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Date: 22nd June 2016

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 30th June, 2016** at **5.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

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

Chris Burns
INTERIM CHIEF EXECUTIVE

AGENDA

	Pages
1 To receive apologies for absence.	
2 Declarations of Interest.	

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

To approve and sign the following minutes: -

- | | |
|--|--|
| 3 Caerphilly Homes Task Group held on 19th May 2016. | |
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To receive and note the following information items: -

4	WHQS Environmental Programme.	5 - 12
5	Procurement Update Report.	13 - 44
6	Housing Repair Operations Annual Performance Update.	45 - 52
7	Summary of Community Benefits Delivered During 2015/16 as a Result of the WHQS Programme.	53 - 58
8	Communications Action Plan Update.	59 - 76

**If a member of the Caerphilly Homes Task Group wishes for the above information report(s) to be brought forward for discussion at the meeting, please contact Charlotte Evans on 01443 864210, by 10a.m. on Wednesday 29th June 2016.*

9 To receive any requests for an item to be included on the next available agenda.

Circulation:

Task Group Members: L. Ackerman, Mrs Y. Bryant, Mr C. Davies (Chair), Miss E. Forehead (Vice Chair), Ms J. Gale, K. James, Mrs B. A. Jones, Ms S. Jones, Miss A. Lewis, C.P. Mann, Mrs D. Moore, Mr J. Moore, D.V. Poole and Mr J. Smith,

And Appropriate Officers



CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
(SIRHOWY ROOM) ON THURSDAY, 19TH MAY 2016 AT 5.00 P.M.

PRESENT:

C. Davies - Chair

Task Group Members:

Mrs Y. Bryant, Mrs S. Jones, Mrs B. Jones, Miss A. Lewis, Mrs D. Moore, J. Moore, D.V. Poole and Mr J. Smith.

M. Betts (Community Participation Officer), P. Davy (Head of Programmes), J. Roberts-Waite (Strategic Co-ordination Manager), K. Webb (Relationship Manager) and C. Evans (Committee Services Officer)

1. APOLOGIES

Apologies for absence were received from L. Ackerman, E. Forehead, J. Gale and K. James.

2. DECLARATIONS OF INTEREST

Mrs Y. Bryant, C. Davies, Mrs S. Jones, Mrs B. Jones, Miss A. Lewis, Mrs D. Moore, J. Moore and Mr J. Smith as Council Tenants declared a personal but not prejudicial interest in all agenda items.

3. MINUTES – 18TH FEBRUARY 2016

RESOLVED that the minutes of the meeting held on the 18th February 2016 be approved as a correct record and signed by the Chair.

4. TENANT PARTICIPATION STRATEGY 2016 - 2019

The report was considered by the Caerphilly Homes Task Group (CHTG) on 19th May 2016 which outlined the draft Tenant Participation Strategy (2016 – 19) and sought their views prior to its presentation to Cabinet for approval.

Members were advised that the 2016-19 Strategy defines the purpose (the reason for Tenant Participation) and responds to the challenges and opportunities of the world within which Caerphilly Homes operates. The Strategy has been developed in consultation with tenants and staff (through a number of workshop and feedback sessions).

Members noted the purpose of the Strategy, its 4 Key Objectives, along with information on how it was developed. The Strategy also referred to the development of an Action Plan to support the delivery of the strategic objectives over the next 3 years.

Following full consideration of the Tenant Participation Strategy 2016 - 2019, CHTG fully supported the document and requested that Cabinet be informed of their endorsement. By a show of hands this was unanimously agreed.

RESOLVED that Cabinet be advised of the endorsement of The Caerphilly Homes Task Group for the Tenant Participation Strategy 2016-2019 as presented in Appendix 1 of the Officers Report.

5. WHQS LOCAL EMPLOYMENT FUND – SUPPORTING LIFT

The report sought the views of CHTG prior to a decision being made on the allocation of the 2016/17 Local Employment Fund budget, to support the development of the Welsh Government funded LIFT programme, delivered within the County Borough via Communities First.

As part of the Council's commitment to tenants outlined in the Offer Document the Council allocated £50,000 per annum to establish the Local Employment Fund for projects that aim to support unemployment/ inactive tenants into work.

During 2015/16, Cabinet approved the transfer of the entire allocation of £50,000 to support the delivery of the Welsh Government's LIFT programme on the basis that the LIFT programme is designed specifically to support workless households – many of which, will reside within the Council's housing areas.

The programme is specifically aimed at supporting people living within workless households in the Upper Rhymney Valley and Caerphilly Basin.

The Task Group thanked the Officer for the report and discussion ensued. A Member sought clarification on the geographical areas in which the programme is delivered and the reasons for this. Officers highlighted that, originally the programme was to be delivered in the Caerphilly Basin area only; however, a successful case was put forward to offer provision on the Rhymney Valley area also.

Concerns were expressed that the programme may have limitations in terms of equalities for tenants and Members queried whether the money could be used to develop a County Borough Wide Programme. Officers highlighted that the LIFT programme, whilst it does not cover all areas of the borough, is being targeted towards a wide range of people who are not currently employed. The Programme also targets the most deprived areas within the borough, and additional support services are in place within Communities First areas. It was however noted that there is insufficient funding and resources to set up a separate programme through WHQS.

A Member queried how long support services are provided within the LIFT scheme. Members noted that the programme will offer support to a tenant for as long as is required and throughout the entire journey into work.

Following consideration and discussion, it was moved and seconded that the recommendations in the report be approved. By a show of hands this was agreed by the majority present.

RESOLVED that for the reasons contained in the Officers report The Caerphilly Homes Task Group endorse the allocation of the 2016/17 Local Employment Fund

budget, to support the enhancement of the Welsh Government funded LIFT programme, prior to the decision being made under officer delegated powers.

6. SUPPLY PARTNER ARRANGEMENT – PROGRESS REPORT

The report, which was presented by the Relationship Manager, provided the Caerphilly Homes Task Group with an update on the progress to date in relation to the Supply Partner Arrangement.

The Task Group noted that the Supply Partner Contract is a 10-year arrangement for the Supply of Plant and Materials to WHQS and HRO. The contract also extends to contractors in relation to Key Components. Key Components have been structured to ensure consistency of products. The contract was awarded to Robert Price Builders Merchants, a Welsh SME. The estimated value (over 10 years) is £70 million

The Supply Partner is responsible for managing the Supply Chain effectively; ensuring robust processes are in place for the selection and vetting of their Supply Chain partners. Additionally they are expected to remove bottlenecks and drive out unnecessary costs throughout the supply chain, focussing attention on adding value.

All materials required by WHQS and HRO are purchased via the Supply Partner, thus eliminating contract leakage and maverick spend.

Innovation and continuous improvement are a key requirement of the Supply Partner contract.

The Task Group thanked the Officer for the report and discussion ensued. A Task Group Member raised concerns over value for money with the Contract. The Task Group were reminded that there is a complex contract in place with Robert Price. However, any specific concerns are to be referred to the Head of Programmes for investigation where appropriate.

The Task Group discussed the ordering process and it was noted that, where stock has been ordered and there has been slippage, the stock can be held at Robert Price required.

The Caerphilly Homes Task Group noted the report.

7. INFORMATION ITEMS

The Task Group noted the following items for information, full details of which were included within the Officers reports. They were not brought forward for review.

1. Sheltered Housing Schemes
2. WHQS Programme – 2015/16 Outturn

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

The following requests were received:-

1. An update be received on the Environmental Programme
2. A report on the Procurement Process for the WHQS Programme.
3. A report on the Programme of Works for Sheltered Housing and communication with tenants.

The meeting closed at 6.07pm

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 30th June 2016.

CHAIR



CAERPHILLY HOMES TASK GROUP – 30TH JUNE 2016

SUBJECT: WHQS ENVIRONMENTAL PROGRAMME

REPORT BY: CORPORATE DIRECTOR – COMMUNITIES

1. PURPOSE OF REPORT

1.1 To outline the arrangements for implementing the WHQS environmental programme.

2. SUMMARY

2.1 In February 2012 tenants voted overwhelmingly for the Council to retain its housing stock as opposed to transferring its homes to a registered social landlord. As a result the Council made a commitment to utilise its £200m capital investment not only to transform homes but also lives and communities.

2.2 The Council also committed to utilising £10.6m of the total investment to deliver an environmental programme to meet the requirements of the Welsh Housing Quality Standard, Part 6.

2.3 Part 6 specifies that ‘all opportunities should be taken to make improvements to the immediate environment (within the property boundary) and to the general environment’ and that consultation with residents should be used to inform the process.

2.4 In September 2015, the Council appointed three environmental officers to lead a programme of consultation and engagement which would underpin the delivery of the WHQS environmental programme. The officers were each allocated a housing area and focused their efforts initially on gathering data and intelligence from previous research, the land asset review and intelligence from officers and local community groups who are familiar with the issues that are regularly notified by residents to the Council.

2.5 Since their appointment, the officers have been based within the Community Regeneration Team. On the 6th June 2016, the three officers moved from the Community Regeneration Team to Public Sector Housing to establish closer working relations with the Estate Management Officers (EMOs).

3. LINKS TO STRATEGY

3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to specified standards.

3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.

3.3 The Council’s Local Housing Strategy “People, Property, and Places” has the following aim:

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

- 3.4 The delivery of the WHQS environmental programme is coterminous with the aims of the Council’s Single Integrated Plan 2013-2017 which aims to ‘improve standards of housing and communities, giving appropriate access to services across the county borough’ and the recently approved, Caerphilly Poverty Strategy 2015.
- 3.5 The delivery of the WHQS environmental programme is coterminous with the aims of the Wellbeing of Future Generations (Wales) Act 2015 which requires public bodies to work towards a shared vision comprising 7 goals and adopt the 5 “Ways of Working”. The goals and the 5 Ways of Working will underpin the delivery of the programme and include planning and acting for the long term, integration, involvement, collaboration and prevention. The WHQS investment in Council homes to transform lives and communities is a Well Being Objective.

4. THE REPORT

- 4.1 The three environmental officers are based now within the Tenant and Community Involvement Team (TACI) and aligned with the area housing teams.
- 4.2 The programme will continue to be overseen by the Strategic Coordination Manager but the delivery arrangements will be coordinated and managed by the Public Sector Housing Manager. Although the Environmental Officers will be line managed by the TACI Manager, they will be allocated a housing area and be required to work closely with the Estate Management Officers (EMO’s) and Housing Managers in order to identify priority environmental maintenance and improvement requirements throughout the respective housing areas, which have often been brought to the attention of the housing office by local tenants or members.
- 4.3 In addition, the environmental officers will be expected to utilise the contacts they have already made with local members and the wider community in order to identify key community priorities and local concerns. Information will be collected on an EMO area basis thereby allowing the environmental officer to ‘pair up’ with the relevant EMO to capture the important issues and potentially identify some quick wins.
- 4.4 As a result of following this process it is envisaged that the funds available will be targeted at the areas of greatest need in the first instance and then utilised to support wider community projects that may be highlighted by local members, stakeholders and the community subject to the overall availability of funding.
- 4.5 A list of environmental requirements/improvements from each area will be presented in a spreadsheet format between June and December 2016 to the WHQS Project Board for consideration. This will enable projects identified via this process to be approved and implemented relatively quickly where this can be achieved with in house resources.
- 4.6 A timetable is attached outlining the deployment of the environmental officers against EMO areas.
- 4.7 More significant projects that are identified by the relevant environmental officer will be consulted upon within the local community and relevant stakeholders via community drop in sessions before being presented to the WHQS Project Board for discussion. These projects will require further exploration and discussion at a local level and will naturally take longer to come to fruition.
- 4.8 The environmental officers will also be required to identify alternative sources of funding in order to maximise the funding available via the WHQS environmental programme. It is likely departments within the Communities directorate i.e. highways, countryside and urban renewal will directly benefit from becoming actively involved in the delivery of projects identified via this process.

- 4.9 A virtual consultation group comprising key officers in Parks, Highways, Countryside, Planning etc. will be created to enable relevant service areas to provide comments/ advice on proposals. Officers in relevant departments will be consulted upon any proposals before information is presented to the WHQS Project Board.
- 4.10 Any ongoing maintenance requirements will also be clearly identified before any decisions are made.
- 4.11 An alternative approach will be undertaken in Lansbury Park due to the potential to secure additional WG monies that may be available during the latter part of 2016/17 and the need to consider a wider vision and strategy for the area.

5. EQUALITIES IMPLICATIONS

- 5.1 An EqlA screening has not been undertaken as the report is for information.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from the report. However progress on committing expenditure against the environmental fund does need to be made as this is an integral part of the whole WHQS programme to be delivered by 2020.

