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For all enquiries relating to this agenda please contact Kim Houghton
(Tel: 01443 864267 Email: houghk@caerphilly.gov.uk)

Date: 6th February 2019

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, 14th February, 2019** at **5.00 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days, and a simultaneous translation will be provided if requested.

All Committee meetings are open to the Press and Public, observers and participants are asked to conduct themselves with respect and consideration for others. Please note that failure to do so will result in you being asked to leave the meetings and you may be escorted from the premises.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Chrissy'.

Christina Harrhy
INTERIM CHIEF EXECUTIVE

AGENDA

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

Pages

A greener place Man gwyrddach



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 6th December 2018. 1 - 4

To receive and consider the following reports and make recommendations to the Policy and Resources Scrutiny Committee: -

- 4 Re-profiling of WHQS Programme and HRA Capital Programme 2019/2020. 5 - 30

To receive and note the following information items: -

- 5 WHQS Environmental Programme. 31 - 40

- 6 Wales Audit Office WHQS Review. 41 - 112

- 7 Well-being Objective 3 Mid-Year Update (April-October 2018). 113 - 140

**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 Kim Houghton on 01443 864267, by 10a.m. on Wednesday 13th February 2019.*

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

Circulation:

Task Group Members: Ms L. Pewtner, Mrs D. Moore, Ms M. James, Ms R. Thompson, Mrs Y. Bryant, M. Davies, L. Harding, A. Hussey, Mrs B. A. Jones, Ms S. Jones, L. Phipps, Mrs D. Price (Chair), L.G. Whittle and Mr C. Davies (Vice Chair),

And Appropriate Officers

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CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

**MINUTES OF THE MEETING HELD IN THE SIRHOWY ROOM, PENALLTA HOUSE, ON
TUESDAY, 6TH DECEMBER 2018 AT 5.00 P.M.**

PRESENT:

Councillor L. Harding - Chair

Councillors:

M. Davies, A. Hussey, L. Phipps,

Tenant Representatives:

M. James, S. Jones, D. Moore, R. Thompson

Officers:

S. Couzens (Chief Housing Officer), S. Cousins (Principal Housing Officer), P. Smythe (Housing Technical Manager) and K. Houghton (Committee Services Officer)

1. APOLOGIES

Apologies had been received from the Chair and Vice-Chair therefore nominations were sought for a Chair for the duration of the meeting. It was moved and seconded that Councillor L. Harding be Chair and this was agreed unanimously.

Apologies for absence were received from Councillors Councillor B. Jones, D. Price, L.G. Whittle and Tenant Representatives Mr C. Davies, Y. Bryant, L. Pewtner.

2. DECLARATIONS OF INTEREST

Tenant Representatives M. James, S. Jones, D. Moore and R. Thompson declared a personal but not prejudicial interest in all agenda items as Council Tenants.

3. MINUTES – 1ST NOVEMBER 2018

It was moved and seconded that the minutes of the meeting held on the 1st November 2018 be agreed as a correct record and by a show of hands was unanimously agreed.

RESOLVED that the minutes of the meeting held on 1st November 2018 (minute no, 1-9) be approved as a correct record and signed by the Chair.

4. HOMELESSNESS STRATEGY AND ACTION PLAN 2018-2022

The Principal Housing Officer introduced the report which, having been considered by the Policy and Resources Scrutiny Committee on 13th November 2018, outlined the Gwent Regional Homelessness Strategy 2018-2022 and sought the views of Members on its content, prior to presentation to Cabinet for approval.

Members were advised that the Housing (Wales) Act 2014 requires all Welsh local authorities to undertake a review of their homelessness services and produce a four year homelessness strategy to address the issues identified. The five local authorities in Gwent have responded to the requirement by working together to produce a regional strategy, delivered through local and regional action plans. A regional approach was approved by Welsh Government and this takes into account the need to consider more partnership and cross boundary working. The Strategy has been developed from the findings of an extensive regional consultation and review. Local Authorities across Wales are required to implement their homelessness strategies by 31st December 2018. A copy of the Strategy and supporting documents was appended to the report for Members' information.

It was explained to Members that the Gwent Homelessness Review 2018 (an extract of which was appended to the Appendix) defines the scale of the issue across the region and within Caerphilly, and analyses the nature and extent of homelessness in Gwent. The strategy document (attached at Appendix 2) contains four key priorities and ten strategic objectives. A regional action plan has been developed which in Caerphilly's case, also contains the local actions that the Council intend to deliver through the term of the strategy period (attached at Appendix 3). The Equalities Impact Assessment for the Strategy (at Appendix 4) outlined the extensive consultation that has been undertaken with relevant Council Officers and via online surveys with service users who have experienced homelessness.

Members discussed the availability of the whole strategy in order to view its contents. The Principal Housing Officer assured Members that the whole strategy contained the data and extensive background to the forming of the strategy and that the most relevant documents were before them as part of the report. However a copy of the full Strategy document would be available in the Members library.

Members sought clarification regarding the prioritisation of homelessness cases and how emergency and priority need cases were identified. The Principal Housing Officer advised Members that cases are assessed against a priority need criteria. Members were provided with an example of a criterion that would deem a case as high priority, being that of a family with young children who would require emergency and temporary accommodation. By working across the Gwent region, accommodation placements can be made outside of the County Borough if there are no emergency placements available within area or Clients cannot be placed within the County Borough for safety reasons.

Members enquired as to what consideration was being given to the use of empty properties particularly accommodation above commercial properties to increase available accommodation. The Principal Housing Officer informed members that this was an option but difficult as it involved working with private owners. The Chief Housing Officer highlighted to Members that this was a national problem but did form part of the asset management strategy. The Cabinet Member for Homes and Places was keen to support work towards bringing accommodation above commercial properties in to use as not only does it provide additional accommodation in the County Borough but also has the potential to revitalise high streets.

Following consideration and in noting the details of the Homelessness Strategy and Action Plan 2018-2022, the Caerphilly Homes Task Group unanimously recommended to the Cabinet that the comments of the Group be noted when considering the Strategy and Action

Plan for approval. .

RECOMMENDED to the Cabinet that the comments of the Group be noted when considering the Homelessness Strategy and Action Plan 2018-2022 for approval. .

5. WHQS PROGRESS REPORT – FINAL STAGES

The Chief Housing Officer introduced the report which sought the views of Members on the performance of the Welsh Housing Quality Standard (WHQS) Team to date and also set out the anticipated projected performance up to December 2020. Prior to its presentation to the Policy and Resources Scrutiny Committee and thereafter Cabinet,

The Chief Housing Officer provided Members with the details of the capital expenditure for 2018/19 for WHQS works together with an overview of achievements that had been made as part of the wider commitments and benefits delivered by the WHQS programme.

Members raised concerns regarding the timing of the customer satisfaction surveys which may have resulted in confusion between tenant responses on internal versus external works. Members discussed the management of tenant expectations and the prioritisation of where works would be carried out which may have impacted on satisfaction levels. Officers highlighted to Members that works were prioritised based on the condition of properties and therefore consistency would not have been possible due to the variable condition of individual properties across the County Borough.

A Member queried the longevity of the community benefits highlighted in the report once the programme had been completed. Officers responded that although contracts were up to 2020 only the programme had provided opportunities for members of the community to develop skills that increased their employability beyond the end of the programme.

Members discussed the standard of external works carried out including circumstances when this work requires replacement or repair and whether the Council takes on the financial responsibility for these works. Officers confirmed that if works are deemed substandard and further replacement or repair is required then the contractors would be responsible for the financial impact.

Following consideration and in noting the details of the WHQS Progress Report – Final Stages, the Caerphilly Homes Task Group unanimously recommended to the Policy and Resources Scrutiny Committee that the contents of the report be noted.

RECOMMENDED to the Policy and Resources Scrutiny Committee note the contents of the report, consider the comments of the Caerphilly Homes Task Group and make a recommendation to Cabinet.

6. INFORMATION ITEMS

The Caerphilly Homes Task Group received and noted the following information items:-

- (1) Allocation of New Homes and the Role of the Tenancy Enforcement Section

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

The meeting closed at 17.56pm.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 14th February 2019.

CHAIR



CAERPHILLY HOMES TASK GROUP – 14TH FEBRUARY 2019

SUBJECT: RE-PROFILING OF WHQS PROGRAMME AND HRA CAPITAL PROGRAMME 2019/2020

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report provides members with proposals for re-profiling the final stages of the WHQS programme with the aim of ensuring full compliance by 2020, prior to the report being considered by Policy and Scrutiny Resources Committee and thereafter Cabinet for approval.

2. SUMMARY

- 2.1 Whilst good progress has been maintained on the delivery of the programme during 2018/19, it has been necessary to review and re-align the programme to take account of changing circumstances to ensure that full compliance is achieved by 2020. One of the main changes affecting the programme, has been the loss of our second contractor who was delivering part of the internal works. This report sets out the revised programme.
- 2.2 Based on current and projected performance of the internal and external WHQS works programme (as confirmed in the recent WHQS Progress Report on the Final Stages to CHTG on 6th December 2018 and subsequent Welsh Audit Office (WAO) WHQS Follow up report issued December 2018) the achievement of full compliance is achievable prior to the deadline of December 2020.
- 2.3 A separate programme of works was established for our sheltered housing schemes with agreement that both internal and external works would be undertaken by our in-house workforce. This work is also on programme, however there has been a requirement to re-profile a number of the schemes as a result of additional external works being added to schemes, along with ecological surveys which have delayed some contracts by a number of months. In addition one sheltered housing scheme (Ty Isaf Risca) containing twelve units is now being suspended from the programme following a recent survey due to health and safety grounds. This will be accounted for as an acceptable fail in line with the WHQS guidance document issued by Welsh Government (WG) pending a feasibility study which is required to determine the future viability of the scheme.
- 2.4 The HRA Capital Programme budget has been revised based on surveyed costs projected forward to the end of the programme. Where surveys have yet to be finalised, average costs have been used based on rates from most recent tender submissions. This data has replaced the previous Savill's estimates and demonstrates that the housing business plan and the WHQS programme remains financially viable.

3. RECOMMENDATIONS

- 3.1 The CHTG note and provide views on the contents of the report prior to it being forwarded to the Policy and Resources Scrutiny Committee and Cabinet.
- 3.2 That members consider the revised WHQS programme and projected increased investment totalling £250m
- 3.3 That members note the borrowing requirement necessary to complete the programme (currently £43m) with the proviso that the borrowing amount remains affordable within the Business Plan and the HRA.

4. REASON FOR RECOMMENDATIONS

- 4.1 To inform members/stakeholders of proposed changes to the WHQS Programme and the HRA Capital Programme.

5. THE REPORT

- 5.1 In September 2012 an investment strategy was approved by the Caerphilly Homes Task Group/Cabinet Sub Committee which outlined how the WHQS Programme would be implemented on a community based approach for completion by the WG deadline of 2020. The work is split between the in house work force and contractors and, with the exception of sheltered housing, there are separate sequences for internal and external works.
- 5.2 In relation to our sheltered housing schemes, members previously approved an additional programme of works where internal and external works would be undertaken simultaneously by the Caerphilly Homes in-house team. These schemes have been incorporated within the programme for completion by 2020, with the exception of those schemes that have been identified for remodelling or potential demolition.
- 5.3 During the course of the programme there will inevitably be issues that will impact on its delivery given the volumes of properties and works involved. There are occasions where tenants are unable to proceed with the works due to a variety of reasons e.g. ill health, personal circumstances or simply they may not want the disruption that some of these works can cause. There have also been some issues in relation to contractor performance where outputs have not achieved the expected levels as well unforeseen additional work being encountered (e.g. replacement of roofs where originally repairs were identified) in addition to ecologist surveys detecting bats where these factors can all give rise to delays with the programme and subsequent slippage.
- 5.4 Members will be aware that two sheltered housing schemes have been classified as 'acceptable fails' in line with the WHQS guidance document, due to structural and design limitations. These two schemes are planned to receive major improvements post 2020 which will include remodelling works to make them fit for purpose. In addition, a further three sheltered schemes were removed from the programme as they are being considered for demolition subject to a new older persons development being provided to meet demand. One Sheltered Housing scheme (Ty Isaf Risca) containing 12 units has also recently been suspended from the programme as a result of health and safety concerns around the detection of Asbestos Containing Material (ACM's). Following this discovery, a full feasibility study will now be undertaken to determine the future viability of this scheme. This decision was based on the need for all residents to be decanted into temporary accommodation in order for these works along with the proposed WHQS works to be completed.

- 5.5 In August 2017 one of our main internal works contractors (Contract Services) ceased trading, along with the more recent termination of a second contractor (Vinci) in September 2018. The loss of the first contractor had previously impacted on the progress of internal works in the Lower Rhymney Valley. The recent loss of the second contractor has now impacted on progress of the Upper Rhymney Valley therefore the future programme has had to be amended to take account of the impact of these fundamental changes.
- 5.6 At the time of writing this report the internal planned programme for 2019/20 (including sheltered schemes) indicates that 849 properties will be remaining for the final year, however based on current performance at the end of quarter 3 and projecting this forward, there will also be approximately 784 properties carried over from 2018/19. Therefore a total of 1633 properties will be programmed into the final year. When considering that 1370 properties are anticipated to be completed by the end of 2018/19 with only one main contractor and the in-house team, the delivery of 1,633 properties during 2019/20 is considered achievable, particularly as additional contractors are now being utilised through the DPS.
- 5.7 This projection is based on a current compliance rate of 27 properties per week and our assumption that 85% of the total internal works will be compliant by the end of 2018/19. Projections will vary if the weekly compliance rate/level for the remainder of the year fluctuates. This weekly output if maintained into 2019/20 suggests full internal compliance will be achieved by 29th May 2020 however interventions are in place with the aim of hitting full compliance by 31st March 2020.
- 5.8 The existing external planned programme for 2019/20 (including sheltered schemes) indicates that 1,534 properties will be remaining, however based on current performance as at quarter 3 and projecting this forward, an estimated 1,735 properties will be carried over to 2019/20 which leaves a revised figure of 3,269 properties to be completed in the final year (30% of the total stock). When considering that 2,523 properties are anticipated to be completed in the financial year 2018/19, the completion of a further 3,269 during 2019/20 will be challenging to complete by the end of March 2020. However if current levels of performance are maintained, external compliance is anticipated to be achieved by April, 2020.
- 5.9 In addition to the above, we are also completing external works to 412 leasehold properties, however the completion of these are not measured within our compliance figures as they are no longer recorded as part of the councils housing stock.
- 5.10 We are now entering the final 2 years of the programme and significant work has been undertaken to validate the compliance data and accuracy of information recorded within the Keystone database. At officers' request, the validation process has also been independently verified by Internal Audit with some medium risk housekeeping issues being identified that we are currently addressing. This will provide us with greater assurance of the full achievement of WHQS by the end of December 2020. Based on current and projected performance of the internal and external main WHQS programme full compliance is anticipated to be achieved by 29th May 2020 which allows a considerable timescale contingency to account for any further slippage and therefore gives confidence that the achievement of full compliance is achievable prior to the deadline of December 2020.
- 5.11 In addition to bringing the council's housing stock up to WHQS, major improvements have also been undertaken to a number of our non-traditional housing which has included major structural changes to Precast Reinforced Concrete (PRC) properties, as well as energy efficiency improvements to no-fines concrete properties, over and above WHQS requirements. A separate report has been provided on the environmental programme.
- 5.12 Given the various delays and issues that have occurred over previous years, contingency arrangements have been put in place to increase momentum and to provide a safeguard for any unforeseen changes to ensure the programme continues to be deliverable. These include maximising the use of the DPS (Dynamic Purchasing System), Housing Repair Operations In House mop up teams and the Private Sector Housing team undertaking contracts to leasehold properties, with other options also being considered.

- 5.13 Taking account of various factors impacting on the programme a revised property profile is shown in the table below, which includes the sheltered schemes but excludes leasehold properties.
- 5.14 The property profile assumes that the number of properties for either internal or external works will be delivered in the year shown and provides the basis for planning. An overriding concern is to limit the amount of slippage from 2018/19 as the scope to catch up in the last year is limited. Slippage has been assumed from 2018/19 and 'built in' to the forward work programme below:-

Revised Property Profile

Year	Internal Work	External Work
2017/18 Compliant	7,739 (72%)	4,950 (46%)
2018/19 Projected	1,370 (85%)	2,523 (70%)
2019/20 Programmed	1,633 (100%)	3,269 (100%)

- Based on current stock count of 10,742

- 5.15 The revised internal works programme allows for properties that are remaining in the LRV, which were originally planned to be undertaken by the main external contractor, in 2017/18, to now be carried out by the in-house workforce or tendered using the Dynamic Purchasing System during the 2018/19 financial year. Likewise properties that are remaining in the North area for 2018/19 following the termination of the second contractor will be packaged to create a number of smaller contracts which will be tendered using the Dynamic Purchasing System.
- 5.16 A copy of the amended re-profiled programme is attached as Appendix 1.
- 5.17 The expenditure estimates in previous years have been derived from the Savills cost plan which was provided in 2008, based on a 15% stock condition survey. The programme provided in Appendix 1 is now based on more accurate costs, utilising average outturn costs from recent contracts and more up to date surveys. There will continue to be regular reviews of the cost plan based on trend data from valuations and tender prices, although all surveys should be completed by end of February 2019 which will override previous estimates. The latest assessment indicates that the programme currently remains within the limits of affordability set by the 2018/19 HRA business plan.
- 5.18 The 2019/20 HRA business plan is due to be submitted to WG by the end of March 2019 and will incorporate the re-profiled programme along with any changes since the 2018/19 business plan, such as new legislation (Right to Buy suspension), updates to interest rates, rent increases etc. Initial tests of these costs and assumptions have been carried out and the Business Plan still remains viable.
- 5.19 Due to the ongoing variances to the budget a contingency sum has been included. Given the size of the programme and the unknown work content this contingency sum is a best assessment based on the knowledge to date.

Conclusion

- 5.20 The re-profiled programme has been developed to inform members and stakeholders on the anticipated timescales for bringing the Council's housing stock up to the WHQS. The programme also aims to demonstrate that full compliance will be achieved by the deadline set by WG of December 2020.

6. ASSUMPTIONS

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

7. LINKS TO RELEVANT COUNCIL POLICIES

Corporate Plan 2018-2023

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

Welsh Government Policies

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

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The underlying principles of the WHQS programme, which includes the provision of good quality affordable housing, energy efficient homes and carbon reduction, sustainable communities, health and wellbeing, targeted recruitment and training, clearly links to 5 of the 7 well-being goals in ***The Well Being of Future Generations (Wales) Act 2015***. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-

- 8.2 **Long-term** - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).
- 8.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.
- 8.4 **Prevention** - The works undertaken through Housing Services helps to improve lives and communities, by securing local employment either in-house or through supplier, contractor and partnership arrangements.
- 8.5 Works undertaken by our services make significant visual improvements to housing stocks and their surroundings environments (improved the look and feel) helping to prevent anti-social behaviour and enviro-crime.
- 8.6 By raising standards and conditions with improved quality materials and appropriate service response, should aide and ease future maintenance schedules and requirements, better controlling costs, levels of deterioration/depreciation, improve safety and accessibility, while also reducing disruption to our tenants in the future, and aiding quality of life in both Private and Public Sectors, through intervention and support actions that are fit-for-purpose.
- 8.7 **Involvement** - Through established governance and performance frameworks, tenants and local residents are consulted on proposed property and environment improvements works along with various initiatives, and they are periodically informed of progress as part of for example, the WHQS delivery programme.
- 8.8 Numerous working groups are established and well embedded with periodic reporting and feedback opportunities exploited. Welsh Government, Environment Standards, Regulatory Controls and Checks, Tenant Engagement are all part of our daily business.
- 8.9 **Collaboration** - The programme delivery focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other interested parties/groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus for the success and delivery of this objective.
- 8.10 **Integration** - The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 8.11 Housing Services and our outlined priorities, contributes to a minimum of 6 out of the 7 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A globally responsible Wales.

9. EQUALITIES IMPLICATIONS

- 9.1 An EqlA screening has been completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for lower level or minor negative impact have been identified, therefore a full EqlA has not been carried out.
- 9.2 The implementation of the WHQS Programme will ensure compliance where appropriate with current Building Regulations and Equality Act requirements. The Council's procurement processes include equalities requirements and compliance by contractors undertaking WHQS work.

10. FINANCIAL IMPLICATIONS

- 10.1 The projected spend on the programme up to 31st March 2017 was £152m .The budget set for the WHQS programme for 2018/19 is £55.8m. This includes provision for internal and external works for general needs dwellings and sheltered schemes as well as environmental works, garages, fees, standard adaptations and void works. There is also an element for 2017/18 contracts that had not been financially completed by 31st March 2018.
- 10.2 The provision is based on actual survey information for those contracts that have been surveyed in advance of the financial year. Where contracts were yet to be surveyed, an average cost per element was used based on historical contract spends. This is updated throughout the year as survey data is confirmed and works identified.
- 10.3 The same principle applies for setting the 2019/20 budget and this has been estimated at £50m to complete the programme, although the carry over works will not be fully confirmed until March 2019.
- 10.4 Based on the first nine months expenditure profile this year, it is projected that the WHQS spend for 2018/19 will be some £48m and will be the highest annual spend since the commencement of the programme.
- 10.5 The WHQS programme was originally approved by Council in 2011 where borrowing was approved up to £61.3m based on an estimated spend of £220m over the term of the programme that was accounted for in the Housing Business Plan. The remainder of the funding is met from the HRA and the Welsh Governments annual Major Repairs Allowance (MRA). The expenditure was originally based on a 15% survey carried out by external consultants Savills. In July 2014 Cabinet agreed a revised Business Plan which required borrowing of up to £55m
- 10.6 To complete the programme, expenditure has now been estimated at £250m which is £30m higher. Projected spend at the end of 2018/19 is £200m with a final year estimated spend of £50m.
- 10.7 For a programme of this magnitude, changes are inevitable, and officers are constantly reacting on a daily basis to ensure the programme is completed by its deadline and the business plan remains financially viable. Re-profiling reports have been submitted to Cabinet, throughout the programme. Also, during the programme a borrowing cap was introduced by Central Government as part of the HRAS buy out which placed a limit on Local Housing Authorities on the amount they could borrow. It has since been confirmed in the November Budget Statement that the cap will be removed and Welsh Government are currently liaising with Local Housing Authorities to begin this process.
- 10.8 Although the expenditure has increased, the borrowing requirement based on the current business plan has reduced to £43m. This is due to more funding being available from the HRA as a result of in year surpluses and savings made within the service, also delaying the need for borrowing until further into the programme. The spend of £250m and the borrowing of £43m remains viable within the current housing business plan.

11. PERSONNEL IMPLICATIONS

- 11.1 The timetable pressure is increasing and there has to be the capacity within the staff resources to cope with the volume of work. Staff movement and recruitment will continue to meet changing demand and risks to the programme.
- 11.2 A restructure of Caerphilly Homes has been undertaken within the WHQS and Housing Repair Operations (HRO) in order to improve integration and maximise the skills. This has involved centralising the Planning team, Ordering team and Gas team along with creating a Technical Administration team. This is to ensure there is experience and capacity within the service area creating a consistent approach to not only deliver the WHQS programme by 2020, but to also ensure the required resources are in place to continue to maintain the standard post 2020.
- 11.3 Elements of the programme have also been allocated to third parties as a means to spread the risk and create extra capacity. These relate to the HRA garages and the proposed re-modelling of a number of sheltered schemes allocated to Building Consultancy and the external works to various leaseholder properties throughout the authority being allocated to the Private Sector Housing Team.
- 11.4 A separate report will be provided on the Environmental Programme which is also being delivered with in-house support being provided by Grounds Maintenance and the Highways Operations Group.

12. CONSULTATIONS

- 12.1 Comments received have been taken into consideration within the report.

13. STATUTORY POWER

- 13.1 Housing Acts 1985, 1996, 2004. This is a Cabinet function.

