



## CAERPHILLY HOMES TASK GROUP – 27TH JUNE 2019

**SUBJECT: WHQS PROGRESS REPORT – FINAL STAGES**

**REPORT BY: DIRECTOR OF HOUSING AND SOCIAL SERVICES**

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

- 1.1 This report provides members with an overview of the performance of the Welsh Housing Quality Standard (WHQS) Team to date and also sets out the anticipated projected performance up to December, 2020, prior to its consideration by the Housing and Regeneration Scrutiny Committee and thereafter Cabinet.
- 1.2 Details of the year end outturn for 2018/19 for WHQS works are also included, together with an overview of the many achievements that have been made as part of the wider commitments and benefits delivered by the WHQS programme.
- 1.3 This report also details further changes to the sheltered housing schemes where survey results have necessitated in two further schemes having to be omitted from the programme, and transferred to the Post 2020 asset management programme on the grounds of health and safety.

### **2. SUMMARY**

- 2.1 The details contained within this report provide information on current and projected performance of the internal and external works main WHQS programme and demonstrate that the achievement of full compliance is achievable prior to the deadline of December 2020.
- 2.2 Good progress has been made with surveys which are now almost 100% complete which provides us with more detail on the scope of anticipated works which assists with contract forecasting and budget monitoring. As at the 31<sup>st</sup> March 2019, internal works are 85% compliant, external works 71%, with overall compliance currently at 57%.
- 2.3 At the start of this financial year it has been necessary to transfer 43 sheltered properties out of the WHQS programme into the Post 2020 Asset Management programme for health & safety reasons which are explained further in this report.
- 2.4 The energy efficiency schemes have been delivered throughout the borough since the commencement of the programme, with approximately a third of our housing stock now benefitting from external wall insulation. The latest scheme at Lansbury Park seeing the completion of all Council owned properties and approximately 50% of the privately owned properties. A further bid for additional funding has been submitted to Welsh Government (WG) for the remainder of the private properties and a response is awaited. Funding for other areas will also continue to be pursued as this work will assist in addressing fuel poverty and reduce carbon emissions for the benefit of all.

- 2.5 Feedback from our customers has been incorporated within the report which generally demonstrates high levels of satisfaction. It is accepted that levels of customer satisfaction for external works continues to be less than those received for internal works. As a result we have reviewed our current practise and have now introduced telephone surveys in the first instance.
- 2.6 Consultation to identify environmental projects continues throughout the borough with many projects having now been delivered. A number of large-scale projects have also been identified and officers are working with in-house service colleagues to ensure that specific WHQS projects are delivered within our programme deadlines.
- 2.7 The current and projected financial position is set out within the report and borrowing has been required for the first time since the programme commencement in the sum of £23m. It is also confirmed that the housing business plan remains financially viable throughout the programme and to deliver the post 2020 strategy.
- 2.8 The WHQS programme has also resulted in community benefits being achieved with the provision of training opportunities, work placements, permanent jobs and apprenticeships created with the in-house service, external contractors and our supply partner. The Value Wales Toolkit also demonstrates the positive effect the Councils WHQS investment has on the wider community.

### **3. RECOMMENDATIONS**

- 3.1 That the report is noted, prior to its consideration by the Housing and Regeneration Scrutiny Committee on 23<sup>rd</sup> July 2019 and thereafter the position and approach being taken to deliver this programme is considered and ratified by Cabinet on 24<sup>th</sup> July 2019.

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

- 4.1 The report is for information only prior to submission to Cabinet.

### **5. THE REPORT**

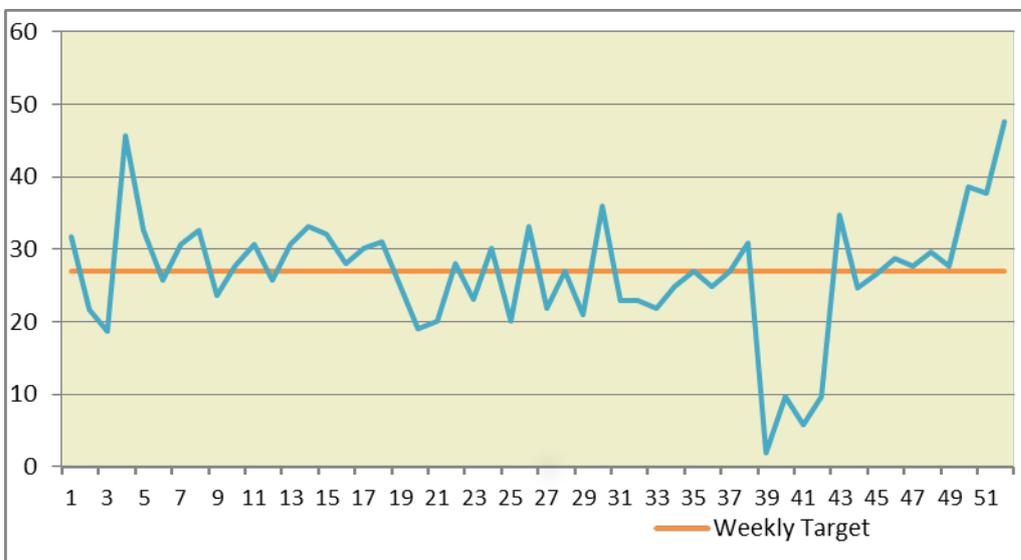
#### **5.1 Progress of Internal Surveying**

- 5.1.1 Internal surveys were expected to be completed in full by December 2018. However, due to the loss of an Occupational Therapist (OT) position which has delayed OT assessments, and the difficulty in obtaining access to some properties, the target has not yet been met. We have also recently bought back 5 properties using the Affordable Housing Grant (AHG) in reaction to the Welsh Governments agenda to increase affordable housing supply which was not built into the original survey plan. To date 99% surveys have been completed. All available resource has been prioritised to ensure all surveys are undertaken as soon as possible. The survey data has assisted with forecasting future scope of works and budget monitoring for the final year.

#### **5.2 Progress of the Internal Works Programme 2018/19 – Completion of Works**

- 5.2.1 The number of properties where internal WHQS compliance has been achieved per week is shown in Chart 1 below. The average compliance rate for 2018/19 was 27.80 properties per week which was just above the target of 27 properties per week. The chart shows a decline around week 39 as a result of the Christmas closedown period. Support was also received from the Housing Repairs Operations (HRO) Team who assisted in achieving compliance to 109 properties. The internal compliance of 85.01% was just ahead of the annual target of 85%.

- 5.2.2 Appendix 1 provides the weekly compliance achievements and targets that are shown against each contract area for the financial year 2018/19.
- 5.2.3 The planned programme for 2019/20 confirms that 1,606 properties are remaining in its final stage which represents approximately 15% of the total stock. However, since the start of this year we have transferred 43 properties to the Post 2020 Asset Management programme which relates to 2 sheltered housing schemes.
- 5.2.4 This was as a result of secondary surveys carried out at the schemes in preparation for the works to commence, which identified issues with electrical works involving the supply from Western Power. To carry out this work within the timescale would be disruptive to the tenants in these schemes, many of whom are extremely vulnerable. Due to the schemes layouts, concerns were also raised for the tenant's health & safety, which was felt at high risk if we were to undertake the work whilst tenants remained in situ. Furthermore due to the current condition of the electrical supply, a significant upgrade to the incoming mains and pyros is necessary to enable us to be compliant to the new 18<sup>th</sup> Edition Regulations.
- 5.2.5 For this reason, tenants will need to be decanted via a staged approach for both schemes, which will not be achievable within the timescale of the WHQS programme. These schemes will therefore be included within the first year of the Post 2020 Asset Management programme.
- 5.2.6 The Post 2020 programme will mainly focus on external works over a five year period and will ensure continuity of work for the in-house workforce who will be undertaking the majority of the work. This will also include several sheltered schemes identified for remodelling or demolition, in addition to the one scheme previously suspended from the programme on health & safety grounds (previously reported in the Re-profiling of the WHQS programme on 14<sup>th</sup> February 2019). These schemes will be accounted for as an Acceptable Fails due to Timing of Remedy within the WHQS programme, in line with the WHQS guidance document issued by Welsh Government and officers within WG have been made aware during our regular monitoring meetings.
- 5.2.7 The above performance has been achieved despite the loss of one of the main contractors in 2017 and the recent termination by another contractor. Contingency arrangements to cover these losses are in place, i.e. the DPS (Dynamic Purchasing System), in-house mop up teams with other options also being considered. Over 55% of the total WHQS internal works programme is being completed by our own in-house workforce, the remaining work is being carried out by external contractors.
- 5.2.8 Chart 1: The WHQS internal works weekly compliance rate during 2018/19



### **5.3 Current Position of the Internal Works Programme 2018/19**

5.3.1 In 2018/19 1,390 properties were compliant in relation to their internal elements. This has resulted in a cumulative total of 9,111 properties that are currently compliant in relation to internal works (85% of the total stock). 'Compliance' indicates that a property meets the WHQS internally because:

- We have carried out works to renew one or more elements to achieve compliance.
- One or more elements within a property were already compliant.
- One or more elements within the property have been classed as an acceptable fail.
- Or any combination of the above reasons.

### **5.4 Progress of External Surveying**

5.4.1 To date with the exception of the 5 buy-back properties, 100% of external surveys have been undertaken to deliver the overall programme. The survey data has assisted with forecasting for future scope of works and budget monitoring for the final year.

### **5.5 Progress of the External Works Programme 2018/19 – Completion of Works**

5.5.1 The number of properties (including leaseholders) where external WHQS compliance has been achieved per month is shown in Chart 2 below. Welsh Government expect statutory returns on the progress of WHQS achievement against our stock but this does not include leaseholders, therefore there are two separate projections i.e. including and excluding leaseholders. The average compliance rate for 2018/19 was 56 properties per week against a target of 78 per week (including leaseholders), or 54 properties per week against a target of 73 per week (excluding leaseholders). The external compliance of 71% (excluding leaseholders) was below the target set of 80%. The target of 80% of properties being compliant by the end of 2018/19 was the equivalent of achieving 73 properties per week. To achieve 80% compliance meant that 35% of the stock would have to be compliant in this year. Projections throughout the year confirmed that this would be unachievable. The chart shows a decline around week 39 as a result of the Christmas closedown period. We also experienced the loss of an external contractor going into administration in December 2018, which created delays in procuring new contracts, in addition to following up on their remaining contracts where works were uncomplete. However, this will not affect the overall projected completion date which is still on track to be achieved prior to December 2020.

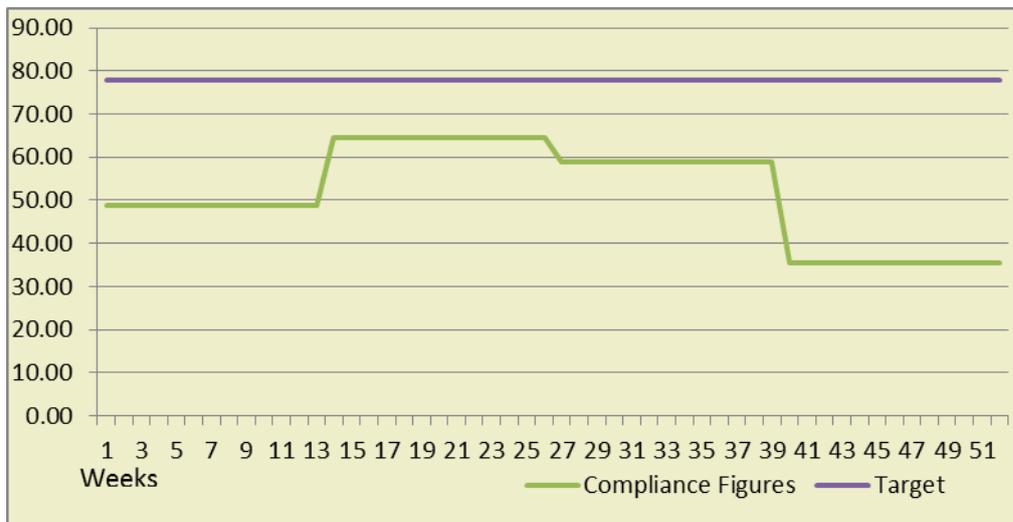
5.5.2 The planned programme for 2019/20 confirms that 3,108 properties (excluding leaseholders) are remaining in its final stages which represent 29% of the stock. However as explained in 5.2.3 above, it has been necessary to transfer 43 properties out of the WHQS Programme into the Post 2020 Asset Management Programme.