7. PERSONNEL IMPLICATIONS

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

8. CONSULTATIONS

- 8.1 Comments received from consultees have been incorporated within the report.

9. RECOMMENDATIONS

- 9.1 The report is for information.

10. REASON FOR RECOMMENDATIONS

- 10.1 To advise the CHTG on the arrangements to deliver the WHQS Environmental Programme.

11. STATUTORY POWERS

- 11.1 Housing Acts 1985, 1996, 2004, 2014 and Local Government Act 2000.

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(Tel: 01443 8664340/Email: roberj2@caerphilly.gov.uk) &
Fiona Wilkins, Public Sector Housing Manager
(Tel: 01495 [235295](tel:01495235295)/wilkife@caerphilly.gov.uk)

Consultees: Cllr David V Poole - Deputy Leader & Cabinet Member for Housing
Christina HARRY - Corporate Director Communities
Phil G Davy - Head of Programmes
Shaun Couzens - Chief Housing Officer
Marcus Lloyd - Deputy Head of Programmes
Mandy Betts - Tenant and Community Involvement Manager

Appendices:
Appendix 1 – EMO Areas & Environmental Programme Timetable.

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EMO Areas & Environmental Programme Timetable

Upper Rhymney Valley				
	EMO Area	No of Council Homes	Timescale	Environmental Officer / EMO
	Aberbargoed Lower	47	AUGUST	OM/HJ
	Aberbargoed Middle	88	AUGUST	OM/HJ
	Aberbargoed Upper	218	AUGUST	OM/HJ
	Maesycwmmmer	112	AUGUST	OM/HJ
	Phillipstown	159	AUGUST	OM/HJ
	Tiryberth	44	AUGUST	OM/HJ
	Ystrad Mynach	48	AUGUST	OM/HJ
	Abertysswg	81	JUNE/JULY	OM/EH
	Brithdir	8	JUNE/JULY	OM/EH
	Deri	29	JUNE/JULY	OM/EH
	Fochriw	151	JUNE/JULY	OM/EH
	New Tredegar	140	JUNE/JULY	OM/EH
	Pontlottyn	231	JUNE/JULY	OM/EH
	Tirphil	39	JUNE/JULY	OM/EH
	Bargoed	157	OCTOBER	OM/IJ
	Cascade	18	OCTOBER	OM/IJ
	Gelligaer	346	OCTOBER	OM/IJ
	Maes Mabon	148	OCTOBER	OM/IJ
	Nelson	80	OCTOBER	OM/IJ
	Penpedairheol	8	OCTOBER	OM/IJ
	Penybryn	4	OCTOBER	OM/IJ
	Cefn Hengoed	165	SEPTEMBER	OM/JT
	Gilfach Lower	108	SEPTEMBER	OM/JT
	Gilfach Phase 1	72	SEPTEMBER	OM/JT
	Gilfach Phase 2	178	SEPTEMBER	OM/JT
	Gilfach Phase 3	137	SEPTEMBER	OM/JT
	Hengoed	106	SEPTEMBER	OM/JT
	Llanbradach	76	JULY/AUG	BS/KI
	Penyrheol Lower	167	JULY/AUG	BS/KI
	Penyrheol Upper	324	JULY/AUG	BS/KI
	Pwllypant	38	JULY/AUG	BS/KI
	Thomasville	31	JULY/AUG	BS/KI
	Ty Isaf	7	JULY/AUG	BS/KI
	Ty Nant	29	JULY/AUG	BS/KI
	Rhymney North	380	NOVEMBER	OM/JNL
	Rhymney South	446	NOVEMBER	OM/JNL

EMO Areas & Environmental Programme Timetable

Eastern Valley				
	EMO Area	No of Council Homes	Timescale	Environmental Officer / EMO
	Argoed	30	SEPTEMBER	BS/MC
	Britannia	83	SEPTEMBER	BS/MC
	Fleur-de-lys	46	SEPTEMBER	BS/MC
	Markham – Hollybush	132	SEPTEMBER	BS/MC
	Pengam	28	SEPTEMBER	BS/MC
	Upper Trelyn	79	SEPTEMBER	BS/MC
	Cefn Fforest	352	SEPT/OCT	BS/MC
	Fairview	31	SEPTEMBER	BS/MC
	Twyn Gardens	37	SEPTEMBER	BS/MC
	Penllwyn Lower	71	JULY/AUG	LJ/KR
	Penllwyn Upper	253	JULY/AUG	LJ/KR
	Springfield	239	JULY/AUG	LJ/KR
	Blackwood	307	JULY/AUG	LJ/KR
	Ty-Sign Lower	155	SEPTEMBER	LJ/MSJ
	Ty-Sign Upper	305	SEPTEMBER	LJ/MSJ
	Risca	165	SEPTEMBER	LJ/MSJ
	Pontymister	163	JUNE	LJ/ML
	Croespenmaen	62	JUNE	LJ/ML
	Oakdale	73	JUNE	LJ/ML
	Gelligroes	58	JUNE	LJ/ML
	Morrisville	12	JUNE	LJ/ML
	Pontywaun	76	JUNE	LJ/ML
	Treowen	11	JUNE	LJ/ML
	Trinant	241	JUNE	LJ/ML
	Wattsville	49	JUNE	LJ/ML
	Ynysddu & Cwmfelinfach	41	JUNE	LJ/ML
	Pentwynmawr	62	OCT/NOV	LJ/AM
	Abercarn	38	OCT/NOV	LJ/AM
	Crosskeys	149	OCT/NOV	LJ/AM
	Cwmcarn	104	OCT/NOV	LJ/AM
	Highmeadow	42	OCT/NOV	LJ/AM
	Llanfach	24	OCT/NOV	LJ/AM
	Newbridge	88	OCT/NOV	LJ/AM
	Pantside Lower	222	OCT/NOV	LJ/AM
	Pantside Upper	78	OCT/NOV	LJ/AM
	Persondy	29	OCT/NOV	LJ/AM
	Westend	12	OCT/NOV	LJ/AM

EMO Areas & Environmental Programme Timetable

Lansbury Park				
	EMO Area	No of Council Homes	Timescale	Environmental Officer / EMO
	Abertridwr	133	JUNE/JULY	BS/DS
	Bryncenydd	32	JUNE/JULY	BS/DS
	Caerbragdy	24	JUNE/JULY	BS/DS
	Churchill Park	178	JUNE/JULY	BS/DS
	Claude Road	70	JUNE/JULY	BS/DS
	Trecastell	57	JUNE/JULY	BS/DS
	Nantddu	52	JUNE/JULY	BS/DS
	Senghenydd	118	JUNE/JULY	BS/DS
	Waunfach	17	JUNE/JULY	BS/DS
	Lansbury Park	520	TBC	BS/EP
	Porset Park	179	JUNE/JULY	BS/EP

Graig Y Rhacca				
	EMO Area	No of Council Homes	Timescale	Environmental Officer / EMO
	Bedwas	254	OCTOBER	BS/AR
	Machen	63	OCTOBER	BS/AR
	Rudry	15	OCTOBER	BS/AR
	Trapwell	10	OCTOBER	BS/AR
	Trecenydd	201	OCTOBER	BS/AR
	Trethomas	145	OCTOBER	BS/AR
	Graig Y Rhacca	388	NOVEMBER	BS/JR

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CAERPHILLY HOMES TASK GROUP – 30TH JUNE 2016

SUBJECT: PROCUREMENT UPDATE REPORT

REPORT BY: ACTING DIRECTOR CORPORATE SERVICES & SECTION 151 OFFICER

1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to provide Caerphilly Housing Task Group with an update on the procurement programme which is currently in place to support the delivery of the WHQS programme.

2. SUMMARY

- 2.1 The report details the number of Procurements undertaken since the start of the WHQS Programme in October 2012. This includes details of all Mini Competitions and Small Lots.
- 2.2 Provides details of arrangements which are currently out to market as part of new procurement opportunities.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all Local Authority and Housing Association Homes are improved and maintained to achieve specified standards. It is a Welsh Government requirement that the WHQS is achieved by 2020.
- 3.2 The Single Integrated Plan 2013-2017 has a priority to “improve standards of housing and communities, giving appropriate access to services across the County Borough”.
- 3.3 The Council’s Local Housing Strategy “People, Property, and Places” has the following aims:
“To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”
- 3.4 The Wellbeing and Future Generations Act 2015 places a number of legal duties on public bodies in Wales. To meet the legally binding “Common Purpose” for seven strategy well-being rules. Procurement is seen as one of the five ways of working to achieve these goals.

4. THE REPORT

- 4.1 The schedule of completed WHQS Procurements is attached in Appendix B and to date 223 Contracts, Frameworks, Mini Competitions and Small Lots have been successfully awarded. In the region of 32 Contracts, Frameworks, Mini Competitions and Small Lots are currently in progress as per Appendix A.

5. EQUALITIES

- 5.1 This report is for information purposes, so the Council's EqIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

- 6.1 The Financial implications are managed within the overall WHQS budget.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications contained within the report.

8. CONSULTATION

- 8.1 Consultation has taken place; all comments are reflected within the report.

9. RECOMMENDATIONS

- 9.1 It is recommended that the content of the report be noted.

10. REASON FOR RECOMMENDATIONS

- 10.1 The report is for information only.

Author: Derek Morris, Principal Procurement Officer, morrid@caerphilly.gov.uk
Consultees: Nicole Scammell, Acting Director of Corporate Services & S151 Officer, scammn@caerphilly.gov.uk
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Appendices:

Appendix A - Contracts in Progress

Appendix B - Contracts Awarded

Contract Ref	Contract Title	Contract Status	Lead Officer
CCBC/PS1422/16/NA	Gas Servicing and Maintenance Arrangement	Current Contract in Place Evaluation Stage	Nick Abbott
CCBC/PS1408/16/NA	WHQS Small Lots Selection Process 16-17	Evaluation Stage	Nick Abbott
TBC	Non-Licensed Asbestos Removal Further Competition	Scoping & Drafting	Nick Abbott
TBC	Removals & Storage	Scoping Stage	Stefano Jefferson
CCBC/PS1405/16/DM	External Works to Upper Springfield & Penllwyn	Reporting Stage	Stefano Jefferson
TBC	WHQS Internal Works - Flooring & Wall Tiling	Information development Stage	Stefano Jefferson
TBC	WHQS Small Lot process for Morrisville / Wattsville	Information development Stage	Stefano Jefferson
TBC	WHQS Small Lot process for Risca / Pontywaun	Information development Stage	Stefano Jefferson
TBC	WHQS Small Lot process for Pontymister	Information development Stage	Stefano Jefferson
CCBC/PS1380/15/DM	Provision of a Managed Service for WHQS Sheltered Housing Schemes	Evaluation Stage	Elizabeth Lucas
CCBC/PS1106/12/KW	Building Material Supply Partner	Contract Awarded	Elizabeth Lucas
TBC	Provision of External & Internal Works to the Lower Rhymney Valley	Information development Stage	Derek Morris
TBC	Provision of External & Internal Works to the Lower Rhymney Valley	Future Strategy	Derek Morris
TBC	Provision of a DLO Sub Contractor Framework Agreement	Information development Stage	Derek Morris
TBC	Environmental Projects	Information development Stage	Derek Morris
All Contract Spend	WHQS Contracts - Overview	Monthly Reports issued to WHQS	Rebecca Francombe
MC1000271	DLO Mini Competition - General Building Works (Lot 1) - External Works at Various Locations	Evaluation Stage	Rebecca Francombe

MC1000273	Mini Competition for External Works in Gelligaer	Currently out to the Market	Rebecca Francombe
MC1000278	Internal Painting Works to 47 Properties - Milton Place (INT16D-L29)	Currently out to the Market	Rebecca Francombe
TBC	Lone Working Tracker Devices	Information/Scoping Stage	Rebecca Francombe
TBC	Mini Competition for External Works in Pontllytyn	Information development Stage	Rebecca Francombe
TBC	Mini Competition for External Works in Fochriw	Information development Stage	Rebecca Francombe
TBC	Mini Competition for External Works in Bargoed	Information development Stage	Rebecca Francombe
TBC	Mini Competition for External Works in Lower Gilfach	Information development Stage	Rebecca Francombe
CCBC/PS1423/16/JT	Removal of Cavity Wall Insulation	Finalising ITT Documents prior to issue to the market	Jessica Thomas
CCBC/PS1379/16/JT	Stair lift and Hoist Maintenance	Finalising ITT Documents prior to issue to the market	Jessica Thomas