Author: Paul Smythe, Housing Technical Manager
(Tel: 01443 866754/864019/ Email: smythp@caerphilly.gov.uk)

Consultees:

Cllr Lisa Phipps	- Cabinet Member for Homes and Places
Dave Street	- Corporate Director of Social Services & Housing
Nicole Scammell	- Head of Corporate Finance and S151 Officer
Stephen Harris	- Interim Head of Business Improvement Services
Robert Tranter	- Head of Legal Services/Monitoring Officer
Shaun Couzens	- Chief Housing Officer
Jane Roberts Waite	- Strategic Co-ordination Manager
Rhys Lewis	- Systems and Performance Manager
Fiona Wilkins	- Public Sector Housing Manager
Colin Roden	- WHQS Project Manager
Alan Edmunds	- WHQS Project Manager
Steve Greedy	- WHQS Project Manager
Lesley Allen	- Housing Accountant

Appendices:

Appendix 1: Re-profiled Investment Strategy

Community/Street	Number of homes	Internal works complete by	External works complete by	All works complete by
ABERBARGOED LOWER	47	2016/17	2017/18	2017/18
CHURCH STREET	1	2016/17	2017/18	2017/18
COMMERCIAL STREET	15	2016/17	2017/18	2017/18
CWRT COCH STREET	8	2016/17	2017/18	2017/18
ELM STREET	2	2016/17	2017/18	2017/18
GEORGE STREET	1	2016/17	2017/18	2017/18
HEOL TIR Y LLAN	2	2016/17	2017/18	2017/18
PENGAM ROAD	3	2016/17	2017/18	2017/18
TY FRY ROAD	11	2016/17	2017/18	2017/18
WILLIAM STREET	4	2016/17	2017/18	2017/18
ABERBARGOED MIDDLE	88	2016/17	2017/18	2017/18
BEDWELLY ROAD	3	2016/17	2017/18	2017/18
BRYN Y PWLL	10	2016/17	2017/18	2017/18
BYRON ROAD	5	2016/17	2017/18	2017/18
DUFFRYN STREET	11	2016/17	2017/18	2017/18
MILTON CLOSE	7	2016/17	2017/18	2017/18
NEUADDWEN STREET	19	2016/17	2017/18	2017/18
PANT STREET	4	2016/17	2017/18	2017/18
RHIWAMOTH STREET	5	2016/17	2017/18	2017/18
SHELLEY CLOSE	12	2016/17	2017/18	2017/18
TREDEGAR TERRACE	4	2016/17	2017/18	2017/18
YEW STREET	8	2016/17	2017/18	2017/18
ABERBARGOED UPPER	216	2017/18	2018/19	2018/19
COEDYMOETH ROAD	17	2017/18	2018/19	2018/19
COMMIN ROAD	9	2017/18	2018/19	2018/19
HEATHFIELD WALK	11	2017/18	2018/19	2018/19
HIGHFIELD CRESCENT	25	2017/18	2018/19	2018/19
LEWIS STREET	59	2017/18	2018/19	2018/19
PANTYFID ROAD	19	2017/18	2018/19	2018/19
ROCKLEIGH AVENUE	11	2017/18	2018/19	2018/19
SANNAN STREET	16	2017/18	2018/19	2018/19
THOMAS STREET	16	2017/18	2018/19	2018/19
TY LLWYD WALK	3	2017/18	2018/19	2018/19
WILLIAM FORBES BUNGALOWS	30	2017/18	2018/19	2018/19
ABERCARN	37	2018/19	2018/19	2018/19
GWYDDON COURT	11	2018/19	2018/19	2018/19
THE RANKS	26	2018/19	2018/19	2018/19
ABERTRIDWR	133	2017/18	2018/19	2018/19
BRIDGEFIELD STREET	1	2016/17	2014/15	2016/17
BRONMYNYDD	15	2016/17	2014/15	2016/17
BRYNGELLI TERRACE	1	2016/17	2014/15	2016/17
CEFN ILAN	28	2017/18	2018/19	2018/19
COEDCAE ROAD	1	2016/17	2014/15	2016/17
DAN Y GRAIG	4	2016/17	2014/15	2016/17

GRAIG Y FEDW	7	2016/17	2014/15	2016/17
GREENFIELD PLACE	13	2016/17	2014/15	2016/17
HIGH STREET	1	2016/17	2014/15	2016/17
HILLSIDE AVENUE	2	2016/17	2014/15	2016/17
ILAN ROAD	48	2016/17	2014/15	2016/17
LOWER FRANCIS STREET	1	2016/17	2014/15	2016/17
PLAS NANT	8	2016/17	2014/15	2016/17
THOMAS STREET	1	2016/17	2014/15	2016/17
WILLIAM STREET	2	2016/17	2014/15	2016/17
ABERTYSSWG	51	2017/18	2016/17	2017/18
ALEXANDER STREET	2	2017/18	2016/17	2017/18
ARTHUR STREET	2	2017/18	2016/17	2017/18
CARNYTYLA TERRACE	3	2017/18	2016/17	2017/18
GREENSWAY	35	2017/18	2016/17	2017/18
WARNS TERRACE	7	2017/18	2016/17	2017/18
WESTVILLE	2	2017/18	2016/17	2017/18
PROSPECT PLACE	29	2019/20	2019/20	2019/20
ARGOED	30	2015/16	2014/15	2015/16
GREENFIELD TERRACE	5	2015/16	2014/15	2015/16
LOWER JAMES STREET	1	2015/16	2014/15	2015/16
PENYLAN ROAD	24	2015/16	2014/15	2015/16
BARGOED	155	2018/19	2017/18	2018/19
GILFACH STREET	1	2018/19	2017/18	2018/19
HEOLDDU AVENUE	5	2018/19	2017/18	2018/19
HEOLDDU CRESCENT	21	2018/19	2017/18	2018/19
HEOLDDU DRIVE	4	2018/19	2017/18	2018/19
HEOLDDU GREEN	6	2018/19	2017/18	2018/19
HEOLDDU GROVE	47	2018/19	2017/18	2018/19
HEOLDDU ROAD	1	2018/19	2017/18	2018/19
MOORLAND ROAD	5	2018/19	2017/18	2018/19
MOUNT PLEASANT	10	2018/19	2017/18	2018/19
PARK LODGE	1	2018/19	2017/18	2018/19
ST GWLADYS AVENUE	33	2018/19	2017/18	2018/19
ST GWLADYS COURT	21	2018/19	2018/19	2018/19
BEDWAS	254	2019/20	2019/20	2019/20
BRYNAWEL	17	2018/19	2017/18	2018/19
BRYNCANOL	15	2018/19	2017/18	2018/19
BRYNFEDW AVENUE	26	2017/18	2017/18	2017/18
BRYNGLAS	21	2018/19	2018/19	2018/19
BRYNGOLEU	12	2018/19	2018/19	2018/19
BRYNHEOL	25	2018/19	2017/18	2018/19
BRYNTEG	8	2018/19	2018/19	2018/19
BRYNTIRION	15	2018/19	2018/19	2018/19
EAST AVENUE	10	2017/18	2017/18	2017/18
GLEBE STREET	4	2017/18	2017/18	2017/18
GREENACRE DRIVE	13	2018/19	2019/20	2019/20
HILLSIDE TERRACE	10	2017/18	2017/18	2017/18
NEWPORT ROAD	6	2017/18	2017/18	2017/18
RECTORY ROAD	3	2018/19	2018/19	2018/19

THE CRESCENT	8	2017/18	2017/18	2017/18
THE WILLOWS	29	2017/18	2017/18	2017/18
GREENACRE DRIVE	32	2019/20	2019/20	2019/20
BLACKWOOD	307	2019/20	2018/19	2019/20
ALBANY ROAD	14	2019/20	2017/18	2019/20
ALDERMAN CLOSE	16	2018/19	2017/18	2018/19
APOLLO WAY	23	2018/19	2017/18	2018/19
ATLEE ROAD	12	2018/19	2018/19	2018/19
BLOOMFIELD ROAD	9	2019/20	2017/18	2019/20
CEFN ROAD	2	2018/19	2017/18	2018/19
CHARTIST WAY	40	2018/19	2017/18	2018/19
COEDCAE WALK	2	2018/19	2017/18	2018/19
CORONATION ROAD	12	2019/20	2017/18	2019/20
CROESO SQUARE	14	2018/19	2017/18	2018/19
DAVID STREET	1	2018/19	2017/18	2018/19
FROST PLACE	5	2018/19	2017/18	2018/19
LEWIS LEWIS AVENUE	21	2019/20	2018/19	2019/20
MONTCLAIRE AVENUE	17	2019/20	2018/19	2019/20
MORRISON STREET	19	2019/20	2018/19	2019/20
PARFITT PLACE	15	2019/20	2017/18	2019/20
PLEASANT VIEW	3	2019/20	2018/19	2019/20
SUNNYBANK ROAD	2	2019/20	2018/19	2019/20
TREE TOPS AVENUE	6	2019/20	2018/19	2019/20
TY ISHA TERRACE	5	2019/20	2018/19	2019/20
WAUN LLWYN CRESCENT	18	2019/20	2017/18	2019/20
WOODBINE ROAD	1	2019/20	2018/19	2019/20
GIBBS CLOSE	23	2018/19	2017/18	2018/19
PALMERS PLACE	16	2017/18	2017/18	2017/18
BRITANNIA	83	2015/16	2017/18	2017/18
BRITANNIA WALK	15	2015/16	2017/18	2017/18
FARM VIEW	12	2015/16	2017/18	2017/18
HODGES CRESCENT	4	2015/16	2017/18	2017/18
ORCHARD LANE	22	2015/16	2017/18	2017/18
SALWAY AVENUE	30	2015/16	2017/18	2017/18
BRITHDIR	8	2016/17	2015/16	2016/17
BRISTOL TERRACE	8	2016/17	2015/16	2016/17
BRYNCENYDD	32	2014/15	2017/18	2017/18
HEOL GANOL	3	2014/15	2017/18	2017/18
HEOL Y FELIN	1	2014/15	2017/18	2017/18
HEOL Y NANT	2	2014/15	2017/18	2017/18
HEOL Y PARC	3	2014/15	2017/18	2017/18
HEOL YR ONEN	9	2014/15	2017/18	2017/18
MORGAN JONES PARK	8	2014/15	2017/18	2017/18
PLAS PHILLIPS	6	2014/15	2017/18	2017/18
CAERBRAGDY	24	2017/18	2018/19	2018/19
CAERBRAGDY	24	2017/18	2018/19	2018/19
CASCADE	18	2015/16	2018/19	2018/19
LLWYN ONN	18	2015/16	2018/19	2018/19

CEFN FFOREST	349	2017/18	2018/19	2018/19
ADDISON STREET	17	2015/16	2018/19	2018/19
BEDWELLTY ROAD	26	2015/16	2018/19	2018/19
BEVAN CRESCENT	4	2015/16	2018/19	2018/19
BRYN ROAD	2	2015/16	2018/19	2018/19
BRYNGOLEU STREET	10	2015/16	2018/19	2018/19
CEFN FFOREST AVENUE	20	2015/16	2018/19	2018/19
CENTRAL AVENUE	4	2015/16	2018/19	2018/19
CRAIGLAS CRESCENT	10	2015/16	2018/19	2018/19
DAVIES STREET	7	2015/16	2018/19	2018/19
DERWENDEG AVENUE	13	2015/16	2018/19	2018/19
DYLAN AVENUE	27	2015/16	2018/19	2018/19
FAIR VIEW	6	2015/16	2018/19	2018/19
GREENWOOD ROAD	14	2015/16	2018/19	2018/19
MARIANWEN STREET	1	2015/16	2018/19	2018/19
PENCOED AVENUE	66	2015/16	2018/19	2018/19
PENYBRYN AVENUE	23	2015/16	2018/19	2018/19
PWLLGLAS ROAD	8	2015/16	2018/19	2018/19
ST MARGARETS AVENUE	27	2015/16	2018/19	2018/19
THE OLD POLICE STATION	4	2015/16	2018/19	2018/19
TWYNYFFALD ROAD	15	2015/16	2018/19	2018/19
TYNYCOED CRESCENT	2	2015/16	2018/19	2018/19
WAUNBORFA ROAD	8	2015/16	2018/19	2018/19
WHEATLEY PLACE	10	2015/16	2018/19	2018/19
TY BEDWELLTY	25	2017/18	2017/18	2017/18
CEFN HENGOED	165	2017/18	2018/19	2018/19
BIRCH CRESCENT	23	2017/18	2016/17	2017/18
DERWENDEG AVENUE	1	2015/16	2018/19	2018/19
GELLIGAER ROAD	11	2015/16	2018/19	2018/19
HENGOED AVENUE	5	2017/18	2016/17	2017/18
HENGOED CRESCENT	5	2017/18	2016/17	2017/18
HENGOED HALL CLOSE	10	2017/18	2015/16	2017/18
HENGOED HALL DRIVE	4	2017/18	2015/16	2017/18
HEOL Y FELIN	16	2015/16	2018/19	2018/19
LANSBURY AVENUE	76	2015/16	2018/19	2018/19
THREE ELMS CLOSE	9	2017/18	2015/16	2017/18
WOODLAND PLACE	5	2017/18	2015/16	2017/18
CHURCHILL PARK	178	2016/17	2018/19	2018/19
CEIRIOG DRIVE	5	2016/17	2018/19	2018/19
DAVIES DRIVE	9	2016/17	2018/19	2018/19
DYFED DRIVE	9	2016/17	2018/19	2018/19
DYLAN DRIVE	19	2016/17	2018/19	2018/19
EMLYN DRIVE	3	2016/17	2018/19	2018/19
GRUFFYDD DRIVE	16	2016/17	2018/19	2018/19
GWYN DRIVE	3	2016/17	2018/19	2018/19
HERBERT DRIVE	1	2016/17	2018/19	2018/19
HOWARD DRIVE	14	2016/17	2018/19	2018/19
ISLWYN DRIVE	4	2016/17	2018/19	2018/19

LEWIS DRIVE	39	2016/17	2018/19	2018/19
LLEWELLYN DRIVE	7	2016/17	2018/19	2018/19
PANTYCELYN DRIVE	3	2016/17	2018/19	2018/19
STANLEY DRIVE	14	2016/17	2018/19	2018/19
GLYN DERW	32	2017/18	2017/18	2017/18
CLAUDE ROAD	70	2017/18	2018/19	2018/19
CLAUDE ROAD	70	2017/18	2018/19	2018/19
CROESPENMAEN	28	2017/18	2015/16	2017/18
BYRON PLACE	14	2017/18	2015/16	2017/18
PANDY ROAD	6	2017/18	2015/16	2017/18
SHELLEY CLOSE	8	2017/18	2015/16	2017/18
VERNON PLACE	1	2017/18	2015/16	2017/18
<i>TY MELIN</i>	<i>33</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
CROSSKEYS	126	2019/20	2019/20	2019/20
RISCA ROAD	36	2017/18	2019/20	2019/20
WAUNFAWR GARDENS	46	2017/18	2019/20	2019/20
WAUNFAWR PARK ROAD	3	2017/18	2019/20	2019/20
WOODWARD AVENUE	3	2017/18	2019/20	2019/20
TREDEGAR COURT	25	2019/20	2019/20	2019/20
TREDEGAR STREET	13	2019/20	2019/20	2019/20
<i>WAUNFAWR HOUSE</i>	<i>22</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
CWMCARN	104	2017/18	2019/20	2019/20
ABERCARN FACH	23	2017/18	2019/20	2019/20
EDWARDSVILLE	15	2017/18	2019/20	2019/20
GEORGE STREET	40	2017/18	2019/20	2019/20
NANTCARN ROAD	20	2017/18	2019/20	2019/20
TRIBUTE AVENUE	5	2017/18	2019/20	2019/20
DERI	28	2016/17	2017/18	2017/18
GLYN DERW	4	2016/17	2017/18	2017/18
YSGWYDDGWYN	24	2014/15	2017/18	2017/18
FAIRVIEW	31	2015/16	2017/18	2017/18
ANEURIN AVENUE	15	2015/16	2017/18	2017/18
EDWARD STREET	13	2015/16	2017/18	2017/18
FLORAL AVENUE	3	2015/16	2017/18	2017/18
FLEUR-DE-LYS	46	2015/16	2017/18	2017/18
BEILI GLAS ROAD	9	2015/16	2017/18	2017/18
CHURCH VILLA	1	2015/16	2017/18	2017/18
COUNDLEY CLOSE	6	2015/16	2017/18	2017/18
FRANCIS STREET	1	2015/16	2017/18	2017/18
GWENT COURT	6	2015/16	2017/18	2017/18
HAFOD CLOSE	11	2015/16	2017/18	2017/18
SCHOOL STREET	1	2015/16	2017/18	2017/18
SUMMERFIELD TERRACE	9	2015/16	2017/18	2017/18
WARNE STREET	2	2015/16	2017/18	2017/18
FOCHRIW	150	2018/19	2017/18	2018/19
BRYN NANT	12	2018/19	2017/18	2018/19
CAE GLAS NEWYDD	19	2018/19	2017/18	2018/19
CORONATION CRESCENT	20	2018/19	2017/18	2018/19
GLANYNANT	38	2018/19	2017/18	2018/19

HEOL IAGO	7	2018/19	2017/18	2018/19
HEOL Y BRYN	24	2018/19	2017/18	2018/19
HILLSIDE	9	2018/19	2017/18	2018/19
PONTLOTTYN ROAD	13	2018/19	2017/18	2018/19
RHODFA GANOL	8	2018/19	2017/18	2018/19
GELLIGAER	345	2017/18	2017/18	2017/18
ANEURIN BEVAN AVENUE	51	2017/18	2017/18	2017/18
CHURCH ROAD	10	2017/18	2017/18	2017/18
CLAERWEN	62	2017/18	2017/18	2017/18
DAN Y GAER	7	2017/18	2017/18	2017/18
GAER PLACE	11	2017/18	2017/18	2017/18
GREENHILL PLACE	38	2017/18	2017/18	2017/18
HAMAN PLACE	17	2017/18	2017/18	2017/18
HEOL CATTWG	11	2017/18	2017/18	2017/18
HEOL EDWARD LEWIS	42	2017/18	2017/18	2017/18
HEOL PENALLTA	2	2017/18	2017/18	2017/18
HEOL Y WAUN	21	2017/18	2017/18	2017/18
PENYWRLOD	2	2017/18	2017/18	2017/18
ST CATTWGS AVENUE	41	2017/18	2017/18	2017/18
WAUN RHYDD	30	2017/18	2017/18	2017/18
GELLIGROES	58	2018/19	2018/19	2018/19
GELLIGROES ROAD	28	2017/18	2015/16	2017/18
TY MYNYDDISLWYN	30	2018/19	2018/19	2018/19
GILFACH LOWER	108	2019/20	2017/18	2019/20
AERON COURT	18	2019/20	2017/18	2019/20
AERON PLACE	1	2018/19	2017/18	2018/19
ANDREWS CLOSE	28	2019/20	2017/18	2019/20
CROSS STREET	1	2019/20	2017/18	2019/20
GWERTHONOR ROAD	3	2019/20	2017/18	2019/20
LEWIS CRESCENT	11	2019/20	2017/18	2019/20
ST ANNES CRESCENT	1	2018/19	2017/18	2018/19
THE AVENUE	4	2019/20	2017/18	2019/20
THE CLOSE	5	2019/20	2017/18	2019/20
THE DRIVE	5	2019/20	2017/18	2019/20
VERE PLACE	15	2019/20	2017/18	2019/20
VERE STREET	4	2019/20	2017/18	2019/20
GILFACH PHASE 1 GIL1	72	2018/19	2018/19	2018/19
BRYNTEG	1	2016/17	2017/18	2017/18
HEOL FACH	3	2016/17	2017/18	2017/18
HEOL FARGOED	14	2016/17	2017/18	2017/18
HILLSIDE VIEW	8	2016/17	2017/18	2017/18
VALE VIEW	10	2016/17	2017/18	2017/18
WESTERN DRIVE	5	2016/17	2017/18	2017/18
OAKLANDS	31	2018/19	2018/19	2018/19
GILFACH PHASE 2	178	2017/18	2017/18	2017/18
ASH PLACE	29	2016/17	2017/18	2017/18
BEECH COURT	16	2016/17	2017/18	2017/18
BRYNTEG	10	2016/17	2017/18	2017/18
OAK PLACE	16	2016/17	2017/18	2017/18

PARK VIEW	73	2017/18	2017/18	2017/18
PARK VIEW COURT	4	2017/18	2017/18	2017/18
SYCAMORE COURT	30	2017/18	2017/18	2017/18
GILFACH PHASE 3	137	2017/18	2018/19	2018/19
HEOL BRYCHAN	17	2017/18	2018/19	2018/19
HEOL CAE DERWEN	29	2017/18	2018/19	2018/19
HEOL CARADOC	36	2017/18	2018/19	2018/19
HEOL COEDCAE	22	2017/18	2018/19	2018/19
HEOL PENGARREG	9	2017/18	2018/19	2018/19
HEOL Y MYNYDD	24	2017/18	2018/19	2018/19
GRAIG Y RHACCA	388	2016/17	2019/20	2019/20
BURNS CLOSE	16	2016/17	2019/20	2019/20
COLERIDGE GARDENS	18	2015/16	2019/20	2019/20
DICKENS COURT	48	2015/16	2019/20	2019/20
GRAYS GARDENS	57	2015/16	2019/20	2019/20
HERRICK PLACE	7	2016/17	2019/20	2019/20
KEBLE COURT	92	2016/17	2019/20	2019/20
LONGFELLOW GARDENS	61	2016/17	2019/20	2019/20
MILTON PLACE	47	2016/17	2019/20	2019/20
SHELLEY COURT	42	2016/17	2019/20	2019/20
HENGOED	105	2016/17	2018/19	2018/19
ACACIA AVENUE	2	2014/15	2018/19	2018/19
ASHGROVE	10	2014/15	2018/19	2018/19
BEECH DRIVE	9	2014/15	2018/19	2018/19
BRYNGLAS	1	2014/15	2018/19	2018/19
CEFN ROAD	1	2014/15	2018/19	2018/19
CHAPEL TERRACE	16	2014/15	2018/19	2018/19
HAWTHORNE AVENUE	20	2014/15	2018/19	2018/19
HENGOED ROAD	5	2014/15	2018/19	2018/19
HEOL CELYN	4	2014/15	2018/19	2018/19
HEOL DERW	5	2014/15	2018/19	2018/19
HEOL DEWI	6	2014/15	2018/19	2018/19
HEOL UCHAF	1	2014/15	2018/19	2018/19
HILL VIEW	10	2014/15	2018/19	2018/19
MYRTLE GROVE	1	2014/15	2018/19	2018/19
THE BUNGALOWS	14	2016/17	2018/19	2018/19
HEOL TRECATELL	57	2018/19	2014/15	2018/19
HEOL BEDDAU	1	2018/19	2014/15	2018/19
HEOL GLEDYR	13	2018/19	2014/15	2018/19
HEOL TRECATELL	34	2018/19	2014/15	2018/19
NANTGARW ROAD	1	2018/19	2014/15	2018/19
PLAS THOMAS	8	2018/19	2014/15	2018/19
HIGHMEADOW	42	2014/15	2015/16	2015/16
HIGH MEADOW	42	2014/15	2015/16	2015/16
LANSBURY PARK	520	2015/16	2018/19	2018/19
ALEXANDER COURT	64	2015/16	2018/19	2018/19
ATLEE COURT	54	2014/15	2018/19	2018/19
BUXTON COURT	57	2015/16	2018/19	2018/19
GRAHAM COURT	64	2015/16	2018/19	2018/19

GREENWOOD COURT	20	2014/15	2018/19	2018/19
HALDANE COURT	23	2014/15	2018/19	2018/19
HARTSHORN COURT	41	2015/16	2018/19	2018/19
MAXTON COURT	51	2015/16	2018/19	2018/19
SNOWDEN COURT	74	2015/16	2018/19	2018/19
TREVELYAN COURT	36	2015/16	2018/19	2018/19
WEDGEWOOD COURT	36	2015/16	2018/19	2018/19
LLANBRADACH	76	2016/17	2017/18	2017/18
GARDEN STREET	16	2016/17	2017/18	2017/18
PLAS CAE LLWYD	26	2016/17	2017/18	2017/18
SCHOOL STREET	25	2016/17	2017/18	2017/18
THOMAS STREET	1	2016/17	2017/18	2017/18
WOODLAND FLATS	8	2016/17	2017/18	2017/18
LLANFACH	24	2014/15	2017/18	2017/18
CLYTHA SQUARE	8	2014/15	2017/18	2017/18
PENRHIW TERRACE	11	2014/15	2017/18	2017/18
TWYN PLACE	5	2014/15	2017/18	2017/18
MACHEN	63	2017/18	2018/19	2018/19
BRONRHIW	7	2017/18	2018/19	2018/19
BRYNHEULOG TERRACE	1	2017/18	2018/19	2018/19
BRYNHYFRYD TERRACE	5	2017/18	2018/19	2018/19
CHATHAM PLACE	4	2017/18	2018/19	2018/19
FFWRWM ROAD	18	2017/18	2018/19	2018/19
GLAN YR AFON	2	2017/18	2018/19	2018/19
GRAIG VIEW	7	2017/18	2018/19	2018/19
LLANARTH STREET	1	2017/18	2018/19	2018/19
MOUNTAIN VIEW	2	2017/18	2018/19	2018/19
SUNNYBANK TERRACE	3	2017/18	2018/19	2018/19
THE CRESCENT	13	2017/18	2018/19	2018/19
MAES MABON	148	2016/17	2019/20	2019/20
CHURCH LANE	20	2016/17	2019/20	2019/20
HEOL LLYSWEN	8	2016/17	2019/20	2019/20
LAN Y PARC	28	2016/17	2019/20	2019/20
LLWYN YR EOS	35	2016/17	2019/20	2019/20
MAES YR ONEN	17	2016/17	2019/20	2019/20
PRIMROSE CLOSE	6	2016/17	2019/20	2019/20
YNYS LAS	34	2016/17	2019/20	2019/20
MAESYCWMMER	112	2019/20	2017/18	2019/20
CHAVE TERRACE	1	2018/19	2017/18	2018/19
GLEN VIEW	4	2019/20	2017/18	2019/20
GLENCOED	12	2019/20	2017/18	2019/20
GWERNA CRESCENT	9	2019/20	2017/18	2019/20
HILL VIEW	12	2019/20	2017/18	2019/20
PARK ROAD	7	2019/20	2017/18	2019/20
PLEASANT VIEW	4	2019/20	2017/18	2019/20
THE CRESCENT	5	2019/20	2017/18	2019/20
VALE VIEW	5	2019/20	2017/18	2019/20
Y GLYN	37	2018/19	2018/19	2018/19
MARKHAM-HOLLYBUSH	127	2016/17	2014/15	2016/17

COMMIN CLOSE	13	2016/17	2014/15	2016/17
JAMES STREET	18	2016/17	2014/15	2016/17
JOHN STREET	3	2016/17	2014/15	2016/17
LLWYNBACH TERRACE	1	2016/17	2014/15	2016/17
MONMOUTH WALK	39	2016/17	2014/15	2016/17
MOUNTAIN VIEW	51	2015/16	2014/15	2015/16
SPRINGFIELD TERRACE	2	2016/17	2014/15	2016/17
MORRISVILLE	12	2015/16	2017/18	2017/18
MORRISVILLE	11	2015/16	2017/18	2017/18
NINE MILE POINT ROAD	1	2015/16	2017/18	2017/18
NANTDDU	52	2016/17	2014/15	2016/17
NANTDDU	52	2016/17	2014/15	2016/17
NELSON	79	2019/20	2019/20	2019/20
BRYNCELYN	35	2015/16	2019/20	2019/20
RHIWFER	1	2015/16	2019/20	2019/20
TAI SIRIOL	11	2015/16	2019/20	2019/20
HEOL ISLWYN	30	2019/20	2019/20	2019/20
NEW TREDEGAR	140	2019/20	2017/18	2019/20
GREENFIELD STREET	21	2019/20	2016/17	2019/20
JUBILEE ROAD	28	2019/20	2016/17	2019/20
LONG ROW	23	2019/20	2016/17	2019/20
QUEENS ROAD	7	2019/20	2016/17	2019/20
RHOSYN GWYN	20	2019/20	2016/17	2019/20
GLYNSYFI	32	2017/18	2017/18	2017/18
NEWBRIDGE	88	2019/20	2019/20	2019/20
ASHFIELD ROAD	6	2017/18	2019/20	2019/20
BEYNON STREET	5	2017/18	2019/20	2019/20
BLAENBLODAU STREET	15	2017/18	2019/20	2019/20
DOLAU	1	2017/18	2019/20	2019/20
HIGH STREET	2	2017/18	2019/20	2019/20
HILL STREET	5	2017/18	2019/20	2019/20
MARTINSFIELD	20	2017/18	2019/20	2019/20
MEREDITH TERRACE	5	2017/18	2019/20	2019/20
PANTEG TERRACE	3	2017/18	2019/20	2019/20
PENMAR STREET	4	2017/18	2019/20	2019/20
HIGHFIELD COURT	20	2019/20	2019/20	2019/20
HIGHFIELD HOUSE	1	2019/20	2019/20	2019/20
OAKDALE	73	2016/17	2014/15	2016/17
CENTRAL AVENUE	7	2016/17	2014/15	2016/17
FARM CLOSE	19	2016/17	2014/15	2016/17
GROVESIDE ROAD	6	2016/17	2014/15	2016/17
HIGHTREE RISE	3	2016/17	2014/15	2016/17
IVY BUSH COURT	8	2016/17	2014/15	2016/17
PARK VIEW BUNGALOWS	2	2016/17	2014/15	2016/17
PENMAEN CORNER	11	2016/17	2014/15	2016/17
TREKENNING	1	2016/17	2014/15	2016/17
UNDERWOOD ROAD	15	2016/17	2014/15	2016/17
WEST VIEW CRESCENT	1	2016/17	2014/15	2016/17
PANTSIDE LOWER	221	2017/18	2017/18	2017/18