5.5.3 In addition to the above, we are also completing external works to 410 leasehold properties; however this has detrimentally affected progress due to the legislative process that needs to be followed by way of consultation, where costs and works are constantly being challenged by leaseholders. As at the end of 2018/19 170 leaseholder properties were compliant, with the remaining 240 programmed in 2019/20. Although these properties are included in our final year programme to be completed, we do have an option to transfer them to the Post 2020 Asset Management Programme under the Acceptable Fail criteria (Timing of Remedy) if there are challenges, in line with the WG guidelines.

5.5.4 Performance for this area of the programme has improved considerably due to a combination of mobile working, improved procurement processes through the DPS and also the successful integration of the HRO team supporting the WHQS programme by completing mop-up properties, and follow up works to properties where the external contractor went into administration.

5.5.5 Appendix 2 provides the weekly compliance achievements and targets which are shown against each contract area for the financial year 2018/19

5.5.6 Chart 2: The WHQS external works monthly compliance rate during 2018/19



## 5.6 Current Position of the External Works Programme 2018/19

5.6.1 As at 31/3/2019 2,695 properties (excluding leaseholders) in the external works programme were compliant in relation to their external elements. This results in a cumulative total of 7,609 properties which are currently compliant in relation to external works which represents 71% of the total stock. 'Compliance' indicates that a property meets the WHQS externally because:

- We have carried out works to renew one or more elements to achieve compliance.
- One or more elements for a property were already compliant.
- One or more elements for the property have been classed as an acceptable fail.
- Or any combination of the above reasons.

5.6.2 93% of the whole WHQS external works programme (including leaseholders) is being completed by external contractors and 7% by our own in-house workforce. Following previous agreement by Cabinet, the in-house workforce are undertaking all works (internal and external) to sheltered housing schemes.

5.6.3 Significant progress has been made in 2018/19 in terms of the management and monitoring of external works contracts. All new contracts are now being entered into and managed via the Keystone Asset Management System.

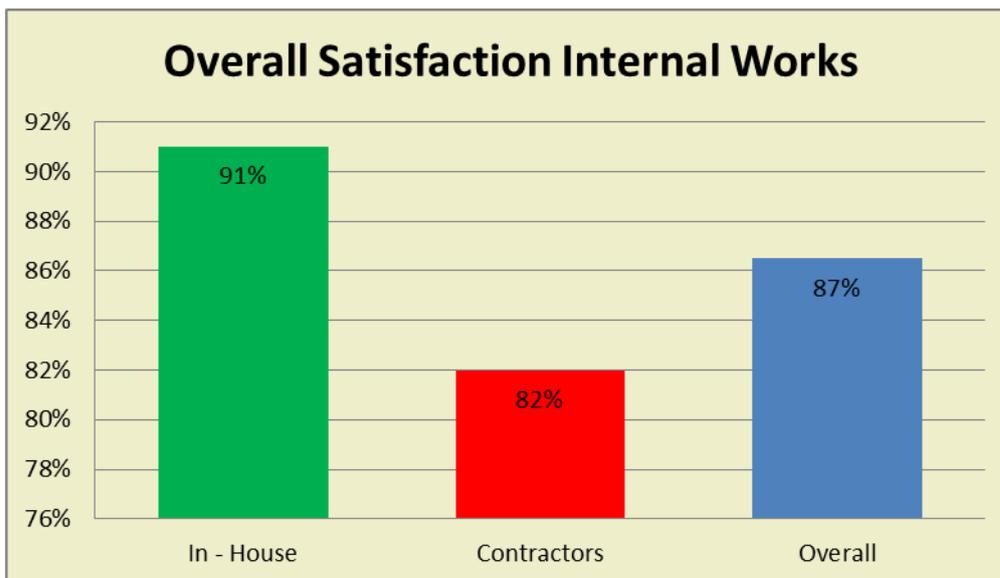
## 5.7 Overall Position of the WHQS Programme for Internal/External Works

5.7.1 When combining the performance for both internal and external works, overall compliance of the programme as at 31<sup>st</sup> March, 2019 is 57%. Whilst this may appear low for this stage of the programme, this was always anticipated due to the way the programme was structured i.e. internal and external works being undertaken in different communities concurrently throughout the borough. This means that properties would need to wait until both internal and external works are completed on different contracts before the property can be classified as fully compliant.

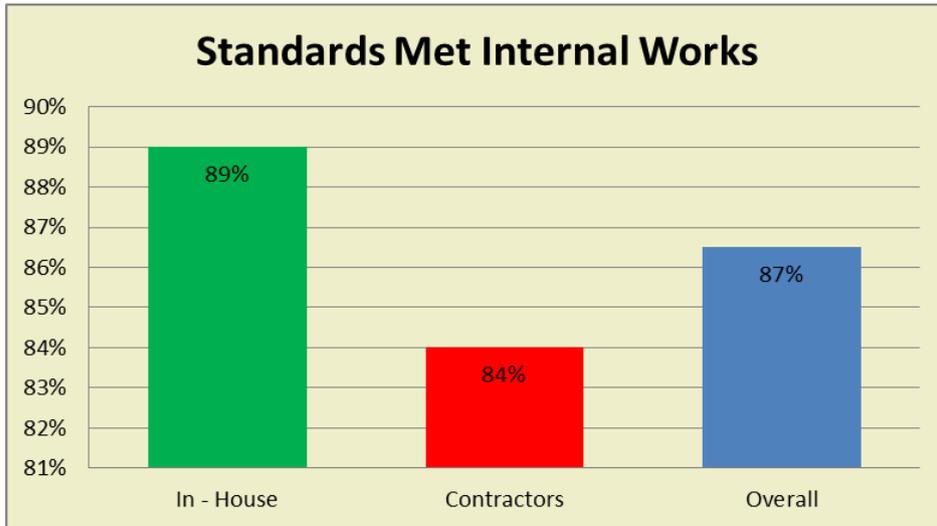
5.7.2 At this stage of the programme where the vast majority of properties i.e. 78%, have received either internal or external works, we are now seeing a significant improvement in the full compliance figure as each property that receives further improvements will now become fully compliant.

## 5.8 Tenant Satisfaction with the Internal Works Programme

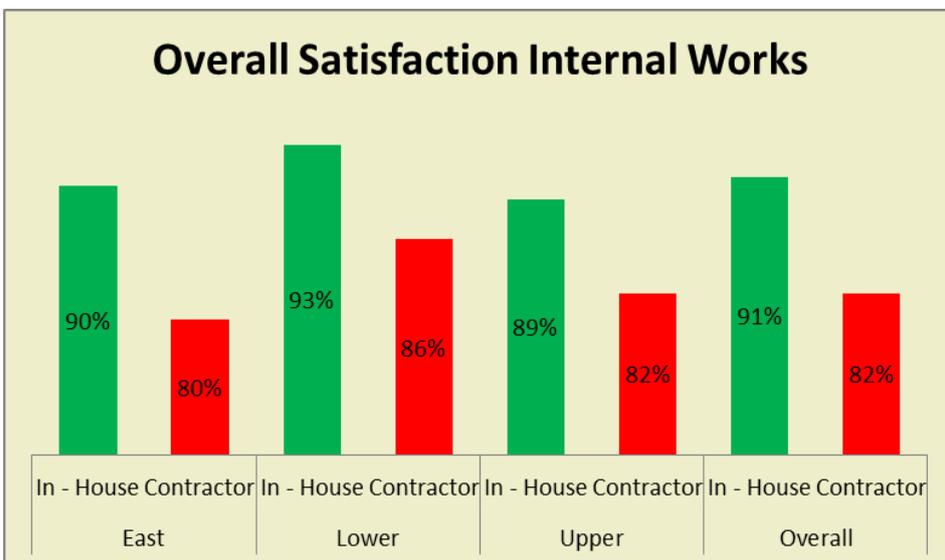
- 5.8.1 Tenant satisfaction levels and compliance with service standards for internal works were measured via postal surveys which were sent to tenants after each property had been completed. The survey process was suspended for a period of time during this year at the request of Wales Audit Office (WAO), as they were undertaking their own survey as part of their review of the WHQS programme. During this period the process for capturing tenant satisfaction was reviewed and tenants are now approached in the first instance by a telephone survey. The survey form has also been amended in consultation with WG which has reduced the number of questions asked, and also making it more specific to the area of work. This allows a more timely survey to take place and also gives tenants an opportunity to feedback more effectively, along with sign posting tenants to other Council services (such as reporting repairs) thus allowing any issues to be recorded and resolved at an earlier stage. The new telephone customer satisfaction survey process went live at the end of January 2019 and early indications show an increased number of surveys are now being completed through this process to that of the postal returns.
- 5.8.2 Chart 3 below provides a summary and breakdown of the returned surveys for each of the WHQS service providers for internal works as at 31/3/19. It shows that the overall satisfaction level for internal works is 87%. Satisfaction levels from tenants who had internal work carried out by our in-house workforce is 91% based on a return rate of 40%, and 82% for internal works carried out by external contractors, based on a 38% return rate. This is predominantly based on the previous postal survey process as the new telephone process has yet to be completed over a full quarter to give us a representative comparison.
- 5.8.3 Chart 4 shows that overall we are achieving 87% of the standards that we measure within the Charter for Trust document. Our in-house workforce have met 89% of these standards and external contractors have met 84%. It is clear from the results that our in-house workforce are receiving higher levels of satisfaction than external contractors on internal works.
- 5.8.4 Charts 5 and 6, below, further display these two measures over each of the WHQS Team operational areas.
- 5.8.5 Chart 3: Satisfaction levels by service provider



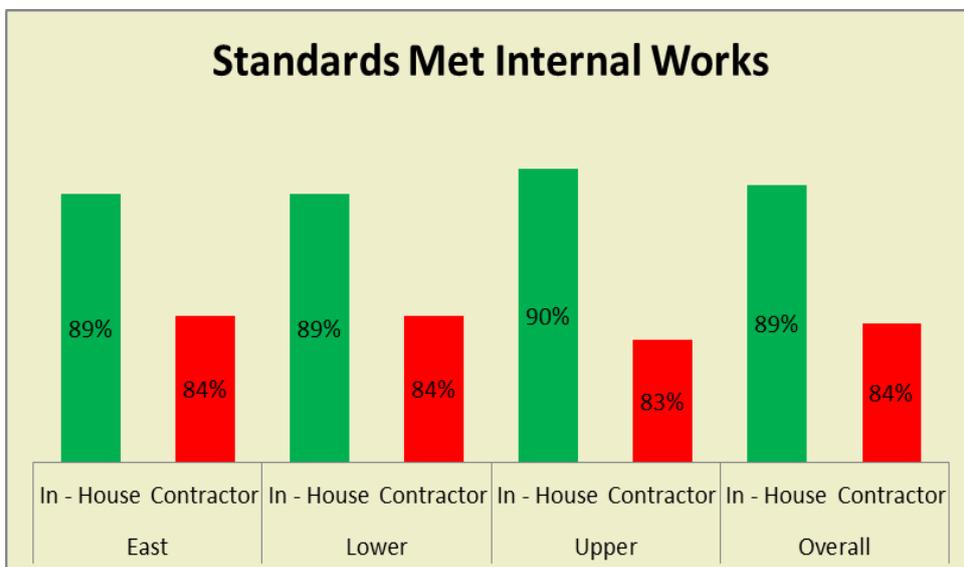
5.8.6 Chart 4: Standards met by service providers



5.8.7 Chart 5: Satisfaction levels by WHQS Team operational areas.



5.8.8 Chart 6: Standards met by WHQS Team operational areas.



## 5.9 Tenant Satisfaction with the External Works Programme

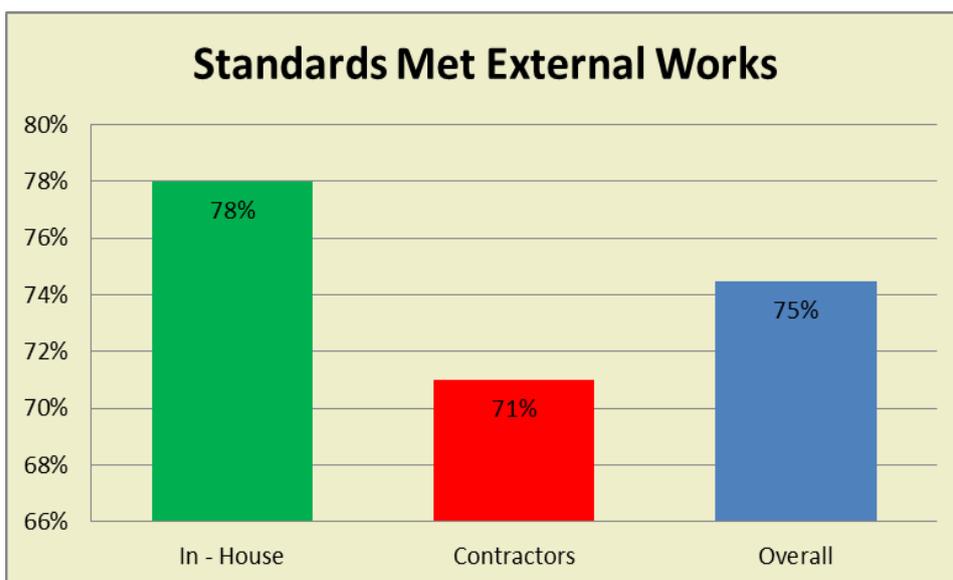
5.9.1 Chart 7 below provides a summary and breakdown of the returned surveys for each of the WHQS service providers for external works contracts as at 31/3/19. It shows that the overall satisfaction level for external works is 79% based on a return rate of 31%. Chart 8 further shows that we are achieving 75% of the standards that we measure within the Charter for Trust document. Chart 9 and 10 below further depict these two measures over each of the WHQS Team operational areas. It is clear from the results that our in-house workforce are also out performing external contractors on external works.