WHQS Procurement Progress Report - 13/06/2016

Contracts Awarded	
Contract Reference Number	Mini Competitions
BC4063	N/A
BC4135	N/A
BM049	N/A
EQ1302	N/A
EQ1340	N/A
EQ1341	N/A
EQ1342	N/A
EQ1365	N/A
EQ1375	N/A
EQ1373	N/A
EQ1379	N/A
PS1409	N/A
EQ1389	N/A
ESPO98	N/A
N/A	N/A
NPS0004	N/A
PS538	MC1000170
PS591	TBC

PS896 via G-Cloud Framework	N/A
PS1098	Main Framework
PS1098	MC1000006
PS1098	MC1000008
PS1098	MC1000009
PS1098	MC1000010
PS1098	MC1000011
PS1098	MC1000012
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PS1098	MC1000067
PS1098	MC1000068
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PS1098	MC1000078
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PS1098	MC1000082
PS1098	MC1000083
PS1098	MC1000086
PS1098	MC1000089
PS1098	MC1000090
PS1098	MC1000092
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PS1098	MC1000101

PS1098	MC1000102
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PS1098	MC1000110
PS1098	MC1000111
PS1098	MC1000114
PS1098	MC1000115
PS1098	MC1000116
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PS1098	MC1000120
PS1098	MC1000121
PS1098	MC1000122
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PS1098	MC1000200
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PS1098	MC1000207
PS1098	MC1000213
PS1323	MC1000192
PS1098	MC1000217
PS1098	MC1000215
PS1098	MC1000216
PS1098	MC1000219
PS1098	MC1000220
PS1098	MC1000227
PS1098	MC1000230
PS1098	MC1000232
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PS1098	MC1000247
PS1098	MC1000248
PS1098	MC1000249
PS1098	MC1000261
PS1098	MC1000274
PS1098	MC1000275
PS1098	MC1000276
PS1115	N/A
PS1178	N/A
PS1211	N/A
PS1238	N/A
PS1244	Main Framework
PS1244	MC1000264
PS1264	N/A
PS1285	N/A
PS1290	Main Framework
PS1290	MC1000169/172
PS1290	MC1000173
PS1290	MC1000238
PS1290	MC1000256
PS1293	N/A

PS1313 & PS1314	Main Framework
PS1313 & PS1314	MC1000096
PS1313 & PS1314	MC1000136
PS1313 & PS1314	MC1000145
PS1313 & PS1314	MC1000146
PS1313 & PS1314	MC1000153
PS1313 & PS1314	MC1000154
PS1313 & PS1314	MC1000186 Now MC1000209
PS1313 & PS1314	MC1000183 Now MC1000208
PS1313 & PS1314	MC1000189 Now MC1000210
PS1313 & PS1314	MC1000211
PS1313 & PS1314	MC1000218
PS1313 & PS1314	MC1000223
PS1313 & PS1314	MC1000250
PS1313 & PS1314	MC1000251
PS1313 & PS1314	MC1000254
PS1322	N/A
PS1351	N/A
PS1353	N/A
TBC	N/A
TBC	N/A

Contract Title
Periodic Testing of communal areas within sheltered schemes
WHQS Garage Repair Tender
Provision of Energy Performance Certificates
Housing Improvement Partnership Consultant
Electrical Upgrade at Hafod Deg, Rhymney
Heating System Renewal at Hafod Deg, Rhymney
Clothing - WHQS
Voids Management Energy Supply Scheme
Supply of Works to 74 Claude Road - Fire Damaged Property
Interim Arrangement - Servicing, Maintenance, Installs & Removal of Disabled Aides
Further competition for the provision of the service and maintenance of passenger lifts
Statutory Maintenance For Legionella
Statutory Maintenance For Fire Alarms
Purchase /Lease of White Goods
Heating Consultancy
Procurement of Professional Services e.g. Quantity Surveyors, Building Surveyors, Structural Surveyors including Heating Consultants
Fencing Mini Competition
Decorating Vouchers

Common Housing Register IT Systems
DLO Sub Contractor Framework
INT13D-L06 - Lower Rhymney Valley Flooring Works
INT13EL-U04 Upper Rhymney Valley Electrical Works
INT13EL-U04A-Upper Rhymney Valley Electrical Works
GarElm1 Eastern Rhymney Valley General Building
GasFair1 Eastern Rhymney Valley General Building
GarSync1 Eastern Rhymney Valley General Building
INT13H-U05 Upper Rhymney Valley Mechanical Works
INT13D-L06/08 Lower Rhymney Valley Mechanical Work
INT13H-E0602 Eastern Rhymney Valley Mechanical Work
INT13H-E0601 Eastern Rhymney Valley Mechanical Work
INT13D – U9-Upper Rhymney Valley Wall Tiling
INT13D – U10-Upper Rhymney Valley Wall Tiling
INT13EL-U06 Upper Rhymney Valley Flooring Works
INT13EL-U09 Upper Rhymney Valley Flooring Works
INT13EL-U11 Upper Rhymney Valley Electrical Works
INT13H – U06 Upper Rhymney Valley Mechanical Works
INT13D – U06 Upper Rhymney Valley General Building
INT13D-E09 Eastern Rhymney Valley Flooring Works
INT13D-E08 - Eastern Rhymney Valley Flooring Works
INT13D-E05-Eastern Rhymney Valley General Building
INT13EL-E08-Eastern Rhymney Valley Electrical Work
INT13EL-U06-Upper Rhymney Valley Electrical Works
INT13H-E0702 Eastern Rhymney Valley Mechanical Work

INT13H-E0701 Eastern Rhymney Valley Mechanical Work
INT13D – U06 Upper Rhymney Valley Painting Works
INT13D - U06 Upper Rhymney Valley Tiling Works
INT13D - E08H Eastern Rhymney Valley Mechanical Works
INT13H - E0703 Eastern Rhymney Valley General Building
INT13D - U06 Upper Rhymney Valley Damp Proof Works
INT13E - U09 Upper Rhymney Valley Electrical Works
INT13H - U09 Upper Rhymney Valley Mechanical Works
MATURG001 Upper Rhymney Valley Mechanical Works
INT13D - L06&08 Lower Rhymney Valley Electrical Works
Heating / South / 01 Lower Rhymney Valley Mechanical Works
INT13D -U09 Upper Rhymney Valley Tiling Works
MATURG002 Lower Rhymney Valley Mechanical Works
INTD-L09&10 Lower Rhymney Valley Flooring Works
INT13H-U10 Upper Rhymney Valley Mechanical Works
Gar / Almond / Manor001 Eastern Rhymney Valley General Building
Gar / Rowen / Tanybryn002 Eastern Rhymney Valley General Building
Gar / Thistleway 004 Eastern Rhymney Valley General Building
INT14D - L09/10 Lower Rhymney Valley Mechanical Works
INT14D L09/10 Lower Rhymney Valley Tiling Works
INT13D - L10 Lower Rhymney Valley Electrical Works
EME -01 Upper Rhymney Valley Mechanical Works
Maturg003 Eastern Rhymney Valley Mechanical Works
Maturg004 Eastern Rhymney Valley Mechanical Works
INT14D-E13 Eastern Rhymney Valley
MAT urg005 Eastern Rhymney Valley

INT14D-E10 Eastern Rhymney Valley Flooring Works
Mat urg006 Eastern Rhymney Valley Mechanical Works
INT13D-E09A, Kitchen & Bathroom asbestos removal, Panside
INT13d-U09, Kitchen & bathroom asbestos removal
Mat urg007 - Heating Monmouth Walk, East Area
Gar/elm phase002 -Garage Repairs Ty Sign Elm Drive
Gar/elm phase003 -Garage repairs Ty Sign Elm Drive
INT14D-E12-H Eastern Rhymney Valley works Lot2
Heating works, 51 Fleur de Lys Ave & 3 The Grove
Mat urg009 Eastern Rhymney Valley Mechanical Works
INT14D-E10 Eastern Rhymney Valley Asbestos Works
INT14E-L11 Lower Rhymney Valley Electrical Works
HP-PJ 22-04-2014 Emergency Heating
HP-GP-24-04-14 Emergency Heating
Mat urg0010 - Heating works - lot 2
INT14D-L11 - Flooring at Tegfan & Third Ave, LRV
INT14P-L01A, Painting at Bronmynydd, Abertridwr
HP-GP-09-05-14, Heating Renewals
INT14E-U12A Electrical rewires, Golwg y Mynydd
Emergency Heating Installs, Lot 2
HP-NR-20-05-14, Heating Renewals, Lot 2
EXT14P-L01B Painting at Llan Road, Abertridwr
INT14D-U11 BRYN CARNO UPPER RHYMNEY VALLEY
HP-NR-23-05-14 Emergency Heating Installations
INT14D-U12 Upper Rhymney Valley Flooring Works
INT14E-U12B Electrical Works

HP-GP-28-05-14 Heating renewals East
HP-PJ-29-05-14 Heating Renewals
INT14D-L10 Asbestos Removal
HP-GP-04/06/14 Heating Renewals (East and North)
INT13EL-L03, Electrical Works, 57 Ty Nant
INT14EL-L13 Electrical works The Crescent Trecenyd
30014787/A - Trinant compound
INT14D –L12 & L13 Lower Rhymney Valley
Extdis/pant/001 External Disability Works
Extdis/pant/002 External Disability Works
INT14D – U13 WHQS Coed Y Haf Asbestos Removal
EXT14P-L01C Painting at Various streets, A'tridwr
Lot 4 Roofing Works - Works under £1000
Lot 5 - Hardwood & PCVU Windows and Doors < £1000
Lot 6 - Internal & external Painting works < £1000
Lot 7 - Wall Tiling works under £1000
Lot 8 - Sheet flooring works under £1000
Lot 9 - External Render works under £1000
Lot 3 - Electrical Works - Works Under £1000
Lot 2 - Mechanical Works - Works Under £1000
Lot 1 General Building - Works Under £1000
Lot 2 Mechanical Works - Partial Heating Repairs
EXT14P-L01 Roofing Works at Abertridwr
Removal of Wall Cavity Insulation at Rowan Place
Lot 1 - INT14D-U01, General building Works
Lot 1 - INT14D-L14, General works at East Ave, Trecenydd

Lot 3 - INT14D-L14, Rewire 3 Houses, Trecenydd
INT14D-U19 Rowan Place Asbestos Removal
INT14D-L16 Electrical Works
EXT14P-L01C - Ext Wet Trade Works in Abertridwr
INT145D-U15 Cefn Road Electrical Rewires
EXT14D-L01 Asbestos Removal - 17 Bryngelli Terrace
EXT14D-L03 / 3001 5912
EXT14D - L03 / 3001 5912
INT14D-U15 Asbestos Removal
INT14D-E12/15 - Kitchen & Bathroom Painting Response
INT14D-U17 Kitchen & bathroom Painting to 31 Properties in North Area
INT14D-L15 – Lot 8 – Flooring
INT14D-U17– Lot 8 – Flooring
INT14D-U17 - Electrical Works - North Area
INT14D-U17-Electrical Works-North Area(Chapel Tce)
INT14D-L15 Bryncenydd - rewire 18 properties
INT14D-L15 Bryncenydd - rewire 14 properties
30016861 - Hafod Deg Day Centre-Redecoration Works
INT14D-U19 & U20 - Rowan Place Flats
Gas Heating Installs to Void Properties
Asbestos Removal to Dickens Court (Even Numbers)
Asbestos Removal to Dickens Court (Odd Numbers)
Asbestos Works to Railway Tererace Abercarn
Internal Painting to Kitchens and Bathrooms for 80 properties
INT15D-L17, INT15D-L18, INT15D-L19 , Lot 8 - Flooring
Emergency Heating Installations

Heating Renewals
Grays Gardens Internal Flooring
Asbestos Removal Works to Grays Gardens, Graig y Rhacca (Odd / Even Numbers)
Heating renewals
INT15D-U23 Heol y Felin / Gelligaer Rd / Derwendeg Ave - Sheet Flooring Works
Internal Paiting to Kitchens and Bathrooms in Hengoed
Planned heating installations to two void properties
Planned Heating Installations
Planned Heating Installations to Three Properties in Caerphilly CBC
Sub contractor Roofing & Asbestos Tender
Internal painting works to 31 properties within CCBC
Rewiring Works to 22nr Properties in Caerphilly CBC
Flooring Works to 32nr Properties
Lot 1 for External Works to 16 Greenfield Place Abertridwr
Lot 10 Asbestos Works to 184 Properties
Rewiring Works to 14nr Properties
Rewiring Works to 23nr Properties
DLO - Lot 6 - Internal painting works to 69 Properties in CCBC
INT15D-E16 / E17 & E18 - Elm Drive - Lot 6 - Painting
Rewiring Works to 22nr Properties
Painting Works to 71nr Properties
Flooring Works to 5nr Properties
INT15D-E16 / E17 & E18 (Elm Drive) - Lot 8 Flooring
INT15D-U24 & U25 - Lansbury Avenue - Lot 8 - Flooring
INT15D-L24 L25 & L26 - Lot 8 - Flooring
Emergency Heating Works

