



## CAERPHILLY HOMES TASK GROUP – 11TH DECEMBER 2014

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

**REPORT BY: INTERIM CHIEF EXECUTIVE**

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

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

### **2. SUMMARY**

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

### **3. LINKS TO STRATEGY**

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

### **4. THE REPORT**

#### **4.1 Performance Monitoring and Management Arrangements**

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

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

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

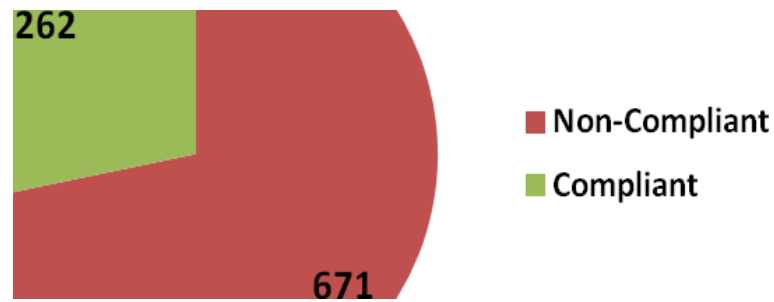
- 4.9 Table 2: Shows the contracts planned for 2014-15, but which have been deferred to the 2015-16 programme:-

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

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

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

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



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

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

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

#### **4.14 Tenant Satisfaction with the Internal Works Programme 2014-15**

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

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

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

### **5. EQUALITIES IMPLICATIONS**

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

### **6. FINANCIAL IMPLICATIONS**

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

### **7. PERSONNEL IMPLICATIONS**

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

### **8. CONSULTATIONS**

8.1 No comments have been received.

### **9. RECOMMENDATIONS**

9.1 The report is for information.

### **10. REASONS FOR THE RECOMMENDATION**

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

### **11. STATUTORY POWER**

11.1 Housing Acts 1985, 1996 and 2004.

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Appendices:

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