CARLYON ROAD	14	2013/14	2017/18	2017/18
CENTRAL AVENUE	30	2014/15	2017/18	2017/18
CLAREMONT ROAD	12	2013/14	2017/18	2017/18
CORONATION CRESCENT	14	2013/14	2017/18	2017/18
ELLESMERE COURT	2	2013/14	2017/18	2017/18
GREENLANDS	10	2013/14	2017/18	2017/18
HAZELWOOD ROAD	9	2013/14	2017/18	2017/18
HILARY ROAD	10	2013/14	2017/18	2017/18
HILLTOP CRESCENT	15	2013/14	2017/18	2017/18
NEWLYN ROAD	18	2013/14	2017/18	2017/18
OLD PANT ROAD	22	2013/14	2017/18	2017/18
PANT VIEW	16	2013/14	2017/18	2017/18
QUEENS ROAD	9	2013/14	2017/18	2017/18
STONERWOOD VIEW	5	2013/14	2017/18	2017/18
SUNNYCREST	6	2013/14	2017/18	2017/18
TIR Y PWLL TERRACE	18	2013/14	2017/18	2017/18
ST PETERS CLOSE	11	2017/18	2017/18	2017/18
PANTSIDE UPPER	77	2014/15	2017/18	2017/18
CEFN COURT	2	2013/14	2017/18	2017/18
ELM COURT	6	2014/15	2017/18	2017/18
GLANSHON COURT	13	2013/14	2017/18	2017/18
LIME COURT	9	2014/15	2017/18	2017/18
LINDEN COURT	11	2013/14	2017/18	2017/18
OAK TREE COURT	12	2014/15	2017/18	2017/18
PENYCAEAU COURT	5	2014/15	2017/18	2017/18
ROSE COURT	8	2013/14	2017/18	2017/18
WILLOW COURT	11	2013/14	2017/18	2017/18
PENGAM	28	2015/16	2017/18	2017/18
BONT CLOSE	9	2015/16	2017/18	2017/18
ISLWYN CLOSE	19	2015/16	2017/18	2017/18
PENLLWYN LOWER	71	2016/17	2017/18	2017/18
AELYBRYN	1	2016/17	2017/18	2017/18
BELMONT	1	2016/17	2017/18	2017/18
BRYNGLAS AVENUE	20	2016/17	2017/18	2017/18
BRYNTEG AVENUE	33	2016/17	2017/18	2017/18
COED CAE DDU RD -PLEASANT VIEW	1	2016/17	2017/18	2017/18
GLAN ISLWYN	3	2016/17	2017/18	2017/18
HEBRON	1	2016/17	2017/18	2017/18
MANOR ROAD	8	2016/17	2017/18	2017/18
PENLLWYN TERRACE	3	2016/17	2017/18	2017/18
PENLLWYN UPPER	253	2018/19	2017/18	2018/19
BEECH AVENUE	4	2017/18	2017/18	2017/18
BEECH CROFT	2	2017/18	2017/18	2017/18
BROADMEAD	11	2017/18	2017/18	2017/18
EDGEHILL	8	2017/18	2017/18	2017/18
FLEUR DE LYS AVENUE	31	2017/18	2017/18	2017/18
HEOL TRELYN ROAD	16	2017/18	2017/18	2017/18
HIGHMEAD	36	2018/19	2017/18	2018/19
HILL VIEW	34	2018/19	2017/18	2018/19

LLANOVER AVENUE	10	2017/18	2017/18	2017/18
MYNYDDISLWYN CLOSE	15	2017/18	2017/18	2017/18
PENYMEAD	12	2017/18	2017/18	2017/18
RHYMNEY CLOSE	9	2017/18	2017/18	2017/18
RUSHMERE ROAD	2	2017/18	2017/18	2017/18
ST MARYS ROAD	21	2017/18	2017/18	2017/18
ST SANNANS ROAD	27	2017/18	2017/18	2017/18
THE GROVE	7	2017/18	2017/18	2017/18
TREOWEN AVENUE	8	2017/18	2017/18	2017/18
PENPEDAIRHEOL	8	2019/20	2018/19	2019/20
HENGOED ROAD	2	2019/20	2018/19	2019/20
OAKS END CLOSE	6	2019/20	2018/19	2019/20
PENTWYNMAWR	62	2018/19	2018/19	2018/19
CAERBRYN	16	2017/18	2016/17	2017/18
COED DUON VIEW	3	2017/18	2016/17	2017/18
EDMUND PLACE	6	2017/18	2016/17	2017/18
GLANBRYNNAR	4	2017/18	2016/17	2017/18
MAESGWYN	6	2017/18	2016/17	2017/18
MAESTEG	27	2018/19	2018/19	2018/19
PENYBRYN	4	2019/20	2018/19	2019/20
CYLLA STREET	2	2019/20	2018/19	2019/20
PENYBRYN TERRACE	2	2019/20	2018/19	2019/20
PENYRHEOL LOWER	167	2019/20	2018/19	2019/20
BRYNGLAS	42	2018/19	2017/18	2018/19
BRYNHEULOG	5	2018/19	2017/18	2018/19
BRYNTEG	10	2019/20	2017/18	2019/20
BRYNTIRION	3	2019/20	2017/18	2019/20
CAE GLAS	4	2019/20	2017/18	2019/20
GELLI DEG	17	2019/20	2017/18	2019/20
HEOL TIR COED	3	2019/20	2017/18	2019/20
HEOL TIR GIBBON	24	2019/20	2017/18	2019/20
MAES HIR	4	2019/20	2017/18	2019/20
RHIW FACH	2	2019/20	2017/18	2019/20
TROED-Y-BRYN	11	2019/20	2017/18	2019/20
PLEASANT PLACE	31	2018/19	2018/19	2018/19
PENYRHEOL UPPER	322	2018/19	2018/19	2018/19
CEFN Y LON	4	2018/19	2018/19	2018/19
GLAN FFRWD	32	2018/19	2018/19	2018/19
HEOL ANEURIN	67	2018/19	2018/19	2018/19
HEOL FAWR	18	2018/19	2018/19	2018/19
HEOL FER	1	2018/19	2018/19	2018/19
HEOL TIR BACH	7	2018/19	2018/19	2018/19
HEOL Y GOGLEDD	2	2018/19	2018/19	2018/19
PENTWYN	34	2018/19	2018/19	2018/19
PENYBRYN	66	2018/19	2018/19	2018/19
PENYGROES	32	2018/19	2018/19	2018/19
Y CILGANT	59	2018/19	2018/19	2018/19
PERSONDY	29	2015/16	2017/18	2017/18
ACACIA TERRACE	6	2015/16	2017/18	2017/18

LABURNUM TERRACE	2	2015/16	2017/18	2017/18
MAPLE TERRACE	2	2015/16	2017/18	2017/18
PERSONDY TERRACE	4	2015/16	2017/18	2017/18
SYCAMORE TERRACE	13	2015/16	2017/18	2017/18
YSTRAD TERRACE	2	2015/16	2017/18	2017/18
PHILLIPSTOWN	159	2019/20	2015/16	2019/20
CEFN RHYCHDIR ROAD	3	2019/20	2015/16	2019/20
CROFT STREET	6	2019/20	2015/16	2019/20
DAVALOG TERRACE	11	2019/20	2015/16	2019/20
DERLWYN STREET	15	2019/20	2015/16	2019/20
FARM TERRACE	1	2019/20	2015/16	2019/20
FERNHILL TERRACE	13	2019/20	2015/16	2019/20
FIELD TERRACE	4	2019/20	2015/16	2019/20
JONES STREET	36	2019/20	2015/16	2019/20
MEADOW TERRACE	15	2019/20	2015/16	2019/20
ORCHARD STREET	6	2019/20	2015/16	2019/20
PENRHYN TERRACE	6	2019/20	2015/16	2019/20
PRITCHARDS TERRACE	21	2019/20	2015/16	2019/20
SOUTH VIEW ROAD	3	2019/20	2015/16	2019/20
PONTLOTTYN	231	2015/16	2018/19	2018/19
BOARD STREET	9	2015/16	2018/19	2018/19
BRYNGLAS	20	2015/16	2018/19	2018/19
BRYNHYFRYD	67	2015/16	2018/19	2018/19
CHAPEL STREET	4	2015/16	2018/19	2018/19
DANYGRAIG	31	2015/16	2018/19	2018/19
FARM ROAD	15	2015/16	2018/19	2018/19
HEOL EVAN WYNNE	5	2015/16	2018/19	2018/19
HEOL Y WAUN	6	2015/16	2018/19	2018/19
HIGH STREET	7	2015/16	2018/19	2018/19
HILL ROAD	5	2015/16	2018/19	2018/19
MERCHANT STREET	3	2015/16	2018/19	2018/19
MOUNT STREET	12	2015/16	2018/19	2018/19
QUEEN STREET	9	2015/16	2018/19	2018/19
RIVER ROAD	8	2015/16	2018/19	2018/19
SOUTHEND TERRACE	2	2015/16	2018/19	2018/19
SUNNYVIEW	13	2015/16	2018/19	2018/19
UNION STREET	5	2015/16	2018/19	2018/19
WINE STREET	10	2015/16	2018/19	2018/19
PONTYMISTER	50	2018/19	2017/18	2018/19
FIELDS ROAD	10	2018/19	2017/18	2018/19
HILL STREET	2	2018/19	2017/18	2018/19
MEADOW CRESCENT	2	2018/19	2017/18	2018/19
NEWPORT ROAD	17	2018/19	2017/18	2018/19
SPRINGFIELD ROAD	30	2018/19	2017/18	2018/19
TANYBRYN	13	2018/19	2017/18	2018/19
TY ISAF CRESCENT	5	2018/19	2017/18	2018/19
TY ISAF PARK AVENUE	30	2018/19	2017/18	2018/19
TY ISAF PARK CIRCLE	4	2018/19	2017/18	2018/19
TY ISAF PARK CRESCENT	3	2018/19	2017/18	2018/19

TY ISAF PARK ROAD	22	2018/19	2017/18	2018/19
TY ISAF PARK VILLAS	5	2018/19	2017/18	2018/19
TYNYCWM ROAD	7	2018/19	2017/18	2018/19
<i>TY ISAF COMPLEX</i>	<i>12</i>			
<i>(pending feasibility study)</i>				
PONTYWAUN	19	2019/20	2019/20	2019/20
GARDEN SUBURBS	18	2018/19	2017/18	2018/19
NORTH ROAD	1	2018/19	2017/18	2018/19
CASTLE CLOSE	15	2019/20	2019/20	2019/20
<i>CASTLE COURT</i>	<i>41</i>	<i>2020/2025</i>	<i>2020/2025</i>	<i>2020/2025</i>
PORSET PARK	179	2018/19	2018/19	2018/19
CLOS GUTO	7	2018/19	2018/19	2018/19
COED CAE	43	2018/19	2018/19	2018/19
COED MAIN	35	2017/18	2018/19	2018/19
COED PWLL	29	2018/19	2018/19	2018/19
GWAUN NEWYDD	46	2018/19	2018/19	2018/19
LON YR ODYN	19	2018/19	2018/19	2018/19
PWLLYPANT	38	2013/14	2017/18	2017/18
CASTLE VIEW	7	2013/14	2017/18	2017/18
CENTRAL STREET	26	2013/14	2017/18	2017/18
MOUNTAIN VIEW	2	2013/14	2017/18	2017/18
NEW STREET	3	2013/14	2017/18	2017/18
RHYMNEY NORTH	394	2014/15	2017/18	2017/18
ANEURIN TERRACE	10	2013/14	2017/18	2017/18
BRYN CARNO	38	2014/15	2017/18	2017/18
GLAN YR AFON	28	2012/13	2017/18	2017/18
GLANYNANT	24	2014/15	2017/18	2017/18
GOLWG Y MYNYDD	19	2014/15	2017/18	2017/18
HEOL UCHAF	12	2013/14	2017/18	2017/18
HEOLYTWYN	24	2013/14	2017/18	2017/18
HIGH STREET	1	2014/15	2017/18	2017/18
ISFRYN	19	2014/15	2017/18	2017/18
LOWER ROW	1	2014/15	2017/18	2017/18
PENYDRE	32	2014/15	2017/18	2017/18
PHILLIPS WALK	50	2014/15	2017/18	2017/18
ROWAN PLACE	64	2014/15	2014/15	2014/15
TWYN CARNO	2	2014/15	2017/18	2017/18
TY COCH	70	2014/15	2017/18	2017/18
RHYMNEY SOUTH	443	2014/15	2019/20	2019/20
BEULAH STREET	2	2014/15	2019/20	2019/20
BROOKFIELD AVENUE	12	2014/15	2019/20	2019/20
BRYNHYFRYD	10	2014/15	2019/20	2019/20
DUFFRYN VIEW	13	2014/15	2019/20	2019/20
EGLWYS FAN	15	2014/15	2019/20	2019/20
FORGE CRESCENT	12	2014/15	2019/20	2019/20
GARDEN CITY	5	2012/13	2019/20	2019/20
HAFODYMYNYDD	28	2013/14	2019/20	2019/20
HAVARDS ROW	20	2014/15	2019/20	2019/20
IDRIS DAVIES PLACE	12	2012/13	2019/20	2019/20

JENKINS ROW	3	2014/15	2019/20	2019/20
MAERDY VIEW	52	2014/15	2019/20	2019/20
MAES YR HAF	3	2012/13	2019/20	2019/20
MOUNTBATTEN	10	2014/15	2019/20	2019/20
NURSERY CRESCENT	31	2012/13	2019/20	2019/20
PLANTATION TERRACE	14	2014/15	2019/20	2019/20
RAMSDEN STREET	9	2014/15	2019/20	2019/20
SUNNYHILL	12	2012/13	2019/20	2019/20
TANYBRYN	121	2012/13	2019/20	2019/20
THOMAS FIELDS	6	2014/15	2019/20	2019/20
WELLINGTON WAY	21	2012/13	2019/20	2019/20
ST CLARES	32	2013/14	2017/18	2017/18
RISCA	101	2018/19	2017/18	2018/19
CLYDE STREET	27	2018/19	2017/18	2018/19
CRESCENT ROAD	8	2018/19	2017/18	2018/19
CROMWELL ROAD	10	2018/19	2017/18	2018/19
CROMWELL ROAD BUNGALOWS	10	2018/19	2017/18	2018/19
DANYGRAIG BUNGALOWS	5	2018/19	2017/18	2018/19
EXCHANGE ROAD	3	2018/19	2017/18	2018/19
FERNLEA	14	2018/19	2017/18	2018/19
GROVE ROAD	15	2018/19	2017/18	2018/19
RAGLAN STREET	9	2018/19	2017/18	2018/19
BRITANNIA CLOSE	8	2019/20	2019/20	2019/20
BRITANNIA COURT	22	2019/20	2019/20	2019/20
<i>ST MARY'S COURT</i>	<i>33</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
RUDRY	15	2017/18	2018/19	2018/19
GARTH LANE	1	2017/18	2018/19	2018/19
PENTWYNGWYN	2	2017/18	2018/19	2018/19
STARBUCK STREET	2	2017/18	2018/19	2018/19
EDWARD THOMAS CLOSE	10	2017/18	2018/19	2018/19
SENGHENYDD	118	2014/15	2017/18	2017/18
ALEXANDER TERRACE	2	2013/14	2017/18	2017/18
CENYDD TERRACE	2	2014/15	2017/18	2017/18
COMMERCIAL STREET	6	2013/14	2017/18	2017/18
HIGH STREET	4	2013/14	2017/18	2017/18
PARC COTTAGES	8	2013/14	2017/18	2017/18
PLAS CWM PARC	59	2014/15	2017/18	2017/18
STATION TERRACE	1	2013/14	2017/18	2017/18
TAN Y BRYN TERRACE	36	2013/14	2017/18	2017/18
SPRINGFIELD	220	2016/17	2015/16	2016/17
ALDER RISE	6	2016/17	2015/16	2016/17
BROOK LANE	1	2016/17	2015/16	2016/17
BROOKFIELD ROAD	34	2016/17	2015/16	2016/17
CWMALSIE CRESCENT	5	2016/17	2015/16	2016/17
CWMDRAW COURT	8	2016/17	2015/16	2016/17
HIGHLAND CRESCENT	5	2016/17	2015/16	2016/17
LEA COURT	1	2016/17	2015/16	2016/17
MEADOW ROAD	32	2016/17	2015/16	2016/17
MILL ROAD	18	2016/17	2015/16	2016/17

MILLBROOK ROAD	35	2016/17	2015/16	2016/17
MUSSELWHITE COURT	14	2016/17	2015/16	2016/17
OAKFIELD	3	2016/17	2015/16	2016/17
ORCHARD COURT	3	2016/17	2015/16	2016/17
PEMBREY GARDENS	11	2016/17	2015/16	2016/17
SIRHOWY VIEW	16	2016/17	2015/16	2016/17
SPRINGFIELD COURT	3	2016/17	2015/16	2016/17
UPLAND ROAD	10	2016/17	2015/16	2016/17
WARREN COURT	2	2016/17	2015/16	2016/17
WOODLAND ROAD	13	2016/17	2015/16	2016/17
<i>YNYSWEN</i>	<i>19</i>	<i>2020/25</i>	<i>2020/25</i>	<i>2020/25</i>
THOMASVILLE	31	2013/14	2018/19	2018/19
THOMASVILLE	31	2013/14	2018/19	2018/19
TIRPHIL	39	2016/17	2018/19	2018/19
BIRCHGROVE	23	2016/17	2018/19	2018/19
CEFNY MYNYDD	16	2016/17	2018/19	2018/19
TIRYBERTH	44	2015/16	2018/19	2018/19
CHURCHFIELD CLOSE	30	2015/16	2018/19	2018/19
ORCHID CLOSE	14	2015/16	2018/19	2018/19
TRAPWELL	10	2017/18	2018/19	2018/19
TRAPWELL	10	2017/18	2018/19	2018/19
TRECENYDD	201	2014/15	2017/18	2017/18
EAST AVENUE	17	2014/15	2017/18	2017/18
FIRST AVENUE	42	2014/15	2017/18	2017/18
GRANGE CLOSE	33	2014/15	2017/18	2017/18
HEOL FACH	2	2014/15	2017/18	2017/18
PEN Y FFORDD	3	2014/15	2017/18	2017/18
SECOND AVENUE	30	2014/15	2017/18	2017/18
TEGFAN	12	2014/15	2017/18	2017/18
THE CRESCENT	30	2014/15	2017/18	2017/18
THIRD AVENUE	23	2014/15	2017/18	2017/18
WEST AVENUE	9	2014/15	2017/18	2017/18
TRELYN UPPER	79	2014/15	2017/18	2017/18
ADELAIDE COURT	10	2014/15	2017/18	2017/18
BRISBANE COURT	13	2014/15	2017/18	2017/18
CWRT Y WAUN	14	2014/15	2017/18	2017/18
MELBOURNE COURT	14	2014/15	2017/18	2017/18
PERTH COURT	15	2014/15	2017/18	2017/18
SYDNEY COURT	13	2014/15	2017/18	2017/18
TREOWEN	11	2017/18	2019/20	2019/20
AEL Y BRYN TERRACE	5	2017/18	2019/20	2019/20
BRYNDERI TERRACE	2	2017/18	2019/20	2019/20
PARRY TERRACE	1	2017/18	2019/20	2019/20
PENYLAN TERRACE	3	2017/18	2019/20	2019/20
TRETHOMAS	143	2018/19	2018/19	2018/19
AELYBRYN	18	2015/16	2018/19	2018/19
ASHGROVE	2	2015/16	2018/19	2018/19
BEVAN CLOSE	17	2015/16	2018/19	2018/19
BEVAN RISE	8	2015/16	2018/19	2018/19

BIRCHGROVE	2	2015/16	2018/19	2018/19
BRYN Y FRAN AVENUE	12	2015/16	2018/19	2018/19
HAZEL GROVE	4	2015/16	2018/19	2018/19
NAVIGATION STREET	3	2015/16	2018/19	2018/19
REDBROOK AVENUE	4	2015/16	2018/19	2018/19
STANDARD STREET	3	2015/16	2018/19	2018/19
THE BRYN	7	2015/16	2018/19	2018/19
UPPER GLYN GWYN STREET	1	2015/16	2018/19	2018/19
GROVE ESTATE	62	2018/19	2018/19	2018/19
TRINANT	240	2017/18	2018/19	2018/19
BELVEDERE CLOSE	12	2017/18	2018/19	2018/19
CEDAR ROAD	11	2017/18	2018/19	2018/19
CHARLES STREET	3	2017/18	2018/19	2018/19
CONWAY ROAD	21	2017/18	2018/19	2018/19
HOREB COURT	20	2017/18	2018/19	2018/19
LLANERCH ROAD	27	2017/18	2018/19	2018/19
MARSHFIELD ROAD	6	2017/18	2018/19	2018/19
OSBOURNE ROAD	4	2017/18	2018/19	2018/19
PENTWYN TERRACE	12	2017/18	2018/19	2018/19
PENYFAN CLOSE	6	2017/18	2018/19	2018/19
PENYWAUN ROAD	23	2017/18	2018/19	2018/19
PHILIP STREET	11	2017/18	2018/19	2018/19
PRINCE ANDREW ROAD	11	2017/18	2018/19	2018/19
PRINCESS CRESCENT	18	2017/18	2018/19	2018/19
THORNLEIGH ROAD	2	2017/18	2018/19	2018/19
TRINANT TERRACE	49	2017/18	2018/19	2018/19
VALLEY VIEW	4	2017/18	2018/19	2018/19
TWYN GARDENS	37	2016/17	2018/19	2018/19
TWYN GARDENS	37	2016/17	2018/19	2018/19
TY ISAF	7	2014/15	2016/17	2016/17
TY ISAF BUNGALOWS	7	2014/15	2016/17	2016/17
TY NANT	29	2013/14	2018/19	2018/19
TY NANT	29	2013/14	2018/19	2018/19
TY-SIGN LOWER	153	2019/20	2019/20	2019/20
CHANNEL VIEW	35	2017/18	2019/20	2019/20
CHARTIST COURT	9	2017/18	2019/20	2019/20
ISLWYN COURT	28	2017/18	2019/20	2019/20
MACHEN CLOSE	4	2017/18	2019/20	2019/20
MAPLE AVENUE	7	2017/18	2019/20	2019/20
SEVERN CLOSE	12	2017/18	2019/20	2019/20
SYCAMORE CRESCENT	8	2017/18	2019/20	2019/20
THISTLE WAY	2	2017/18	2019/20	2019/20
WOODVIEW CRESCENT	22	2017/18	2019/20	2019/20
WOODVIEW ROAD	19	2017/18	2019/20	2019/20
HAFOD Y BRYN	29	2019/20	2019/20	2019/20
TY-SIGN UPPER	304	2016/17	2018/19	2018/19
ALMOND AVENUE	19	2016/17	2018/19	2018/19
ASTER CLOSE	5	2016/17	2018/19	2018/19
BIRCH GROVE	3	2016/17	2018/19	2018/19

ELM DRIVE	78	2015/16	2018/19	2018/19
FAIRVIEW AVENUE	17	2016/17	2018/19	2018/19
FORSYTHIA CLOSE	31	2016/17	2018/19	2018/19
HOLLY ROAD	83	2016/17	2018/19	2018/19
MANOR COURT	4	2016/17	2018/19	2018/19
MANOR WAY	64	2016/17	2018/19	2018/19
WATTSVILLE	49	2018/19	2018/19	2018/19
ISLWYN ROAD	28	2015/16	2017/18	2017/18
WOODLAND VIEW	21	2018/19	2018/19	2018/19
WAUNFACH	17	2018/19	2017/18	2018/19
WAUNFACH STREET	1	2018/19	2017/18	2018/19
WAUNFACH STREET FLATS	16	2018/19	2017/18	2018/19
WESTEND	12	2015/16	2017/18	2017/18
RAILWAY TERRACE	11	2015/16	2017/18	2017/18
TROEDYRHIW	1	2015/16	2017/18	2017/18
YNYSSDU-CWMFELINFACH	41	2019/20	2019/20	2019/20
CRAIG Y DON BUNGALOW	1	2018/19	2015/16	2018/19
GRAIG VIEW	8	2018/19	2015/16	2018/19
HIGH STREET	5	2018/19	2015/16	2018/19
ISLWYN CLOSE	6	2018/19	2015/16	2018/19
JOHN STREET	1	2018/19	2015/16	2018/19
ROSE VILLA BUNGALOW	1	2018/19	2015/16	2018/19
ALEXANDRA COURT	19	2019/20	2019/20	2019/20
YSTRAD MYNACH	48	2014/15	2018/19	2018/19
BRYNMYNACH AVENUE	11	2014/15	2018/19	2018/19
CENTRAL STREET	1	2014/15	2018/19	2018/19
COED YR HAF	12	2014/15	2018/19	2018/19
EDWARD STREET	1	2014/15	2018/19	2018/19
GRIFFITHS STREET	2	2014/15	2018/19	2018/19
HILL STREET	6	2014/15	2018/19	2018/19
PANTYCELYN STREET	15	2014/15	2018/19	2018/19

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CAERPHILLY HOMES TASK GROUP – 14 FEBRUARY 2019

SUBJECT: WHQS ENVIRONMENTAL PROGRAMME

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

1.1 To provide members with a high level update on progress regarding the delivery of the WHQS Environmental Programme.

2. SUMMARY

2.1 Following the ballot in February 2012, the Council agreed that it would deliver the promises made in its Offer Document to tenants and deliver the Welsh Housing Quality Standard by March 2020. The Council also agreed that its capital investment in homes would deliver social outcomes to 'transform lives and communities'.

2.2 Part of the commitment to deliver the WHQS across all 10,777 homes also includes a requirement to comply with Part 6 which aims to ensure that 'all dwellings should be located in an environment to which residents can relate and in which they can be proud to live'.