5.9.2 As explained in 4.16 above, tenants surveys have recently been reviewed so that a telephone survey is undertaken which captures a timelier tenant response. This process also increases the volume of surveys carried out as opposed to a postal survey.

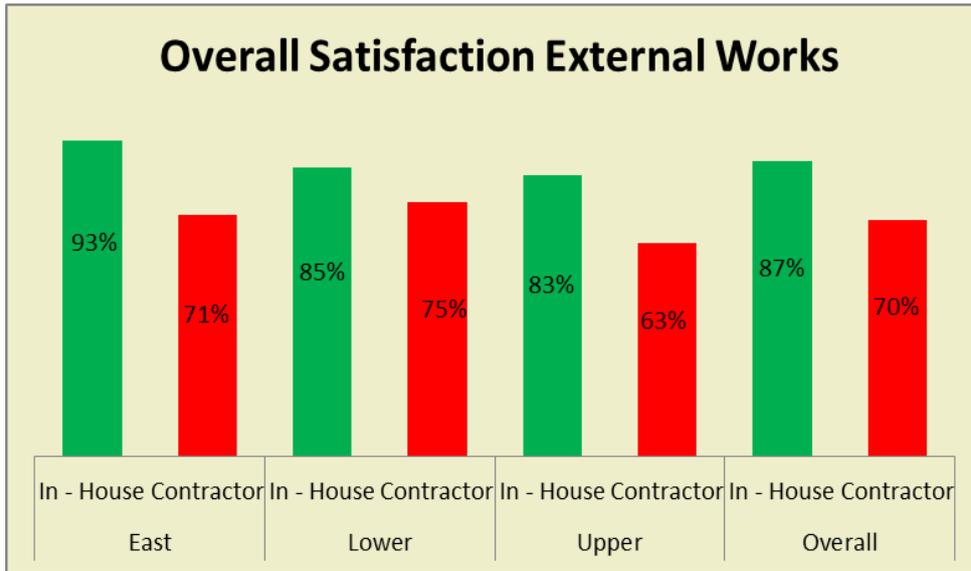
5.9.3 Chart 7: Satisfaction levels by service provider



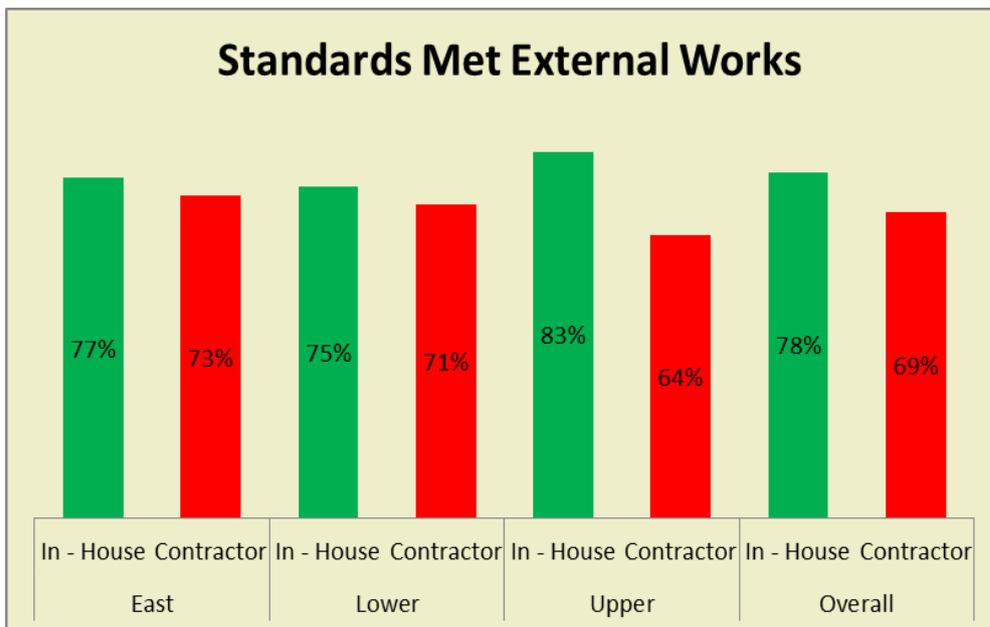
5.9.4 Chart 8: Standards met by service provider



5.9.5 Chart 9: Satisfaction levels by WHQS Team operational areas.



5.9.6 Chart 10: Standards met by WHQS Team operational areas



## 5.10 Environmental Programme

5.10.1 Part of the commitment to deliver the WHQS programme across all 10,717 homes (31<sup>st</sup> March 2019 count) also includes a requirement to comply with Part 6 which aims 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'.

5.10.2 An indicative budget of £10.6m has been set aside in the business plan and agreed with WG specifically for this purpose.

5.10.3 Three Environmental Officers were recruited to work with the Area Housing teams and local members in order to initially identify environmental maintenance / repair issues. The issues were identified and collated into a single spreadsheet with each project being detailed using a proforma.

- 5.10.4 Over 300 minor projects were initially identified across the county borough as part of the first phase of the programme. The majority were progressed; some were repackaged into larger schemes.
- 5.10.5 The second phase of the programme commenced in 2017 and involved the environmental officers undertaking an extensive engagement programme throughout the county borough which is intended to:-
- i) Engage local communities in discussions regarding the quality and safety of their local environment.
  - ii) Identify solutions to some of the challenges and constraints within communities that could be overcome via the WHQS environmental programme, and
  - iii) To work with partners to help develop more cohesive and resilient communities through joint working and the pooling of resources.
- 5.10.6 An extensive consultation and engagement process throughout the county borough is ongoing. Of the 82 communities identified as part of the Council's WHQS programme, consultation and engagement events have been undertaken in 48 communities.
- 5.10.7 Engagement is ongoing in 21 communities and scheduled for the remaining 13 communities. Officers have given a commitment to members that all 82 communities throughout the county borough will have been engaged and consulted by March 2020.
- 5.10.8 Members have received a separate report indicating that the delivery of projects may take up to 12 months longer due to the size and complexity of some of the projects identified. However any schemes which relate specifically to WHQS compliance will be prioritised to ensure the programme does not compromise meeting the WG deadline for achieving WHQS. It is anticipated that all projects identified will be completed by March 2021. Projects approved and scheduled for implementation include new car parking schemes, external improvements to Caerphilly Homes sheltered accommodation, new skate parks and provision for young people, benches and bins, dropped kerbs to facilitate greater accessibility within communities, green gyms to encourage greater wellbeing and lighting schemes. Many of the projects are being delivered in house utilising the Council's expertise and delivery mechanisms. At the outset of the programme a commitment was made to deliver 'synergistic outcomes' and to utilise the WHQS environment programme to support the Council's Highways and Engineering, NCS, Housing Repairs Operations and Parks services who have undertaken the majority of the work identified by the Environmental Officers during their consultation and engagement with communities and members. The estimated expenditure of works identified to date is £8.8m. This includes works that are scheduled for delivery but have not yet commenced. It does not include the work that may be identified in the remaining 13 communities that have yet to be engaged and consulted.
- 5.10.9 The programme is therefore on target to commit the entire £10.6m allocation by March 2021.
- 5.10.10 An extensive consultation process has identified a number of large-scale projects and officers are working with in-house service colleagues to ensure these are delivered within our programme deadlines. Projects identified include new car parking schemes, skate parks, improvements to the immediate environment within sheltered schemes, dropped kerbs to enhance accessibility, green gyms and lighting. At the outset of the programme 82 communities were identified throughout the county borough. Of the 82 identified engagement and consultation events have been held and completed in 48. There are ongoing engagement events and discussions taking place in 21 and 13 have yet to be started. Officers have given a commitment to Members and tenants that all 82 communities will have been engaged in the programme by 31 March 2020 although they have also advised that due to the size and nature of some of the projects identified, they may take a further 12 months to be delivered. Members have previously received a separate report on the progress of the Environmental Programme.

5.10.11 All of the projects identified and approved to date are coterminous with the aims of the Future Generations and Well being Act and aim to contribute towards the creation of cohesive communities that are attractive, accessible and safe. The programme aims to help futureproof the borough's communities through providing relatively minor improvements such as benches and planting but also via the replacement of park equipment and the installation of new amenities such as skate parks and green gyms thereby promoting greater well being and access to the local environment.

## **5.11 Energy Efficiency**

5.11.1 A range of energy efficiency improvements have been carried out to the housing stock including cavity wall insulation, upgraded loft insulation, energy efficient heating and all properties benefit from double glazed windows and doors which meet secure by design standards. The majority of non-traditional houses have also benefitted from external wall insulation. This work contributes to health and wellbeing improvements and towards addressing fuel poverty and reducing carbon. External wall insulation (EWI) has been installed in approximately 2,614 properties (see breakdown below).

- Gelligaer (285)
- Ty Coch (17)
- Bryn Carno (38)
- Rowan Place (72)
- Brynglas Pontlottyn (16)
- Brynhyfrydd Pontlottyn (56)
- Phillipstown (112)
- Birchgrove flats (20)
- Fochriw / Rhymney / Porset Park (CESP) (520)
- Fochriw (Arbed) (57)
- Markham (76)
- Maesmabon (142)
- Panside (75)
- Graig y Rhacca (300)
- Pontlottyn Flats (40)
- Lansbury Park (548)
- Morrisville & Attlee Road Blackwood (34)
- Gilfach (65)
- Hengoed (61)
- Bedwas (43)
- Maesycwmmmer (32)
- Llanbradach (5)

5.11.2 A number of BISF houses and Cornish properties have also had EWI installed to their properties which are not included in the above. In addition an in-house team has been set up to upgrade loft insulation to those properties which do not meet current requirements and this is anticipated to be completed within the programme deadline.

5.11.3 A contract has recently been awarded and work commenced to undertake energy performance assessments for the housing stock to demonstrate compliance with the required energy rating of 65. This work will also help to establish the energy efficiency of our homes and the contribution being made towards addressing fuel poverty and will also be used to inform future rent levels, as energy ratings are required as part of the WG's rent setting policy.

## **5.12 Supply Partner**

5.12.1 An independent review of the Supply Partner arrangement has been conducted and the findings of the report confirm that the partnership is providing overall value for money. This outcome was achieved by comparing the cost of our materials via the Supply Partner against competitors in the marketplace.

- 5.12.2 The report also made a number of recommendations on making improvements in order to further maximise benefits from the arrangement, which includes improving supply to site (just in time deliveries, review of consignment of stock, review of void deliveries), re-organising the contract administration team, improved forward planning and product reviews. These recommendations are being considered, and where relevant implemented with further efficiencies and savings already being realised.
- 5.12.3 The Supply Partner arrangement is delivering a number of benefits for the local economy including the creation of jobs and training opportunities in accordance with contract conditions (see item 5.12.1 below).

