recently the D.P.S. Tenders are evaluated on receipt and if deemed to be uncompetitive, the work is re-tendered in an attempt to improve value for money.</p>	MRL	Ongoing
<p>Recommendation 1b</p> <p>Provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates.</p>	<p>1. Review existing programme information being provided to members and tenants and amend this to ensure it is accurate, easily understood and timely.</p> <p>2. Review the way performance information is presented to all stakeholders to ensure that this provides a good overview on the progress of the overall programme is easily understood and timely.</p>	MRL SC/MRL	March 2018 Dec 2017
<p>Recommendation 1c</p> <p>Secure the resources needed to deliver the programme by 2020.</p>	<p>1. Business case approved for the appointment of additional staff and operatives to support the in-house team in view of the additional work they will be undertaking to deliver WHQS works to our sheltered housing schemes.</p> <p>2. Business case approved for the appointment of Surveyors/Clerks of Works to support the delivery of the external works programme following the implementation of the DPS.</p> <p>3. Use of agency workers ongoing to supplement directly employed staff as workforce will need to reduce post 2020.</p> <p>4. Introduction of DPS has provided an additional pool of contractors to deliver all aspects of the programme and to act as a contingency in case any issues are encountered with existing contracts.</p> <p>5. Use of other in-house teams, both within and outside Caerphilly Homes, has been implemented to provide further assistance and resources for the delivery of the programme, e.g. Housing Repair</p>	MRL MRL MRL MRL SC/MRL	April 2017/ Completed April 2017/ Completed Ongoing April 2017/ Completed Ongoing

	<p>Operations, Network Contracting Services, Highways Operations Group, Grounds Maintenance.</p> <p>6. Additional financial resources being sourced to assist with the delivery of the programme and to provide additional improvements to the housing stock and communities, e.g. ECO, Arbed, V.V.P.</p>	MRL/JRW	Ongoing
<p>Recommendation 2</p> <p>Assure itself that the Council is meeting its statutory landlord responsibilities in relation to gas servicing.</p>	<p>1. The Council's performance in relation to gas servicing averages 98% which results in approximately 200 properties not having a valid gas safety certificate, which has been identified as an issue with no access. A review of the no access procedure has been undertaken.</p> <p>2. To improve compliance the gas servicing cycle will be changed to operate on a 10 month cycle rather than the existing 11 months.</p> <p>3. To reduce issues with no access, a charge will be introduced for tenants who fail to provide access at the appointment time.</p> <p>4. The timescales for issuing letters to tenants seeking access will be reduced and if required a Notice of Seeking Possession will be issued prior to the expiry of the gas certificate.</p> <p>5. Failure to provide access during the NOSP period will result in arrangements being made to force entry, with the tenant being provided with advanced notice of such action.</p>	<p>SC</p> <p>PS</p> <p>PS</p> <p>Housing Managers</p> <p>Housing Managers/ PS</p>	<p>July 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>August 2017/ Completed</p> <p>August 2017/ Completed</p> <p>Sept 2017/ Completed</p>
<p>Recommendation 2a</p> <p>Ensure that arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.</p>	<p>1. Review the accuracy and timeliness of asbestos information being recorded within the Keystone Asset Database.</p> <p>2. Ensure that all relevant staff have access to asbestos records to ensure these are checked prior to commissioning surveys.</p> <p>3. Submit a business case to appoint a Technical/Admin Officer to input surveys and cleanliness certificates into Keystone in a timely manner, and also act as a central point of contact.</p>	<p>PS</p> <p>PS</p> <p>PS</p>	<p>August 2017/ Completed</p> <p>Dec 2017/ Completed</p> <p>August 2017/ Completed</p>

<p>Recommendation 3</p> <p>Ensure the Council has sufficient project management capacity to deliver the WHQS programme by 2020.</p>	<ol style="list-style-type: none"> 1. Business case approved for the appointment of additional resources, allowing recruitment to take place as and when required. 2. Project management of the sheltered housing programme being carried out by the in-house team following consultation with tenants. 3. Project management of various aspects of the programme is being undertaken by other services to spread workload and maximise use of existing resources, e.g. work to leaseholder properties being managed by Private Sector Housing, WHQS work to voids and statutory maintenance being undertaken by Housing Repair Operations Team, environmental programme being progressed by utilising services of Grounds Maintenance, Highways Operations Group, Network Contracting Services. 4. A restructure of Caerphilly Homes to be undertaken to further improve integration and better align key functions with the aim of improving capacity to support the programme. 	<p>MRL</p> <p>MRL</p> <p>SC/MRL</p> <p>SC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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October 2017