Heating Works to 16nr Properties
Rewiring Works to 22nr Properties
Rewiring Works to 13nr Properties
Internal Painting Works to 34nr Properties
External Works at 123 Nantgarw Road (Caerphilly)
Heating Works to 20 Properties in CCBC
Flooring Works to 61 Properties in CCBC
Mini Competition for Removal of Asbestos Ceilings & Floor Covering for Internal works (Machen)
Internal Works Labour and Materials
Housing Repair Operations Support Framework
Small Lots
Asbestos Management Services Framework
Minor and Major Works of Adaptation Framework
Adaptation Works 37 Meadow Road
Mortgageable Standard Structural Component Replacement & refurbishment for PRC Non-traditional Properties
ECO Projects Tender
WHQS External Works Arrangement
Mini Comp for works at Phillipstown
WHQS External Works Mini competition for New Tredegar
External Works - Cefn Hengoed
EW Mini Competition - Abertysswg (EXT16C - U13)
Supply, Servicing and Maintenance of the Authority's Telecare and Telehealth service

Small Lots New Selection Process
Small Lots E07 EO7 Monmouth Walk / Commin Close
Small Lots Contract E006a Penylan Rd. Odd Nos.
Small Lots Contract E002b Farm Close, Oakdale
Small Lots Contract E001a Mountain View, Markham
Small Lots Contract E02d Mountain View, Markham
Small Lots Contract E002a Penmaen Corner, Ivybush
Small Lots Packages External Works East: Markham
Small Lots Packages External Works East: Ynysddu
Small Lots Package, External Works East: Penylan
Small Lots Packages External Works Lower (Flats)
Small Lots Packages External Works Lower (Flats)
Small Lots Packages External Works EV Pentwynmawr
Small Lots Package, External Works East: High Meadow
Small Lots Package, External Works East: Gelli Groes
Small Lots Package, External Works East: Croespenmaen
Sub contractor Roofing & Asbestos Tender
Screens for Void Properties
Provision of Loft Insulation for Caerphilly CBC
Shed Roof Replacement - South Area
Supply of Mobile Working

Contract Status	Lead Procurement Officer
Awarded	Wayne Thomas
Awarded	Derek Morris
Awarded	Jessica Thomas
Awarded	Anne Knibbs
Awarded	Rhys James
Awarded	Rhys James
Awarded	Wayne Thomas
Awarded	Stefano Jefferson
Awarded	Jessica Thomas
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Awarded	Wayne Thomas
Awarded	Nick Abbott
Awarded	Wayne Thomas
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Contract Awarded	Stefano Jefferson
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Contract Awarded	Stefano Jefferson
Contract Awarded	Stefano Jefferson
Awarded	Wayne Thomas
Awarded	Rhys James
Awarded	Rebecca Francombe
Awarded	Mike O'Leary
WHQS to progress Business Case	Rhys James

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CAERPHILLY HOMES TASK GROUP – 30TH JUNE 2016

SUBJECT: HOUSING REPAIR OPERATIONS ANNUAL PERFORMANCE UPDATE

REPORT BY: CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report is submitted to provide Caerphilly Homes Task Group with an update on the annual performance of the Housing Response Repair Service undertaken by Housing Repairs Operations (HRO) Team.

2. SUMMARY

- 2.1 This report aims to provide information on the performance achieved against each of the Response repair categories in order to deliver the housing repairs service.
- 2.2 The report also provides information on the levels of customer satisfaction obtained following telephone and face to face customer satisfaction surveys.
- 2.3 This report also compliments some of the other achievements whilst working in close partnership with the Repairs & Improvement Group where HRO were finalists in the Association of Public Services Excellence (APSE) UK, Best performing Authority for Building Maintenance, 2015 Awards.

3. LINKS TO STRATEGY

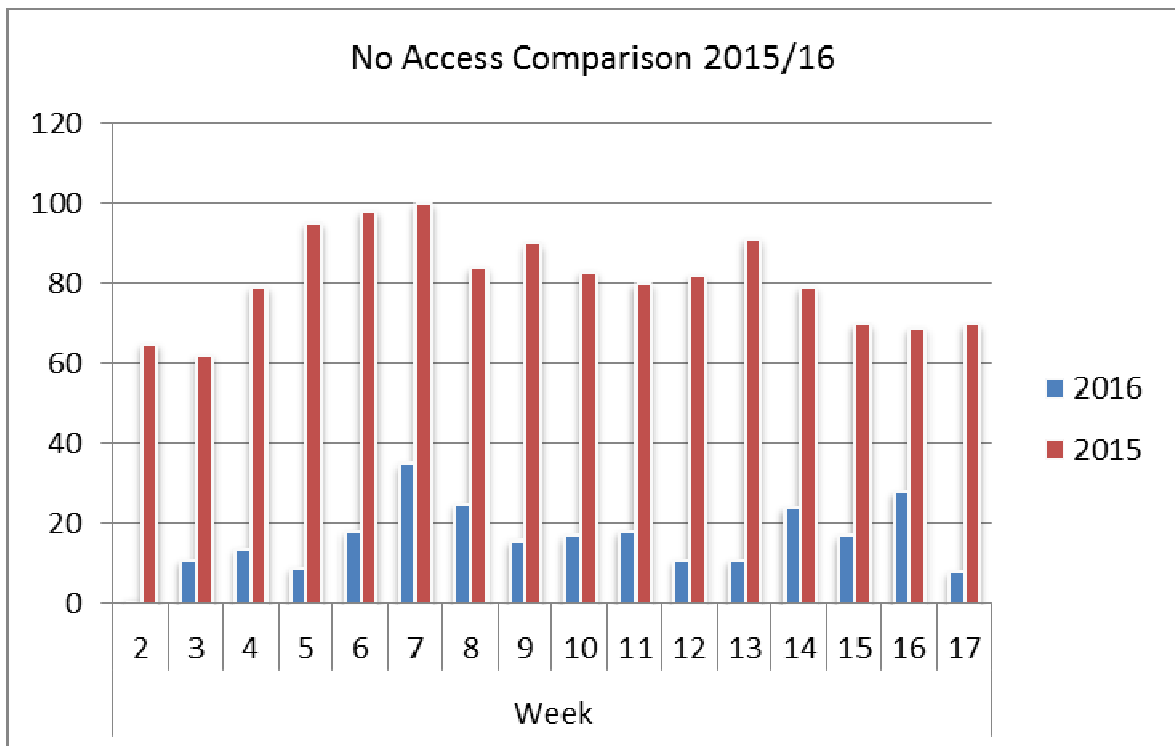
- 3.1 **National Housing Strategy:** The Welsh Government's National Housing Strategy 'Better Homes for People in Wales' (2001) has key themes of quality and choice. The WAG vision for housing "*wants everyone in Wales to have the opportunity to live in good quality, affordable housing*".
- 3.2 **The 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 **The Council's Local Housing Strategy** "People, Property, and Places" has the following aims:

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

4. THE REPORT

- 4.1 Following the successful introduction of mobile working, Housing Repair Operations (HRO) continues to strive towards improving the way it delivers its repairs service to tenants. Mobile working has resulted in significant cost savings through improved productivity, multi skilling of operatives, reduced travelling, administration and overhead costs. It has also improved repair performance and customer satisfaction.

- 4.2 The in-house workforce have adapted well and embraced the new technology and the changes in working practices. This has resulted in the feedback from operatives and tenants being extremely positive.
- 4.3 Due to the success of mobile working with the in-house workforce, HRO have recently extended mobile working to its surveying team. Tenants are now being offered appointments for a surveyor to visit their homes to pre inspect larger type repairs. Further developments in this area will be progressed throughout the year in order that all applications become electronic reducing on the amount of paperwork that is currently used, including further reductions in cost with reduced back office support.
- The table below details the reduction in No Access for the first 17 weeks of 2015/16 in comparison to 2014/2015 following the implementation of mobile working for the surveying team.



5. PERFORMANCE

- 5.1 Productivity, Quality and Customer Satisfaction are key performance indicators (KPI's) that HRO monitor throughout the year. These KPI's are used on the Aspireview score card to Benchmark against other service providers within other Authorities and also the APSE who work with around 300 councils throughout the UK promoting excellence in Public Services.
- 5.2 The list of tables below have been developed to monitor the annual performance achieved for 2015/16 in comparison to the previous year when these reports were originally created in order to provide an indication of how HRO is performing year on year.

- The first table details the repair priorities including definitions and the total number of repairs reported for each category.

PRIORITY CODE	CATEGORY	TARGET TIME FOR COMPLETION	TOTAL NUMBER OF REPAIRS REPORTED 2014/15	TOTAL NUMBER OF REPAIRS REPORTED 2015/16	VARIANCE
02	EMERGENCY WORKS COMPLETED WITHIN NORMAL WORKING HOURS	24 HOURS	6335	7471	↑1136
03	APPOINTMENT – SMALL REPAIR UP TO 4 HRS WORK	25DAYS	18989	19013	↑24
04	APPOINTMENT – GAS CAP OFF AND LOCK CHANGES – VOID PROPERTIES	2 DAYS	1025	986	↓39
05	APPOINTMENT – LARGE REPAIR UP TO 1 DAYS WORK	50 DAYS	1673	1601	↓72
08	APPOINTMENT – LARGER REPAIR WORKS OVER 1 DAY TO COMPLETE	66 DAYS	2047	2653	↑606
TOTAL			30,069	31,724	↑1,655

The numbers of repairs reported for 2015/16 increased marginally from 2014/15, as a result of the inclement weather reports over the winter months where the workforce were dealing with high numbers of roof leaks, chimney demolitions and cavity wall insulation removals.

- The second table details the performance achieved for response repair appointments completed on the first visit. (First time fix) Repairs that are impractical to complete in one visit have been removed from this report, these include glazing and wet trade works also works that require scaffolding.

FIRST FIX ANALYSIS							
Priority	2014/15			2015/16			Outcome
	First Time Fix	Jobs Completed	%	First Time Fix	Jobs Completed	%	%
03	11084	12143	91.28	10933	11376	96.11	↑ 4.83
05	335	443	75.62	382	420	90.95	↑ 15.33
Overall	11419	12586	90.73	11315	11796	95.92	↑ 5.19

Performance on First time fix has improved by 5.19% for 2015/16 in comparison to the previous year 2014/15.

- The third table details the performance achieved for the number of response repairs appointed by priority. For clarification the received and appointed numbers will never be the same due to the fact that not all pre- inspected repairs are appointed on the day they are reported.

HRO REPAIRS APPOINTED							
Priority	2014/15			2015/16			Outcome
	Received	Appointed	%	Received	Appointed	%	%
03	18989	18851	99.27	17649	17508	99.20	↓ 0.07
04	1025	1004	97.95	960	928	96.67	↓ 1.28
05	1673	1527	91.27	1300	1257	96.69	↑ 5.42
08	2047	1796	87.74	1860	1687	90.70	↑ 2.96
Overall	23734	23178	97.66	21769	21380	98.21	↑ 0.55

The repair appointments offered to tenants for 2015/16 increased marginally by 0.55% from the previous year 2014/15.

- The fourth table highlight's the average number of days it takes to complete repair appointments against each of the repair priorities.

AVERAGE WORKING DAYS TO COMPLETE						
Priority	Days	2014/15		2015/16		Outcome
		Job Count	Ave Days	Job Count	Ave Days	+/-
02	1	6335	0.96	6834	0.98	↑0.02
03	25	18989	11.18	17532	10.46	↓ 0.72
04	2	1025	1.64	956	1.59	↓ 0.05
05	50	1673	27.96	1294	21.18	↓ 6.78
08	66	2047	41.68	1856	39.66	↓ 2.02
Overall		30069	11.71	28472	10.28	↓ 1.43

The average number of days it take to complete repair appointments for 2015/16 has reduced by 1.43 days overall from the previous year 2014/15.

- The fifth table highlight's the percentage of repairs completed within target.