### **5.13 Community Benefits**

- 5.13.1 Council made a conscious decision to ensure that the money invested in bringing all tenants' homes up to the WHQS would be used to support development of small and medium enterprises and create training and employment opportunities to help people back into work. Since the start of the WHQS programme the Council has invested over £200m and is projecting to invest over £260m by the end of the programme. Community benefits have been achieved with the provision of training opportunities, 44 work placements, 114 permanent jobs and 58 apprenticeships that have been created with the in-house service, external contractors and our supply partner. Work continues with both Engie and Robert Price to ensure that our contractual arrangements are delivering more than simply bricks and mortar. Links between suppliers and the Council's Legacy and Communities4Work teams funded by WG are excellent with a number of training opportunities and Induction to Construction type events being planned throughout Summer 2019
- 5.13.2 In addition, both Engie and Robert Price are currently completing the Value Wales Toolkit for 2018/19 which will be submitted to WG in early June 2019. During 2017/18, the toolkit suggested that for every £1 the Council spent with its Single Source Supply partner, Robert Price, £1.80 was reinvested into the local economy. Similarly, for the same period, the toolkit also suggested that for every £1 the Council spent on delivering its internal works programme via Engie, £1.88 was reinvested back into the local economy. It is anticipated that these figures will have increased for 2018/19.
- 5.13.3 The figures clearly demonstrate that the Council's WHQS investment in transforming homes, lives and communities is helping to sustain and grow the local economy and providing tangible benefits to local people. Appendix 6 attached shows a snap shot of the type of benefits received through the programme so far. This "scrapbook" was recently produced as a progress update for Councillors, tenant groups and Welsh Government and is signposted from our social media for all tenants to peruse.
- 5.13.4 Further benefits have resulted for the borough's communities as a result of donations made by the Supply Partner and the commitment made by Keepmoat / Engie to run the Careers Wales Business Class programme with Blackwood Comprehensive School and its feeder primary schools.

### **5.14 The Capital Expenditure Programme for WHQS Works (2018-19)**

- 5.14.1 The HRA capital budget for 2018/19 was set at £55.8m and the total outturn spend in this financial year was £51.8m which has been the highest level of expenditure since the start of the WHQS programme. Table 9 below shows the level of spend per year including a projection for the final year. This shows an overall projected spend of £261m. This is an increase to the original £220m projected early on in the programme, and is as a result of completing surveys to 100% of our properties. The £220m was an estimate made by Savills consultants in 2008 based on a 15% property sample and was therefore subject to change as we progressed through the programme and identified the actual works for each property. The projected spend remains affordable within the housing business plan.

5.14.2 The pace of spend has increased steadily year on year with the final year projecting 22% of the whole capital spend. A small percentage (6%) of the total spend is not directly WHQS related and is expenditure relating to adaptations outside of the programme (delivered by our Private Housing Team) and large scale policy voids (delivered by our HRO team). That is not to say however, that this expenditure does not contribute towards efficiencies within the actual WHQS programme. For example, tenants who have already received an adaptation prior to a WHQS contract commencing in their area will avoid duplication of OT resources and purchasing of specialist equipment within the WHQS programme. Furthermore, adaptations outside of the programme, particularly in the last few years have seen a reduction in expenditure as the WHQS programme runs through its course and identifies tenants' needs as part of the process.

5.14.3 Table 9 - HRA Capital Expenditure during the WHQS Programme cycle

HRA CAPITAL EXPENDITURE				
	<u>Non WHQS</u>	<u>WHQS</u>	<u>TOTAL</u>	
2012/13	1,383,216	18,744,984	20,128,200	8%
2013/14	1,193,582	13,456,234	14,649,816	6%
2014/15	1,424,183	13,919,893	15,344,076	6%
2015/16	1,786,302	26,846,076	28,632,378	11%
2016/17	2,794,710	28,583,723	31,378,433	12%
2017/18	2,268,389	39,950,084	42,218,473	16%
2018/19	2,328,743	49,518,758	51,847,501	20%
2019/20(est)	<u>1,800,000</u>	<u>54,818,433</u>	<u>56,618,433</u>	22%
	14,979,125	245,838,185	260,817,310	
	6%	94%		

5.14.4 The spend on internal works for 2018/19 was £18.6m and 60% of this spend related to our in-house workforce. The remaining 40% related to external contractors, which includes contractors under our DPS arrangement.

5.14.5 The spend on external works was £24.4m and 10% of this spend related to our in-house workforce working on our sheltered housing schemes. The majority of external expenditure this year (90%) was in relation to external contractors using our contract framework agreement.

5.14.6 The remaining spend in 2018/19 related to Fees (£2.1m), Environmental Works (£1.6m) Large Scale Voids (£1.7m), Adaptations (£658k), Garages (£799k), Non Traditional properties (£809k). There was also £1.2m spend on energy conservation works at Lansbury Park which was our contribution this year outside of the Arbed and Vibrant & Viable Places (VVP) regeneration grants.

5.14.7 Funding for the 2018/19 spend of £51.8m was met from the Major Repairs Allowance (MRA) given by WG of £7.3m, revenue contributions from the HRA of £16.9m, HRA balances of £4.6m and borrowing of £23m. 2018/19 will be the first year that borrowing has taken place to fund the programme.

5.14.8 Total spend up to the end of 2018/19 financial year for the HRA capital programme is £204m of which £191m relates directly to the WHQS Programme. This has resulted in 9,111 (85%) properties achieving compliance for internal works, 7,609 (71%) properties achieving compliance for external works, and 6,116 (57%) properties achieving full compliance. 78% of contract compliance where internal works have achieved 100% compliance and external works have received a percentage of work in each property has also been achieved.

## 5.15 Conclusion

5.15.1 As we are now entering the final stage of the programme, significant work has been undertaken to validate the compliance data and accuracy of information recorded within the Keystone database. A dedicated validation team has been set up from existing Housing staff together with a secondee from Internal Audit to ensure that effective validation is carried out. As part of this process, a working group was set up which reviewed current practices. This involved identifying and redesigning core documents for various stages of the programme and setting up a process for historical contract validations which has recently been implemented by the data validation team. Information held on No Access, Void properties and Acceptable Fails are also being scrutinised.

5.15.2 The validation process will be ongoing throughout the cycle of the WHQS programme and will ensure the system is robust and will stand up to scrutiny at the end of the programme. It will also strengthen the process going forward by ensuring reliable information is held for the post 2020 Planned Asset Maintenance Programme. The validation process was also independently verified by Internal Audit and recommendations made as part of their report have been met or are on target to be met. This will provide us with greater assurance of the full achievement of WHQS by the end of December 2020.

5.15.3 Monitoring of the compliance returns is carried out by the validation team on a weekly basis for internals and monthly for externals.

5.15.4 The anticipated outturns are shown within our Strategic Scorecard which is provided as Appendix 3

5.15.5 Based on the targets set for 2018/19 of 85% compliance for internals meant that 27 properties on average per week would need to be compliant in order for the target to be met. The actual compliance rate during this year equated to 27.8 properties per week which resulted in 85.01% of the stock being fully compliant for internal works.

5.15.6 Assuming that 27.8 properties per week will be maintained in the final year means that as an indication, the remaining 15% of the stock will be compliant by 22<sup>nd</sup> May 2020.

5.15.7 Based on the targets set for 2018/19 of 80% compliance for externals meant that 73 properties on average per week (excluding leaseholders) would need to be compliant in order for the target to be met. The actual compliance rate during this year equated to 54 properties per week which resulted in 71% of the stock being fully compliant for external works

5.15.8 Assuming that 54 properties per week will be maintained in the final year means that as an indication, the remaining 29% of the stock will be compliant by 22<sup>nd</sup> May 2020. Factoring leaseholders into this assumption requires an additional 2 properties per week to be completed, indicating that compliance will then extend to 5<sup>th</sup> June 2020.

5.15.9 Full compliance is therefore currently projected to be achieved by 5<sup>th</sup> June 2020 to include all leaseholder properties. This is based on the compliance return rates as at the end of 2018/19 financial year and are therefore subject to change. This will be closely monitored as the programme progresses with the aim of achieving full compliance by the end of March 2020. The Welsh Government target for completion is December 2020. Further details on how these projections have been calculated are included in Appendices 4 and 5.

- 5.15.10 Performance information including the Strategic Scorecard is submitted and scrutinised by the Caerphilly Homes Project Board and the Repairs and Improvements Working Group on a monthly basis and included in progress reports which are submitted to Caerphilly Homes Task Group and the Policy and Resources Scrutiny Committee as and when required.
- 5.15.11 Regular progress monitoring meetings are also held with officials from WG where performance reports are discussed and they are satisfied with the projections made. WG also made a number of recommendations for improving our performance data, which have been implemented and incorporated into the information contained within this report.
- 5.15.12 Members will be aware of the WHQS review undertaken by the WAO during March and April 2017 and a follow up review between April and October 2018. The outcome of this review was reported to Cabinet on 30<sup>th</sup> January 2019 and Caerphilly Homes Task Group on 14<sup>th</sup> February 2019. WAO have now concluded that *“the Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020”*
- 5.15.13 Resources are constantly being reviewed in order to maintain the momentum currently being achieved and with the aim of bringing full completion forward to the end of March 2020. Additional in-house resources have been secured for the sheltered housing programme. Internal work packages are being tendered through the DPS and additional assistance has been achieved through improved integration including services provided through the Housing Repair Operations team.
- 5.15.14 Some minor structure changes have been implemented which have included the establishment of a Validation Team, the provision of a Technical/Administration team and the centralising of resources to improve efficiency and reduce duplication.
- 5.15.15 Officers acknowledge that whilst the delivery of WHQS programme by the deadline will be an excellent achievement there is still the requirement to ensure the standard is maintained thereafter. In this regard members have already approved the Post 2020 Asset Management Strategy and preparations to deliver this strategy have already commenced. This includes external surveys to implement the delivery of the External Planned Maintenance Programme for 2020/21.
- 5.15.16 Consideration has also been given to providing continuity of work to the in-house workforce who will be responsible for undertaking the remodelling of the sheltered housing schemes during 2020-2025. However, it is evident that a review of resources will be required.

## **6. ASSUMPTIONS**

- 6.1 The main WHQS programme has been set out in communities which are then broken down into streets and account for the full Council housing stock.
- 6.2 In order to achieve the programme and ensure compliance with WHQS by the end of 2020, a number of assumptions have been made:-
- Resources currently employed will be maintained or replaced if necessary through recruitment.
  - No significant unforeseen work will be encountered which could delay the programme and increase costs.
  - Performance is maintained at current levels or improved.
  - No contractual disputes or challenges are encountered which could result in delays and/or increased costs.
  - No legislative challenges are made which could delay the awarding of contracts.

- Reasonable weather conditions have been assumed for the remainder of the programme as significant adverse weather could impact on external works in particular.
- Revenue and expenditure assumed within the latest Business Plan does not alter significantly.

## 7. LINKS TO RELEVANT COUNCIL POLICIES

### Corporate Plan 2018-2023

- 7.1 ***The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan Objective 2: Enabling Employment*** – Use investment in the housing stock to increase the Number of qualified workers and tackle worklessness by providing apprenticeship, training and work placements with our in - house workforce and building contractors.
- 7.2 ***The Caerphilly We Want (CCBC, 2018-2023): Well-being Objective 3: “Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people’s well - being.”***
- 7.3 ***Caerphilly Homes Service Plan (2018-2023): Priority 1A: All Council housing is Improved to meet the Welsh Housing Quality Standard by 2020.***
- 7.4 ***Caerphilly Home Service Plan (2018-2023): Priority 1B: Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020).***

### Welsh Government Policies

- 7.5 ***Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)***, which sets out the national context for improving homes and communities, including the energy efficiency of existing homes;
- 7.6 ***The Welsh Housing Quality Standard: Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard (Welsh Government , 2008)***
- 7.7 ***A Healthier Wales: Our Plan for Health and Social Care (Welsh Government, 2018).***

## 8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The underlying principles of the WHQS programme, which includes the provision of good quality affordable housing, energy efficient homes and carbon reduction, sustainable communities, health and wellbeing, targeted recruitment and training, clearly links to 5 of the 6 well-being goals in ***The Well Being of Future Generations (Wales) Act 2015***. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 8.2 **Long-term** - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).