2.3 £10.6m has been set aside in the business plan agreed with Welsh Government specifically for this purpose.

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

2.5 Over 300 minor projects were initially identified across the county borough as part of the first phase of the programme. The majority were progressed, some were repackaged into larger schemes

2.6 The second phase of the programme commenced in 2017 and has involved the environmental officers undertaking an extensive engagement programme throughout the County Borough which is intended to 1) engage local communities in discussions regarding the quality and safety of their local environment 2) identify solutions to some of the challenges and constraints within communities that could be overcome via the WHQS environmental programme and 3) to work with partners to help develop more cohesive and resilient communities through joint working and the pooling of resources.

2.7 In addition, project proposals need to demonstrate that they will predominantly benefit tenants as the HRA is being used to fund the environmental programme.

2.8 This report provides an update on the position with regard to the programme as reported to the CHTG on Thursday 1st November 2018.

2.9 A copy of the updated programme and projects identified to date is attached as appendix 1.

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 delivery of the Welsh Housing Quality Standard (WHQS) 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 5 “Ways of Working”. The 7 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.

3.4 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. It is a Welsh Government requirement that the WHQS is achieved by 2020. The WHQS identifies 7 specific aims in the Welsh Assembly Government’s Revised Guidance for Social Landlords – July 2008. This report relates specifically to Part 6: All dwellings should be located in an environment to which residents can relate and in which they can be proud to live.

3.5 Caerphilly County Borough Council’s Well-being Objectives for 2018/19 include: WBO3 – Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance and support to help improve peoples’ wellbeing and WBO5 – Creating a County Borough that supports a Healthy Lifestyle in accordance with the sustainable development principle within the Wellbeing of Future Generations (Wales) Act 2015.

4. THE REPORT

4.1 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 an ambitious commitment to utilise its £200m capital investment not only to transform homes but also lives and communities. It also committed to utilising £10.6m of the total investment to deliver an environmental programme that would ensure that all homes ‘are located in an environment to which residents can relate and in which they can be proud to live’ (Welsh Housing Quality Standard, Part 6).

4.2 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 tenants/residents and external audits can be used to inform the process.

4.3 Welsh Government has suggested that the following key elements must be taken into consideration by organisations seeking to deliver the standard:

- Attractive environments
- Safe environments
- Environments that people can relate to
- Environments that people can feel proud of

4.4 The decision was taken by the Project Board to split the programme into two phases; the first concentrating on low level environmental requirements and routine improvements to housing estates that would have been previously raised by tenants, officers or members or highlighted by the area housing managers. The second phase concentrates on areas in need of

maintenance and investment to address health and safety issues, anti-social behaviour as well as making general improvements to improve the overall aspect of our estates.

- 4.5 Over 300 minor schemes were identified as a result of this process of which circa 90% have been delivered. The remaining schemes have been re-packaged into larger schemes that will be progressed during phase 2, forwarded to an alternative department or declined as they did not fit the programme criteria.
- 4.6 During phase 2, officers have concentrated on undertaking an extensive engagement exercise throughout the borough and in individual communities in order to identify improvements and amenities that communities identify as important to them and value.
- 4.7 In order to be considered, projects need to predominantly benefit Council tenants
- 4.8 A copy of the matrix which highlights the progress made and the projects identified during phase 2 and the most current engagement timetable is attached as appendix 1 (copy to be circulated at the meeting).
- 4.9 Officers have identified 82 communities throughout Caerphilly county borough (83 were reported in the previous report but Trapwell and Rudry have now been combined).
- 4.10 To date, engagement and consultation efforts have been completed in 44 communities and are ongoing in 22 thereby leaving 16 communities to engage with during 2019/20.
- 4.11 Whilst the original budget was set at £10.6m, the actual projects to be completed are based on the consultation exercises and feedback from local tenants/residents to ensure that we can evidence a need, that these in the main satisfy the criteria of meeting WHQS and predominantly benefit our tenants. The current projected programme expenditure to 2020 is now estimated to be £8.5m.
- 4.12 In 2017 the Project Board mandated a requirement to ensure that the programme delivered 'synergistic opportunities' for departments and teams throughout the Council and a conscious effort has been made to ensure that as much work as possible is undertaken in house. This has helped strengthen teams, brought greater integration, pooled budgets and enhanced learning between teams.
- 4.13 Members will be aware of the commitment made at the outset of embarking on this major investment programme, that this would be used to not only transform tenants homes, but also their lives and the communities in which they live. The environmental programme aims to deliver on this commitment and in doing so some of the projects being identified fall outside of the stated WHQS criteria and therefore will not be considered as part of our overall compliance.
- 4.14 It is therefore anticipated that whilst all 82 communities will have been engaged with by March 2020, it may take a further 9-12 months for all schemes identified via the engagement exercise to be delivered. The priority however, will be to deliver those projects that directly link to our WHQS compliance to ensure full achievement by the 2020 deadline, with any other projects being progressed and completed as soon as possible thereafter.
- 4.15 This is due to the capacity of departments to deliver substantial capital projects within what is essentially a short timeframe and takes into consideration their obligations to deliver statutory services and potential inclement weather. Highways / Engineering have also taken on some responsibility for WHQS external improvements which have to be factored into their resourcing programme.
- 4.16 In order to address capacity issues and expedite the work issued, the WHQS Project Board have agreed to finance a WHQS Landscape Architect who will be primarily responsible for working alongside the Environmental Officers to offer advice and suggestions but also to work closely with colleagues in Procurement to package works accordingly and issue tenders in a

timely manner. The officer will also project manage and oversee the delivery of Parks related projects through to completion (including relevant CDM compliance).

- 4.17 It is anticipated that the WHQS Landscape Architect will be in post by February 2019.
- 4.18 In Highways / Engineering, site assessments for the WHQS environmental programme are continuing and work programmes and packages are established for all agreed works. These current programmes are being delivered through both internal resources and existing framework contracts.
- 4.19 It is recognised that as community engagements progress the work packages and programmes will continue to increase. To address this additional resources are being put in place in Highways / Engineering as follows:-
- One Technician will be recruited to assist with site assessment and appraisal
 - A Professional Services contract is being established to find a Partner consultant who can assist in delivery of detailed designs for new schemes
 - A new flexible contract framework is being set up (DPS) to deal with additional construction workloads.
- 4.20 It is anticipated that the Technician will be in place by Feb 2019 and the new frameworks will be in place by April 2019.
- 4.21 A range of projects have been identified including new parking infrastructure, new / renewal of play facilities, skate parks, the installation of green gyms, new lighting, renewal / widening of footpaths, improved signage and installation of knee rails to protect and enhance green spaces.
- 4.22 Officers advise that some of the best projects delivered in relation to impact have been those that are relatively small but have made the most difference to the local community such as a bus shelter in Phillipstown where residents were having to wait for the bus in the rain; planters in Graig Y Rhacca which have brightened up the area and stimulated community involvement in respect of their ongoing maintenance and picnic benches for elderly residents at older persons schemes to allow residents to socialise during the warmer months.
- 4.23 Efforts are being made to extend the lifecycle of existing community infrastructure and futureproof our communities through the renewal or repair of existing assets and amenities as well as in some cases providing new, thereby reducing future maintenance requirements i.e. renewal of park equipment, skate parks etc
- 4.24 Where possible, the relevant service area will be responsible for the ongoing maintenance liabilities associated with the provision of new facilities. The projects that are Parks related frequently involve the renewal of existing amenities thereby resulting in an opportunity for Parks to conserve their maintenance budgets for spend on alternative priorities.
- 4.25 Copies of the work programmes provided by Parks and Highways / Engineering are contained in Appendix 2.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 The delivery of the WHQS improvement programme is coterminous with the aims of the Wellbeing of Future Generations (Wales) act 2015, in particular the 5 ways of working:-
- **Long Term:** the report includes continued investment and performance to achieve WHQS by 2020. This investment provides long term improvements to homes, communities and to tenants' health and well being.
 - **Integration:** The programme looks to integrate physical and environmental improvements that will benefit and transform lives and communities throughout the county borough. It

further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities.

- **Involvement:** Tenants and local residents are being consulted on the proposed property improvements and environmental works along with various initiatives that are part of the WHQS programme delivery.
- **Collaboration:** The programme delivery is focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus and is clearly demonstrable within its delivery.
- **Prevention:** The works to improve lives and communities will help tackle local unemployment, tackle fuel poverty and promote greater well being. It will further improve the look and feel of the environment and help prevent anti-social behaviour.

6. EQUALITIES IMPLICATIONS

- 6.1 An Equalities Impact Assessment is not required as the report is for information.

7. FINANCIAL IMPLICATIONS

- 7.1 £10.6m has been identified within the WHQS business plan to support the delivery of the environmental programme.
- 7.2 On an annual basis, £350,000 is allocated from within the main budget to the Area Housing Offices (£100,000) and Neighbourhood Housing Offices (£75,000) to address maintenance and repair issues as the original housing maintenance budget was incorporated into the Environmental Programme in 2012.
- 7.3 Appendix 1 contains a spreadsheet illustrating the overall programme and projects that have been identified to date together with the estimated cost of those projects (£8.5m). The programme is operating within the budget allocated and any underspend on the budget will be protected and reinvested back into the housing stock
- 7.4 The costs incurred to date (since 2017 when the programme started) amount to £2,273,630.57 (including the garage enhancements) however, the majority of the projects identified are in the process of being undertaken with many others at the feasibility, design or procurement stage. The greatest spend is expected to occur in 2019/20 as capacity is increased to deliver the projects approved.
- 7.5 Appendix 3 illustrates the budget actuals incurred against the programme to date.

8. PERSONNEL IMPLICATIONS

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

9. CONSULTATIONS

- 9.1 All responses from consultations have been incorporated into the report.

10. RECOMMENDATIONS

- 10.1 Members are asked to note the contents of the report.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To advise Members of the progress made in relation to the delivery of the WHQS Environmental Programme.

12. STATUTORY POWER

- 12.1 Housing Acts 1985, 1996, 2004, Local Government Measures 2009 and the Well-being of Future Generations (Wales) Act 2015.

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Consultees:

Cllr L Phipps	- Cabinet Member for Homes and Places
Dave Street	- Director of Social Services and Housing
Shaun Couzens	- Chief Housing Officer
Fiona Wilkins	- Public Sector Housing Manager
Mandy Betts	- Tenant and Community Involvement Manager

Appendices:

Appendix 1 – Environmental Programme Matrix – **to be circulated at meeting**
Appendix 2 – Parks & Highways / Engineering Work Programmes
Appendix 3 – Budget Actuals

Project																															
WHQS Indicative Environmental Programme																															
Period			2018												2019												2020				
2018 to 2020			October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April										
Page 1 of 2			Status																												
Penyrheol Play and Fitness Equipment	Brief prepared by Client	Completed																													
	Public Consultation by WHQS Staff	Completed																													
	Outline proposals	Completed																													
	CDM & H&S	on going																													
	Detail Proposals / Specification	Completed																													
	Procurement and Tender Action	Completed																													
	Operations on Site																														
	Completion																														
Penyrheol Skate Park	Brief prepared by Client	Completed																													
	Public Consultation by WHQS Staff	Completed																													
	Outline proposals	Completed																													
	Planning and other approvals	Works Permitted Development																													
	CDM & H&S	on going																													
	Detail Proposals / Specification	Completed																													
	Procurement and Tender Action																														
	Operations on Site	Programme requires specialist contractors and therefore works on site will depend on their availability.																													
Completion																															
Fochriw Extra Play and Fitness Equipment	Brief prepared by Client																														
	Public Consultation by WHQS Staff																														
	Outline proposals																														
	CDM & H&S																														
	Detail Proposals / Specification																														
	Procurement and Tender Action																														
	Operations on Site																														
	Completion																														
Phillipstown Extra Play Facilities	Brief prepared by Client																														
	Public Consultation by WHQS Staff																														
	Outline proposals																														
	CDM & H&S																														
	Detail Proposals / Specification																														
	Procurement and Tender Action																														
	Operations on Site																														
	Completion																														
MUGA Maes Mabon	Brief prepared by Client																														
	Public Consultation by WHQS Staff																														
	Outline proposals																														
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																													
	CDM & H&S																														
	Detail Proposals / Specification																														
	Procurement and Tender Action																														
	Operations on Site																														
Completion																															
Giffach Park Estate Fitness Equipment	Brief prepared by Client																														
	Public Consultation by WHQS Staff																														
	Outline proposals																														
	Planning and other approvals																														
	CDM & H&S																														
	Detail Proposals / Specification																														
	Procurement and Tender Action																														
	Operations on Site																														
Completion																															
Phillipstown Skate Park	Brief prepared by Client																														
	Public Consultation by WHQS Staff																														
	Outline proposals																														
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																													
	CDM & H&S																														
	Detail Proposals / Specification																														
	Procurement and Tender Action																														
	Operations on Site	Programme requires specialist contractors and therefore works on site will depend on their availability.																													
Completion																															
Trecenydd Extra Play Equipment and Fencing	Brief prepared by Client																														
	Public Consultation by WHQS Staff																														
	Outline proposals																														
	CDM & H&S																														
	Detail Proposals / Specification																														
	Procurement and Tender Action																														
	Operations on Site																														
	Completion																														

Indicative Programme Only and reliant on Landscape Architect being in post from late February 2019

Note: Programme indicative only and subject to change any requirements for planning permission approval /conditions, specialist supplier / contactor long lead in times and delays, adverse weather conditions / force majeure .

2018 to 2020			2018																2019				2020			
Page 2 of 2			October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April					
Abertridwr Play Equipment	Brief prepared by Client																									
	Public Consultation by WHQS Staff																									
	Outline proposals																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	CDM & H&S																									
	Detail Proposals / Specification																									
Lansbury Park Play Area and Landscaping	Procurement and Tender Action																									
	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Porsset Park Skate Park	Operations on Site																									
	Completion	Programme requires specialist contractors and therefore works on site will depend on their availability.																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Graig Y Rhacca Play and upgrade Skate Park	Operations on Site																									
	Completion	Programme requires specialist contractors and therefore works on site will depend on their availability.																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Pantside Willow / Fencing + Play Facilities	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Trinant Renovation of Play Area and new min Skate Park	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Penllwyn Skate Park and Play Area	Operations on Site																									
	Completion	Programme requires specialist contractors and therefore works on site will depend on their availability.																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Rhydymey South Additional Play Facilities and Skate Park	Operations on Site																									
	Completion	Programme requires specialist contractors and therefore works on site will depend on their availability.																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Gelligaer Ross Skate Park or Fitness Equipment	Operations on Site																									
	Completion	Programme requires specialist contractors and therefore works on site will depend on their availability.																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Ty Sign Upgrade Play Area	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals	Outline programme assumes planning permission is NOT required.																								
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Aberbergeed Fitness Equipment and Additional Play Facilities	Operations on Site																									
	Completion	Outline programme assumes planning permission IS NOT required																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals																									
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Afre Road Blackwood Mini Wheels	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals																									
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Markham and Cem Forest ??	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals																									
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Pontotwyn Sunnyview Add Play Equipment	Operations on Site																									
	Completion																									
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals																									
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
Caldale replace existing Skate Park	Operations on Site																									
	Completion	Outline programme assumes planning permission is NOT required.																								
	Brief prepared by Client Public Consultation by WHQS Staff																									
	Planning and other approvals																									
	Detail Proposals / Specification / CDM																									
	Procurement and Tender Action																									
2018 to 2020 Period			October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April					
			2018				2019				2020															
			Note: Programme indicative only and subject to change any requirements for planning permission approval /conditions, specialist supplier / contactor long lead in times and delays, adverse weather conditions / force majeure .																							

Indicative Programme Only and reliant on Landscape Architect being in post from late January 2019

CHTG Report – Thursday 14th February 2019

	2016-17	2017-18	2018-19	Total
		Outturn	Pd1-10	
WHQS Capital Environmental	23,307.98	541,730.44	242,753.15	
Graig Y Rhacca NHO		33,155.00	23,241.15	
Lansbury Park NHO		16,600.00	19,380.18	
Eastern Valley AHO		31,041.82	6,478.86	
Upper Rhymney Valley AHO		96,061.63	186,190.81	
Garage Programme		502,760.13	295,062.42	
Environmental Officers x3	84,892.90	94,437.13	76,536.97	
	108,200.88	1,315,786.15	849,643.54	2,273,630.57

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CAERPHILLY HOMES TASK GROUP – 14TH FEBRUARY 2019

SUBJECT: WALES AUDIT OFFICE WHQS REVIEW

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES

- 1.1 The attached report, which provided details of the follow up review by the Wales Audit Office (WAO) on the Welsh Housing Quality Standard (WHQS) delivery programme, was considered by Cabinet on 30th January 2019.
- 1.2 The report follows the previous report which had been presented to Cabinet on the 1st November 2017. Cabinet were reminded that during March and April 2017, as part of the WAO performance audit plan, the WAO undertook a review of the Council's arrangements to deliver the WHQS by 2020. At the time of the review, the WAO concluded that the *"majority of tenants' homes remain below the WHQS standard due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020"*. The WAO have now completed their follow up review which was undertaken between April and October 2018 and have now concluded that *"the Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020"*.
- 1.3 Ms N. Jenkins and Mr G. Jones from the WAO summarised the report and confirmed that the follow up review has been undertaken in two parts. A Service User Perspective Review – which focussed on the views from 489 tenants and 25 leaseholders in relation to the delivery of the WHQS programme. The second part was a Follow Up Review – to determine whether the Council is meeting its commitments and making satisfactory progress to meet the WHQS by the WG deadline of December 2020. The follow up reports provided by the WAO provide a far more positive picture on the current position of the WHQS programme and also provides independent confidence that Caerphilly Homes are on track to deliver the full programme by December 2020.
- 1.4 The Service User Perspective Review (appended to the report) refers to 3 proposals for improvement. Officers confirmed that they accept the proposals and will address the same in moving forward. It was accepted that improvements and consistency is required in the way performance information is presented and this has been addressed within the report. In addition, the Local Housing Strategy will be developed during 2019 and EIAs on key policy reports will be carried out at the appropriate time. Officers were pleased to note the progress made has been acknowledged by the WAO.

- 1.5 Cabinet discussed the report and highlighted the benefits and importance of working with tenants through this process. Members thanked the WAO for the balanced and thorough report and advised that this can be used as a working document in moving forward. Representatives from the WAO thanked Officers in turn for their assistance throughout the process.
- 1.6 Cabinet unanimously agreed that for the reason's contained in the Officer's report, the WAO reports and the Officers responses to the reports and the proposals for improvement, be noted.
- 1.7 Members are asked to consider the report and the above recommendation.

Author: A. Dredge, Committee Services Officer, Ext. 3100.

Appendices:

Appendix Report to Cabinet on 30th January 2019 - Agenda Item 4.



CABINET - 30TH JANUARY 2019

SUBJECT: WALES AUDIT OFFICE WHQS REVIEW

REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To advise Members on the outcome of the follow up review by the Wales Audit Office (WAO) on the Welsh Housing Quality Standard (WHQS) delivery programme following the previous report which was submitted to Cabinet on the 1st November, 2017.

2. SUMMARY

- 2.1 During March and April 2017, as part of the WAO performance audit plan, the WAO undertook a review of the Council's arrangements to deliver the WHQS by 2020.
- 2.2 At the time of the review, the WAO concluded that the ***“majority of tenants’ homes remain below the WHQS standard due to longstanding inefficient and ineffective programme management and the Council is unlikely to achieve the standard by 2020”***.
- 2.3 The WAO have now completed their follow up review which was undertaken between April and October 2018 and have now concluded that ***“the Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020”***.

3. LINKS TO STRATEGY

- 3.1 The underlying principles of the WHQS programme, which includes the provision of good quality affordable housing, energy efficient homes and carbon reduction, sustainable communities, health and wellbeing, targeted recruitment and training, clearly links to 5 of the 7 well-being goals in ***The Well Being of Future Generations (Wales) Act 2015***.
- 3.2 ***Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)***, which sets out the national context for improving homes and communities, including the energy efficiency of existing homes;
- 3.3 ***The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan Objective 4: Positive Places - Enabling our communities to be resilient and sustainable.***
- 3.4 ***Corporate Plan (CCBC, 2018-2023): Well-being Objective 3: “Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people’s well-being.”***

3.5 ***The Welsh Housing Quality Standard: Revised Guidance for Social Landlords on Interpretation and Achievement of the Welsh Housing Quality Standard (Welsh Government, 2008).***

3.6 ***Caerphilly Homes Service Plan (2018-2023): Priority 1A: All Council housing is improved to meet the Welsh Housing Quality Standard by 2020.***

4. THE REPORT

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

4.2 The WAO Review resulted in a number of recommendations which were set out in the Cabinet report of the 1st November 2017, together with comments from officers in response.

4.3 Progress made in addressing the recommendations were reviewed by a Cross Party Working Group which contained representatives from the Policy & Resources Scrutiny Committee and tenant representatives.

4.4 A report on the outcome of this review was presented to the Policy & Resources Scrutiny Committee on the 27th February 2018 and it was agreed that the recommendations had been progressed by the required timelines.

4.5 Following this review, the WAO arranged to undertake a further review during 2018 to determine whether the Council can demonstrate that it is meeting the commitments made to Cabinet on the 1st November 2017 in an effective, economic and efficient way.

4.6 This follow up review has been undertaken in two parts:-

- **A Service User Perspective Review** – which focussed on the views from 489 tenants and 25 leaseholders in relation to the delivery of the WHQS programme.
- **A Follow Up Review** – to determine whether the Council is meeting its commitments and making satisfactory progress to meet the WHQS by the WG deadline of December 2020.

4.7 The final version of the Service User Perspective Review report was received on the 20th December 2018 and the Follow Up Review received on the 3rd January, 2019.

Service User Perspective Conclusion

4.8 ***“Tenants and leaseholders have positive views about many aspects of the Council's WHQS programme including the quality, but are less satisfied with external works, the timeliness of work and the extent to which the Council involves them and provides information on the works”.***

4.9 The WAO arrived at this conclusion based on feedback from their survey of approximately 500 tenants/leaseholders who advised that:-

4.10 ***“The Council provides tenants and leaseholders with information about the WHQS programme, but could better explain why the works are needed”.***

Response

4.11 Every property is visited and surveyed individually and tenants engaged as they have an element of choice in the delivery of the work. In addition, letters are also sent to each household to advise of the anticipated start date of the work/contract.

- 4.12 Contact details of our Tenant Liaison Officers are also provided, who will support the tenants throughout the process.
- 4.13 Information on the WHQS programme has also been made available on the Council's website, through the use of newsletters, consultation events, social media, working groups, press releases and marketing events.
- 4.14 For leaseholders we follow a detailed legislative process which sets out the requirement to issue leaseholders with a "Notice of Intention", to provide an indicative scope of works and thereafter a "Section 20 Notice" which provides information of the outcome of our tender exercise including anticipated costs for each leaseholder. Leaseholders are also offered the opportunity to meet with relevant officers if required.
- 4.15 Any work undertaken is identified based on the requirement to bring it up to the WHQ Standard or due to its condition which may result in an element being repaired or replaced. It is accepted that the reason why work is required to each element is not explained to our tenants, although they are advised that it is part of our remit to meet WHQS.

4.16 ***"The Council could do more to ensure that the works are consistently completed on time across all areas".***

Response

- 4.17 The survey identifies that 71% of tenants/leaseholders reported that the works were completed to the original timescales. The timescale for completing works, however, can be affected by many factors which make it extremely difficult to consistently complete the work on time, e.g. weather, unforeseen work (asbestos, structural, dry rot), access, tenant circumstances (medical conditions), contractor performance, utility company involvement.
- 4.18 ***"Those who have not had improvement works are satisfied with the quality of internal work, but are less satisfied with external works".***

Response

- 4.19 It is pleasing to note that overall 81% of residents who have had WHQS works completed were satisfied. It is disappointing that only 59% of residents reported that they were satisfied with the outside of their home, with a further 17% reporting that they were neither satisfied nor dissatisfied.
- 4.20 Unlike internal components, there is no stated timeline for replacing external elements of the home, therefore each property is surveyed and elements changed based on their condition. Tenants' expectations, however, may be that all properties would receive new roofs, new windows, doors, tender and paths, etc. which is not what was "promised" within our Offer Document. Work is ongoing to change the way in which customer satisfaction surveys are carried out so that responses can be analysed in more detail.

4.21 ***"Tenants and leaseholders are involved with the works, but the Council inconsistently applies tenant choice about electrical wiring".***

Response

- 4.22 Caerphilly Homes has a policy to provide tenants with a choice about whether electrical cables are required to be chased into the wall or hidden with trunking.
- 4.23 Some tenants, however, advised that this choice was not consistently provided and as a consequence our survey forms have been amended to ensure this option is provided and the tenants are required to sign the form to confirm their choice.

4.24 ***“85% of tenants and leaseholders can quickly and easily contact the Council”.***

Response

4.25 This is a pleasing result and is considered to be the result of significant work that has been undertaken to promote our contact information through various sources, the introduction of appointments and texting facilities.

4.26 Overall, the Service User Perspective report confirms that the majority of tenants and leaseholders surveyed are satisfied with delivery of the WHQS programme. It is accepted that there is less satisfaction with external works, but these are not as clearly prescribed within the WHQS guidance document as internal works and therefore compliance and satisfaction levels are more difficult to gauge. It is also the case that leaseholders are required to contribute towards the cost of external works which may also impact on satisfaction responses. It is accepted, however, that improvements can be made and work will be progressed in this regard.

WAO Service User Perspective Review – Proposals for Improvement

4.27 To ensure that the WHQS programme meets the needs of all tenants and leaseholders, the Council should:-

“Strengthen its communication approaches with all tenants and leaseholders, taking account of the experiences of different groups of residents”.

Response

4.28 Information on the WHQS programme has been made available on the Council’s website, through the use of newsletters, consultation events, social media, working groups, press releases and marketing events. Newsletters have also been issued specifically to leaseholders and further communication provided to them in line with required leasehold legislation.

4.29 In addition each tenant has a letter to advise them of any pending work to their property and when the contract is anticipated to commence. In relation to the internal programme, tenants also receive a letter to confirm the extent of work and their choices and this provides them with 10 days to advise if they wish to make any changes to the choices they have made.

4.30 It is accepted that the precise details of why the work is required may not be communicated to all tenants, but due to the extent of communication being issued, they should be aware that the work is required to achieve WHQS compliance and to ensure their property is maintained.

4.31 The content of the letters will however be reviewed in consultation with the Repairs and Improvement Working Group to establish what further improvements can be made.