PERCENTAGE OF REPAIR PRIORITIES COMPLETED ON MOBILE WORKING WITHIN TARGET							
Priority	2014/15			2015/16			Outcome
	In	Out	Jobs	In	Out	Jobs	In
02	100%	0.00%	6,335	100%	0.00%	6,834	0%
03	98.94%	1.06%	18,989	99.04%	0.96%	17,532	↑ 0.10%
04	99.61%	0.39%	1,025	99.69%	0.31%	956	↑ 0.08%
05	92.05%	7.95%	1,673	98.69%	1.31%	1,294	↑ 6.64%
08	93.75%	6.25%	2,047	96.44%	3.56%	1,856	↑ 2.69%
Overall	98.45%	1.55%	30,069	99.10%	0.90%	28,472	↑ 0.65%

The percentage of repairs completed within target for 2015/16 improved marginally by 0.65% to 99.10%

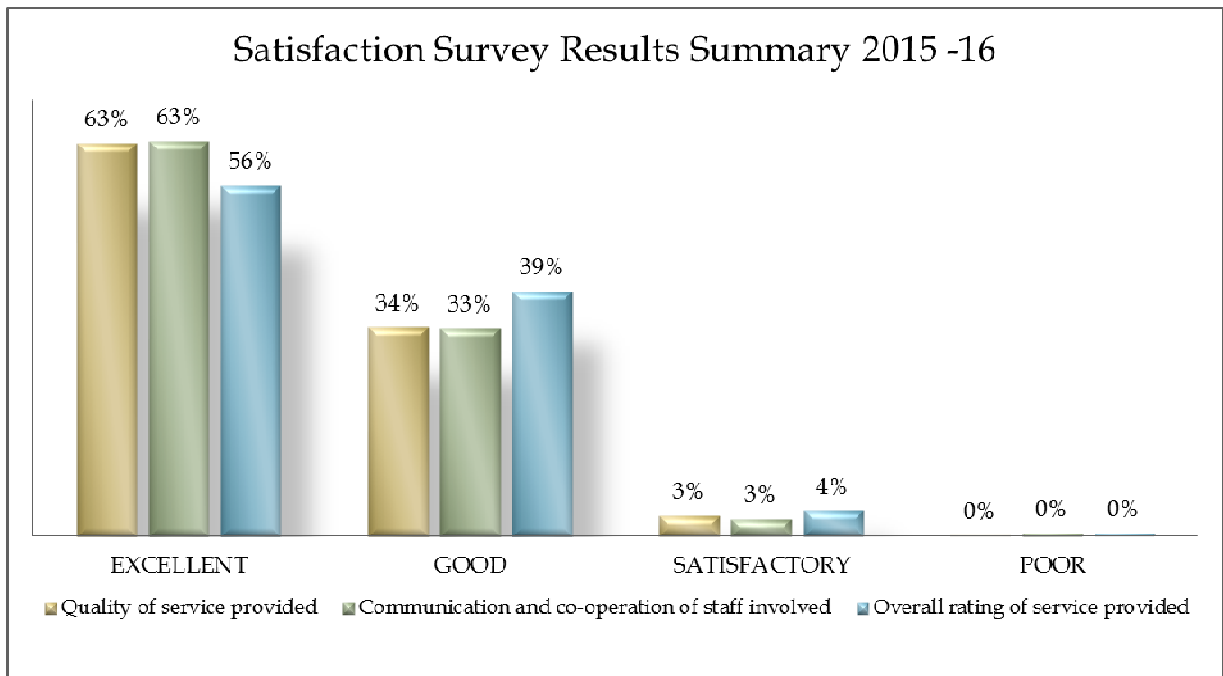
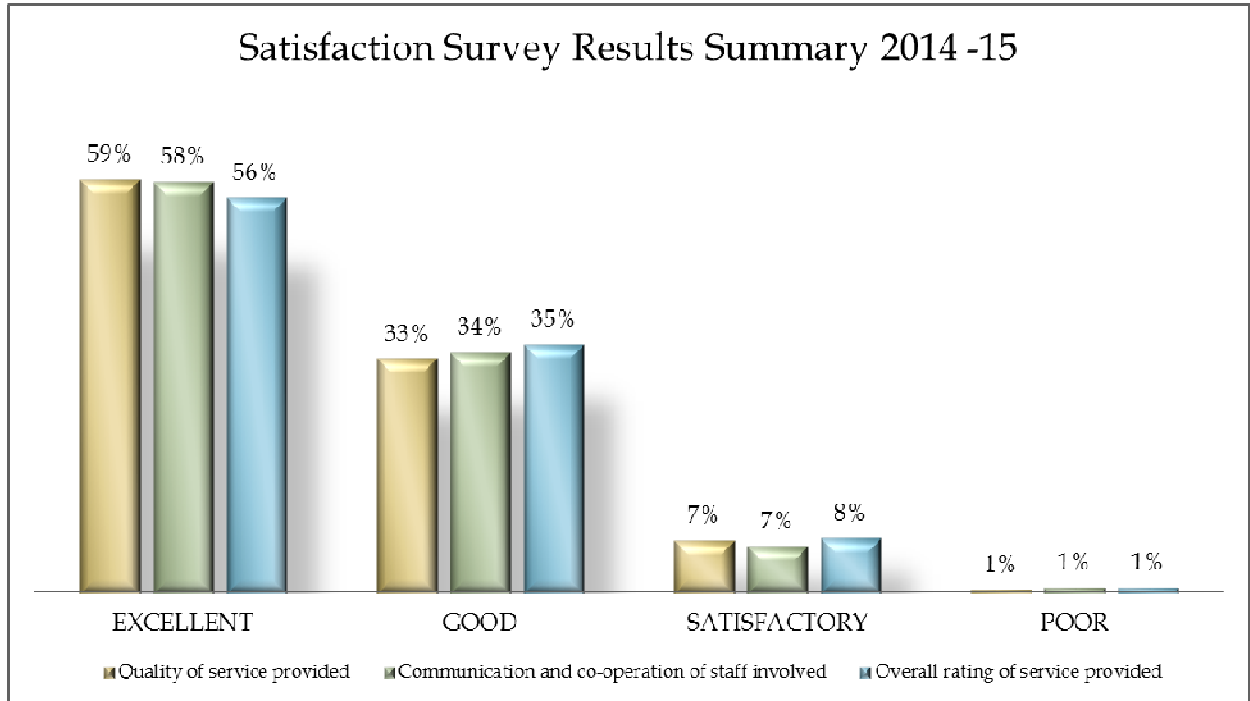
- Table six provides an analysis of outstanding response repairs by year and priority code.

CURRENT BACKLOG (NOT INCLUDING INSPECTIONS)			
Priority	13/04/2015	02/05/2016	Outcome
	Job Count	Job Count	Job Count
02	21	4	↓ 17
03	639	615	↓24
04	4	7	↑ 3
05	96	293	↑197
08	329	873	↑ 544
Overall	1089	1792	↑ 703

The increase in the outstanding repairs within the system was a result of the inclement weather over the winter period. This figure should reduce to just over a thousand repairs outstanding as the weather improves which is a number that HRO require in the system to provide an acceptable backlog for continuity of work. It must be noted that although the outstanding number of repairs increased HRO performance and Customer Satisfaction has not been affected.

6. CUSTOMER TELEPHONE SATISFACTION SURVEYS

- 6.1 The seventh table highlights the 2015/16 Satisfaction Survey Results in comparison to the previous year. The introduction of telephone customer satisfaction questionnaires are completed to approximately 20% of all repairs that are undertaken daily without the work requiring a pre-inspection survey. Tenants are contacted by phone within minutes of the repair being completed so that we obtain accurate, timely feedback on individual repairs.

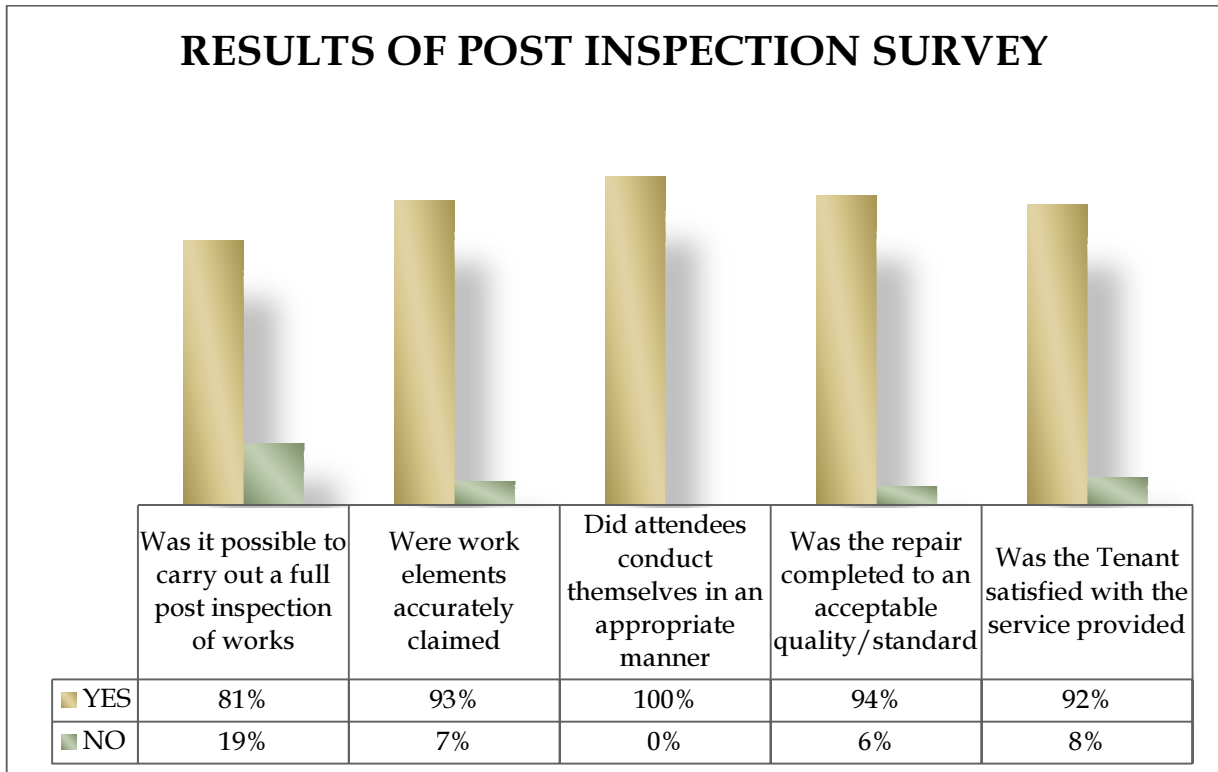


The Satisfaction results for 2015/16 have improved from the previous years results where 100% of tenants were satisfied overall of the repairs service they received. It was also noted that the satisfaction levels for Quality of service provided also Communication and co-operation of staff involved had increased.

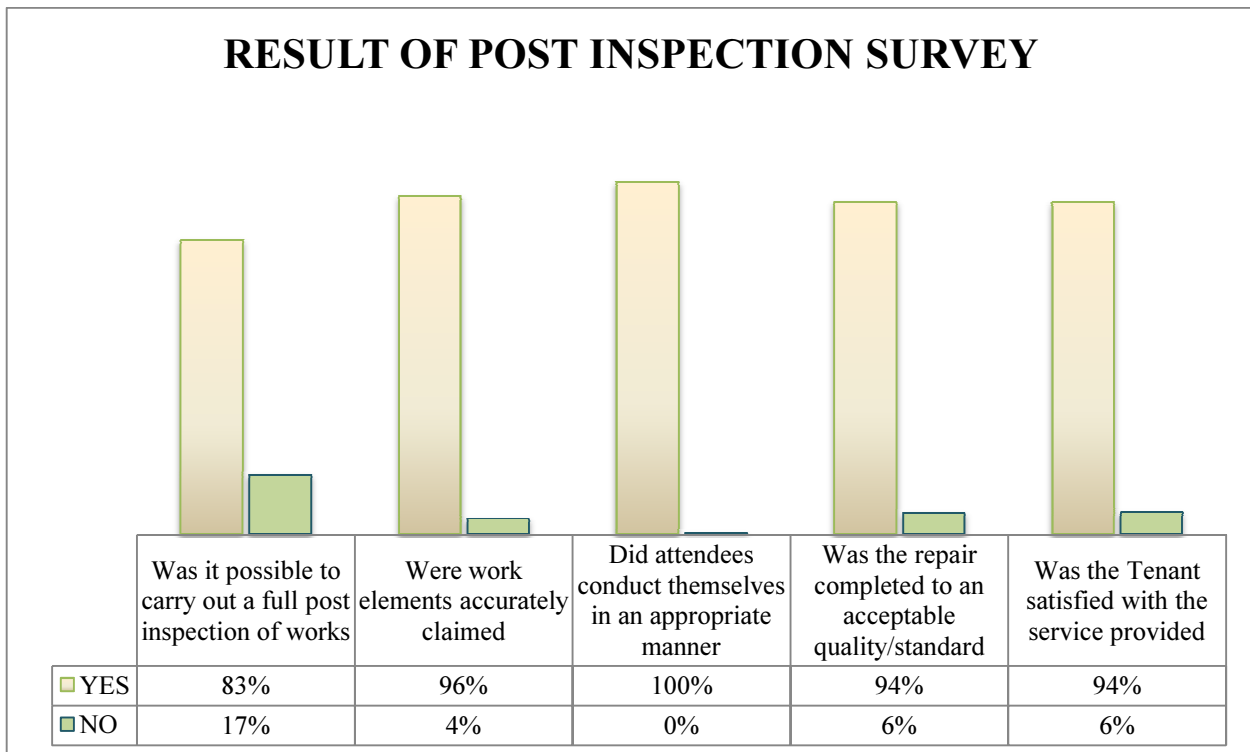
7. FACE TO FACE SATISFACTION SURVEYS

7.1 The final reports highlight the 2015/16 face to face satisfaction surveys results in comparison to the previous year completed for Priority 05 and 08 by Housing Surveyors to 100% of all pre-inspected work reported.