- 8.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.
- 8.4 **Prevention** - The works undertaken through Housing Services helps to improve lives and communities, by securing local employment either in-house or through supplier, contractor and partnership arrangements.
- 8.5 Works undertaken by our services make significant visual improvements to housing stocks and their surroundings environments (improved the look and feel) helping to prevent anti-social behaviour and enviro-crime.
- 8.6 By raising standards and conditions with improved quality materials and appropriate service response, should aid and ease future maintenance schedules and requirements, better controlling costs, levels of deterioration/depreciation, improve safety and accessibility, while also reducing disruption to our tenants in the future, and aiding quality of life in both Private and Public Sectors, through intervention and support actions that are fit-for-purpose.
- 8.7 **Involvement** - Through established governance and performance frameworks, tenants and local residents are consulted on proposed property and environment improvements works along with various initiatives, and they are periodically informed of progress as part of for example, the WHQS delivery programme.
- 8.8 Numerous working groups are established and well embedded with periodic reporting and feedback opportunities exploited. Welsh Government, Environment Standards, Regulatory Controls and Checks, Tenant Engagement are all part of our daily business.
- 8.9 **Collaboration** - The programme delivery focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other interested parties/groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus for the success and delivery of this objective.
- 8.10 **Integration** - The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 8.11 Housing Services and our outlined priorities, contributes to a minimum of 5 out of the 6 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
  - A resilient Wales
  - A healthier Wales
  - A more equal Wales
  - A Wales of cohesive communities
  - A globally responsible Wales

## 9. EQUALITIES IMPLICATIONS

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

- 9.2 All WHQS improvements and wider environment programmes are delivering equitable standards of facilities where practical and reasonably appropriate and there are no equalities implications to this report that have not been considered or would adversely affect any individual or group who fall under one of the protected characteristics as defined by the Equality Act 2010.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 Finance arrangements are explained in 5.13 of this report and are incorporated into the 30 year business plan required by WG as part of the annual MRA application.
- 10.2 Up until recently there was a borrowing cap placed on all local housing authorities in Wales & England and any borrowing was strictly limited to that cap level. Caerphilly Homes' borrowing requirement (which includes historical, buy out and WHQS debt) was under its cap with a comfortable contingency. UK Government has since announced the removal of this borrowing cap which has been welcomed by Welsh Government. This is to assist local authorities to progress with new build as part of the UK Government's initiative to reduce homelessness. This will allow local housing authorities to borrow up to their requirement as opposed to borrowing to a capped limit, although it will still need to remain affordable.
- 10.3 The 2019/20 business plan submitted to WG (subject to approval) requires a further £34m borrowing to ensure the programme is completed. Together with the £23m borrowed in 2018/19 means that a total estimated borrowing requirement of £57m is necessary to complete the programme. This represents about 22% of the total cost of the programme being funded by borrowing. The remaining funding is from the MRA grant allocated from WG of £59m (23%), Grants of £3m (1%) and the majority of expenditure being funded from within the HRA £142m (55%)
- 10.4 The business plan remains affordable with the above level of borrowing which will sustain the level of work required to complete the programme within the timescale required, and the current post 2020 commitments.
- 10.5 The business plan includes a level of assumptions such as interest rates, rent increases, pay awards and inflation that are subject to variation. Any significant changes are reviewed and re-run into the business plan to ensure affordability remains.

## **11. PERSONNEL IMPLICATIONS**

- 11.1 Personnel resources are continually reviewed and where necessary additional resources are recruited to ensure the momentum of this major investment programme remains on track. Agency workers are also utilised to support the programme due to the temporary nature of some positions and also due to the lack of suitable candidates in the market place.
- 11.2 Furthermore, as this is the final stage of the programme, we need to review our resources to maintain the post 2020 strategy programme, with the aim of ensuring the in-house workforce remains sustainable and that there is effective integration across the housing service.

## **12. CONSULTATIONS**

- 12.1 All consultee responses have been incorporated within the report.

## **13. STATUTORY POWER**

- 13.1 Housing (Wales) Acts 2014. This is a Cabinet function.

Author: Paul Smythe, Housing Technical Manager  
(Tel: 01443 8664019/866754, Email: smythp@caerphilly.gov.uk )  
Lesley Allen, Principal Accountant (Housing)  
(Tel: 01443 864470, Email: allenl@caerphilly.gov.uk )

Consultees: Cllr Lisa Phipps - Cabinet Member for Homes & Places  
Dave Street - Corporate Director of Social Services & Housing  
Shaun Couzens - Chief Housing Officer.  
Stephen Harris - Head of Corporate Finance & S151 Officer  
Jane Roberts-Waite - Strategic Co-ordination Manager  
Fiona Wilkins - Housing Services Manager  
Deborah Gronow - Service Auditor  
Kath Webb - Relationship Manager  
Rhys Lewis - Systems and Performance Manager  
Colin Roden - WHQS Project Manager  
Alan Edmunds - WHQS Project Manager  
Steve Greedy - WHQS Project Manager  
Mark Jennings - Housing Strategy Officer  
Ian Raymond - Performance Management Officer

#### Appendices

Appendix 1 - Weekly Internal Compliance Achievements and Targets for each contract area  
Appendix 2 - Weekly External Compliance Achievements and Targets for each contract area  
Appendix 3 - WHQS Strategic Scorecard  
Appendix 4 - Projections for internal works  
Appendix 5 - Projections for external works  
Appendix 6 – WHQS Transforming Lives & Communities Scrapbook

APPENDIX 1 - WEEKLY INTERNAL COMPLIANCE ACHIEVEMENTS AND TARGETS FOR EACH CONTRACT AREA

WHQS INTERNAL WORKS COMPLIANT DATA 2018 / 19

To Week	52
	29/03/2019

IN YEAR							
		Planned	Revised	Contract	Voids	No Access	Total
Area	Contractor	2018/19 Planned	2018/19 Revised	Cumulative Contract Compliance	Cumulative Voids	Cumulative No Access	
All areas	In House	810	656	606	50	0	656
All areas	Sheltered	256	165	161	4	0	165
All areas	DPS	0	61	33	28	0	61
EV	Contractor 1	311	390	369	21	0	390
URV	Contractor 2	195	118	112	6	0	118
LRV	Contractor 3	0	0	0	0	0	0
To be allocated		0	0	0	0	0	0
		1572	1390	1281	109	0	1390

Compliant	Target
Average Weekly Compliant data (inc voids & No Access)	Target Weekly Compliant 85%
13.12	12.98
3.30	3.30
1.22	2.52
7.80	6.53
2.36	1.77
0.00	0.00
0.00	0.03
27.80	27.13

CUMULATIVE TO DATE						
Area	Contractor	Stock No	Previously Compliant 31.3.18	2018/19 Compliance	Compliant to 31.3.19	Remaining
All Areas	In House	5012	3747	656	4403	609
All Areas	Sheltered	805	326	165	491	314
EV	Contractor 1	2288	1618	390	2008	280
URV	Contractor 2	1018	877	118	995	23
LRV	Contractor 3	873	873	0	873	0
Non Trad		97	97	0	97	0
Post 2020		139	139	0	139	0
D.P.S.		482	43	61	104	378
To be allocated		3	1	0	1	2
TOTAL STOCK		10717	7721	1390	9111	1606
					85.01%	14.99%

Programme 2019/20	Total
609	5012
314	805
280	2288
23	1018
0	873
0	97
0	139
378	482
2	3
1606	10717
14.99%	

STOCK LEVEL	
Opening Stock 1.4.18	10803
Less hostel formula adjustment	-2
Less RTB's	-53
Added to stock	3
To be demolished/Out of Debit	-34
TOTAL STOCK	10717

Requires Action less than 10% of target  
 Caution Within tolerance  
 Target Achieved At or above target

WHQS EXTERNAL WORKS COMPLIANCE DATA 2018 / 19

To Week	52
	29/03/2019

IN YEAR					
Area	2018/19 Planned	2018/19 Revised	Compliance in year	Average Weekly Compliance	Target Weekly Compliant 80%
Eastern Valley	853	706	706.09	14.12	20.92
Upper Rhymney	739	840	840.31	16.81	18.61
Lower Rhymney	557	666	666.4	13.33	17.53
Sheltered	256	249	249.25	4.99	6.81
Private Sector	32	230	230.12	4.60	8.91
Leaseholders	0	106	105.52	2.11	4.82
Non Trad	0	3	2.5	0.05	0.17
To be allocated	0	7	0	0.00	0.12
	2437	2807.19	2800.19	56.00	77.89

With Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.18	2018/19 completions	Compliant up to 31.3.19
Eastern Valley	3143	1766	706.09	2472.09
Upper Rhymney	3216	1532	840.31	2372.31
Lower Rhymney	2370	893	666.4	1559.4
Sheltered	828	220	249.25	469.25
Private Sector	917	277.45	230.12	507.57
Leaseholders	410	64.55	105.52	170.07
Non Trad	97	87	2.5	89.5
Post 2020	139	139	0	139
To be allocated	7	0	0	0
TOTAL STOCK	11127	4979	2800.19	7779.19
		45%	25%	69.91%

Remaining Programme 2019/20	Total
670.91	3143
843.69	3216
810.6	2370
358.75	828
409.43	917
239.93	410
7.5	97
0	139
7	7
3347.81	11127
30%	

Without Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.18	2018/19 completions	Compliant up to 31.3.19
Eastern Valley	3143	1766	706.09	2472.09
Upper Rhymney	3216	1532	840.31	2372.31
Lower Rhymney	2370	893	666.4	1559.40
Sheltered	828	220	249.25	469.25
Private Sector	917	277.45	230.12	507.57
Non Trad	97	87	2.5	89.5
Post 2020	139	139	0	139
To be allocated	7	0	0	0
TOTAL STOCK	10717	4914	2694.67	7609.12
		45.86%	25%	71.00%

Remaining Programme 19/20	Total
670.91	3143
843.69	3216
810.6	2370
358.75	828
409.43	917
7.5	97
0	139
7	7
3107.88	10717
29%	

STOCK LEVEL	
Opening Stock 1.4.18	10803
Less hostel formula adjustment	-2
Less RTB's	-53
To be demolished/Out of Debit	-34
Added to stock	3
TOTAL STOCK	10717
Leaseholders	410
TOTAL STOCK INC LEASEHOLDERS	11127

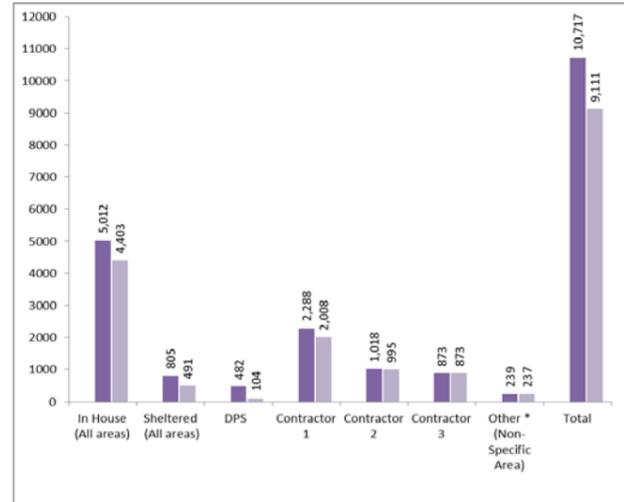
Requires Action	Less than 10% of target
Caution	Within Tolerance
Target Achived	At or above target

**WHQS - STRATEGIC SCORECARD - LEVELS OF COMPLIANCE**  
(Standards Met - by Number of Properties)

Reporting Period	29/03/2019
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**\*INTERNAL Works Programme** (Stock v Compliance)

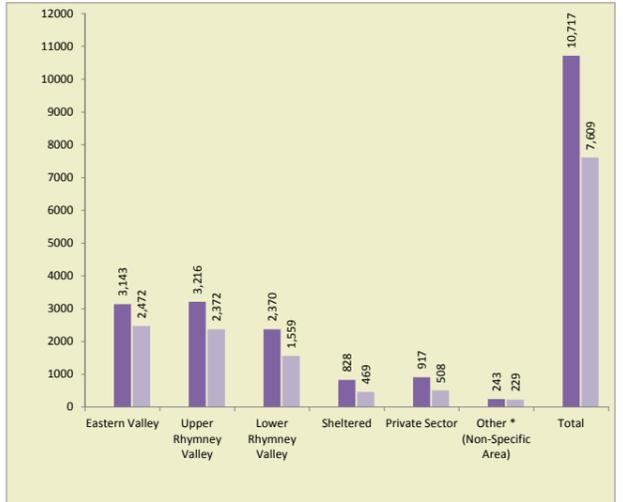
Internal Target 31/3/19	85.00%
Internal Components (% of stock)	85.01%