4.32 ***“Monitor and report compliance with the Charter for Trust to address any identified issues”.***

Response

4.33 The Charter for Trust is issued to all contractors and included as part of our contract documentation. The requirement of contractors to adhere to the Charter for Trust is also an agenda item for all monthly contract meetings.

4.34 Compliance with the Charter for Trust is monitored through customer satisfaction surveys as there are specific questions relating to standards met. In order to improve customer feedback however and to help to identify any issues, the customer satisfaction process has now been reviewed and changed. The new process will involve satisfaction surveys being undertaken by telephone which will hopefully improve the return rate. This will also provide officers with the opportunity to drill down to establish the cause of any concerns in order for us to learn from the feedback and make improvements for the future.

- 4.35 ***“Analyse complaints about the WHQS programme systematically to address the root causes and share learning to improve tenants and leaseholders experience of the programme”.***

Response

- 4.36 Formal complaints are dealt with in line with our Corporate complaints procedure where the outcome is reviewed to establish if there is a root cause which can be addressed in order to improve our customers experience for the future.
- 4.37 It is accepted however that the customer satisfaction process can be improved in order for us to learn from the feedback received and this is currently in the process of being addressed as mentioned above.

WHQS Follow Up Conclusion

- 4.38 ***“The Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020”.***

- 4.39 The WAO arrived at this conclusion based on the following:-

- 4.40 ***“The Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by 2020”.***

Response

- 4.41 It is pleasing that the WAO have acknowledged the progress made in relation to surveying, which in turn has assisted in the identification and costing of future works to inform our business plan and asset management database.
- 4.42 The introduction of the Dynamic Purchasing System is also seen as a positive improvement to engage external contractors in a timely manner.
- 4.43 The work undertaken demonstrates that we have both the financial and physical resources available to deliver the programme by the end of 2020.
- 4.44 ***“The Council has taken steps to determine the value for money of its procurement arrangements”.***

Response

- 4.45 The report reflects the fact that an independent review was undertaken of our single source supply arrangements which concluded that value for money was being provided.
- 4.46 A separate exercise was also undertaken to compare costs of the in-house team with external contractors. Whilst this identified that costs were 20% higher, there are other benefits which offset this increase which were considered in the assessment of value for money. Feedback from tenants indicate that quality and customer satisfaction levels are higher for the in-house workforce.
- 4.47 ***“There have been improvements to its WHQS performance reports; however there is still inconsistent and inaccurate reporting of performance”.***

Response

- 4.48 Performance information is now more accurate and timely with new validation processes having been introduced, including an independent review of the process being undertaken by our Corporate Audit team.

- 4.49 It is accepted that there were some inaccuracies in data provided in reports during early 2018 and this was due to the source of the data collection, the reports being compiled by different departments and possibly the result of changes in some data following validation checks.
- 4.50 To address this problem, all performance data is managed within a centralised team and the data has been standardised for use in all reports.
- 4.51 ***“The Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme”.***

Response

- 4.52 Standard reporting data now includes information on projected compliance up to the end of the programme, based on average compliance achievements calculated from weekly reports. This is constantly monitored to ensure Caerphilly Homes are on track to achieve the standard by the required deadline.
- 4.53 ***“The Council has strengthened its arrangements to meet its statutory landlord responsibilities”.***

Response

- 4.54 Following a review of our no access procedure and Members’ agreement to proceed with forced entry as a last resort following legal proceedings, performance in relation to gas servicing has improved, with current levels being above 99% compliance.
- 4.55 ***“The Council has invested additional resources to enhance its WHQS programme management, but still lacks a current Local Housing Strategy and does not always produce comprehensive Equality Impact Assessments for key Housing policy documents”.***

Response

- 4.56 The Local Housing Strategy will be developed during 2019 and this will be assisted by the recent approval of the Caerphilly Homes Asset Management Strategy and Homelessness Strategy.
- 4.57 The approval of the Asset Management Strategy supported the progress of a number of objectives and work-streams, which will require further reports detailing their proposed implementation. These further reports will result in the completion of comprehensive Equality Impact Assessments which will be undertaken at the appropriate time.

WAO Follow Up Review – Proposals for Improvement

- 4.58 ***“The Council should ensure that members and tenants receive accurate WHQS performance information regularly about its progress towards achieving it’s 2020 programme deadline”.***

Response

- 4.59 Performance information is now more accurate and timely with new validation processes having been introduced, including an independent review of the process being undertaken by our Corporate Audit team. A copy of the report together with its outcomes was provided to WAO as part of this review.
- 4.60 It is accepted that there were some inaccuracies in data provided in reports during early 2018 and this was due to the source of the data collection, the reports being compiled by different departments and possibly the result of changes in some data following validation checks.

4.61 To address this problem, all performance data is now managed within a centralised team and the data has been standardised for use in all reports which includes projections to provide our overall anticipated compliance date. Reports will continue to be provided on a regular basis.

4.62 ***“The Council should agree a Local Housing Strategy to set out its long-term vision for the future priorities for homes in Caerphilly”.***

Response

4.63 Work has been ongoing to establish a number of strategies which will inform the development of an overarching Local Housing Strategy, these include a Private Sector Renewal Strategy, Asset Management Strategy and a Homelessness Strategy.

4.64 Following approval of the Homelessness Strategy in December 2018 the development of a Local Housing Strategy will now progress in 2019 for its implementation in 2020.

4.65 ***“The Council should ensure that Equality Impact Assessments are undertaken consistently”.***

Response

4.66 This relates to the fact that a full EIA was not undertaken to support the Asset Management Strategy report. Officers took the view at the time that the report was seeking member approval on the principles of the strategy as it is clear that aspects of the strategy would require further specific reports seeking members approval and full EIA's would be considered again at this time.

4.67 To ensure consistency however, refresher EIA training would be provided to relevant officers.

Conclusions

4.68 The follow up reports provided by the WAO provide a far more positive picture on the current position of the WHQS programme and also provides independent confidence that Caerphilly Homes are on track to deliver the full programme by December 2020.

4.69 The methodology for carrying out customer satisfaction surveys is already in the process of being reviewed with the aim of collating more meaningful feedback which will assist us in making further service improvements.

4.70 It is accepted that improvements and consistency in the way performance information is presented was required and this has been addressed as indicated within the report.

4.71 The Local Housing Strategy will be developed during 2019 and EIAs on key policy reports will be carried out at the appropriate time.

4.72 Members will shortly be receiving further reports on the WHQS programme which will provide details on the current progress position and projections for full compliance. A further report will be submitted seeking approval of the re-profiling exercise which has also been undertaken, which demonstrates and informs all stakeholders on the current and projected completion of the programme broken down by community and street level.

4.73 When considering the improvement in performance that has been achieved over the last 12 months together with the latest position on WHQS compliance, Caerphilly Homes are well placed to achieve full compliance (including acceptable fails) by December 2020, and this view has now been supported by the WAO.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 The report outlines the contribution made towards the Well-being Goals as set out in the Links to Strategy section above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 5.2 Long-term - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).
- 5.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.
- 5.4 Prevention - The works undertaken through Housing Services helps to improve lives and communities, by securing local employment either in-house or through supplier, contractor and partnership arrangements.
- 5.5 Works undertaken by our services make significant visual improvements to housing stocks and their surroundings environments (improved the look and feel) helping to prevent anti-social behaviour and enviro-crime.
- 5.6 By raising standards and conditions with improved quality materials and appropriate service response, should aide and ease future maintenance schedules and requirements, better controlling costs, levels of deterioration/depreciation, improve safety and accessibility, while also reducing disruption to our tenants in the future, and aiding quality of life in both Private and Public Sectors, through intervention and support actions that are fit-for-purpose.
- 5.7 Involvement - Through established governance and performance frameworks, tenants and local residents are consulted on proposed property and environment improvements works along with various initiatives, and they are periodically informed of progress as part of for example, the WHQS delivery programme.
- 5.8 Numerous working groups are established and well embedded with periodic reporting and feedback opportunities exploited. Welsh Government, Environment Standards, Regulatory Controls and Checks, Tenant Engagement are all part of our daily business.
- 5.9 Collaboration - The programme delivery focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other interested parties/groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus for the success and delivery of this objective.
- 5.10 Integration - The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 5.11 Housing Services and our outlined priorities, contributes to a minimum of 6 out of the 7 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A globally responsible Wales.

6. EQUALITIES IMPLICATIONS

- 6.1 This report is for information purposes only. There are, therefore, no equalities implications arising from the report.

7. FINANCIAL IMPLICATIONS

- 7.1 The WAO stated that significant progress has been made in identifying the investment and resources it needs to complete the WHQS programme by the end of 2020. This work has helped to inform the Caerphilly Homes business plan which demonstrates that anticipated borrowing requirements will be sufficient to deliver the full programme and that the business plan remains financially viable.

8. PERSONNEL IMPLICATION

- 8.1 There are no current personnel implications associated with this report.

9. CONSULTATIONS

- 9.1 The report has been consulted on and any views received have been considered and incorporated where appropriate.

10. RECOMMENDATIONS

- 10.1 Members are asked to consider and comment on the WAO reports, note and comment on the officer responses to the reports and the proposals for improvement.

11. REASON FOR RECOMMENDATIONS

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

12. STATUTORY POWER

- 12.1 Housing Act 1996.
Housing (Wales) Act 2014.

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Consultees:

Councillor Lisa Phipps	- Cabinet Member for Homes and Places
Christina Harry	- Interim Chief Executive
Dave Street	- Corporate Director of Social Services and Housing
Robert Tranter	- Head of Legal Services and Monitoring Officer
Paul Smythe	- Housing Technical Manager
Jane Roberts Waite	- Strategic Co-ordination Manager
Lesley Allen	- Principal Accountant
Alan Edmunds	- WHQS Project Manager
Steve Greedy	- WHQS Project Manager
Colin Roden	- WHQS Project M

Appendices:

Appendix 1 Service User Perspective Review
Appendix 2 Welsh Housing Quality Standard follow-up report



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Service User Perspective Review – **Caerphilly County Borough Council**

Audit year: 2017- 2018

Date issued: November 2018

Document reference: 826A2018-19

This document has been prepared as part of work performed in accordance with statutory functions.

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infoofficer@audit.wales.

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

[Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.]

The team who delivered the work comprised Gareth Jones, Kevin Sutch, Matthew Brushett and Lisa McCarthy programme managed by Non Jenkins under the direction of Huw Rees.

Contents

Tenants and leaseholders have positive views about many aspects of the Council's WHQS programme including the quality, but are less satisfied with external works, the timeliness of work, and the extent to which the Council involves them and provides information on the works.

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Summary report

Summary

- 1 In 2017-18, the Wales Audit Office completed work to understand the 'service user perspective' at every council within Wales. We followed a broadly similar approach at each council but agreed the specific focus and approach to the work individually. In Caerphilly, we focused on tenants' and leaseholders' views on their experience of Caerphilly County Borough Council's (the Council) Welsh Housing Quality Standard (WHQS) programme.
- 2 The WHQS is a Welsh Government policy that applies to all public housing across Wales. Meeting the standard is the responsibility of each social housing landlord. The Council is the social housing landlord for Council tenants across the County Borough. Tenants and leaseholders therefore do not have a choice of service provider. As there is no alternative service provider, the ability of service users to influence services relies on 'voice' rather than 'choice'. This means that ensuring the views of service users are heard is important when the Council designs and delivers services and interventions aimed at meeting people's needs.
- 3 The Well-being of Future Generations (Wales) Act 2015 (the Act) places a duty on local authorities and other public bodies to have regard for the sustainable development principle and the five ways of working that define it. 'Involvement' is one of the five ways of working identified in the Act.
- 4 In 2017, we undertook a review of the Council's progress towards meeting the WHQS by 2020 and concluded that the majority of tenants' homes remain below the WHQS due to longstanding inefficient and ineffective programme management, and the Council was unlikely to achieve the Standard by 2020. One of the reasons that we came to this conclusion was that:
 - although 'the Council has a range of mechanisms to engage with tenants about WHQS, these are ineffective and are not being used to shape planning and drive performance'.
- 5 The Council's response to our 2017 finding was that their own satisfaction surveys pointed to high levels of tenant satisfaction, and that it would be valuable if we were to speak to more tenants.
- 6 We could not speak to all tenants and leaseholders, so we commissioned an independent research company to carry out a telephone survey of a sample of them. Between 23 April and 1 May 2018, 489 tenants and 25 leaseholders completed the survey. [Appendix 1](#) provides more detail about the tenants and leaseholders who completed the survey. We asked them about the quality and timeliness of the works, the communications and service they receive from the Council, and whether they feel listened to/able to influence the WHQS programme. [Appendix 2](#) contains our survey questions.
- 7 We spoke to residents at four Sheltered Housing Schemes in focus groups. Two of the schemes had improvement works being carried out at the time of our focus groups, one scheme had had the works completed and at one the work was yet to start.

- 8 We held focus groups with the tenant members of the Caerphilly Homes Task Group and the Repairs and Improvements Group.
- 9 We also interviewed senior housing service managers and managers with responsibility for tenant engagement activities.
- 10 We concluded that: tenants and leaseholders have positive views about many aspects of the Council's WHQS programme including the quality, but are less satisfied with external works, the timeliness of work, and the extent to which the Council involves them and provides information on the works.
- 11 We came to this conclusion because:
- The tenants and leaseholders we surveyed and spoke to tell us that:
 - the Council provides tenants and leaseholders with information about the WHQS programme, but it could better explain why the works are needed;
 - the Council could do more to ensure that the works are consistently completed on time across all areas;
 - those who have had improvement works are satisfied with the quality of internal works, but are less satisfied with external works;
 - tenants and leaseholders are involved with the works, but the Council inconsistently applies tenants' choice about electrical wiring; and
 - 85% of the tenants and leaseholders can quickly and easily contact the Council.

Proposals for improvement

Exhibit 1: proposals for improvement

12 The table below contains our proposals for ways the Council could improve the effectiveness of its WHQS programme to make it better placed to meet tenants' and leaseholders' needs.

Proposals for improvement	
P1	<p>To ensure that the WHQS programme meets the needs of all tenants and leaseholders the Council should;</p> <ul style="list-style-type: none">strengthen its communication approaches with all tenants and leaseholders, taking account of the experiences of different groups of residents;monitor and report compliance with the Charter for Trust to address any identified issues; andanalyse complaints about the WHQS programme systematically to address the root causes and share learning to improve tenants' and leaseholders' experience of the programme.

Understanding the results

13 Our survey sample of 514 tenants and leaseholders provides an insight into their views. The Council has almost 11,000 tenants and leaseholders, and this sample of 514 people provides a confidence interval of 4.2% at a 95% confidence level. This means that if 50% of people chose a response in this survey and the survey was repeated, there would be 95% confidence that the response in the repeated survey would range from 45.8% to 54.2%. The sample includes tenants and leaseholders whose full WHQS works are complete, some that had only external work, others that had internal work only and others that are yet to receive any WHQS work. Further detail on the sample is provided in [Appendix 1](#).

14 Some of our survey questions used a five-point satisfaction scale: Very Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied, Very Dissatisfied. The percentages we show in the report combine the very satisfied and satisfied into one score of satisfied, and very dissatisfied and dissatisfied into one score of dissatisfied.

15 We provide the responses as percentages, which may not always add up to 100% because of rounding or for multiple response questions.

- 16 To provide further insight we used the following tenant characteristics to analyse the survey questions:
- Age of tenant
 - Gender of tenant
 - Length of tenancy
 - Tenancy status (general needs, sheltered housing tenant, leaseholder)
 - Location of property (the Council has three WHQS delivery areas, the Upper Rhymney Valley, Lower Rhymney Valley and the Eastern Valleys)
- 17 We have set out in the report if any of these tenant characteristics have a significant impact on the responses to any questions. Where we do not set out any impact of tenant characteristics there is no impact of those on the survey responses.
- 18 Leaseholders have a different relationship with the Council around WHQS to tenants. When a tenant becomes a leaseholder and purchases their property through the Right to Buy scheme, they assume certain responsibilities and obligations. Those include the maintenance of their property that they have bought. The terms of the lease issued by the Council includes an obligation on the leaseholder to contribute towards the repair, maintenance and refurbishment of the external structure and communal areas. These are referred to as Major Works, where the Council is legally required to undertake a formal consultation process with all leaseholders. The Council provides information to leaseholders about their obligations in a leaseholder handbook¹. The Council undertakes only external improvement works to leaseholders' properties as part of the WHQS programme. The Council consults with leaseholders if the cost of the external improvements works is likely to exceed £250 per leaseholder or more than £1,000 for the block of flats.

¹ [Caerphilly County Borough Council Leaseholder Handbook](#)

CAERPHELLY TENANTS' WHQS 'JOURNEY'

- 19 From our focus groups, Sheltered Housing residents and Council staff we understand the following as the main parts of tenants' 'journey' through having WHQS improvement works completed in their homes.

Set Up



- 20 The Council informs tenants when WHQS works will take place in their community. Internal and external works take place at different times within communities. Sheltered Housing residents told us that special meetings took place in the communal areas where residents were able to ask questions about how the work would be carried out.

Condition Survey



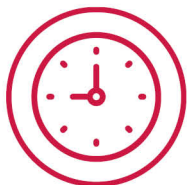
- 21 A Council surveyor visits the resident and explains what works (internal and external) will be carried to bring the home up to the WHQS standard. It is at this stage the resident has the opportunity to make their choices. It is also an opportunity to explain to the resident what can be changed, what will remain as part of the programme and what the residents will have to do. The Council writes to the tenant to set out what works will be completed as part of the WHQS programme.

Works commence



- 22 In sheltered housing schemes the Tenant Liaison Officers (TLOs) help residents to pack and move items away from the work area. The Council informs tenants when the work will start along with the likely time it will take to complete.

Works duration



- 23 During the duration of the works the main point of contact for tenants is either the workforce manager on site or TLO. The Council's 'Charter for Trust' suggests that all residents should have the contact details for the TLO for their area. For sheltered housing the sheltered housing liaison officer or the TLO are available to provide updates about the progress of the work.

Works end



- 24 The Clerk of Works checks that the specified work(s) has been carried out correctly and identifies any work that needs to be completed or has not been carried out to standard.

The Council provides tenants and leaseholders with information about the WHQS programme, but it could better explain why the works are needed

Summary

Exhibit 2: summary of tenants' and leaseholders' views about the information the Council provides to them about the WHQS programme



INFORMATION

62% of residents told us that the Council has told them about WHQS



EXPLAINING THE NEED FOR THE WORKS

55% of residents who have had works told us that the Council explained why the improvement works were needed



NEXT TWO YEARS

51% of residents know if the Council will be making any improvements to their home in the next 2 years

Information about the WHQS Programme

- 25 Sixty-two per cent of the tenants and leaseholders we surveyed told us that the Council had told them about the WHQS, whilst 32% said that the Council had not told them, and 6% said they did not know.
- 26 Thirty-seven per cent of the 191 tenants and leaseholders we surveyed in the Upper Rhymney Valley told us that the Council had not told them about the WHQS.
- 27 We asked those tenants and leaseholders who remembered the Council telling them about the WHQS programme, what method(s) the Council had used to inform them. Fifty per cent of the tenants and leaseholders told us that the Council

informed them by letter, 29% told us that the Council used newsletters or told them in person.

- 28 Twenty per cent of the 44 tenants and leaseholders we surveyed aged between 45 and 54 told us that the Council had told them through newsletters, but 36% of this age group said that they were told in person. The tenants and leaseholders we surveyed who were aged between 45 and 74 were more likely to say that they had been told in person than those aged 44 and younger or those aged over 75

Explaining why works are needed to achieve WHQS

- 29 Overall, 55% of the 374 tenants and leaseholders we surveyed who have had improvements works in the past five years told us that the Council had explained why those works were needed to achieve WHQS, whilst 34% told us that it had not, and 10% said that they didn't know/couldn't remember.
- 30 Nine of the 19 of the Sheltered housing respondents and six of the eight leaseholders who have had improvement works said the Council had explained why the works were needed.
- 31 Sixty per cent of the 129 Eastern Valleys respondents we surveyed told us that the Council had explained why the works were needed. Forty-three per cent of the 144 Upper Rhymney Valley respondents we surveyed told us that the Council had not explained why the works were needed.

Information about Future Improvements

- 32 Fifty-one per cent of the tenants and leaseholders we surveyed were aware of the Council's plans to make improvements to their homes in the next two years, whilst 34% were not aware, and 15% said they did not know/could not remember.
- 33 Tenants' and leaseholders' awareness varied across the Council's three housing delivery areas, with 44% of the 191 Upper Rhymney Valley respondents we surveyed were aware of the Council's plans compared to 59% of the 177 Eastern Valley respondents, and 51% of the 146 Lower Rhymney Valley respondents in the Lower Rhymney Valley.

Information about WHQS for leaseholders

- 34 Twelve of the 25 leaseholders we surveyed told us that the Council had informed them about their maintenance responsibilities as a leaseholder, 11 leaseholders told us that the Council had not and two leaseholders did not know.

Sheltered housing residents' views

- 35 Residents in three of the four Sheltered Housing schemes we spoke to told us that they felt that the Council has an inconsistent approach to informing residents about why the works were being carried out and what was required. Some residents recalled having a scheme meeting in the communal room, but others could not

remember. Residents told us that the Council sent letters setting out the works to be carried out a number of months before works began, but some residents did not recall receiving these letters. However, in Tŷ Bedwellty, all the residents were very aware why the works were being carried out and thought the communication about the work was excellent.

- 36 Tenant Liaison Officers are the key link between the residents, sheltered housing wardens and the contractors delivering the improvement works. When it came to advising residents about potential start dates, the TLOs told us that they normally 'err on the side of caution' when providing residents with a start date so that they do not raise the residents' expectations.

Tenant representatives' views

- 37 Tenant members of the Repairs and Improvement and Caerphilly Homes Task Group told us that, in their experience, the Council's information about the extent of works, and how and when those will be delivered, does not always reflect tenants' actual experience of the delivery of the works.

The Council could do more to ensure that the works are consistently completed on time across all areas

Summary

Exhibit 3: tenants' and leaseholders' views on the timeliness of the improvement works



TIMELINESS OF WORK

71% of residents told us that the Council completed the works when they said they would

- 38 Seventy-one per cent of 374 tenants and leaseholders we surveyed who have had WHQS works carried out, reported that the works were completed to the original timescales, 24% reported that the works were not and 6% could not remember.
- 39 Twenty-eight per cent of the 101 Lower Rhymney Valley and 26% of the 129 Eastern Valley respondents we surveyed said that the works were not completed on time, but this figure reduced to 19% of the 144 Upper Rhymney Valley respondents.

Sheltered housing residents' views

- 40 Eighty-four per cent of the sheltered housing tenants we surveyed told us that the Council completed the works when they were told they would.
- 41 In our focus groups, residents from the Sheltered Housing schemes told us that when the planned timescales are not adhered to, it causes confusion and disruption for residents. One resident told us that they went on holiday for the planned period of the works only to return and find the works had not been completed. Some residents told us that the Council, and the teams delivering the works, could improve their communication about changes to timescales. In Tŷ Bedwellty, the Council managed the works by moving tenants temporarily into empty properties whilst the works were being done, meaning that delays did not impact on residents' lives.

Tenant representatives' views

- 42 Tenant members of the Repairs and Improvement and Caerphilly Homes Task Group told us that in the initial phases of the WHQS works, tenants experienced

delays, but stated that in their view the Council has now made changes to its delivery processes to try to overcome such delays. The tenants described how delays to completing works can impact on people's daily lives due to the disruption in their homes.

- 43 Tenants' and leaseholders' views indicate that the Council could do more to ensure that works are consistently completed on time across all areas.

Those who have had improvement works are satisfied with the quality of internal works, but are less satisfied with external works

Summary

Exhibit 4: tenant and leaseholder satisfaction with the overall WHQS works and specific elements of the programme (kitchens, bathrooms and outside of their homes)



OVERALL SATISFACTION WITH WHQS WORKS

81% of residents who have had works are satisfied

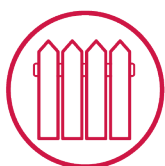


79% of tenants are satisfied with the overall condition of their kitchen



BATHROOM

79% of tenants are satisfied with the overall condition of their bathroom



OUTSIDE OF HOME

59% of residents are satisfied with how the outside of their homes looks

Overall satisfaction with improvement works

- 44 We asked the 374 tenants and leaseholders we surveyed who have had any improvement works completed in the past five years about their satisfaction with the works. Eighty-one per cent are satisfied with the improvement works to their homes, 8% are neither satisfied nor dissatisfied and 12% are dissatisfied.
- 45 Eighteen of the 19 sheltered housing residents we surveyed who have had works completed are satisfied compared to four of the eight leaseholders we surveyed

and 81% of the other (general needs) tenants who have had works completed. Eighty-five per cent of the tenants and leaseholders we surveyed who have had both internal and external works completed are satisfied.

46 When we asked the tenants and leaseholders we surveyed why they had given their satisfaction rating, we found that their satisfaction was related to a few key reasons:

- the lived experience of having the works done to their homes;
- tenants' experiences of the builders who carry out the building works;
- timeliness of the works;
- quality of the works;
- design of the works;
- effectiveness of communication;
- provision of services to disabled families; and
- level of choice provided to tenants.

47 The tenants and leaseholders we surveyed who had had a positive experience provided us with a range of comments that reflect a positive adherence to the Council's Charter for Trust². In 2013, the Council developed the Charter following consultation with tenants and staff and it was agreed by the Caerphilly Homes Task Group. It sets out the standards that tenants can expect from the workforce and how tenants should treat the workforce. Many tenants and leaseholders highlighted positive compliance with the Charter for Trust during the works:

- 'They (the workforce) did a clean and tidy job.'
- 'Every lot of workmen I have had here were all punctual, polite and they all cleaned up after.'
- 'Very nice workmen asked me about my opinion every step of the way.'
- 'It was very good – especially the ones who did the indoor work – they'd explain what they were doing.'
- 'It was all carried out on time and they tidied up after themselves: all good.'
- 'New bathroom, we got a shower, floor no longer squeaks, toilet not leaking.'

48 A smaller proportion of tenants and leaseholders we surveyed, including some who told us that overall they are satisfied with the works they had received, however, provided us with feedback that highlighted non-compliance with the Charter for Trust:

- '(The works were an) absolute shambles and personal belongings were broken.'
- 'The workers ruined my stair carpets, I told the Council and they haven't done anything about it.'