Results for 2014/15



Results for 2015/16



The face to face satisfaction results for 2015/16 have improved from the previous years results where 94% of tenants were satisfied with the service provided in comparison to 92% in 2014/15.

- 7.2 Whilst delivering the repairs and maintenance service, HRO are also supporting the WHQS programme with the internal and external works and have also completed over one hundred and twenty Kitchens and Bathroom to the WHQS standard along with a number of electrical rewires, central heating upgrades, new IG doors and fences.
- 7.3 The high levels of performance and customer satisfaction evidenced for 2015/16 is a testament of the hard work and commitment of the staff and workforce working together in order to create an effective and efficient response repairs service. Where dissatisfaction is reported by either telephone or by face to face surveys, a process is in place where all issues are forwarded to either the housing surveyor or the area foreman in order to investigate and resolve the matter with the tenant. We will also learn from this process and where necessary amend our working procedures in order to achieve continuous improvement. In 2015, Housing Repair Operations were finalists in the Association of Public Excellence (APSE) UK, Best Performing Authority for Building Maintenance.

8. EQUALITIES IMPLICATIONS

- 8.1 This is an information report therefore there are no potential equality implications and no requirement to complete a full Equalities Impact Assessment.

9. FINANCIAL IMPLICATIONS

- 9.1 The Response maintenance budget for 2015/16 was set at £7.9m and is funded by the Housing Revenue account. All works completed in support of the WHQS programme are Capital funded and reclaimed at the end of the financial year.
- 9.2 Whilst this arrangement is in place, there is no intention to increase the budget for 2016/17 but instead make further improvements such as those reflected in this report to make the service more effective and efficient going forward.

10. PERSONNEL IMPLICATIONS

- 10.1 Some additional resource capacity may be required to assist with additional WHQS works that cannot wait for the programme and to support this requirement HRO have employed eight apprentices last year and intend appointing a further three for 2016 in addition to qualified trades as and when required.

11. CONSULTATIONS

- 11.1 Comments received following consultations during the course of preparing this report have been reflected within the content.
- 11.2 As part of ongoing consultation and tenant involvement in the improvement of housing services, regular meetings are held with the Repairs and Improvement Group which consists of tenant representatives and key officers. This group is continuously reviewing the response repairs service which covers performance, quality, customer satisfaction, tenant inspections as well as reviewing policies and procedures, and identifying areas for further improvements. Meetings are also held with the staff, workforce, finance Support, IT and trade unions to ensure that everyone within HRO has an opportunity to contribute towards the improvements and vision of the department moving forward.

12. RECOMMENDATIONS

- 12.1 This report is for information purposes only and provides members of the Caerphilly Homes Task Group with an update on the progress of the Housing Response Repair Service.

13. REASONS FOR THE RECOMMENDATIONS

- 13.1 To inform members of Caerphilly Homes Task Group on the improvements in performance and customer satisfaction to the repairs service within Caerphilly County Borough Council.

14. STATUTORY POWER

- 14.1 Local Government Acts 1972 and 2000 and Housing Act 1985.

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Consultees: Councillor David Poole, Deputy Leader and Cabinet Member for Housing.
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Nicole Scammell, Acting Director of Corporate Services.
Shaun Couzens, Chief Housing Officer.
Phil G. Davy, Head of Programmes
Mark Jennings, Housing Strategy Officer.
Paul Lewis, IT Development Manager.
Repairs and Improvement Group members.
Fiona Wilkins, Public Sector Housing Manager.
Area/Neighbourhood Managers.
Lesley Allen, Group Accountant (Housing).
WHQS Project Board.
Trade Union Shop Stewards.



CAERPHILLY HOMES TASK GROUP – 30TH JUNE 2016

**SUBJECT: SUMMARY OF COMMUNITY BENEFITS DELIVERED DURING
2015/16 AS A RESULT OF THE WHQS PROGRAMME**

REPORT BY: CORPORATE DIRECTOR – COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To advise the CHTG of the community benefit outcomes delivered as a result of the Council's £200m WHQS investment in homes.

2. SUMMARY

- 2.1 Following the ballot in February 2012 the Council made a commitment to ensure that its £200m investment in homes would also help transform lives and communities.
- 2.2 As a result, the Council included both core (mandatory) and non-core (non mandatory) community benefit requirements into its supply partner and internal works contracts.
- 2.3 The Council has delivered a number of targeted recruitment and training community benefits directly.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to specified standards.
- 3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.3 The Council's Local Housing Strategy "People, Property, and Places" has the following aim:
- "To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations."
- 3.4 The delivery of the WHQS programme is coterminous with the aims of the Council's

Single Integrated Plan 2013-2017 which aims to 'improve standards of housing and communities, giving appropriate access to services across the county borough' and the recently approved, Caerphilly Poverty Strategy 2015.

- 3.5 The delivery of the WHQS programme relates directly to the aims of the Wellbeing of Future Generations (Wales) Act 2015 which requires public bodies to work towards a shared vision comprising 7 goals and adopt the 5 "Ways of Working". The goals and the 5 Ways of Working will underpin the delivery of the programme and include planning and acting for the long term, integration, involvement, collaboration and prevention.

4. THE REPORT

- 4.1 The Council has included a suite of core and non core community benefit requirements into its internal works and supply partner contracts
- 4.2 Each of the Council's three internal works contractors have started to deliver against the targets contained within the contracts. Monthly contractor monitoring meetings are attended by the Strategic Coordination Manager and officers from Procurement and Community Regeneration.

Community Benefits - Core

Employment

- 4.3 In line with the transforming lives agenda, the emphasis has been placed on encouraging the contractors to work with colleagues responsible for delivering the Welsh Government's LIFT and Communities4Work programmes as well as those delivering employment support programmes in order to meet their community benefit commitments. Through knitting the two together and building the relationships between the contractors and the teams within community regeneration, the Council can ensure that individuals from within the most disadvantaged and vulnerable groups are able to access the opportunities created.
- 4.4 The Council has also invested an additional £50,000 in the Welsh Government's LIFT programme during 2015/16 as a result of having recognised the benefits that the programme can bring to workless households throughout the county borough. 60% of those who took part in the programme during 2015/16 confirmed that they were Council tenants.
- 4.5 During the last year, Keepmoat have created 4 permanent full time opportunities as a result of the WHQS contract. The target for Keepmoat is 18 over the lifetime of the contract. Vinci have created 22 and Contract Services, 33. Both Vinci and Contract Services have a target of 12 over the lifetime of the entire contract. The 33 new permanent opportunities created by Contract Services have been achieved as a result of moving from a sub contracting arrangement to direct employment which has not only had the benefit of delivering a greater number of employment opportunities but has also helped create a more responsive service. Since 1st April 2015, the Council's supply partner, Robert Price, has also created 6 full time permanent opportunities of which two have been for people who would be categorised as long term unemployed (unemployed for more than 26 weeks).
- 4.6 As a result of the need to deliver against increasing targets and the 2020 deadline, the Council has also increased the resources available to deliver the programme.

43 opportunities have been advertised within WHQS team during 2015/16. These have been a combination of new opportunities and back filling of existing posts.

Apprenticeships

- 4.8 Since 1st April 2015, 17 apprenticeships have been created as a result of the Council's internal works contracts delivered by Keepmoat, Vinci and Contract Services. Robert Price recruited 4 apprentices in the period 2013/14 and all four have subsequently completed their apprenticeship in 2015/16.
- 4.9 Within the Council's WHQS team, one administrative apprenticeship has been created during 2015/16 however 7 opportunities have recently been advertised and will be filled during 2016/17.
- 4.10 Apprenticeships have also been created within HRO as a result of the additional work that the team is undertaking linked to WHQS. A further 3 apprenticeships will be offered during 2016/17.

Long Term Unemployed

- 4.11 Keepmoat, Contract Services and Robert Price have found it difficult to recruit individuals deemed long term unemployed (unemployed for over 26 weeks). This may be due to the fact that individuals who have been unemployed for a significant period have more significant barriers to overcome. However, through facilitating a closer alignment between the WHQS Lives and Communities Team, Communities First and the WG funded LIFT programme it is anticipated that the original target of 48 placements per annum and 8 opportunities for individuals deemed long term unemployed will be exceeded during 2016/17.

Work Placements

- 4.12 In an attempt to deliver against the work placement targets, Keepmoat have delivered an 'introduction to construction' programme in the eastern valley which has involved 12 participants identified by the Communities First and the LIFT team. The two week course provided participants with accredited training and an opportunity to sign up with a local agency. At least two of the participants have applied for an apprenticeship with the Council and also expressed an interest in an apprenticeship opportunity with Contract Services.
- 4.13 In coming months, Contract Services will run a similar course for potential participants from the Lower Rhymney Valley.

Community Benefits - Non Core

School / College Liaison

- 4.14 Two of the Council's contractors have chosen to sponsor a local school. Keepmoat have partnered with Blackwood Comprehensive via the Careers Wales' Business Class scheme and Contract Services have agreed to develop a partnership with St Martin's Comprehensive in Caerphilly. A significant number of St Martin's pupils come from Lansbury Park; hence the creation of a long term, mutually beneficial partnership arrangement between the school and Contract Services is likely to add value to the wider regeneration programme likely to be undertaken in Lansbury Park in future years. The relationships between both schools and the contractors are in

their infancy however it is anticipated that action plans will be drafted and progress monitored throughout 2016/17 with a view to presenting an annual report for information to the CHTG in March 2017.

Community Fund

- 4.15 All contractors have created a 'community fund' which will be used to support apprenticeships and the delivery of Communities First cluster plans across the respective areas. The fund can also be utilised for projects in non CF areas at the discretion of the Strategic Coordination Manager.
- 4.16 All contractors were asked to consider adopting the Living Wage. However, only Contract Services are registered as a Living Wage employer.
- 4.17 Colleagues in procurement have agreed to facilitate a "meet the buyer" session on behalf of the internal works contractors. The session is likely to take place in September.

Value Wales Toolkit

- 4.18 Keepmoat, Contract Services and Robert Price have all completed the Value Wales Toolkit which was also included within the contract as a requirement. The Value Wales Toolkit was introduced by the Welsh Government to capture the impact of public sector spend on the Welsh economy.
- 4.19 Vinci have been slow to engage in the community benefits agenda however they have agreed to complete and submit a toolkit in March 2017 highlighting the outcomes delivered as part of the contract.

Collaborative Working

- 4.20 Efforts during 2016/17 will focus on facilitating greater collaboration between Robert Price, Keepmoat, Vinci and Contract Services to deliver greater community benefit outcomes for Caerphilly residents as a result of the WHQS programme.

5. EQUALITIES IMPLICATIONS

- 5.1 An EqIA screening has not been undertaken as the report is for information.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from the report.

7. PERSONNEL IMPLICATIONS

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

8. CONSULTATIONS

- 8.1 Comments received from consultees have been incorporate within the report.

9. RECOMMENDATIONS

9.1 The report is for information.

10. REASON FOR RECOMMENDATIONS

10.1 To advise the CHTG on the outcomes delivered as a result of the Councils £200m WHQS investment in homes, lives and communities.