Reporting Period	29/03/2019
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**~EXTERNAL Works Programme** (Stock v Compliance)

External Target 31/3/19	80.00%
External Components (% of stock)	71.00%

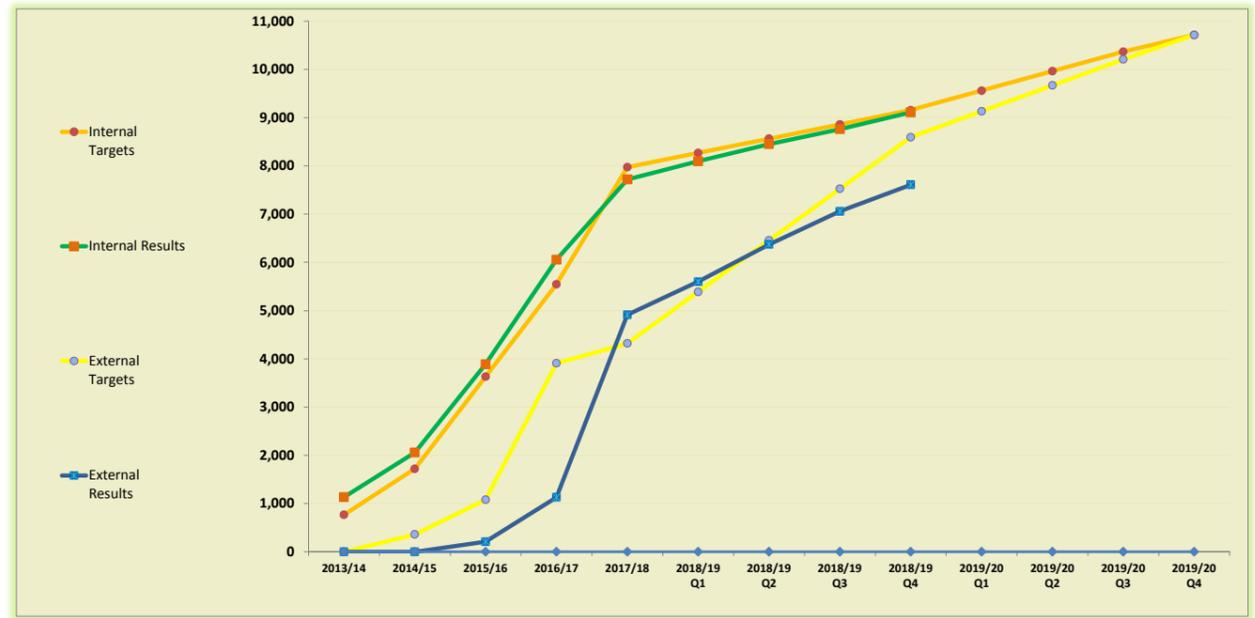


Tenants Satisfaction - Internal Works	In - House	Contractors
Return Rate	40%	38%
Satisfied	91%	82%
Neither Satisfied nor Dissatisfied	4%	7%
Dissatisfied	5%	11%

Tenants Satisfaction - External Works	Contractors
Return Rate	31%
Satisfied	71%
Neither Satisfied nor Dissatisfied	9%
Dissatisfied	20%

Tenants satisfaction is reported from the start of the contract to the current date

**INTERNAL & EXTERNAL - Programme Profile** (Targets & Results Achieved)



Projected Compliance Date for Internal works - 22/05/2020

Projected Compliance Date for External works - 22/05/2020

Financial Programme	12/13	13/14	14/15	15/16	16/17	17/18	18/19 Projected	19/20 Projected	2020 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	152,165	200,165	261,000	
Balance	43	14,613	28,939	29,977	27,819	13,935	(4,845)	(41,000)	

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

TARGET PERFORMANCE				TARGET PERFORMANCE			
INTERNALS	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED	EXTERNALS	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED
In House	12.98	13.12	👍	Eastern Valley	20.92	14.12	👎
Sheltered	3.30	3.30	👍	Upper Rhymney	18.61	16.81	👎
DPS	2.52	1.22	👎	Lower Rhymney	17.53	13.33	👎
Contractor 1	6.53	7.80	👍	Sheltered	6.81	4.99	👎
Contractor 2	1.77	2.36	👍	Private Sector	8.91	4.60	👎
Contractor 3	0.00	0.00	👍	Leaseholders	4.82	2.11	👎
To be allocated	0.03	0.00	👎	Non Trad	0.17	0.05	👎
<b>OVERALL</b>	<b>27.13</b>	<b>27.80</b>	👎	To be allocated	0.12	0.00	👎
👍	Target achieved or within 10% tolerance			<b>OVERALL</b>	<b>77.89</b>	<b>56.01</b>	👎
👎	Target not achieved						

**COMMENTS/ACTION POINTS**

~Loss of Contractor 2 & 3 terminating the contract early  
 ~Newly implemented DPS system utilising local contractors to pick up the work intended for Contractor 2 & 3 and external works  
 ~Separate teams are set up within HRO to pick up isolated properties with access issues, enabling the WHQS team to focus on delivering the programme without affecting performance  
 ~An additional in-house team has been established to increase performance on the sheltered contracts  
 ~Work programmed for Contractor 1 will reduce significantly in 2019/20 therefore options being considered to allocate additional work to assist with performance  
 ~Surveys for both internal and external works are almost completed and data gathered to date has not identified any major problems so no detrimental impact on performance is expected

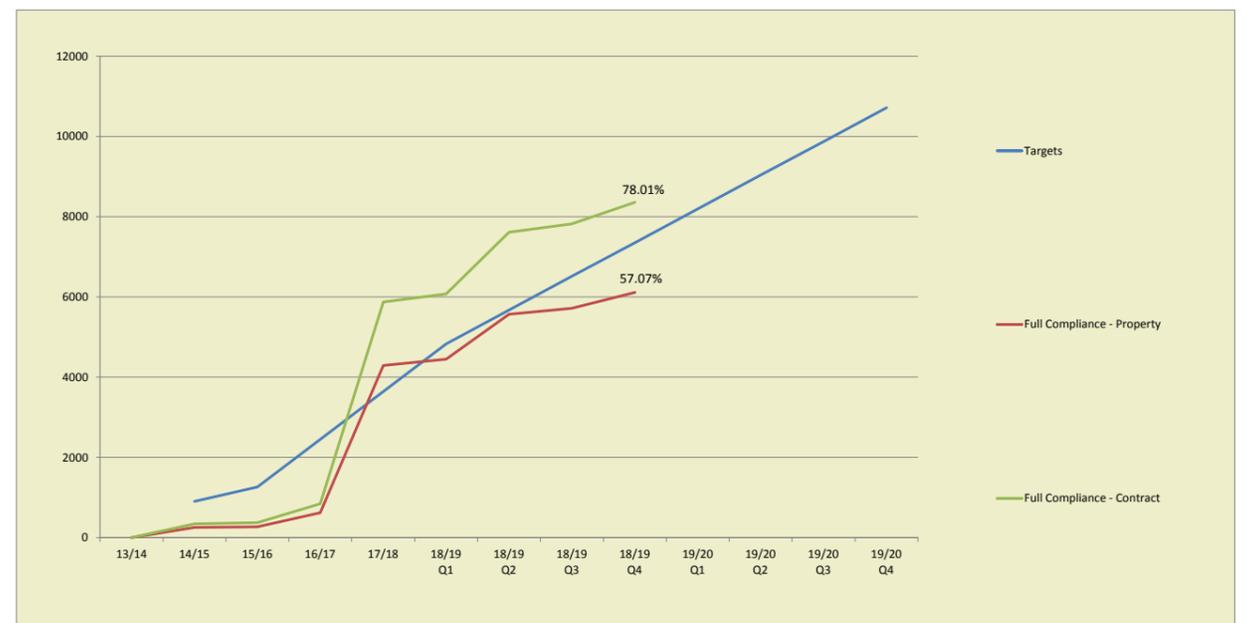
The charts above, have been based on properties surveyed, improvement works undertaken, post-works inspections and portfolio updates, focusing on the following WHQS components:

**Internal Works** : 4 main elements - Kitchens, Bathrooms, Heating & Electrics.

**External Works** : 10 main elements - Boundary walls, Doors, Drainage works, Fences/Railings/Gates, Curtilage works, Paths/Drives, Roofs, Stores/Sheds/Outbuildings, Windows & property skin

Other specialist works/improvements are also undertaken in conjunction with the WHQS Programme, such as Adaptations to meet the specific needs of the tenants

**WHQS - Properties fully compliant (total stock)**



APPENDIX 4 - PROJECTIONS FOR INTERNAL WORKS

**Internal Forecast Data**

No : of properties completed to date		9111.00	+		
No : of Properties we can complete by end March 2019	0 weeks	0.00		27.80 properties a week x	0 = 0
		9111.00	+		
No : of Properties we can complete by end March 2020	50 weeks	1390.00	+	27.80 properties a week x	50 = 1390
<b>Anticipated Total Properties completed at end of March 2020</b>		10501.00			
Total No: of Caerphilly Homes Properties		10717.00	-		
Total No: of Properties completed at end of March 2020		10501.00			
<b>Total No: of Properties not completed at end of March 2020</b>		216.00			Total left to do after March 2020
Properties not completed		216.00	÷		
Average No: of Properties completed a week		27.80			
<b>All Properties completed in additional</b>		7.77			

**Compliance date**

**22nd May**

8 weeks after end of March

APPENDIX 5 - PROJECTIONS FOR EXTERNAL WORKS

**External Forecast Data ( without leaseholders )**

No : of properties completed to date		7609.12
No : of Properties we can complete by end March 2019	0 weeks	0.00
		7609.12
No : of Properties we can complete by end March 2020	50 weeks	0.00
<b>Anticipated Total Properties completed at end of March 2020</b>		7609.12
Total No: of Caerphilly Homes Properties		10717
Total No: of Properties completed at end of March 2020		7609.12
<b>Total No: of Properties not completed at end of March 2020</b>		3107.88
Properties not completed		3107.88
Average No: of Properties completed a week		53.89
<b>All Properties completed in additional</b>		57.67
<b>Compliance date</b>		<b>22 May 2020</b>

**External Forecast Data ( with leaseholders )**

No : of properties completed to date		7779.19
No : of Properties we can complete by end March 2019	0 weeks	0.00
		7779.19
No : of Properties we can complete by end March 2020	50 weeks	0.00
<b>Anticipated Total Properties completed at end of March 2020</b>		7779.19
Total No: of Caerphilly Homes Properties		11127
Total No: of Properties completed at end of March 2020		7779.19
<b>Total No: of Properties not completed at end of March 2020</b>		3347.81
Properties not completed		3347.81
Average No: of Properties completed a week		56.00
<b>All Properties completed in additional</b>		59.78
<b>Compliance date</b>		<b>05 June 2020</b>

Cyngor Bwrdeistref Sirol Caerffili  
Caerphilly County Borough Council's



**Rhaglen Safon Ansawdd  
Tai Cymru (SATC)**

Trawsnewid cartrefi, bywydau a chymunedau

**Welsh Housing Quality Standard  
(WHQS) programme**

Transforming homes, lives and communities

Cartrefi Caerffili  
Caerphilly Homes



Pan ddechreuodd Cartrefi Caerffili ar ei raglen Safon Ansawdd Tai Cymru (SATC) werth £220 miliwn, fe ymrwymodd i sicrhau y byddai'r buddsoddiad yn cael ei ddefnyddio i drawsnewid nid yn unig cartrefi, ond hefyd bywydau a chymunedau.