² Caerphilly Homes Charter for Trust
<http://www.caerphilly.gov.uk/CaerphillyDocs/Housing/Tenants-handbook/13-CharterForTrust.aspx>

- 'I was very disgusted at all the disruption caused, we were left without running water etc.'
- 'We went four weeks without a sink.'
- 'Some of the workers leave a mess after completing the work.'
- 'The work's nice but not happy with the hassle and length it took.'
- 'They didn't finish the job straight away and wouldn't decorate the bathroom to a good standard.'

Sheltered housing residents' views

49 Sheltered housing residents told us that they were satisfied with the improvement works that the Council has completed, however, residents felt that this satisfaction is only achieved once any snagging is resolved. Some sheltered housing residents expressed dissatisfaction with the electrical works, and in one scheme residents had reported their concerns to the Council about the fitting of new front doors, which they had found to be difficult to open or close.

Tenant representatives' views

50 Tenant members of the Repairs and Improvements and Caerphilly Homes task groups told us that once completed, improvements works are usually finished to a high standard. However, they highlighted that there are examples of tenants having to complain to get to this point, after work had not been perceived to have been done correctly first time.

Satisfaction with Kitchens

51 Seventy-nine per cent of the tenants we surveyed are satisfied with the condition of their kitchen, 12% are dissatisfied and 10% are neither satisfied nor dissatisfied.

52 We looked at the level of satisfaction and whether having works completed affected tenants' views. Eighty-four per cent of the 364 tenants we surveyed who have had works in the past five years are satisfied with the condition of their kitchen compared to 64% of tenants (120) who have not had works.

Satisfaction with Bathrooms

53 Seventy-nine per cent of the tenants we surveyed are satisfied with the condition of their bathroom, 10% are dissatisfied and 11% are neither satisfied nor dissatisfied.

54 Overall, 75% of the 136 tenants we surveyed in the Lower Rhymney Valley are satisfied with the condition of their bathroom compared to 81% of the 191 Upper Rhymney Valley tenants we surveyed and 81% of the 177 Eastern Valleys tenants.

55 We looked at tenants' level of satisfaction and whether having works completed affected tenants' views. Eighty-five per cent of the 364 tenants we surveyed who

have had works in the past five years are satisfied compared to 65% of the 120 tenants we surveyed who have not had works.

Satisfaction with Exteriors of homes

- 56 We asked all 514 tenants and leaseholders we surveyed whether they are satisfied with the exterior of their home. Fifty-nine per cent are satisfied, with 17% neither satisfied nor dissatisfied and 23% dissatisfied.
- 57 We found no difference in satisfaction between those that have had improvement works done and those that have not had improvement works.
- 58 Sixty-three per cent of the 177 Eastern Valleys tenants and leaseholders we surveyed are satisfied with the exterior of their homes, with this figure being 59% of the 146 Lower Rhymney Valley and 55% of the 191 Upper Rhymney Valley tenants and leaseholders we surveyed.

Tenants and leaseholders are involved with the works, but the Council inconsistently applies tenants' choice about electrical wiring

Summary

Exhibit 5: 67% of tenants and leaseholders who have had work were included in the design of the improvement works

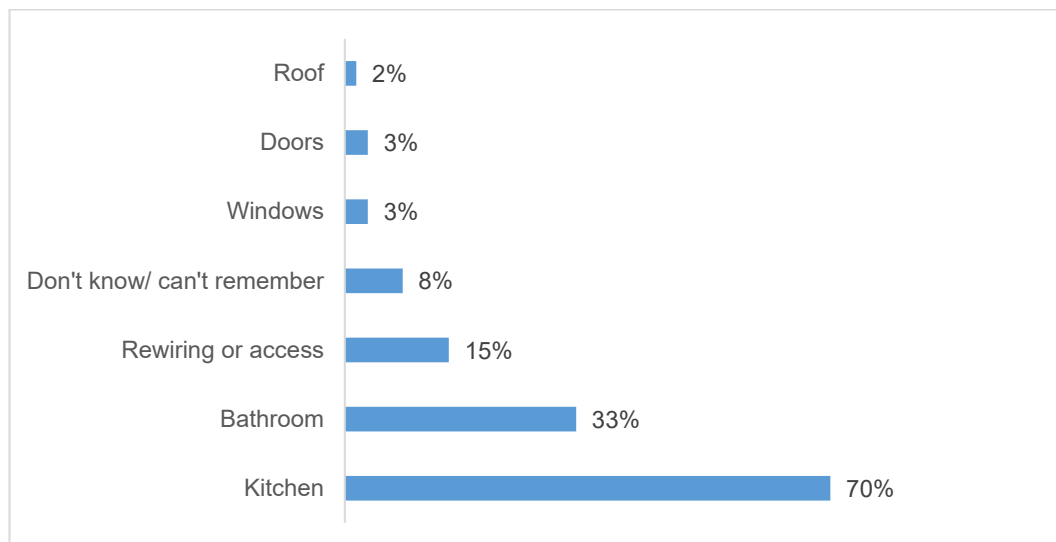


DESIGN

67% of those residents who have had work were included in the design of the improvement works

- 59 We asked the 374 tenants and leaseholders we surveyed who have had improvements works whether the Council had involved them in the design or specification of any of the improvement works. Sixty-seven per cent of those tenants and leaseholders said the Council had involved them, 29% said the Council had not, and 5% did not know or could not remember.
- 60 Tenants and leaseholders can exercise their right to refuse improvement works. Fifty-five tenants and leaseholders in the survey had refused some improvement works with five having refused all the works.

Exhibit 6: kitchens and bathrooms are the improvement works most often refused by tenants and leaseholders



61 We asked those 60 tenants and leaseholders we surveyed who told us that they had refused works, why they had done so. Twenty-five per cent said they were happy with the existing state of their home, with 20% of tenants and leaseholders reporting health issues or the inconvenience of the proposed plan (20%) as their reasons to refuse the works. Thirty-seven per cent reported other reasons, with many of those stating that they had completed the improvements themselves.

Sheltered housing residents' views in focus groups

62 The Sheltered Housing residents we spoke with in our focus groups told us that although the Council offers choice, they felt that the choice was extremely limited, especially colours and kitchen worktops. The Council provided us with examples of the brochure which details the choices which are available. The Council also provided us with an example of the document given to tenants confirming the choices that tenants have made. However, during our focus groups with Sheltered Housing residents, not all recalled receiving these documents.

Tenant representatives' views

63 Tenant members of the Repairs and Improvement and Caerphilly Homes task groups told us that overall the level of choices is generally good, but there is still some inconsistency with how much choice is offered to all tenants depending on which builders are delivering the improvement works. The Council's policy is that tenants' choices are discussed and agreed jointly by tenants with the Council's Surveyors and TLOs.

64 Focus groups with tenants highlighted the methods that the Council uses for electrical rewiring as an area where tenants feel they are not always consistently able to influence the works to their homes. The Council maintains that it has a policy to provide tenants with a choice about whether the wires should be chased into the wall or hidden with trunking and wherever possible, cables should be chased into the wall. However, the tenants told us that this is not always the case, or it had not been clearly explained to the individual residents why trunking is needed and could not be chased into the wall. In May 2018, the Council introduced a process to record tenants' choice of either surface mounted (trunking) or buried cables.

Eighty-five per cent of the tenants and leaseholders can quickly and easily contact the Council

Summary

Exhibit 7: summary of tenants' and leaseholders' views of ease of contacting the Council



CONTACTING THE COUNCIL

85% of residents can quickly and easily contact the housing service



RESPONDING TO VIEWS

64% of residents think that the Council listens to their views about their home and neighbourhood and acts on them

Contacting the Council

- 65 Whilst 85% of tenants and leaseholders we surveyed said that they can quickly and easily contact the Council, 9% said they cannot and 6% did not know or have not tried.
- 66 A small number of tenants and leaseholders told us that they are unclear about who to contact if they have any queries. Tenants and leaseholders aged below 45 were less likely to state that they can quickly and easily contact the Council than the overall response.
- 67 Those tenants and leaseholders we surveyed who told us that they were unable to contact the Council quickly and easily, told us about their experience of contacting the Council:
- 'When you call the Council takes ages to get through, hard to get to right department.'
 - 'Contacted the Council about a rat problem and there was no answer from the number they gave me.'
 - 'It takes a long time to get through to Council phone line; last time took me three days.'
 - 'It's difficult to call when Council you're in work.'
 - 'It would be good if you can phone after work hours, 8 am to 8 pm.'

- ‘They could be quicker in responding when you call for repairs.’
- ‘When you get problems they normally respond but we’ve had damp for two years and nothing fixed.’
- ‘Spoke to housing person and didn’t get any satisfactory answers.’

Responding to views

68 Sixty-four per cent of the 514 tenants and leaseholders we surveyed are satisfied that the Council listens to their views and then acts on them, 17% are dissatisfied and 19% are neither satisfied nor dissatisfied. Eighty-five per cent of the 41 sheltered housing residents are satisfied compared with 64% of the 454 other (general needs) tenants. Tenants’ and leaseholders’ satisfaction varied across the age groups from 73% for those aged over 75 to 49% for those aged 35 to 44.

Sheltered housing residents’ views

- 69 Overall, the sheltered housing residents we spoke to told us that communication can be variable and depends on residents’ level of confidence in approaching the TLOs and the teams delivering the works. We found that the Council provides information about how to contact the Council about WHQS works including specific contact numbers, but a small number of tenants still contact the main housing team to resolve issues.
- 70 We found in Tŷ Bedwellty, the one Sheltered Housing Scheme where tenants were very satisfied with the work, that there was very good liaison between the TLO and the warden. The warden acted as the key point of contact between tenants and the TLO.

Appointment system

71 In the phone survey, tenants and leaseholders provided us with generally positive feedback about the Council’s housing appointments system, including the text reminder system and the agreement of dates. However, a small number of tenants and leaseholders expressed negative views about the system including some who felt that there is a need to take a full day off work for an appointment, and some who had experienced appointments not being kept.

Positive

- ‘They’re good, they always give an appointment date so you know when to expect them.’
- ‘No complaints, when I need repairs they will give a date and they keep to their word.’
- ‘If you need a repair they offer convenient time, text reminders.’

Negative

- 'The times that they come out and do repairs can be inconvenient, we work full time and have to take a day off whenever we need a repair.'
- 'Pain when they can't give a time for repairs or visits.'
- 'I'm currently waiting for my roof to be repaired; it's hard to miss work for the repairs.'

72 The Council produces an annual report on the housing-related formal complaints received by its Housing Customer Services Section, which is presented to the Caerphilly Homes Task Group. In 2017 the report³ highlighted an increase in service requests for both WHQS internal and external works, and also an increase in praise and thanks related to WHQS. The report also outlined how the Council had learnt lessons from the complaints to improve its housing service, including the WHQS programme. We understand that whereas previously WHQS complaints could be logged in a number of systems, there is now a single complaints inbox for the WHQS programme. Whilst this enables the Council to respond to individual complaints, the Council does not currently have a central complaints log for WHQS.

³ [Complaints and Representations – Caerphilly Homes](#)

Good practice example

Tŷ Bedwellty is a Sheltered Housing Scheme in Caerphilly County Borough. It is a block of individual flats with a shared communal area. The residents are capable of independent living but have the back up of a 'warden' on site to help with any difficulties. The Council told us that for this scheme it identified additional resources as the residents of the scheme were considered to be vulnerable, and it needed to be completed quickly.

Introduction

The scheme was updated in accordance with the Welsh Quality Housing Standard (WHQS). The residents we spoke with were extremely impressed with the process and the way in which the works were carried out. We found that this was not consistent across the experience of residents in the other three sheltered housing schemes we spoke to. The apparent reasons for this are set out below.

Communication

All the residents said the Council's communication with them about the improvement works was excellent. The Council held a meeting with the residents before the improvement works started. At that meeting the Council explained what improvement works it would carry out, what it would mean for residents, as well as a timeline of the works. The Council told residents what the work was going to be, and the choices that they could have.

How the work was carried out

There seem to be two reasons for such high satisfaction levels at Tŷ Bedwellty. Firstly, there seemed to be a systematic approach to the work. Two flats were being upgraded at a time and all the required materials were delivered to the site in one container. The second reason seems to be that residents who were having the work carried out were moved temporarily into the two empty flats in the scheme whilst the work to their flats was completed. The residents were therefore able to avoid the mess and dust from the works.

Each of the vacated flats could be worked on quickly and without the worry of the resident being there. We were told that each flat took around two weeks to complete. It was also advantageous there was one team of workers who were available to complete the work.

We were also told that the Tenant Liaison Officers helped the residents pack their belongings, and the Warden was the main point of contact between the scheme and the WHQS team.

Additional survey questions

- 73 We asked the tenants and leaseholders we surveyed additional questions in relation to their home to provide further insight for the Council.

Exhibit 8: summary of tenants' and leaseholders' views about other aspects of their homes



HEATING

34% of residents find it difficult to heat their homes to a comfortable level in the winter.



DAMP

34% of residents have damp in some parts of their homes



SATISFACTION WITH OVERALL HOUSING SERVICE

78% of residents are satisfied with the Council's housing service



SATISFACTION WITH NEIGHBOURHOOD

76% of residents are satisfied with their neighbourhood as a place to live

Heating

- 74 We asked all tenants and leaseholders we surveyed if they find it difficult to heat their homes to a comfortable level in the winter. Thirty-four per cent told us that they find it difficult and 66% do not find it difficult to heat their home to a comfortable level in winter. Responses differed according to the compliance status of homes with 36% of tenants and leaseholders in non-compliant properties reporting it difficult to heat their home to a comfortable level compared to 23% of those tenants and leaseholders in acceptable fail properties and 16% of tenants and leaseholders in WHQS compliant properties.
- 75 We asked the 175 tenants and leaseholders we surveyed who said they have difficulty in heating their home to a comfortable level why. Twenty-eight per cent said it was due to a lack of draught proofing, for 19% it was a lack of insulation,

for 16% the cause was an old or poor heating system, and for 15% the reason was the affordability of fuel.

- 76 Forty-two per cent of those 65 Upper Rhymney Valley respondents who said they have difficulty in heating their home to a comfortable level identified draught proofing as the cause but just 10% of the 51 Eastern Valley respondents identified this as the cause. Twenty-four per cent of the 51 Eastern Valley respondents attributed old/poor heating systems as a cause compared to just 12% of the 65 respondents in the Upper Rhymney Valley
- 77 Thirty-eight per cent of those who told us that they find it difficult to heat their home to a comfortable level gave another reason. Almost all of these people identified issues relating to their windows as the cause for their difficulty in heating their homes. A number stated that their windows are not well fitted leading to drafts. Some said that their windows are currently non-double glazed. A small number of people noted that their radiators are insufficient to heat their rooms and the location of homes was a contributory factor for a very small number of people.

Damp

- 78 We asked tenants and leaseholders we surveyed if there is any damp in their home. Thirty-two per cent told us that they have damp in their home and this tends to be only slightly more evident with non-compliant properties (34%). We found no difference between the three geographical areas in tenants' and leaseholders' responses to this question.
- 79 Most of the 162 respondents who reported that they have damp in their home generally said they saw evidence of damp in their house from visible mould (62%) and to a lesser extent visible wet patches (26%) and condensation on windows (14%).
- 80 Sixty-seven per cent of the 63 Upper Rhymney Valley respondents who reported damp identified visible mould compared to 56% of the 54 Eastern Valley and 62% of the 45 Lower Rhymney Valley respondents.
- 81 Seventy-five per cent of the tenants and leaseholders we surveyed who reported that they have damp said that they had reported this to their landlord. Reporting varied across the housing areas with 31% of the Lower Rhymney Valley respondents not reporting the damp to their landlord compared to 27% of Upper Rhymney Valley and 19% of Eastern Valley respondents. Cracks in the walls and missing roof tiles were common causes of damp identified by respondents but a small number of respondents attributed their damp to the cavity insulation.

Satisfaction with the Housing Service

- 82 Overall, 78% of the tenants and leaseholders we surveyed were satisfied with the Council's housing service, with 10% dissatisfied and 11% not sure either way.

- 83 Satisfaction varies across the three housing areas with 40% of the 177 Eastern Valleys tenants and leaseholders, 32% of the 191 Upper Rhymney Valley, and 24% of the 146 Lower Rhymney Valley tenants and leaseholders being satisfied.
- 84 Tenant and leaseholder satisfaction with the housing service also varied across the age groups with those aged below 54 less satisfied and those aged 45 to 54 the least positive.
- 85 Seventy-seven per cent of those aged 25 to 34 were satisfied, this decreased to 72% for those aged 35 to 44 and 66% for those aged 45 to 54. Higher satisfaction levels were recorded by those aged 55 or above: 78% of those aged 55 to 65 were satisfied, 84% of those aged 65 to 74 and 86% of those aged over 75 satisfied.

Satisfaction with the neighbourhood

- 86 Eighty-six per cent of the tenants and leaseholders we surveyed are satisfied with their neighbourhood as a place to live, with 98% of sheltered housing tenants expressing satisfaction. Tenant and leaseholder satisfaction increased with age with the lowest levels of satisfaction being those aged less than 34 and the highest levels being for those aged over 55. We found no difference in the responses of tenants and leaseholders living in the three geographical housing areas to this question.

Appendix 1

Overview of survey participants

The survey sample of 514 people consisted of 451 who live in non-compliant homes (88%), 26 who live in fully compliant homes (5%) and 37 who live in homes with acceptable fails (7%).

Seventy-three per cent of the tenants and leaseholders told us that the Council has undertaken improvement works to their home to meet the WHQS in the past five years. Twenty-six per cent said that they had had not any improvements and one per cent did not know. Seventy-one per cent of those tenants and leaseholders living in non-compliant households and 78% of those living in acceptable fails reported that the Council has done some improvement works to their homes to meet WHQS.

Two hundred and twenty-five (62%) of those tenants and leaseholders who had had works completed in the past five years have received only internal works, 30% had received both internal and external works with 12% only receiving external works and 2% only communal areas. These data reflect the Council's approach of delivering internal/external works concurrently in different communities. Thirty-nine per cent of those tenants and leaseholders who had had works in the Eastern Valleys had received both internal and external works with this figure being 24% in the Upper Rhymney Valley and 29% in the Lower Rhymney Valley.

Exhibit 9: overview of the tenancy type, age and length of tenancy for people who completed the survey

Tenancy type

	Number	Percentage
Tenant	489	95%
Leaseholder	25	5%
Total	514	100%

Age of respondents

	Number	Percentage
16-34	60	11%
35-44	47	9%
45-54	74	14%
55-64	93	18%
65-74	110	21%
75+	130	25%
Total	514	100%

Length of tenancy

	Number	Percentage
Less than one year	31	6%
One to two years	34	7%
Two to three years	38	7%
Three to five years	55	11%
More than five years	356	69%
Can't remember	0	0%
Total	514	100%

Appendix 2

Survey questions

Exhibit 10: Caerphilly County Borough Council: Welsh Housing Quality Standard Survey:

Q1 Are you a council tenant or leaseholder?
Read out - Tick one box only

- Council tenant 1
- Leaseholder 2
- Tenant of a leaseholder 3

Q2 All respondents
How long have you lived in your home? (or if a leaseholder: How long have you been a leaseholder?)
Read out - Tick one box only

- Less than 1 year 1
- 1 to 2 years 2
- 2 to 3 years 3
- 3 to 5 years 4
- More than 5 years 5
- Can't remember 6

Views on council housing services and improvements

Q3a Council tenants & Leaseholders (Q1 = Codes 1 & 2 only)
Has the council told you about the Welsh Housing Quality Standard (WHQS)? *Read out if no/ don't know: The Welsh Housing Quality Standard requires all social landlords to improve their housing stock to an acceptable level by December 2020.*

- Yes 1
- No 2
- Don't know/ can't remember 3

Q3b If yes, how did the Council tell you?
Tick all that apply

- Newsletter 1
- Letter 2
- Website 3
- In person 4
- Other 5

Other (please specify) _____

Q4 Leaseholders only (Q1 = Code 2)
Has the council informed you about your maintenance responsibilities as a leaseholder?

- Yes 1
- No 2
- Don't know/ can't remember 3

Q5a All respondents

In the past five years has the council done any improvement works to your home to meet the Welsh Housing Quality Standard?

- Yes ¹ Go to Q5b
- No ² Skip to Q8
- Don't know/ can't remember ³ Go to Q5b

Q5b Council tenants only (Q1 = Code 1)

If yes, to what parts of your home has the council done the improvement works?
Read out - Tick all that apply

- Internal only (for example, kitchen, bathroom, central heating) ¹
- External only (for example windows or roofs) ²
- Communal areas (for example staircases, stairwells) ³
- Both internal and external ⁴

Q5c Leaseholders & tenants of leaseholders only (Q1 = Codes 2 & 3)

If yes, to what parts of your home has the council done the improvement works?
Read out - Tick all that apply

- External only (for example windows or roofs) ¹
- Communal areas (for example staircases, stairwells) ²
- Structure of the building ³

Q6 Council tenants & Leaseholders (Q1 = Codes 1 & 2 only): Those who recall improvement works (Q5b = Code 1)

Did the council: *Read out - Tick one box on each row*

	Yes	No	Don't know/ can't remember
Explain to you why the improvement works were needed to achieve WHQS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complete the improvement works when you were told they would be?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Include you in the design or specification of any improvement works for example, to your kitchen or bathroom?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7a *Those who recall improvement works (Q5a = Code 1)*
Overall, how satisfied or dissatisfied are you with the improvement works that the council has carried out to your home?
Read out - Tick one box only

- Very satisfied 1
- Satisfied 2
- Neither satisfied nor dissatisfied..... 3
- Dissatisfied..... 4
- Very dissatisfied..... 5

Q7b *All respondents*
Why do you say that?

Q8 *All respondents*
Do you know if the Council is going to make any improvements to your home in the next 2 years such as a new kitchen, bathroom, roof, windows, central heating, electrics, external doors, mains powered smoke detectors, gardens and external storage? (all respondents – although only state external works with leaseholders)

- Yes..... 1
- No 2
- Don't know/ can't remember 3

Q9a *All respondents*
Have you refused to have improvements made to your home by the council, for example, windows, doors, roof, kitchen, bathroom, rewiring or access?

- Yes - all 1
- Yes - some..... 2
- No 3
- Don't know/ can't remember..... 4

Q9b Which works did you refuse?
Tick all that apply - Unprompted

- Windows..... 1
- Doors 2
- Roof 3
- Kitchen..... 4
- Bathroom..... 5
- Rewiring or access 6
- Don't know/ can't remember..... 7

Q9c Why did you refuse?
Tick all that apply - Unprompted

- Health issues (do not specify) 1
- Concerns about the disruption 2
- Proposed plan for the work to be done was not convenient 3
- Uncertain about the nature of the work 4
- Happy with the existing state of my home 5
- Prefer not to say 6
- Other reasons..... 7

Other reasons (please specify) _____

Views on general housing services and the condition of your home/ neighbourhood

Q10a All respondents
Do you find it difficult to heat your home to a comfortable level in the winter?

- Yes..... 1
- No 2

Q10b If yes, why is that?
Tick all that apply - Unprompted

- Affordability of fuel 1
- Lack of adequate insulation 2
- Lack of lagged pipes/ tank..... 3
- Draught proofing 4
- Old/ inefficient boiler 5
- Old/ poor heating system..... 6
- Size of property 7
- Other 8

Other reasons (please specify) _____

Q11a All respondents
Is there any damp in any part of your home?

- Yes..... 1
- No 2

Q11b If yes, how do you see the damp in your house?
Tick all that apply - Unprompted

- Visible wet patches..... 1
- Water leak 2
- Condensation on windows for example during cooking or on cold mornings 3
- Visible mould..... 4
- Don't know 5
- Other 6

Other reasons (please specify) _____

Q11d Have you reported the damp to your landlord?

- Yes..... 1
- No 2

Q12 How satisfied or dissatisfied are you with the following:
Read out - Tick one box on each row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) <i>Tenants only (Q1 = Code 1)</i> The overall condition of the kitchen in your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) <i>Tenants only (Q1 = Code 1)</i> The overall condition of the bathroom in your home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The outside of your home such as external walls, doors, windows and boundary fences/ walls?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12d *All respondents*
Why do you say that?

Q13 *Council tenants & Leaseholders (Q1 = Code 1 & 2 only)*
Can you easily and quickly contact the housing service at times that are convenient for you?

Yes..... 1

No 2

Don't know/ haven't tried 3

Q14

All respondents

Thinking about your home and neighbourhood, how satisfied or dissatisfied are you:

Read out - Tick one box on each row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
a) That your council listens to your views and acts upon them?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<hr/>					
b) With your neighbourhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14c

All respondents

Why do you say that?

Q15

All respondents

Overall, how satisfied or dissatisfied are you with the housing service you receive from the Council?

Very satisfied	<input type="checkbox"/>	1
Satisfied	<input type="checkbox"/>	2
Neither nor	<input type="checkbox"/>	3
Dissatisfied.....	<input type="checkbox"/>	4
Very dissatisfied.....	<input type="checkbox"/>	5

Q16

All respondents

Is there anything else you would like to say about Council housing services that you have not already mentioned?

Q17

All respondents

Which of the following of age groups do you fall in?

Read out - Tick one box only

16-24.....	<input type="checkbox"/>	1
25-34.....	<input type="checkbox"/>	2
35-44.....	<input type="checkbox"/>	3
45-54.....	<input type="checkbox"/>	4
55-64.....	<input type="checkbox"/>	5
65-74.....	<input type="checkbox"/>	6
75+.....	<input type="checkbox"/>	7

Appendix 3

Infographic summarising survey results

Exhibit 11: infographic summarising survey results



Around a third of residents have problems heating their homes or experience damp



HEATING

34% of residents find it difficult to heat their homes to a comfortable level in the winter.



DAMP

34% of residents have damp in some parts of their homes

Residents do not always get the information that they need about WHQS



INFORMATION

62% of residents told us that the Council has told them about WHQS



EXPLAINING THE NEED FOR THE WORKS

55% of residents who have had works told us that the Council explained why the improvement works were needed



NEXT TWO YEARS

51% of residents know if the Council will be making any improvements to their home in the next 2 years



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

The telephone interviews for **Caerphilly County Borough Council** ran from **23rd April** until **1st May** 2018.

The Wales Audit Office requested from the Council the full list of its residents. The Wales Audit Office then spoke to a sample of around **5%** of all of the Council's tenants and leaseholders. The sample of **514** respondents was divided between tenants and leaseholders based on the WHQS compliance status of the **10,477** homes that the Council provided. Homes can be fully compliant, non-compliant or acceptable fails. The sample also reflects the WHQS status of homes across the area based on the data provided by the Council. **489** tenants and **25** leaseholders responded to the survey.