11. STATUTORY POWERS

11.1 Housing Acts 1985, 1996, 2004, 2014 and Local Government Act 2000.

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Consultees:	Cllr David Poole	- Deputy Leader & Cabinet Member for Housing
	Christina Harray	- Corporate Director Communities
	Phil Davy	- Head of Programmes
	Shaun Couzens	- Chief Housing Officer
	Liz Lucas	- Head of Procurement
	Marcus Lloyd	- Deputy Head of Programmes
	Tina McMahon	- Community Regeneration Manager
	Steve Greedy	- WHQS Project Manager
	Kay Bowen	- Assistant Project Manager

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CAERPHILLY HOMES TASK GROUP – 30TH JUNE 2016

SUBJECT: COMMUNICATIONS ACTION PLAN UPDATE

REPORT BY: CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To provide Project Board members with an update on delivery of the Caerphilly Homes Communications Strategy action plan.

2. SUMMARY

- 2.1 Effective communications is essential to ensuring all stakeholders have an awareness of the Caerphilly Homes brand, are aware of the services we deliver and are kept up to date on progress across the housing division. Key to effective communications is the delivery of timely messages in a range of formats, suitable to specific target audiences. But, more than simply sending messages out, effective communication also relies upon creating opportunities for open and transparent two way dialogue with stakeholders.
- 2.2 In May 2015 a revised Communications Strategy for Caerphilly Homes was developed in conjunction with tenants and officers. The strategy advocates a 'one housing service' approach to communications in order to more effectively embed the Caerphilly Homes ethos throughout the division.
- 2.3 A considerable amount of work has taken place over the past year to raise the Caerphilly Homes profile and build a positive reputation amongst stakeholders. As a flagship programme for the council, significant effort has been made to promote the WHQS programme and to increase stakeholder engagement.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The WHQS investment in Council Homes to transform lives and communities is a Well Being Objective.
- 3.3 The Council's Local Housing Strategy "People, Property, and Places" has the following aim:
"To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations."
- 3.4 Other relevant internal strategies include the corporate communications strategy 'One Voice' and Caerphilly Homes' local tenant participation strategy.
- 3.5 The WHQS investment in Council homes to transform lives and communities is a Well Being Objective.

4. THE REPORT

- 4.1 A communications review was undertaken in May 2015 which highlighted a number of areas for improvement including the need for greater consistency and coverage across the housing division, along with the need to further embed the Caerphilly Homes ethos and brand. In order to achieve this, the strategy and associated action plan takes a 'one housing service' approach to the delivery of communications.
- 4.2 As well as publicity and the promotion of services, including the WHQS programme, the strategy also includes a focus upon the development of opportunities for effective engagement and two way dialogue with stakeholders. A considerable amount of the work that has been carried out over the past year has been to increase the opportunities for more informal communication and engagement with stakeholders.
- 4.3 The key aims of the strategy are:
- (i) To raise the awareness of stakeholders on:
 - The range of services we provide
 - How to access our services
 - Our performance in providing these services
 - How they can influence our services
 - (ii) To promote Caerphilly Homes' reputation locally, regionally and nationally.
 - (iii) To develop a consistent brand image and positive identity for Caerphilly Homes.
- 4.4 The Communications Action Plan (Appendix A) sets out the shorter term actions to deliver the aims of the strategy. The action plan was developed based upon SMART principles to ensure it could be delivered, measured and monitored effectively.
- 4.5 Narrative has been added to the plan in order to reflect progress made in its delivery over the past year, along with colour coding to show the current status of each action against the timescales specified within the plan.
- 4.6 The twice yearly newsletter sent to all Caerphilly Homes tenants and leaseholders has continued. In order to ensure continuous improvement, tenants are actively engaged in providing feedback on the newsletter through the Armchair Reviewers. There are currently 90 Armchair Reviewers registered on the mailing list facilitated by the Tenant and Community Involvement Team; they all receive a proof of the newsletter along with a questionnaire on which to provide their feedback prior to the newsletter being finalised. Hard copies of the newsletter are sent to all tenants and leaseholders, copies are also circulated to staff and elected members, all editions are posted on the council's website and copies are also taken to events for members of the public to take away.
- 4.7 A great deal of work has been undertaken in updating the housing pages of the website; including a new task oriented structure and the development of more user friendly content. The development of these pages is ongoing including, for instance, the recent new design of the 'homes ready for rent' section. This section previously simply contained a black and white pdf containing basic property information on hard to let properties. The pages have now been updated to include 'feature properties' where prospective tenants can view photos and additional information about homes available and their localities. This development has been utilised in the promotion of the vacant Rowan Place properties.
- 4.8 A number of press releases and case studies have been issued over the past year. These have included a combination of areas covered from tenant 'good news stories' to WHQS community benefits case studies. The majority of these stories have been published in local press, as well as featuring on the council's website and postings on social media.

- 4.9 One particularly positive news story, for instance, focussed upon jobs and training opportunities made available through WHQS and how effective partnership working between Caerphilly Homes and Communities First is helping deliver this on the ground. The case study used was of a local young person who became a trainee with our in-house workforce after successfully completing a Communities First run 'Construction that works' course. The case study was sent to Welsh Government and resulted in Lesley Griffiths AM, the then Minister for Communities and Tackling Poverty, visiting Lansbury Park to view completed WHQS works and meeting the young person used in the case study. As the visit coincided with the announcement of the MRA funding for 2015 it received significant media coverage.
- 4.10 Effective communications between the Council and Welsh Government is vital. As well as co-ordinating the Ministerial visit to Lansbury Park, there was a Ministerial visit to Rowan Place and the official opening of Hafod Deg Resource Centre. In November 2015, we also co-ordinated a 'road trip' of the county borough for Welsh Government's Homes and Places Division. This visit incorporated visits to a number of sites including Rowan Place, Hafod Deg, Phillipstown and the affordable housing scheme at Thorncombe Road, Blackwood.
- 4.11 It is recognised that many tenants will not read newsletters or newspapers and will not actively seek out information on the website. A concerted effort has been made over the past year to increase opportunities for more informal communications with stakeholders and in exploring new methods of engaging with the wider tenant body. For example, we have increased use of social media and initiated a number of new campaigns designed to engage tenants and increase followers. The regular campaigns running on our Facebook and Twitter pages are: 'Monday money saver' which provides tenants with weekly budget saving tips; 'Find a home Friday' which is being used to actively promote our hard to let properties; 'A day in the life' which raises awareness of the range of services delivered by Caerphilly Homes through following depicting a typical work day of a range of staff across the housing service.
- 4.12 The use of film and digital storytelling as a communications method is also being used. There are a number of Caerphilly Homes commissioned films uploaded to the council's YouTube channel including The Regeneration of Rowan Place and Hafod Deg, a short animated film on preventing condensation and the Rough Sleepers Documentary. In summer 2015 the Penyrheol Community Association was supported with a digital storytelling project; the results of this were premiered at the last Caerphilly Homes Celebration Event.
- 4.13 Two annual Caerphilly Homes Celebration Events have now been held. Around 100 people attended last year's event; the attendance consists of a combination of tenants, staff, partner agencies and dignitaries. Extremely positive feedback has been received on both previous events; it has now grown so large that a new venue has been sourced for this year's event. As well as showcasing the previous year's achievements for Caerphilly Homes, the event also features the Transforming Lives and Communities Awards where tenants, local voluntary groups and staff are recognised for making a difference in the county borough. Last year's entries increased threefold on the previous year, clearly demonstrating its increasing success and popularity.
- 4.14 Face to face communication is one of the most effective methods of engagement. There has been a Caerphilly Homes presence at a variety of events from the larger ones like Blackwood Beach Party to smaller community based events like 'afternoon tea' for tenants in areas receiving WHQS works. There is close working with Communities First, linking into their events where possible to pool resources and add value. Alongside providing information and assistance to the public on the range of housing services, events are also used to promote specific initiatives, raise the Caerphilly Homes profile and develop a positive reputation.
- 4.15 Activities and new projects planned over the coming months, include the launch of a tenant gardening contest, a number of summer events including a pilot exercise utilising town centre spaces and 'A year in the life of' film to celebrate Caerphilly Homes achievements over the past year. The investment being made into the regeneration of both Rowan Place and Lansbury Park will also have considerable focus over the coming months, from consultation and engagement events to opportunities for 'good news stories' and positive publicity for

Caerphilly Homes and the council as a whole. The Communications Action Plan will be reviewed.

- 4.16 The use of GovDelivery is being explored as an opportunity for more targeted, proactive communications with stakeholders. For instance, to update prospective tenants on 'feature properties' from our homes ready to rent section, to raise awareness of tenant involvement opportunities and, potentially, to send out frequent Caerphilly Homes news bulletins to stakeholders.
- 4.17 It has also been recognised that, as a flagship programme for the council, further emphasis should be made on further raising the profile of the WHQS programme. Momentum will be built over coming months through utilising a variety of mechanisms including increased social media postings and positive news stories issued to local press etc.
- 4.18 Regular progress reports will be provided to both WHQS Project Board and CHTG to update on communications activities across Caerphilly Homes.

5. EQUALITIES IMPLICATIONS

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

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications arising from the report but the annual expenditure on communications is £49,646.

7. PERSONNEL IMPLICATIONS

- 7.1 This report has no direct personnel implications.

8. CONSULTATIONS

- 8.1 Comments received from consultees have been incorporated into the report.

9. RECOMMENDATIONS

- 9.1 The report is for information.

10. REASON FOR THE RECOMMENDATION

- 10.1 To provide members of the CHTG with an update on communications activity.

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Phil G Davy, Head of Programmes
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Marcus Lloyd, Deputy Head of Programmes
Stephen Pugh, Corporate Communications Manager
Jane Roberts Waite, Strategic Co-ordination Manager

Appendices:
Appendix A – Communications Action Plan

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Colour key - Timescale met In progress / not yet met Timescale not met Not yet due

Key Aim 1 – To raise the awareness of stakeholders on the range of services we provide, how to access our services, our performance in providing these services and how they can influence our services

What?	Why?	Who?	When?	How will it be measured?	How much will it cost?	Progress
<p>1.1 Further develop and improve tenant newsletter by:</p> <ul style="list-style-type: none"> Actively seeking input from tenants into content of newsletter via Armchair Reviewers, social media etc Establish newsletter editorial panel 	<ul style="list-style-type: none"> To ensure newsletter remains tenant focussed and contains a variety of content. 	<p>Kelsey Watkins</p>	<p>Beginning July 2015</p>	<ul style="list-style-type: none"> Feedback from Armchair Reviewers Random tenant telephone surveys 	<ul style="list-style-type: none"> Tenant newsletter currently sent twice per year at total cost of £16,500 per annum 	<ul style="list-style-type: none"> Newsletter continues to be sent twice a year to all tenants, leaseholders, staff and elected members. Armchair reviewer surveys continue to be undertaken and comments considered in advance of newsletter being finalised. Social media is also being utilised in an attempt to gauge readership levels and areas for improvement. A task and finish group will be developed to review layout of

						newsletter. This will be done during summer 2016 with support from the Tenant and Community Involvement Team.
1.2 Maintain Caerphilly Homes quarterly media planner	<ul style="list-style-type: none"> To ensure consistency in coverage across Caerphilly Homes. To maintain a regular flow of 'good news' stories and ensure stakeholders are kept fully up to date on Caerphilly Homes services. 	Chloe Thomas	Ongoing	<ul style="list-style-type: none"> Regular input from managers across Caerphilly Homes Information fed into corporate media planner 	N/A	<ul style="list-style-type: none"> Media planner is updated regularly and all managers across Caerphilly Homes are asked to feed into it, in order to ensure coverage is maintained across the housing service.
1.3 Reinstate staff bulletin	<ul style="list-style-type: none"> To ensure staff are kept fully updated on activities across Caerphilly Homes and our performance in different areas of service delivery. 	Chloe Thomas	Beginning July 2015	<ul style="list-style-type: none"> Bulletin containing mix of content from across Caerphilly Homes sent to staff every 6 weeks 	£800 pa	<ul style="list-style-type: none"> Staff bulletin was reinstated in January 2016, when post of Programme Support Assistant was filled. This is now being produced and circulated to all Caerphilly Homes staff every 2 months.