**When Caerphilly Homes embarked upon its £220 million Welsh Housing Quality Standard (WHQS) programme it made a commitment to ensuring that the investment was used to transform not just homes, but also lives and communities.**

# Gwelliannau mewnol Ceginau

# Internal improvements Kitchens

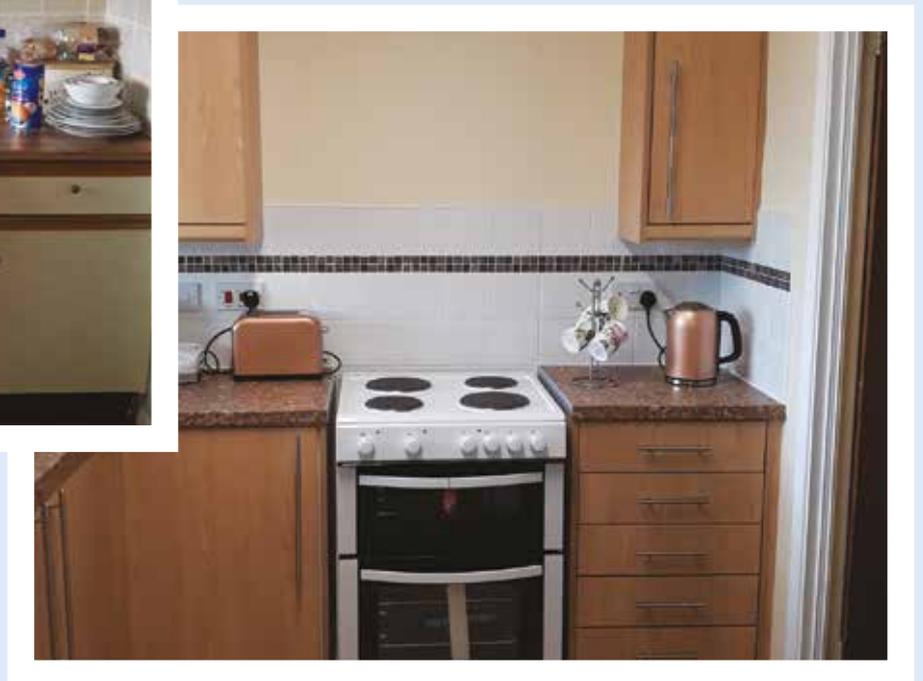
Cyn • Before



Ar ôl • After



Cyn • Before



Ar ôl • After



# Ystafelloedd Ymolchi

# Bathrooms



## Teilwra gwelliannau i ddiwallu anghenion y tenantiaid

Yn ogystal â gwella golwg y cartrefi, mae Cartrefi Caerffili wedi cydweithio â thenantiaid i sicrhau y caiff unrhyw welliannau eu teilwra i ddiwallu eu hanghenion penodol.



## Tailoring improvements to meet the needs of tenants

As well as improving the appearance of homes, Caerphilly Homes has worked with tenants to ensure any improvements are tailored to meet their specific needs.

### Astudiaeth achos - Mr Daddow

Un tenant y mae ei gartref wedi cael ei wella i ddiwallu ei anghenion yw Mr Royston Daddow. Cafodd cartref Mr Daddow gegin osod ac ystafell ymolchi newydd sbon fel rhan o raglen gwaith mewnol SATC.

Cyn i'r gwaith ddechrau ar ei gartref, cafodd Mr Daddow ei asesu gan Therapydd Galwedigaethol o dîm SATC y cyngor, a argymhellodd osod cawod cerdded-i-mewn i helpu â rhai o'r problemau symudedd yr oedd yn eu cael.

Dywedodd Mr Daddow, "Does gen i ddim baddon rhagor oherwydd roeddwn i'n cael trafferth mynd i mewn iddo a dod allan ohono. Mae gen i gawod cerdded-i-mewn yn awr, sydd wedi'i addasu i fy anghenion, ac mae'n berffaith imi. Dwi wrth fy modd â'r ystafell ymolchi."

Ychwanegodd, "Roedd y tîm a wnaeth y gwaith yma yn wych; roedden nhw bob amser yn sicrhau eu bod yn ystyried f'anghenion wrth weithio. Roedden nhw i gyd mor lân a thaclus - roedd pob un yn glanhau ar ei ôl. Rhoesan nhw orchudd dros y llawr i gyd felly doedd dim annibendod o gwbl. Nawr bod yr holl waith wedi'i gwblhau, dwi'n teimlo fel pe bawn i'n aros mewn gwesty pedair seren. Mae'n ffantastig!"

### Case study - Mr Daddow

One tenant whose home has been improved to meet his needs is Mr Royston Daddow. Mr Daddow's home benefited from a brand new fitted kitchen and bathroom as part of the WHQS programme of internal works.

Before any works began on his property, Mr Daddow was assessed by an Occupational Therapist from the council's WHQS team who recommended a walk in shower be fitted to help with some mobility issues he had been experiencing.

Mr Daddow said "I no longer have a bath as I was having difficulty getting in and out. I now have a walk in shower which has been adapted for my needs, which is perfect for me. I am really pleased with the bathroom."

He added "The team who carried out the work here were marvellous; they always made sure they worked around my needs. They were all so clean and tidy, there wasn't a worker who didn't clean up after themselves. They covered all my flooring for me so there was no mess. Now that all the work has been completed I feel like I've booked myself into a 4\* hotel, it's fantastic!"

## Astudiaeth achos - Mr a Mrs Rosser

Cafodd Mr David a Mrs Susan Rosser hefyd addasiadau i'w cartref fel rhan o'r rhaglen SATC. Cafodd y cwpl yr allwedd i'w byngalo sy'n eiddo i'r cyngor ym mis Mai 2017, ar ôl gorfod symud i dŷ llai o faint.

Yn fuan ar ôl symud i'w cartref newydd, daeth Therapydd Galwedigaethol a Syrfëwr o dîm SATC y cyngor i ymweld â nhw. Gweithiodd y tîm gyda Mr a Mrs Rosser i ddylunio cegin newydd gan ystyried eu hanghenion, a hefyd argymhellodd osod cawod hygyrch yn lle'r baddon, i ddiwallu anghenion iechyd Mrs Rosser yn well. Hefyd gosodwyd llwybr a chanllaw yn yr ardd gefn i'w gwneud yn haws ac yn fwy diogel i'r pâr gyrraedd y lein ddillad.

Dywedodd Mr Rosser, "Gwnaeth y dewisiadau lliw a gynigiwyd inni ar gyfer y gegin a'r ystafell ymolchi argraff fawr arnom ni, ac rydym ni wrth ein bodd gyda'r gwaith gorffenedig. Gwnaeth pawb ag ymwelodd â ni fel rhan o'r gwaith ei orau glas i'n helpu ni; o'r Therapydd Galwedigaethol, y Syrfëwr a'r Fforman i'r gweithwyr a gyflawnodd y gwaith – roedd pob un yn wych. Yn ddiweddar rydym ni wedi gorffen addurno gweddill y byngalo, ac yn ymgartrefu'n dda yn ein cartref newydd.

## Case study - Mr & Mrs Rosser

Mr David and Mrs Susan Rosser also benefitted from adaptations to their home as part of the WHQS programme. The couple received the keys for their council owned bungalow in May 2017, after needing to downsize from their house.

Soon after moving into their new home they were visited by an Occupational Therapist and Surveyor from the council's WHQS team. The team worked with Mr and Mrs Rosser to design a new kitchen around their requirements and also recommended the bath be replaced with a walk-in shower, to better meet the health needs of Mrs Rosser. A path and handrail were also installed in the back garden to make it easier and safer for the couple to reach the washing line.

Mr Rosser said "We were really impressed by the colour options we were offered for the kitchen and bathroom, and we're so happy with the finished work. Everybody who visited as part of the works bent over backwards to help us; from the Occupational Therapist, Surveyor and Foreman to the workforce who carried out the work – they were all excellent. We recently finished decorating the rest of the bungalow and are really settling into our new home."



**Addasiadau eraill a osodwyd  
mewn cartrefi tenantiaid fel  
rhan o'r rhaglen SATC**

**Other adaptations fitted in  
tenants' homes as part of the  
WHQS programme**

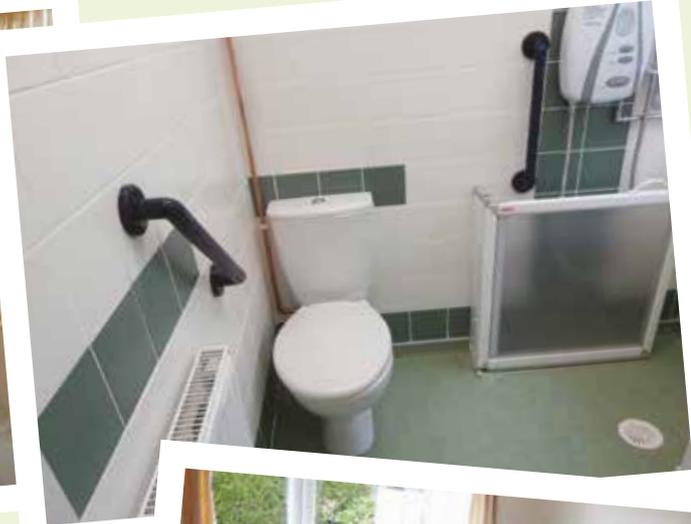


## Astudiaeth achos - 'Visibly Better'

Gweithiodd tîm Cartrefi Caerffili gyda thenant y cartref, sydd â nam ar ei golwg, i ddylunio gwelliannau i ddiwallu ei hanghenion penodol hi ac sy'n unol â Safon 'Visibly Better' Sefydliad Cenedlaethol Brenhinol Pobl Ddall (RNIB).

Mae'r defnydd o deils a chownteri mat, switshis cyferbyniol, goleuadau tryledol a gwell, ynghyd â'r defnydd cyffredinol o gyferbyniad i ddynodi manau pwysig, wedi helpu diogelwch ac annibyniaeth y tenant yn ei chartref. Cafodd cawod cerdded-i-mewn ei gosod yn lle'r baddon, er mwyn hwyluso mynediad i'r tenant.

Cyn • Before



Ar ôl • After



Cyn • Before



Ar ôl • After

## Case study - 'Visibly Better'

The Caerphilly Homes team worked with the visually impaired tenant of this property to design improvements to meet her specific needs and in line with Royal National Institute for the Blind's (RNIB) Visibly Better standard.

The use of matt tiles and worktops, contrast switches, improved and diffused lighting, along with the general use of contrast to identify critical areas helped increase the tenant's safety and independence in her home. The bath was also replaced with a walk in shower to provide easier access for the tenant.

# Gwelliannau allanol

# External improvements

Cyn • Before



Ar ôl • After

Cyn • Before



Ar ôl • After

# Gwelliannau Effeithlonrwydd Ynni

# Energy efficiency improvements

Cyn • Before



Ar ôl • After

Cyn • Before



Ar ôl • After

## Lle Rowan, Rhymni

Buddsoddwyd rhyw £5 miliwn yn Lle Rowan, fel rhan o raglen adfywio wedi'i thargedu o dan arweiniad Cartrefi Caerffili. Roedd y rhaglen yn cynnwys adnewyddiadau helaeth i'r cartrefi a'r amgylchedd cyfagos, ynghyd â dull amlasiantaethol o fynd i'r afael â rhai o'r problemau economaidd gymdeithasol a geir yn yr ardal.

## Rowan Place, Rhymney

Around £5 million was invested into Rowan Place, as part of a targeted regeneration programme led by Caerphilly Homes. The programme included extensive refurbishments to homes and the surrounding environment, combined with a multi-agency approach to tackling some of the wider socio economic issues experienced in the area.

### Cyn • Before



# Ar ôl • After



## Budd i'r gymuned

Mae'r buddsoddiad a wnaethpwyd yn SATC hefyd wedi sicrhau buddion llawer ehangach i gymunedau lleol ym mwrdeistref sirol Caerffili.

## Community benefits

The investment made into WHQS has also delivered much wider benefits for local communities in the Caerphilly county borough.



## Astudiaeth achos - Cyflwyniad i adeiladu

Enillodd un ar ddeg o bobl leol brofiad a sgiliau trwy sesiynau adeiladu ymarferol a damcaniaethol yn ystod cynllun pythefnos 'Cyflwyniad i Adeiladu' gyda Keepmoat, un o'r contractwyr sy'n helpu i gyflawni rhaglen SATC y cyngor.

Datblygwyd 'Cyflwyniad i adeiladu' trwy weithio partneriaethol rhwng tîm Cartrefi Caerffili Cyngor Bwrdeistref Sirol Caerffili, Cymunedau yn Gyntaf, y timau sy'n gyfrifol am gyflawni rhaglenni Esgyn a Chymunedau am Waith a Keepmoat, arbenigwr ar adfywio cymunedol.