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WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

Archwilydd Cyffredinol Cymru
Auditor General for Wales

Welsh Housing Quality Standard follow-up report – **Caerphilly County Borough Council**

Audit year: 2018-19

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This document has been prepared as part of work performed in accordance with statutory functions.

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We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

This document is also available in Welsh.

The team who delivered the work comprised Gareth Jones, Gwilym Bury and Allison Rees programme managed by Non Jenkins under the direction of Huw Rees.

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Appendices

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Summary report

Summary

Why the Welsh Housing Quality Standard is important

- 1 In 2001, the Welsh Government set out their long-term vision for housing in Wales entitled Better Homes for People in Wales. The Welsh Government then introduced the Welsh Housing Quality Standard (WHQS) in 2002, with revised guidance issued in 2008 to implement this vision. The Welsh Government developed the WHQS to provide a common target standard for all housing in Wales and is primarily used to assess the social housing provided by councils (consistent with the term used in the rest of the report) and housing associations (social landlords). The Welsh Government expected all social landlords in Wales to adopt the standard and devise realistic programmes for bringing all their homes up to it as soon as possible, but by the end of 2020 at the latest, and to maintain standards into the future.
- 2 As at March 2018, Caerphilly County Borough Council (the Council) owned 10,801 properties. In August 2018, the Council reported that 3,501 properties met the standard to 'full compliance' having had certain improvement works undertaken, with a further 794 properties meeting the standard as 'acceptable fails' as defined by the Welsh Government in its guidance on compliance. 6,506 were not fully compliant as at 31 March 2018¹.

What we looked at

- 3 Between May and October 2018, we carried out a review of the Council's progress in addressing the three statutory recommendations in our Welsh Housing Quality Standard report issued to the Council in June 2017.
- 4 Our 2017 statutory recommendations were:

¹ Welsh Government Statistical Release. Welsh Housing Quality Standard (WHQS), as at 31 March 2018. 'This annual release presents information from the annual data collection measuring the progress made by social landlords in achieving the Welsh Housing Quality Standard (WHQS) for their stock. The release covers compliance with the standard as at 31 March 2018 and information on compliance with the WHQS by individual component type. Full compliance refers to dwellings where the WHQS standard is achieved for all individual elements, but there can be situations where achieving the standard for an individual element is not possible. Such situations may include the cost or timing of the work, residents choosing not to have the work done or where there are physical constraints to the work. In these instances, the social landlords may record one or more elements as acceptable fails. Where a dwelling contains one or more acceptable fails, but all other elements are compliant, the dwelling is deemed to be compliant subject to acceptable fails.'

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

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

How we approached the review

- 5 We undertook the follow up review work in two phases. During the first stage we reviewed the Council's WHQS progress reports to Cabinet, Policy and Resources scrutiny committee and Caerphilly Homes task group since 1 November 2017. In this first stage of the review we established the Council's own assessment of progress. The output from Phase One was fed back to senior Council officers and the relevant Cabinet Member in July 2018. The Phase One review informed the planning and delivery of Phase Two.
- 6 During the second phase, we interviewed officers, contractor representatives and members and visited some properties undergoing WHQS works. We sought to

verify the Council's progress on delivering the WHQS programme and the effect of that progress on the Council's achievement of the WHQS by the end of 2020.

- 7 As part of a separate project, we surveyed a sample of 500 tenants about their experiences of the Council's WHQS programme during April and May 2018. A report on this Service User Perspective project will be issued separately.

Overall findings

- 8 Overall, we found that: **The Council has responded positively to our June 2017 Welsh Housing Quality Standard (WHQS) report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020.** We came to this conclusion because:

- the Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by the end of 2020;
- the Council has taken steps to determine the value for money of its procurement arrangements;
- there have been improvements to its WHQS performance reports, however there is still inconsistent and inaccurate reporting of performance;
- the Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme;
- the Council has strengthened its arrangements to meet its statutory landlord responsibilities; and
- the Council has invested additional resources to enhance its WHQS programme management but still lacks a current Local Housing strategy and does not always produce comprehensive Equality Impact Assessments for key housing policy documents.

Proposals for improvement

- 9 The table below sets out the proposals for improvement that we have identified following this review.

Exhibit 2: proposals for improvement

Proposals for improvement	
P1	The Council should ensure that members and tenants receive accurate WHQS performance information regularly about its progress towards achieving its 2020 programme deadline.
P2	The Council should agree a Local Housing Strategy to set out its long-term vision for the future priorities for homes in Caerphilly.
P3	The Council should ensure that Equality Impact Assessments are undertaken consistently.

Detailed report

The Council has responded positively to our June 2017 Welsh Housing Quality Standard (WHQS) report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020

- 9 The Council has responded positively to our June 2017 WHQS report which concluded 'the majority of tenants' homes remain below the Welsh Housing Quality Standard due to long-standing inefficient and ineffective programme management and the Council is unlikely to achieve the Standard by 2020'.
- 10 **Appendix 1** contains the Council's action plan to address the three statutory recommendations made in our 2017 WHQS report. Following our presentation on the 2017 WHQS report to Cabinet on 1 November 2017, the Council set up a Cross Party working group of members of the Policy and Resources Scrutiny Committee to consider the Council's progress in addressing our statutory recommendations. This Cross Party working group reported their satisfaction that progress was being made to the Policy and Resources Scrutiny Committee on 27 February 2018.
- 11 The Council is making a number of positive changes to the planning, management, delivery and monitoring of the WHQS programme. In particular, we note that the Council:
 - a. is undertaking a full stock condition survey of all Council owned properties;
 - b. is improving WHQS project management and capacity;
 - c. has a comprehensive financial and operational programme outlining how it will achieve WHQS by the end of 2020;
 - d. has a Caerphilly Homes Asset Management Strategy which is focused on maintaining WHQS after 2020;
 - e. has a comprehensive 30-year Housing Investment Business Plan;
 - f. has made significant improvements in its arrangements to meet its statutory landlord responsibilities;
 - g. has a more comprehensive asbestos management policy;
 - h. has sought to improve its reporting of performance of its WHQS programme; and
 - i. has increased the number of WHQS fully compliant properties from 5.7% in 2016-17 to 39.76% in 2017-18.

- 12 During this review, we also note that there are other aspects of the WHQS programme and wider Council housing programme that require improvement. In particular:
- a. there remains inconsistent and inaccurate reporting of WHQS performance to members and the public despite the Council introducing a performance data validation process and WHQS strategic scorecard;
 - b. the continued lack of a Local Housing Strategy; and
 - c. a limited Equalities Impact Assessment for the Caerphilly Homes Asset Management Strategy.
- 13 The remainder of this report provides the context and detail of how the Council is addressing our statutory recommendations.

The Council has made significant progress in identifying the investment and resources it needs to complete its WHQS programme by the end of 2020

- 14 The Council has made substantial progress in developing a comprehensive financial and operational programme outlining how the Council will achieve WHQS by the end of 2020.
- 15 Since our 2017 review, the Council has embarked on surveying all Council properties that do not meet the WHQS standard. The Council now has a more accurate understanding of the individual requirements of each Council property which is improving the planning and delivery of its WHQS work. The Council intends to complete these surveys by December 2018.
- 16 Since our 2017 review the Council has established average costs of each internal and external elements required to achieve WHQS. The Council can now more accurately forecast future programme expenditure to inform its business plan.
- 17 As a result of the surveying non-WHQS compliant properties, the Council is now predicting an increase in the overall projected costs to deliver WHQS by the end of 2020 from £220 million to £250 million. The Council will need Housing Revenue Account (HRA) contributions and an element of 'borrowing' to fund the difference, however, the amount needed is within the Council's agreed borrowing threshold set up at the start of the WHQS programme.
- 18 The Council's IT asset management system – called Keystone – records all the data related to each individual social housing property and includes the costs associated when updating each property to WHQS. Keystone is critical to monitoring compliance with each of the components used to assess progress in achieving WHQS.
- 19 The Council's HRA Business Plan, Caerphilly Homes Asset Management Strategy and other associated detailed documents we reviewed demonstrate that the Council has a detailed costed plan to achieve WHQS by 2020. The Council's in-

house workforce, or Direct Labour Organisation (DLO) as it is also known, as well as private contractors are delivering the WHQS programme.

- 20 Following the introduction of the Council's Dynamic Purchasing System (DPS) in 2017, the Council's ability to engage local specialist contractors in a timely manner to complete WHQS works on properties has improved. At the time of this review, about 80 contractors were available through the DPS.
- 21 At the time of our fieldwork for our previous review in March and April 2017, the Council did not have a contractor in place to undertake the external works to tenants' homes in the Lower Rhymney Valley. Through the DPS and the Council's DLO, all areas of the county now have WHQS work planned.
- 22 The Council spent £42 million on WHQS programme delivery in 2017-18. This represents the highest annual amount since WHQS programme delivery started and reflects the significant increase in fully compliant homes in 2017-18.

The Council has taken steps to determine the value for money of its procurement arrangements

- 23 Since June 2017, the Council commissioned an independent review of its single source supplier² arrangements for its WHQS programme and undertook an exercise to compare costs of its DLO workforce to those of external contractors.
- 24 The independent review of the single source supplier looked at 72 products, purchased by the Council for its WHQS programme that have the highest annual expenditure. The review concluded that the arrangement provides value for money for the Council for the products used, although some rates could be improved. The review gave two recommendations:
- ensure that the Council pays the most competitive prices for plasterboard; and
 - ensure a consistent classification of products that would assist any future pricing reviews.
- 25 Cabinet received a report in November 2017 which included the findings of the Council's comparison of the costs undertaken by private contractors and the Council's DLO team. The Council reported that its DLO are 20% more expensive than the private contractors due to a number of factors including superannuation, living wage, leave, sickness, overheads linked to support service costs. In its report, the Council set out factors that it had used to consider the value for money that it was achieving through its arrangements. These factors included greater tenant satisfaction reported from those receiving works from the DLO, comparative performance of the in-house and external contractors, reduced number of complaints.

² In 2012, the Council entered into a single source supply arrangement for all materials in relation to Council-house maintenance and the WHQS programme.

There have been improvements to its WHQS performance reports, however there is still inconsistent and inaccurate reporting of performance

- 26 The Council has taken action to ensure that key WHQS performance information and key dates are on Keystone in a more timely manner.
- 27 In early 2018, the Council reviewed the process of performance reporting and the inputting of performance data onto Keystone. This review highlighted delays and occasional incorrect recording of performance. As a result, the Council introduced revised weekly responsibilities and timescales to record WHQS performance into Keystone. All WHQS project managers interviewed by us for this review are aware of the revised responsibilities and timescales for the recording of performance.
- 28 The accuracy of the Council's performance recording and reporting is now subject to a more rigorous validation process. Following our Phase One feedback to the Council, the Chief Housing Officer requested the Council's Internal Audit service to review the WHQS data validation processes. This took place during August to October 2018.
- 29 The report concludes that:

'The control procedures which were in place were:

In need of improvement – based on the results of the audit work undertaken it is considered that the control framework that was in place was in need of improvement. In May 2018 however, new procedures were introduced which are well documented and set out the processes for relevant staff to follow. These address the control issues going forward, but procedures now need to be developed to address historical issues identified by the audit. In addition, staff resources, in the form of a dedicated team of Officers supported by the Housing Technical Manager and Housing Group Accountant, have been made available to evolve and introduce new validation processes to address the main subject of this audit.

Compliance with the controls are considered to be:

In need of improvement – based on the results of the audit work undertaken it is considered that the control framework that was in place was in need of improvement. In May 2018 however, new procedures were introduced which are well documented and set out the processes for relevant staff to follow. These address the control issues going forward, but procedures now need to be developed to address historical issues identified by the audit. In addition, staff resources, in the form of a dedicated team of Officers supported by the Housing Technical Manager and Housing Group Accountant, have been made available to evolve and introduce new validation processes to address the main subject of this audit.

Due to the levels of Conclusions above the Chief Housing Officer will be invited to the next audit committee.'

- 30 The Council's 2018 annual performance submission to the Welsh Government states that 39.76% of its properties are fully compliant with WHQS as of 31 March 2018. However, this is not the figure it has used in any of its end of year performance reports to members since its annual performance submission to the Welsh Government. This provides members with an inaccurate picture of the Council's performance.
- 31 The Council reported its 2017-18 WHQS performance in three end of year performance reports during September and October 2018:
- a. Well-being Objective 5;
 - b. Caerphilly Homes end of year performance report; and
 - c. the Council's Annual Performance Report.
- 32 We found discrepancies in different aspects of the 2017-18 WHQS performance in these reports and there was no clear rationale as to why the Council reported different performance information in the different reports. In particular, we note that the overall WHQS compliance rate in these reports was lower than the performance reported to the Welsh Government in August 2018. Therefore, WHQS performance for 2017-18 was under reported to members and the public after it made the submission to Welsh Government.
- 33 To improve WHQS performance reporting, a WHQS strategic scorecard accompanies performance reports to elected members. The scorecard shows:
- a. levels of compliance for internal and external works;
 - b. weekly targets and actual key performance for the completion of internal and external works. A Red, Amber, Green (RAG) system highlights whether weekly targets are achieved or not;
 - c. tenant satisfaction levels;
 - d. targets for each quarter up to March 2020;
 - e. projected and actual programme expenditure until March 2020; and
 - f. the number of WHQS fully compliant properties.
- 34 We found that the programme targets are not clear and the number of compliant properties in the end of year 2017-18 scorecard is different to the number reported to the Welsh Government. Additionally, the scorecard has inaccurately recorded the previous year's performance.
- 35 The WHQS strategic scorecard shows future quarterly targets for internal and external works and overall compliance. However, the design of the scorecard means it is difficult to read the actual targets and would benefit from presenting this information more clearly.
- 36 In our previous report issued in June 2017, we noted that the Council's WHQS performance reports focused more on completion of internal and external works and not full compliance. The Council now clearly reports the number of properties

that are fully compliant, but due to inconsistent and inaccurate performance information reported to members, officers, tenants and leaseholders, effective challenge and oversight of WHQS progress is hampered.

The Council now has measurable performance targets to effectively monitor the remainder of its WHQS programme

- 37 In 2015, the Council commenced WHQS work on its properties. The annual rate of properties fully compliant for 2015-16 and 2016-17 was low at 2.5% and 5.7% respectively. The number of fully compliant properties increased significantly to 39.76% for 2017-18. As at the end of September 2018, the Council reported to the Audit Committee on 16 October that its overall compliance rate was 51%.
- 38 The Council has weekly completion targets for both internal and external works. The Council's WHQS team monitor the weekly delivery of both internal and external works and this monitoring is showing that internal works are delivering to target but the external works are slightly behind schedule.
- 39 All officers and members we interviewed are clear that March 2020 is its deadline to fully deliver its WHQS programme although the Welsh Government's deadline is December 2020. However, the WHQS strategic scorecard (as at 28 September 2018) gives the projected deadline for full internal works compliance as 1 May 2020 and 20 May 2020 for full external works compliance. Setting a deadline that is earlier than the Welsh Government deadline is prudent and allows for potential slippage to complete external WHQS works due to any severe weather in the winters of 2018 and 2019.

The Council has strengthened its arrangements to meet its statutory landlord responsibilities

- 40 At the time of our fieldwork for our previous review in March and April 2017, there were over 400 council properties which did not have a valid CP12 gas safety certificate. As at 28 April 2017, just over 98% of the council's properties had a valid CP12 gas safety certificate meaning that 221 properties did not.
- 41 During our fieldwork for this review, we found that the Council has made significant improvements in its arrangements to meet its statutory landlord responsibilities. The Council has made revisions to its gas safety procedures which are now fully compliant with UK Health and Safety Executive guidance for landlords. Where tenants do not provide access to their homes to allow the Council to undertake gas servicing, there is staged approach for the Council to gain access.
- 42 If the Council cannot gain access through these steps, the Council's policy states that the Council can take legal proceedings to gain access. Since the introduction of the new policy on commencing legal proceedings the Council has obtained access to 50 properties where it has been determined that there has been a

breach of their tenancy agreement, by the issuing of formal Notices of Seeking Possession (NOSP).

- 43 In the Council's regulatory proposal for improvement progress report for its Audit committee on 24 July 2018, it reported that 99.3% of its properties now have the gas servicing certificate. Those properties where a certificate had expired and access was not agreed were subject to ongoing legal proceedings.
- 44 The Council's asbestos procedures comply with Health and Safety Executive guidance and no property has WHQS or other repairs work undertaken without a full survey being available prior to the commencement of work. To address our statutory recommendation, the Council appointed an asbestos technical officer to coordinate the completion of all asbestos surveys and ensure the recording of asbestos surveys onto Keystone. The officer ensures that the findings of the surveys are available to operational staff. The Council now has clear arrangements and a dedicated member of staff and anticipates that all properties will have asbestos information recorded on Keystone by January 2019.

The Council has invested additional resources to enhance its WHQS programme management but still lacks a current Local Housing strategy and does not always produce comprehensive Equality Impact Assessments for key Housing policy documents

- 45 The Council is improving project management capacity in delivering and managing the WHQS programme. A new role of housing technical manager has been created and appointed to increase project manager capacity. This officer oversees the WHQS programme, the housing repairs team as well as the work of the surveyors and Gas Servicing team.
- 46 The Council has also appointed an additional foreman, assistant project manager and surveyor to increase its capacity to manage and deliver its WHQS.
- 47 The Council is alert to the prospect that properties currently fully compliant as an 'acceptable fail' due to residents' choice³, may become available for WHQS internal and or external works in the future. The Housing Repairs team is creating a new sub-team to complete works in those homes if they become available and the DLO or external contractor are not working in the area where the property has become available for works.

³ Source: Welsh Housing Quality Standard (WHQS), as at 31 March 2018. Welsh Government press release dated 4 October 2018.

There can be situations where achieving the standard for an individual element is not possible. Such situations may include the cost or timing of the work, residents choosing not to have the work done or where there are physical constraints to the work. In these instances, the landlords may record one or more element as acceptable fails.

- 48 Although the Council's procedures for encouraging residents to allow access to their homes for WHQS work are in line with the Welsh Government guidance the Council does not have a robust system in place to periodically check if residents change their minds. For example, the Council could after 2019 contact residents at least once a year to offer previously refused WHQS works.
- 49 Our previous 2017 report highlighted that the Council did not have an up-to-date local housing strategy. This remains the case.
- 50 During our fieldwork for this review, both officers and members expressed their own views as to how housing should evolve and what the Council's future responsibilities are in providing social housing. Therefore, by not having a strategy there is the potential to create a fragmented and inconsistent vision for the service. The absence of a Local Housing Strategy also may prevent the Council from fully demonstrating how it is addressing the five ways of working to meet the Well-being of Future Generations (Wales) Act 2015.
- 51 The Council is considering and planning for the continuation of Caerphilly Homes maintenance and investment beyond 2020. In September and October 2018, the Caerphilly Homes Task Group, Policy and Resources scrutiny committee and Cabinet considered a draft Caerphilly Homes asset management strategy. The purpose of the strategy is to understand and commit to maintaining the quality of all Council housing properties post-2020.
- 52 The Housing Asset Management Strategy did not include a comprehensive Equality Impact Assessment. The Council did not consider it necessary for a full Equality Impact Assessment, but during our review the explanation as to why was not clear. At the time of our fieldwork, there has been few Equality Impact Assessments in relation to Housing service change proposals were available to the public or members to consider. The Council will need to assure itself that the absence of an Equality Impact Assessment for key strategic decisions, does not put it at risk of not complying with the 2010 Equality Act. The Council should also assure itself that it fully demonstrates how it is addressing the five ways of working which Councils are required to adopt to meet the Well-being of Future Generations (Wales) Act 2015 (WFG Act).

Appendix 1

This is the Council's action plan to address the Wales Audit Office's three statutory recommendations made in our 2017 WHQS report:

WALES AUDIT OFFICE WHQS REVIEW – ACTION PLAN – AUGUST 2017

Recommendations	Actions	Owner	Progress / Due Date
<p>Recommendation 1</p> <p>Develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.</p>	<ol style="list-style-type: none"> 1. Ensure that the Keystone Asset Database provides up to date survey information. 2. Review projected programme costs by replacing Savill's estimates with more accurate actual costs based on recently completed contract information. 3. Amend existing programme in order to reflect communities where work has been completed, is currently ongoing or is planned. Programme to also incorporate a breakdown of the communities to clarify which streets are included. 4. Ensure adequate resources to enable surveys to be completed at the earliest opportunity in order to better inform future investment requirements and budget forecasting. 	<p>MRL</p> <p>LA</p> <p>MRL</p> <p>MRL</p>	<p>Sept 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>Ongoing</p>

Recommendations	Actions	Owner	Progress / Due Date
<p>Recommendation 1a</p> <p>Review procurement arrangements to ensure value for money.</p>	<ol style="list-style-type: none"> 1. Ensure adequate procurement arrangements are in place to cover all aspects of the programme. 2. Undertake an independent benchmarking exercise in relation to the single source supply arrangement to assess value for money. 3. Undertake an exercise to compare costs of the in-house workforce to those of external contractors, whilst also considering quality and performance to determine value for money. 4. Introduce a flexible Dynamic Purchasing System for the external works in the lower Rhymney valley, whilst also providing options to deliver contracts for internal and external works throughout the borough. 5. Contracts for internal works are in place until 2020 and were procured in open competition. External work packages are tendered individually from existing frameworks and more recently the D.P.S. Tenders are evaluated on receipt and if deemed to be uncompetitive, the work is re-tendered in an attempt to improve value for money. 	<p>MRL</p> <p>KRW</p> <p>MRL</p> <p>MRL</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>March 2018/ Completed</p> <p>March 2018/ Completed</p> <p>April 2017/ Completed</p> <p>Ongoing</p>

Recommendations	Actions	Owner	Progress / Due Date
<p>Recommendation 1b</p> <p>Provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates.</p>	<ol style="list-style-type: none"> 1. Review existing programme information being provided to members and tenants and amend this to ensure it is accurate, easily understood and timely. 2. Review the way performance information is presented to all stakeholders to ensure that this provides a good overview on the progress of the overall programme is easily understood and timely. <p>Performance information is regularly being updated and amended to improve the way data is presented.</p>	<p>MRL</p> <p>SC/MRL</p>	<p>March 2018/ Completed</p> <p>December 2017/ Ongoing</p>
<p>Recommendation 1c</p> <p>Secure the resources needed to deliver the programme by 2020.</p>	<ol style="list-style-type: none"> 1. Business case approved for the appointment of additional staff and operatives to support the in-house team in view of the additional work they will be undertaking to deliver WHQS works to our sheltered housing schemes. 2. Business case approved for the appointment of Surveyors/Clerks of Works to support the delivery of the external works programme following the implementation of the DPS. 3. Use of agency workers ongoing to supplement directly employed staff as workforce will need to reduce post 2020. 4. Introduction of DPS has provided an additional pool of contractors to deliver all aspects of the programme and to act as a contingency in case any issues are encountered with existing contracts. 	<p>MRL</p> <p>MRL</p> <p>MRL</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>April 2017/ Completed</p> <p>Ongoing</p> <p>April 2017/ Completed</p>

Recommendations	Actions	Owner	Progress / Due Date
	<p>5. Use of other in-house teams, both within and outside Caerphilly Homes, has been implemented to provide further assistance and resources for the delivery of the programme, eg Housing Repair Operations, Network Contracting Services, Highways Operations Group, Grounds Maintenance.</p> <p>6. Additional financial resources being sourced to assist with the delivery of the programme and to provide additional improvements to the housing stock and communities, eg ECO, Arbed, V.V.P.</p>	<p>SC/MRL</p> <p>MRL/JRW</p>	<p>Ongoing</p> <p>Ongoing</p>

Recommendations	Actions	Owner	Progress / Due Date
<p>Recommendation 2</p> <p>Assure itself that the Council is meeting its statutory landlord responsibilities in relation to gas servicing.</p>	<ol style="list-style-type: none"> 1. The Council's performance in relation to gas servicing averages 98% which results in approximately 200 properties not having a valid gas safety certificate, which has been identified as an issue with no access. A review of the no access procedure has been undertaken. 2. To improve compliance the gas servicing cycle will be changed to operate on a ten-month cycle rather than the existing 11 months. 3. To reduce issues with no access, a charge will be introduced for tenants who fail to provide access at the appointment time. 4. The timescales for issuing letters to tenants seeking access will be reduced and if required a Notice of Seeking Possession will be issued prior to the expiry of the gas certificate. 5. Failure to provide access during the NOSP period will result in arrangements being made to force entry, with the tenant being provided with advanced notice of such action. 	<p>SC</p> <p>PS</p> <p>PS</p> <p>Housing Managers</p> <p>Housing Managers/ PS</p>	<p>July 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>August 2017/ Completed</p> <p>August 2017/ Completed</p> <p>Sept 2017/ Completed</p>
<p>Recommendation 2a</p> <p>Ensure that arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.</p>	<ol style="list-style-type: none"> 1. Review the accuracy and timeliness of asbestos information being recorded within the Keystone Asset Database. 2. Ensure that all relevant staff have access to asbestos records to ensure these are checked prior to commissioning surveys. 	<p>PS</p> <p>PS</p>	<p>August 2017/ Completed</p> <p>December 2017/ Completed</p>

Recommendations	Actions	Owner	Progress / Due Date
	3. Submit a business case to appoint a Technical/Admin Officer to input surveys and cleanliness certificates into Keystone in a timely manner, and also act as a central point of contact.	PS	August 2017/ Completed
<p>Recommendation 3</p> <p>Ensure the Council has sufficient project management capacity to deliver the WHQS programme by 2020.</p>	<p>1. Business case approved for the appointment of additional resources, allowing recruitment to take place as and when required.</p> <p>2. Project management of the sheltered housing programme being carried out by the in-house team following consultation with tenants.</p> <p>3. Project management of various aspects of the programme is being undertaken by other services to spread workload and maximise use of existing resources, eg work to leaseholder properties being managed by Private Sector Housing, WHQS work to voids and statutory maintenance being undertaken by Housing Repair Operations Team, environmental programme being progressed by utilising services of Grounds Maintenance, Highways Operations Group, Network Contracting Services.</p> <p>4. A restructure of Caerphilly Homes to be undertaken to further improve integration and better align key functions with the aim of improving capacity to support the programme.</p>	<p>MRL</p> <p>MRL</p> <p>SC/MRL</p> <p>SC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>

Shaun Couzens

Prif Swyddog Tai/Chief Housing Officer

Updated October 2018

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CAERPHILLY HOMES TASK GROUP – 14TH FEBRUARY 2019

SUBJECT: WELL-BEING OBJECTIVE 3 MID-YEAR UPDATE (APRIL – OCTOBER 2018)

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES

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- 1.1 The attached report was circulated to the Policy and Resources Scrutiny Committee as an information item ahead of its meeting on 15th January 2019. There were no comments arising from the Policy and Resources Scrutiny Committee.
 - 1.2 The Caerphilly Homes Task Group are asked to consider the report recommendation.