<p>1.4 Utilise existing opportunities to capture tenant communication preferences, e.g. via TLO/TSO visits, social media, etc</p>	<ul style="list-style-type: none"> To allow us to target our communications effectively and efficiently, e.g. sending electronic newsletters to those who request it to reduce printing and postage costs. To ensure our communications materials are accessible to all, e.g. in alternative languages, braille, large print, etc. 	<p>WHQS team</p>	<p>Beginning July 2015</p>	<ul style="list-style-type: none"> Database compiled of tenant communication preferences 	<ul style="list-style-type: none"> No costs associated with gathering data as this will be done as part of existing contact with tenants. Data may lead to some financial savings if sufficient numbers of tenants request contact via email. 	<ul style="list-style-type: none"> Information being captured via contact card at survey stage Preference sheet also being sent to Armchair Reviewers
<p>1.5 Increase and improve use of social media:</p> <ul style="list-style-type: none"> Increased postings on existing social media channels, in line with media planner Develop campaign to increase engagement on current social media channels Explore 	<ul style="list-style-type: none"> To actively engage with those tenants often seen as 'hard to reach.' To raise awareness of stakeholders on the range of services provided by Caerphilly Homes and how they can influence services. 	<p>Kelsey Watkins / Chloe Thomas</p>	<p>Beginning June 2015 and ongoing</p>	<ul style="list-style-type: none"> Number of page 'likes' and 'followers' Increased post engagement 	<p>N/A</p>	<ul style="list-style-type: none"> Section of Caerphilly Homes media planner is dedicated to social media in order to ensure daily postings. A series of ongoing social media campaigns are currently underway including 'Monday money savers',

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<p>opportunities for use of other social media channels, including potential for staff engagement</p>						<p>'Find a home Friday' and 'A day in the life'.</p>
<p>1.6 Schedule of events for elected members, including:</p> <ul style="list-style-type: none"> • Affordable housing road trip • WHQS open day to launch member information pack <p>Briefing sessions on key housing issues / updates</p> <p>Page 68</p>	<ul style="list-style-type: none"> • To ensure members are kept fully updated on performance across Caerphilly Homes. • To raise members' awareness of the range of services delivered by Caerphilly Homes. 	<p>Kelsey Watkins</p>	<ul style="list-style-type: none"> • Road trip – July 2015 • Member pack – September 2015 • Briefing sessions - 2016 	<ul style="list-style-type: none"> • Schedule of regular events • Attendance at events • Event evaluation / feedback 	<ul style="list-style-type: none"> • Affordable housing road trip being funded by RSL partners • Anticipated costs for printing of member pack and launch event £500 	<ul style="list-style-type: none"> • Affordable housing roadtrip was undertaken. • Member pack still in draft format.
<p>1.7 Maintain housing pages of website and review regularly with staff working group to ensure continuous improvement.</p>	<ul style="list-style-type: none"> • To ensure stakeholders can obtain accurate, up to date information about Caerphilly Homes' services via the website. • Use more effectively to share good news stories 	<p>Kelsey Watkins / Louise Saddler</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Surveys and user testing 	<p>N/A</p>	<ul style="list-style-type: none"> • Web pages updated regularly and improved continuously, e.g. addition of video links on specific pages, changes to layout and format of 'homes ready to rent' section, etc.

<p>1.8 Produce Caerphilly Homes directory</p>	<ul style="list-style-type: none"> To provide internal and external stakeholders with information on Caerphilly Homes, including range of services provided and key contact details. 	<p>Kelsey Watkins</p>	<p>April 2016</p>	<ul style="list-style-type: none"> Feedback from Armchair Reviewers and Employee Panel 	<ul style="list-style-type: none"> Initial print run for approx. 6,000 copies - £3,000; for dissemination via Area Housing Offices, Housing Advice Centre, Tenant Handbook, community groups. E-version to be made available on website, emailed to members and partners, e.g. RSLs, CF. Copies available on request and promoted via tenant newsletter, with plans for dissemination to wider tenant body in financial year 2016/15 	<ul style="list-style-type: none"> Initial discussions have been held with tenants around which format this should take and several options have been presented, such as pocket guide and magnets. Issue 8 of the newsletter also includes a 'How to contact us' section in response to a request from Repairs & Improvements Group.
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<p>1.9 Increased use of other mediums, such as film, including:</p> <ul style="list-style-type: none"> • Rowan Place film • Digital storytelling • 'What we do' video • Filming of awards <p>Page 10</p>	<ul style="list-style-type: none"> • To ensure stakeholders are able to access information about Caerphilly Homes and its services through a range of different formats. 	<p>Kelsey Watkins</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Number of completed film projects per year 	<ul style="list-style-type: none"> • Total anticipated costs for Rowan Place film (2 year project) - £4,000 • Digital storytelling project – minimal costs attached, e.g. refreshments • 'What we do' video – £2,000 • Awards filming - £350 	<ul style="list-style-type: none"> • Films and digital stories produced to date include Rowan Place/Hafod Deg; Rough Sleepers; Damp and Condensation; Tenancy Support Officers
<p>1.10 Develop annual Caerphilly Homes event planner.</p>	<ul style="list-style-type: none"> • To provide a range of opportunities for informal, face to face engagement with stakeholders 	<p>Kelsey Watkins / Chloe Thomas</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Level of engagement at events • Outcomes from events, e.g. surveys completed, take up of 'hard to let' properties, etc 	<ul style="list-style-type: none"> • Annual events budget set at £4,500 (to include provision of branded merchandise) 	<ul style="list-style-type: none"> • Separate events planner compiled and updated with events throughout the county borough. • Events attended in 2015 include: • Bargoed Spring Fair • Blackwood Beach Party • 'Afternoon tea' at Rowan Place and The Bungalows,

						Hengoed • Lansbury Park Community Event • Ael y Bryn fun day
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Key Aim 2 - To promote Caerphilly Homes' reputation locally, regionally and nationally						
What?	Why?	Who?	When?	How will it be measured?	How much will it cost?	Progress
2.1 Maintain regular flow of press releases Page 21	<ul style="list-style-type: none"> To raise the profile of Caerphilly Homes, by sharing successes. 	Kelsey Watkins	Monthly / ongoing	<ul style="list-style-type: none"> Number of positive news items in media 	N/A	<ul style="list-style-type: none"> 17 press releases issued in total since April 2015. These have covered a number of stories across the housing division.
2.2 Continue annual Transforming Lives and Communities Awards	<ul style="list-style-type: none"> Awards ceremony / celebration event offers the opportunity to raise Caerphilly Homes' profile through publicity before and after event. The awards help develop a positive reputation for Caerphilly Homes' amongst stakeholders. 	Kelsey Watkins / Chloe Thomas	Held annually in September	<ul style="list-style-type: none"> Number of award nominations received Event feedback 	<ul style="list-style-type: none"> Allocated awards budget £2,000 (to be enhanced with sponsorship from suppliers) 	<ul style="list-style-type: none"> Successful celebration event held in September 2015. Due to growth of event a decision has been made to change venue for 2016 event and plans are underway for September event.

<p>2.3 Launch Caerphilly Homes gardening competition</p>	<ul style="list-style-type: none"> To encourage tenants and local communities to take a sense of pride in their surroundings and improve general appearance of estates. To help promote the Caerphilly Homes' reputation amongst stakeholders. 	<p>Kelsey Watkins / Mandy Betts</p>	<p>Summer 2016</p>	<ul style="list-style-type: none"> Number of entries received 	<ul style="list-style-type: none"> £1,000 (will also explore opportunities for sponsorship) 	<ul style="list-style-type: none"> Article asking for nominations to be included in Issue 8 of Caerphilly Homes newsletter and awards will be incorporated into September celebration event.
<p>2.4 Involvement in national housing campaigns and initiatives, e.g. Housing Camp, Housing Day, Council Homes Chat, etc.</p>	<ul style="list-style-type: none"> To raise the profile of Caerphilly Homes within housing sector locally, regionally and nationally. 	<p>Kelsey Watkins</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> Number of initiatives supported 	<p>N/A</p>	<ul style="list-style-type: none"> The Caerphilly county borough played host to the inaugural Housing Camp Cymru in November 2015. The Communications & Tenant Engagement Officer played an active role in the Council Homes Chat campaign and also worked with tenants to produce content for Housing Day 2015.

<p>2.5 Digital storytelling project</p> <p style="text-align: center;">Page 73</p>	<ul style="list-style-type: none"> To promote reputation of Caerphilly Homes and local communities, through challenging perceptions and addressing stigma of social housing. 	<p>Kelsey Watkins / Gail Taylor</p>	<p>September 2015</p>	<ul style="list-style-type: none"> Digital story premiered at Transforming Lives and Communities Awards 	<ul style="list-style-type: none"> Minimal costs, e.g. refreshments for community 	<ul style="list-style-type: none"> Staff from Housing Communications and the Tenant & Community Involvement Team supported Penyrheol Residents Association with a digital storytelling project in summer 2015. This was premiered at the Caerphilly Homes celebration event. The Tenant & Community Involvement Team also produced a digital story to promote the work of the Tenancy Support Officers.
<p>2.6 Work with local schools, colleges and adult education, e.g. careers aspirations talks.</p>	<ul style="list-style-type: none"> To raise aspirations and promote housing as a career. To help build relationships with partner organisations. 	<p>Kelsey Watkins</p>	<p>December 2015</p>	<ul style="list-style-type: none"> Number of successful events / initiatives 	<p>N/A</p>	<ul style="list-style-type: none"> Some work has begun through delivery of contractor community benefits, e.g. Keepmoat's involvement in the Careers Wales Business Class scheme with Blackwood Comprehensive School, talks to

						<p>primary schools, etc. Initial conversations also held between Contract Services and St Martin's school about potential joint working.</p> <ul style="list-style-type: none"> • Additional plans are underway with other contractors to increase activity in this area.
<p>2.8 Production of e-bulletin for circulation to elected members, partner organisations, etc.</p>	<ul style="list-style-type: none"> • To raise the profile of Caerphilly Homes. • To held forge stronger relationships with partners and raise awareness of potential areas for joint working. 	<p>Kelsey Watkins</p>	<p>Summer 2016</p>	<ul style="list-style-type: none"> • Quarterly e-bulletin 	<ul style="list-style-type: none"> • Design costs approx. £250 	<ul style="list-style-type: none"> • Opportunities being explored to utilise Gov Delivery to send out targeted frequent bulletins.

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Key Aim 3 - To develop a consistent brand image and positive identity for Caerphilly Homes						
What?	Why?	Who?	When?	How will it be measured?	How much will it cost?	Progress
3.1 Schedule of staff events, to include: <ul style="list-style-type: none"> • Monthly 'hot topic' sessions • Caerphilly Homes staff conference / event 	<ul style="list-style-type: none"> • To help facilitate better partnership working across teams at Caerphilly Homes • To develop staff's sense of ownership and identity with Caerphilly Homes brand and ensure consistency across the housing service 	Kelsey Watkins / Richard James	Commencing June 2015	<ul style="list-style-type: none"> • Event evaluation / feedback • Increased staff satisfaction 	<ul style="list-style-type: none"> • Proposed annual staff event budget £2,000 	<ul style="list-style-type: none"> • WHQS hot topic sessions are ongoing. • Additional work required to plan staff event.
3.2 Develop Caerphilly Homes mascot through children's design competition	<ul style="list-style-type: none"> • To engage local communities in developing a mascot which links in to Caerphilly Homes brand and offers tenants a sense of ownership. 	Joanne James / Gail Taylor	Autumn 2015	<ul style="list-style-type: none"> • Number of entries received • Mascot costume produced for use at events 	<ul style="list-style-type: none"> • £1,000 	<ul style="list-style-type: none"> • Mascot competition was launched and promoted in numerous ways including via social media, newsletter etc. Unfortunately there was insufficient response to continue.
3.3 Stationery audit	<ul style="list-style-type: none"> • To collate all service leaflets, standard letters, etc being used by Caerphilly Homes and review in 	Kelsey Watkins	July 2016	<ul style="list-style-type: none"> • All materials consistently branded and written in plain English 	<ul style="list-style-type: none"> • We are not able to estimate rebrand costs at this stage, 	<ul style="list-style-type: none"> • This work has commenced with rewriting of WHQS standard letters.

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	<p>conjunction with Armchair Reviewers to ensure they are in keeping with brand and meet plain English guidance.</p> <ul style="list-style-type: none"> • Production of easy reads and other formats where necessary to ensure materials are accessible to all. 				as stationery audit will identify what materials need to be rebranding / revised	
3.4 Review content of intranet pages and ensure it is updated regularly	<ul style="list-style-type: none"> • To ensure consistent message is being delivered to staff 	Kelsey Watkins / Chloe Thomas	Reviewed by August 2016	<ul style="list-style-type: none"> • Staff feedback / engagement 	N/A	