Dywedodd Neil Norman o Grymlyn, un o'r rhai a gymerodd ran yn y rhaglen, "Doeddwn i ddim yn gwybod dim am Keepmoat cyn dechrau, a doeddwn i ddim wir yn gwybod beth i'w ddisgwyl. Dwi'n teimlo fy mod i wedi dysgu llawer iawn dros y pythefnos diwethaf ac wedi mwynhau dod i nabod y bobl eraill ar y cwrs yn ogystal â staff Keepmoat."

## Case study - Induction to construction

Eleven local people gained experience and skills through practical and theory based construction sessions during a two week 'Induction to Construction' initiative with Keepmoat, one of the contractors helping to deliver the council's WHQS programme.

'Induction to Construction' was developed through partnership working between Caerphilly County Borough Council's Caerphilly Homes team, Communities First, the teams responsible for delivering the Lift and Communities For Work programmes and community regeneration specialist Keepmoat.

Neil Norman from Crumlin, one of the participants who took part in the programme, said "I knew nothing about Keepmoat before starting and didn't really know what to expect. I feel that I've learned lots over the past two weeks and really enjoyed getting to know the others on the course, as well as the staff at Keepmoat."

## **Astudiaeth achos** **- Person ifanc yn darganfod** **manteision gwirfoddoli**

Mae Daniel Holley yn berson ifanc sydd wedi darganfod manteision gwirfoddoli, gan fod hyn wedi'i helpu i gael swydd amser llawn. Roedd Daniel o Goed Duon yn treulio deuddydd yr wythnos yn gwirfoddoli gyda Chartrefi Caerffili, lle gweithiai ochr yn ochr â'r Swyddog Cyfathrebu ac Ymgysylltu â Thenantiaid. Treuliodd Daniel ryw flwyddyn yn gwneud hyn, ochr yn ochr ag astudio yn y coleg.

Helpodd y wybodaeth a'r profiad a gafodd Daniel trwy'r rôl hon iddo gael swydd amser llawn gyda chwmni Robert Price Builders' Merchants, unig bartner cyflenwi'r Cyngor ar gyfer ei raglen wella SATC werth £220 miliwn.

Dywedodd Daniel, "Fe wnes i wir fwynhau'r amser a dreuliais i'n gwirfoddoli gyda'r cyngor. Enillais i lawer o sgiliau a phrofiad, yn ogystal â dysgu llawer iawn am y rhaglen SATC. Roedd hyn o gymorth, yn fy marn i, pan wnes i gais i weithio gyda Robert Price."

## **Case study** **- Young person discovers** **benefits of volunteering**

Daniel Holley is one young person who's discovered the benefits of volunteering as it helped him secure a full time job. Daniel, from Blackwood, spent two days a week volunteering with Caerphilly Homes where he worked alongside the Communications and Tenant Engagement Officer. Daniel spent around a year doing this, alongside studying at college.

The knowledge and experience Daniel gained through this role helped him secure a full time position with Robert Price Builders' Merchants; the council's single source supply partner for its £220 million WHQS improvement programme.

Daniel said "I really enjoyed the time I spent volunteering with the council. I gained lots of new skills and experience as well as learning lots about the WHQS programme which I believe helped me when I applied to work with Robert Price."



## Astudiaeth achos - rhodd yn helpu i agor drysau i drigolion Caerffili

## Case study - Donation to help open doors for Caerphilly residents



Bydd rhodd i ddarparwr hyfforddiant yng Nghaerffili yn helpu i wella sgiliau pobl leol ac i agor drysau i gyflogaeth. Mae cwmni Robert Price Builders' Merchants wedi rhoi mwy na 60 o ddrysau i fenter 'Train and Grow' i'w chynorthwyo i gyflawni rhaglenni hyfforddiant cymunedol.

Ar hyn o bryd, mae menter 'Train and Grow' yn cynorthwyo timau cyflogaeth Cyngor Bwrdeistref Sirol Caerffili i gyflawni nifer o brosiectau, gan gynnwys rhaglenni Esgyn a Chymunedau am Waith. Bydd y drysau a roddwyd yn cynnig cyfleoedd i'r bobl sy'n cymryd rhan ennill sgiliau newydd a phrofiad ymarferol o osod drysau a chloeon ac ati.

Dywedodd Tessa Pike, un o gyfarwyddwyr Robert Price, "Fel rhan o'n cefnogaeth barhaus i'r gymuned, gwelsom y gallem, trwy roi nifer fawr o ddrysau dros ben i raglenni Esgyn a Chymunedau am Waith, helpu prentisiaid gwaith saer i ymarfer eu sgiliau yn y gweithdy. Rydym ni wrth ein bodd bod defnydd mor dda wedi cael ei wneud o'r deunyddiau hyn."

A donation to a Caerphilly-based training provider will help upskill local people and open doors to employment. Robert Price Builders' Merchants donated over 60 doors to Train and Grow to help them deliver community training programmes.

Train and Grow currently supports Caerphilly County Borough Council's employment teams in the delivery of a number of projects, including Lift and Communities for Work programmes. The donation of the doors will offer opportunities for participants to gain new skills and hands on experience of hanging doors, fitting locks etc.

Tessa Pike, Director at Robert Price, said "As part of our ongoing support to the community, we identified that by donating a large quantity of surplus doors to the Lift and Communities for Work programmes we could help apprentice carpenters to practice their skills in the workshop. We are delighted that these materials have been put to such good use."

## **Astudiaeth achos - trawsnewid gardd canolfan ddydd**

Mae gofod awyr agored canolfan ddydd sy'n eiddo i'r cyngor ym mwrdeistref sirol Caerffili wedi cael ei drawsnewid, diolch i gymorth gan nifer o sefydliadau.

Mae defnyddwyr gwasanaethau a staff Canolfan Ddydd Brondeg yng Nghoed Duon wedi bod yn gweithio gyda tîm Cymunedau yn Gyntaf Cyngor Bwrdeistref Sirol Caerffili i wella'r tiroedd ac i greu lle sy'n haws i'w ddefnyddio i'r bobl sy'n ymweld â'r ganolfan. Erbyn hyn mae gan yr ardd ar ei newydd wedd hafdy, llwybr natur a manau plannu newydd.

Mae nifer o adrannau'r cyngor a busnesau preifat hefyd wedi rhoi cymorth i'r prosiect, o roi deunyddiau i ddarparu gwirfoddolwyr i helpu i gyflawni gwelliannau ffisegol. Roedd y rhain yn cynnwys: Groundwork, Tîm Gwasanaethau Oedolion yr adran Gwasanaethau Cymdeithasol, CMGG, Windy Ridge a Bar Foods.

Rhoddodd tîm Safon Ansawdd Tai Cymru (SATC) y cyngor gefnogaeth i'r prosiect hefyd, ynghyd â Keepmoat, un o'r contractwyr sy'n helpu i gyflawni'r rhaglen SATC, ac unig bartner cyflenwi'r cyngor, Robert Price Builders' Merchants.

## **Case study - Garden transformed at day centre**

A council owned adult day centre in the Caerphilly county borough has seen its outdoor space transformed thanks to the support of a number of organisations.

Service users and staff at Brondeg Day Centre, in Blackwood, have been working with the Communities First team at Caerphilly County Borough Council to improve the grounds and create a more user-friendly space for visitors to the facility. The newly improved garden now features a summer house, 'nature walk' and new planting areas.

A number of council departments and private businesses have also given their support to the project; from donating materials to providing volunteers to help carry out physical improvements. Those involved include Groundwork, Social Services' Adult Services team, GAVO, Windy Ridge, and Bar Foods.

The council's Welsh Housing Quality Standard (WHQS) team also supported the project along with Keepmoat, one of the contractors helping to deliver the WHQS programme, and the council's single source supply partner Robert Price Builders' Merchants.



## Gwelliannau amgylcheddol

Mae Cartrefi Caerffili wedi cynnal nifer o ddigwyddiadau i ymgysylltu â chymunedau lleol a chael gwybod beth yw eu blaenoriaethau ar gyfer gwelliannau amgylcheddol.



## Environmental improvements

Caerphilly Homes has held a number of events to engage with local communities and find out their priorities for environmental improvements.



# Prosiectau gwella amgylcheddol a gwblhawyd

# Completed environmental improvement projects

Cyn • Before



Ar ôl • After

Cyn • Before



Ar ôl • After



## Cynlluniau Tai Lloches

O dan raglen ar wahân o waith SATC ar gyfer cynlluniau tai lloches Cartrefi Caerffili, gwnaethpwyd gwelliannau mewnol ac allanol ar yr un pryd, ynghyd â gwelliannau i'r manau cymunedol.

## Sheltered Housing

A separate programme of WHQS works for Caerphilly Homes' sheltered housing schemes has seen internal and external improvements delivered at the same time, along with improvements to communal areas.

Cyn • Before



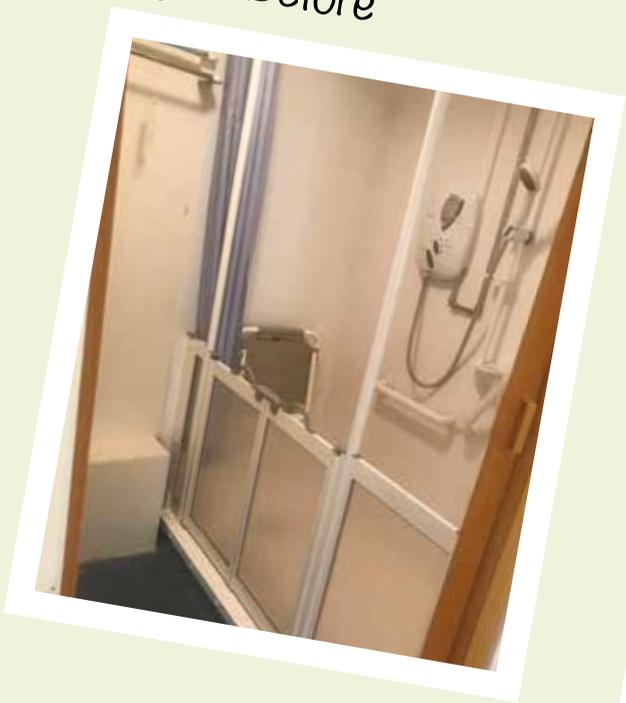
Ar ôl • After



Cyn • Before



Cyn • Before



Ar ôl • After

Ar ôl • After

## Astudiaeth achos - Tŷ Bedwellte

Cafodd cynllun tai lloches Tŷ Bedwellte yng Nghefn Fforest, Coed Duon, welliannau mewnol ac allanol helaeth fel rhan o'r rhaglen SATC.

Roedd y gwelliannau yn Nhŷ Bedwellte yn cynnwys cegin ac ystafell ymolchi newydd yng nghartref pob tenant, ynghyd ag ailweirio trydanol. Hefyd gosodwyd system wresogi gymunedol newydd, ynghyd ag Unedau Rhyngwyneb Gwresogi unigol ym mhob fflat, gan ganiatáu i'r tenantiaid reoli'r gwres eu hunain, rhywbeth nad oedd yn bosibl gyda'r hen system.

Mae'r adeilad hefyd wedi cael lifft a drysau awtomatig newydd, a gwelliannau i'r manau cymunedol yn unol â safon 'Visibly Better' Sefydliad Cenedlaethol Brenhinol Pobl Ddall (RNIB) Cymru. Ymgorfforwyd safonau RNIB Cymru hefyd yn y cartrefi i denantiaid sydd â nam ar eu golwg.

### Cyn • Before



## Case study - Ty Bedwellty

Ty Bedwellty sheltered housing scheme in Cefn Fforest, Blackwood received extensive internal and external improvements as part of the WHQS programme.

Improvements at Ty Bedwellty included new kitchens and bathrooms in each tenant's home, along with electrical rewiring. The communal heating system was also replaced and individual Heating Interface Units installed in each flat, allowing tenants to control their own heating which was not possible with the previous system.

The scheme has also benefitted from the installation of a lift, new automatic doors and improvements to communal areas in keeping with Royal National Institute for the Blind (RNIB) Cymru's Visibly Better standard. The RNIB Cymru standards were also incorporated into homes for those tenants experiencing a visual impairment.

### Ar ôl • After



**Y gegin gymunedol wedi'i gwella yn unol a safonau RNIB**

**Communal kitchen has been improved to RNIB standards**

Cyn • Before



Ar ôl • After



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