Author: R. Barrett, Committee Services Officer, Ext. 4245

Appendices:
Appendix A Report to the Policy and Resources Scrutiny Committee – For Information – Well-being Objective 3 Mid-Year Update (April - October 2018)



POLICY AND RESOURCES SCRUTINY COMMITTEE – FOR INFORMATION

SUBJECT: WELL-BEING OBJECTIVE 3 MID-YEAR UPDATE (APRIL - OCTOBER 2018)

REPORT BY: CORPORATE DIRECTOR - SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To provide members with an update on progress made against Well-Being Objective 3 – Address the availability, condition and sustainability of homes throughout the County Borough and provide advice, assistance or support to help improve people's well-being.
- 1.2 To advise members of a minor change to the objective.

2. SUMMARY

- 2.1 The objective seeks to improve people's well-being through the provision of good quality housing and related support services. It is underpinned by 8 priority aims.
- 2.2 This is the mid-year update for year 1. Performance is on track and there are no emerging risks at this time
- 2.3 A change in operational priorities has resulted in a slight change of emphasis to the priority aims which underpin this objective.

3. LINKS TO STRATEGY

- 3.1 The underlying principles of this objective link clearly to 5 of the 7 well-being goals in the Well Being of Future Generations (Wales) Act 2015: A prosperous Wales; A globally responsible Wales; A healthier Wales; A more Equal Wales and A Wales of Cohesive Communities.
- 3.2 Improving Lives and Communities: Homes in Wales (Welsh Government, 2010), which sets out the national context for housing by improving homes and communities, including the energy efficiency of existing homes, homelessness, and housing-related support services.
- 3.3 The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan Objective 4: Positive Places - Enabling our communities to be resilient and sustainable.
- 3.4 Corporate Plan (CCBC, 2018-2023).
- 3.5 Caerphilly Homes Service Plan (2018-2023).
- 3.6 Housing Asset Management Strategy (Sept 2018).

4. THE REPORT

- 4.1 Well-Being Objective 3 has been designed to address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being. It is underpinned by a series of priority aims:
- 1a. All council housing is improved to meet the Welsh Housing Quality Standard by 2020.
 - 1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020).
 2. Increase the provision of new, affordable homes to meet identified needs, promoting 'Lifetime Homes' principles for grant funded delivery, and, where appropriate, supporting Welsh Government's innovative housing programme.
 3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes.
 4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use.
 5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector.
 6. Prevent homelessness and tackle rough sleeping.
 7. Sustaining tenancies by providing a range of housing related services.
 8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.
- 4.2 Some minor amendments have been made to this objective since it was first published by the Council. The effects of the amendments have no material change on what we are attempting to achieve. They have been made to reflect a change in operational priorities, which have arisen since publication of the corporate plan. The changes include splitting aim one into two parts to reflect service priorities pre and post WHQS attainment, merging the two private sector housing related aims to form one more cohesive aim, revising some of the actions to achieve the 8 aims and amending the performance indicator framework as a result of the changes.
- 4.3 The objective is set within a 5 year timeframe and this is the mid-year update for year 1. Whilst some of the actions that we intend to carry out are either in their infancy and other actions are not due to commence until later in the timeframe performance is on track with no emerging risks at this time. There are no indications at this stage that the objective will not be successfully completed.
- 4.4 A number of actions have been successfully completed within this period including:
- a) Following consultation with tenants and consideration of any equality issues, an Asset Management Strategy was developed and approved by Cabinet in September 2018.
 - b) Cabinet approval was received in September 2018 on the preferred option for the remodelling of a small number of sheltered housing schemes.
 - c) Cabinet approval was received in September 2018 for proposals to increase the supply of Council Housing.

- d) A comprehensive assessment of the housing market was completed. The information from the assessment will be used to underpin the affordable housing delivery programme and the development of a Local Housing Strategy for the whole of Caerphilly Homes services.
- e) Cabinet approval was received in September 2018 to re-designate properties specifically identified for older people to general needs. This decision will allow the Council to address the lack of provision of 1 and 2 bed general needs accommodation throughout the borough.
- f) The Council worked in partnership with a housing association to bid for funding from the Welsh Government Innovative Housing Programme for planned new 'low carbon' housing association developments. Unfortunately we were unsuccessful on this occasion.
- g) Used Council Tax information to produce an up-to-date database of long-term empty properties in the private sector in the borough. This information will be used to facilitate targeting of the return to use of such properties.
- h) Reviewed and updated the information the Council provides to its tenants on Universal Credit to help mitigate the impact of the benefit, tackle poverty and to increase tenancy sustainability.
- i) In order to improve the energy efficiency of properties and reduce fuel poverty a bid was submitted to Welsh Government for funding through the Arbed programme to complete the remaining 98 private sector properties requiring external wall insulation on the Lansbury Park estate, Caerphilly. Feedback from Welsh Government is awaited.
- j) Completion of 188 major works of adaptation in public and private sector homes to increase residents' independence and safety at home.
- k) Worked with the other four local authorities in Gwent to undertake a review of homelessness services and produce a draft four year homelessness strategy to address the issues identified.
- l) CCBC is in the top quartile in Wales for the successful prevention of homelessness as a percentage of presentations.
- m) Housing staff have provided advice and supported 991 tenants with income maximisation and budgeting resulting in additional income of £226k.
- n) The majority of tenants/residents on the Lansbury Park estate have benefitted from energy efficiency works which have not only transformed the appearance of the estate, but will also contribute towards addressing poverty, reducing carbon emissions, thereby improving the environment and the community's wellbeing.
- o) In addition to the above, good progress has also been made in the delivery of the WHQS programme which is on track to be completed by the WG deadline of December 2020.
- p) The improved progress in the delivery of the WHQS programme has resulted in improved living conditions for tenants, positively impacting on their health, safety and wellbeing as well as enhancing the environment within communities, supporting the local economy and the creation of training and jobs.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 The report outlines the contribution made towards the Well-being Goals as set out in the Links to Strategy section above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 5.2 **Long-term** - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).
- 5.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.
- 5.4 **Prevention** - The works undertaken through Housing Services helps to improve lives and communities, by securing local employment either in-house or through supplier, contractor and partnership arrangements.
- 5.5 Works undertaken by our services make significant visual improvements to housing stocks and their surroundings environments (improved the look and feel) helping to prevent anti-social behaviour and enviro-crime.
- 5.6 By raising standards and conditions with improved quality materials and appropriate service response, should aide and ease future maintenance schedules and requirements, better controlling costs, levels of deterioration/depreciation, improve safety and accessibility, while also reducing disruption to our tenants in the future, and aiding quality of life in both Private and Public Sectors, through intervention and support actions that are fit-for-purpose.
- 5.7 **Involvement** - Through established governance and performance frameworks, tenants and local residents are consulted on proposed property and environment improvements works along with various initiatives, and they are periodically informed of progress as part of for example, the WHQS delivery programme.
- 5.8 Numerous working groups are established and well embedded with periodic reporting and feedback opportunities exploited. Welsh Government, Environment Standards, Regulatory Controls and Checks, Tenant Engagement are all part of our daily business.
- 5.9 **Collaboration** - The programme delivery focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other interested parties/groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus for the success and delivery of this objective.
- 5.10 **Integration** - The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 5.11 Housing Services and our outlined priorities, contributes to a minimum of 6 out of the 7 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A globally responsible Wales

6. EQUALITIES IMPLICATIONS

- 6.1 There are no equality implications at present. Caerphilly Homes carries out equality impact assessments in accordance with corporate guidelines.

7. FINANCIAL IMPLICATIONS

- 7.1 There are no financial implications at present. The actions contained within the objective will be undertaken through a range of funding streams including Housing Revenue Account, General Fund and various Welsh Government grants. Several of the actions underpinning the successful achievement of this objective are wholly dependent on the continuing availability of Welsh Government funding.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel implications at present. A reduction in the level of resources to satisfy medium term financial arrangements could potentially affect the success of this outcome.

9. CONSULTATIONS

- 9.1 All consultation responses have been reflected in this report.

10. RECOMMENDATIONS

- 10.1 That members note progress to date made by Caerphilly Homes against this objective.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 To inform members of the progress to date made by Caerphilly Homes against this objective.

12. STATUTORY POWER

- 12.1 Housing Acts 1985, 1996, 2004, Housing (Wales) Act 2014, Local Government Measures 2009 and the Well-being of Future Generations (Wales) Act 2015.

Author: Mark Jennings (Tel: 01443 811380, Email: jennim1@caerphilly.gov.uk)

Consultees:

Cllr. L. Phipps	- Cabinet Member for Homes & Places
David Street	- Corporate Director of Social Services & Housing
Shaun Couzens	- Chief Housing Officer
Paul Smythe	- Housing Technical Manager
Fiona Wilkins	- Housing Services Manager
Jane Roberts-Waite	- Strategic Coordination Manager
Lesley Allen	- Principal Accountant (Housing)
Claire Davies	- Private Sector Housing Manager
Sue Cousins	- Housing Solutions Manager
Ros Roberts	- Performance Manager
Ian Raymond	- Performance Management Officer

Background Papers:

Corporate Plan 2018-2023 (can be downloaded from CCBC website)

Appendices:

Appendix 1 Well Being Objective 3 Performance Report

CORPORATE PLAN PERFORMANCE REPORT

Well-being Objective 3

Reporting Period - Mid-Year 2018/19 (April to September)

Performance Against Adopted Tracking Measures	Period	Priority	Actual	Target	Last Result
No. of homes compliant with WHQS (fully, external and internal elements)	2018/19	1a	5,568	5,800	4,259
No. of homes compliant with WHQS in respect of internal elements.	2018/19	1a	8,534	9,136	8,218
No. of homes compliant with WHQS in respect of external elements.	2018/19	1a	6,505	8,618	4,259
Percentage private sector dwellings returned to occupation that had been unoccupied for more than 6 months due to direct action from CCBC. (Quarterly accumulative)	2018/19	4	1.40%	4.30%	4.69%
Cases who have had homelessness prevented. (Section 66)	2018/19	6	72.3%	N/a	76%
Cases who have had their risk of homelessness relieved by providing alternative accommodation. (Section 73)	2018/19	6	38.5%	N/a	33%
The number of people determined as unintentionally homeless, in priority need and eligible for assistance (Section 75)	2018/19	6	69.1%	N/a	71%
Value of financial savings (£) generated for council tenants as a direct result of support	2018/19	7	226,323	250,000	903,508

1a. All council housing is improved to meet the Welsh Housing Quality Standard by 2020.

Key Actions / Tasks	Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
<p>Delivery of the annual capital investment programme in respect of internal and external repairs and improvements.</p>	<p>WHQS senior management March 2020</p>	<p>See progress update.</p>	<p>Annual targets up until the end of 2020 are successfully met.</p>	<p>Up to 2020 has been costed in the 30-year housing business plan, which remains affordable throughout delivery. No borrowing has been undertaken to date but the first tranche of borrowing is anticipated in Q3 2018/19 of some £20m.</p> <p>Additional resource in relation to sheltered schemes has been approved and will be utilised as and when required during the year.</p> <p>£24.9m (45%) has been spent in the first 6 months of the year; against an annual spend of target £55.8m. Projected spend for this year is £48.7m.</p> <p>Projections indicate that 100% compliance remains achievable prior to the deadline of December 2020.</p> <p>Due to retirement and long-term sickness, addition resources are required to</p>

					<p>ensure programme milestones are met, e.g. quantity surveyors.</p> <p>To ensure that sufficient resources are in place, foremen in HRO team will be providing assistance with mopping up contracts.</p>
2.	To meet the requirements of Part 7 of WHQS by undertaking adaptations where these are identified.	<p>Project managers advised by Occupational Therapists (OT)</p> <p>Mar 2020</p>	A temporary increase in OT resource will be required to address additional OT assessments identified.	Improved quality of life for tenants, ensuring that they are able to remain in their homes, independently for longer.	OT assessments continue to be made in relation to both internal and external work in order to meet the specific needs of our tenants. Sickness absence has resulted in resources being utilised from private sector housing and an element of overtime working.
3.	Implement the environmental improvements to meet Part 6 of the standard of attractive and safe communities.	<p>J Roberts-Waite & environmental officers.</p> <p>Mar 2020</p>	Resources in place. Additional consultancy support may be required for detailed scheme design.	The local environment within which tenants live is improved aesthetically and provides a safer community in which to live.	Resources to undertake engagement are fully deployed across the borough. However, additional resources have been made available to Parks and Engineering in order to expedite delivery of outstanding projects by the March 2020 deadline. To date, 36 projects have been completed, 23 are ongoing and 23 are outstanding.

1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020.)

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1	Develop a draft Asset Management Strategy.	S Couzens	No.	Draft strategy developed.	Strategy prepared in readiness for consultation exercise.
		Sept 2018			Action completed. Strategy report completed and approved by Cabinet.
2	Carry out a EIA screening exercise on draft Asset Management Strategy.	S Couzens	No.	Establish whether a full equality impact assessment is required.	Action completed. An EIA will be considered for the individual elements of the Strategy.
		Aug 2018			
Page 22	Consult tenants on the draft Asset Management Strategy.	S Couzens	No.	Consultation exercise completed. Feedback considered and, where appropriate, incorporated into the final report.	Consultation documentation prepared and in the process of being issued in Aug 2018.
		Aug 2018			Action completed. Consultation exercise undertaken via tenant' newsletter. The consultation responses were supportive of the strategy proposals.
4	Present finalised Asset Management Strategy to Cabinet for approval.	S Couzens	No.	Cabinet approval provided.	Strategy and report prepared in readiness for meeting in Sept 2018.
		Sept 2018			Action completed. Strategy and report approved by Cabinet in September 2018.
5	Ensure that our asset management systems inform the delivery plan by identifying key component replacement needs based on life cycle estimates.	P Smythe	No.	The systems produce accurate information to inform the delivery plan.	Following completion of B3.
		Dec 2019			Validation process ongoing to ensure Keystone database accurately informs the delivery plan.

6	Produce a delivery plan detailing future planned maintenance programmes and the development of new council housing.	P Smythe / S. Couzens Mar 2020	No.	The plan details the economic and efficient delivery of the following services: <ul style="list-style-type: none"> • Void properties; • Asset management programme; • Remodelling of sheltered housing schemes; • Accessible housing; • Energy improvements; and • New council housing. 	Surveys to inform the delivery of the planned maintenance programme will commence in 2019. Options being considered for increasing council house supply, which includes purchasing empty properties, via section 106 agreements and new build. Resources also being reviewed.
Page 23	Undertake a review of the existing WHQS procurement strategy.	P Smythe Mar 2019	No.	Review completed and the revised strategy supports the delivery plan, ensures value for money and maximises community benefits.	Dynamic Purchasing System (DPS) arrangement now implemented in the North area following loss of main contractor (Vinci). Consideration also being given for the remaining contractor Engie (East area) to move into the North area to support the DPS arrangement.
8	Options for remodelling of sheltered schemes to be determined.	F Wilkins Sept 2018	No.	Cabinet decision made to enable projects to progress post 2020.	Approval of remodelling report awaited Cabinet meeting September 2018. Action completed. Cabinet approval obtained in September 2018 to enable proposed projects to proceed. 1 scheme to be brought back into main programme for completion in 2020.

8	Ensure that the HRA business plan remains financially viable.	L Allen & S Couzens Quarterly (ongoing)	No.	The business plan demonstrates financial viability of the service as identified by the delivery plan.	Monitoring of business plan ongoing. New model recommended by WG has recently been procured. New model has been tested in year and will be submitted as part of the 2019/20 MRA application (March 2019).
9	Review resource and contract arrangements for delivery of asset management strategy.	Housing Management Team Dec 2019	Yes.	Adequate resources in place to deliver all aspects of the strategy	Review of resources to be undertaken following approval of the strategy. Action commenced. Process on-going.

2. Increase the provision of new, affordable homes to meet identified needs, promoting ‘Lifetime Homes’ principles for grant funded delivery, and, where appropriate, supporting Welsh Government’s innovative housing programme.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Complete the local housing market assessment, which will identify the number, type and location of homes, required and will help look at solutions.	M Jennings 2018/19 then every 2 years	No.	Production of approved Local Housing Market Assessments, within 2 yearly set timeframes.	Action completed. A comprehensive and robust assessment was completed in 2018/19, approved by the head of service, and will be proactively used to inform key decisions over the next 2 years.
Page 125	Produce a local housing strategy (LHS), which provides a framework in the borough for the provision of housing and related support.	M Jennings Sept 2019	No.	Strategy implemented within timescale following a stakeholder and public consultation exercise and approval from council.	Work on development of the LHS is not due to start until 2019.
3.	Produce and submit quarterly to Welsh Government a Programme Delivery Plan (PDP), which is based on accurate assessment of housing need.	K Fortey Quarterly recurring	No.	A PDP, based on accurate assessment of housing need, is produced and submitted within specified deadlines.	PDP (Q2 18/19) produced and submitted within timeframe. All available funding for next three years allocated.
4.	Review designation of council accommodation for smaller households in light of changing demands.	F Wilkins December	No.	Cabinet decision made to support re-designation of properties identified	Approval of re-designation report awaited - Cabinet meeting September 2018.

		2018		following an initial review and to delegate decisions on further re-designations to officers. Re- designation of properties identified in Cabinet report completed.	Action completed. Cabinet approval obtained in September 2018 to re-designate specific identified older people's properties for general needs, and approval given for officers to re-designate additional older persons accommodation to general needs in future, in consultation with the Cabinet Member.
Page 126	Housing associations complete bid for innovative housing programme (year 2 programme).	K Fortey July 2018	Yes. Welsh Government IHP funding.	The bid is produced and submitted within specified deadlines, an award of funding is received from Welsh Government, the planning applications have been submitted and Phase 1 has commenced on site.	Action completed. Pobl submitted a bid for Coronation Road, Blackwood and St Mary's Church, Pontllanfraith but unfortunately were unsuccessful in both cases.
	<p>6. Start on site for innovative housing programme (year 1 programme):</p> <ul style="list-style-type: none"> Develop 38 units to Passivhaus standard at the former Caerphilly Magistrate's Court (Linc Cymru). 	K Fortey 2019/20	Yes. Welsh Government IHP funding.	The developments progress in accordance with the individual project management plans.	The demolition of the former Court building was completed in June. Piling works also completed and the laying of ground beams in progress. The programme is currently on track to deliver the units in early December 2019.

	<ul style="list-style-type: none"> Develop 19 units to Passivhaus standard at the former Cwm Ifor primary school (United Welsh) 				The project is behind target due to a number of challenges around risk, requiring a tender process to be undertaken to ensure best value. Tenders are due to be returned early in the new year, with exchange of contracts before the end of the financial year.
7.	Complete an evaluation of the Passivhaus and Beattie Passive schemes.	K Fortey 2022/23	TBC.	Evaluation completed, providing detailed information to inform future provision.	This action is not due to commence until 2022.
8	Commencement of the Local Authority Build Programme: Yr. 1 acquisition of empty properties; and Yr. 2 acquisition of empty properties and new build programme.	K Fortey Mar 2020	Yes. WG Grant allocation.	Grant funding has been accessed to acquire empty properties and to develop new build properties.	Year 1 is 2018/19. The aim this year is to complete between 4-8 acquisitions that will be refurbished to WHQS. Applications for funding to be made by the end of Dec 2018.

3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Provision of appropriate minor works of adaptation across all tenures by expenditure of the available Social Services budget.	C Davies Annually recurring	Dependent on Social Services funding.	People are able to live independently as a result of the adaptations to their home, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £80,216, consisting of 487 individual adaptations, which included handrails, grab rails, small ramps, steps, shower seats etc.
Page 128	Provision of appropriate major works of adaptation in public and private sector housing via the spending of available capital funding and Welsh Government ENABLE funding.	C Davies Annually recurring	No however some adaptations are dependent on ENABLE funding.	People are able to live independently as a result of the adaptations to their home, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £766,563 (£458,754 - private, £307,809 public), consisting of 188 individual adaptations, which included showers, ramps, stair-lifts etc.
	3.	The provision of discretionary relocation grants in cases where the existing property is not suitable to adapt to meet the needs of the disabled resident.	C Davies Annually recurring	No.	People are able to live independently as a result of relocating to a more appropriate property, thereby contributing to the health and wellbeing agenda.
4.	Continued partnership working with Care & Repair enabling the elderly and infirm to receive additional assistance via a range of initiatives including the Rapid Response Adaptations Programme and Independent Living Grant.	C Davies Annually recurring	Dependent on ENABLE funding.	People are able to live independently as a result of the adaptations to their home, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £64,449, consisting of 201 individual adaptations (194 RRAP and 7 ILGs), which included those adaptations listed in B1 and B2 above.

5. Page 129	<p>Complete the ongoing categorisation exercise to identify accessibility levels of the social housing stock owned by the council and its partner landlords:</p> <ul style="list-style-type: none"> • Establish a baseline by landlord; • Agree reasonable proportionment and timescales for each landlord; and • Monitor landlord performance. 	S Cooper Annually recurring	No.	Exercise completed and detailed information available on accessibility levels within the social housing stock.	<p>6,112 Council properties (10,772) are medically categorised and being updated via the mandatory void process through Abritas.</p> <p>Housing Occupational Therapist (HOT) is actively working with Housing IT in order to develop a central repository that will update stock and medical categories for all social housing stock. Proactive involvement from the housing partners is required to assist with the current stock profile; partners will update their stock profile list with the medical codings.</p> <p>HOT to contact all partners by January 2019. Updated profiles to be provided by landlords quarterly. Housing OT to monitor ongoing progress. Currently the percentage of partner landlord properties that are coded is not known.</p>
6.	Improve accessibility of current stock that lends itself to meeting demand for accessible housing (categorised as either A1 or A2).	C Davies Annually recurring	Dependent on ENABLE funding.	Demand for accessible housing is met, partially or fully, by improvements made to the existing stock.	One bungalow in Caerphilly will change to a category A from category B by improving outside access and some internal modifications.

7.	Work with housing association partners and the occupational therapist (housing) to meet the high supports needs of identified clients through the delivery of bespoke adapted housing.	K Fortey Annually recurring	WG grant funding.	Bespoke adapted housing needs are considered as part of the Programme Delivery Plan.	One property has been purchased by First Choice Housing Association to meet an identified accessible housing need. Total funding for acquisition and works of £321,212 (Recycled Capital Grant and Social Housing Grant). Date of completion expected December 2018.
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4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Providing financial assistance to support bringing long-term empty homes in the private sector back into beneficial use, including loans.	C Davies & I Burgess Annually recurring	WG recyclable funding.	Long-term empty homes in the private sector brought back into beneficial use as a result of the support provided.	1 House into Homes loan has been awarded to date totalling £25k (3-bed end of terrace property).
Page 131	Targeting the owners of empty homes with two ad hoc initiatives.	C Davies	No.	Targeting the owners of empty homes with two ad hoc initiatives.	This action is not due to commence until 2019/20.
3.	Update the empty homes database using information from Council Tax.	C Davies & I Burgess Annually recurring	No.	The database will contain up-to-date information, which will assist in the undertaking of a baseline analysis.	Annual update of database for 18/19 completed - 1,575 properties recorded.
4.	Undertake a baseline analysis of the empty homes database.	C Davies & I Burgess Mar 2019	No.	The baseline analysis provides update-to-date and accurate information to inform operational activities.	Risk assessment of all empty properties ongoing with assistance from 2 additional staff resources. 520 out of the 1,575 risk assessment completed.

5.	Set up and maintain a corporate empty homes working group.	C Davies & I Burgess Annually recurring	No.	The group meets regularly on a quarterly basis with appropriate actions to address empty homes arising out of the meetings.	Corporate working group established. First meeting held.
6.	Use the information from the empty homes database to produce a GIS layer of empty homes in the borough, thereby informing strategic action.	C Davies & I Burgess Mar 2020	IT support.	Information on empty properties in the borough is displayed on a GIS.	This action is not due to commence until 2019/20

5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Undertake a publicity exercise to increase awareness of NEST scheme to private sector landlords.	K Rivers Mar 2020	Subject to the availability of external funding.	Completion of action within timeframe.	This action is not due to commence until 2019/20.
Page 133	Administering financial assistance to landlords via loans.	C Davies Annually recurring	No.	Funding is accessed by landlords to remedy disrepair in the private rented sector.	No landlord loans awarded to date. 5 enquiries for assistance outstanding.
	3. Enforcement of housing legislation to ensure minimum standards are met in the private rented sector both in properties in single and multiple occupations, including repair, prohibition and demolition, where appropriate.	C Davies Annually recurring	No.	Disrepair in the private rented sector is addressed and remedied.	5 enforcement notices have been served in relation to the PRS to remove category 1 and 2 hazards including damp, mould and excess cold. 10 HMOs inspected in Q1 &2.

4.	Working in partnership with Rent Smart Wales to drive up standards in the private rented sector.	C Davies Annually recurring	No.	Standards of management in the private rented sector are improved.	We are continuing to work closely with RSW to improve housing conditions. Approximately 98% of rented properties in the borough are now registered. Records show that complaints about the PRS have reduced this year, although, it is too soon to attribute this to RSW yet.
5.	Help vulnerable people, living in properties in an EPC band E, F or G, get funding towards heating and insulation upgrades in their homes, under the Flexibility Eligibility ECO3 fund, by issuing declarations qualifying households.	K Rivers Mar 2022	No.	Alleviation of fuel poverty for those people accessing this funding stream and an improvement in health and wellbeing as a result of the condition of housing in the sector being improved.	Work in progress. Awaiting a procurement exercise. It is anticipated that the <i>Statement of Intent</i> will be in place by March 2019.
6.	Following receipt of a referral from British Gas, as part of the Welsh Government Nest scheme, carry out inspections of properties to assess whether they meet the requirements of the housing health and safety rating system (HHSRS) to be able to access a package of free energy efficiency improvements.	K Rivers Mar 2023	No.	Alleviation of fuel poverty for those people accessing this funding stream and an improvement in health and wellbeing as a result of the condition of housing in the sector being improved.	To date we have received 6 Nest referrals. All properties have been assessed as satisfactory in terms of hazards and Nest has been notified.

6. Prevent homelessness and tackle rough sleeping.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Work in partnership with local authorities in the region to produce a regional homelessness strategy and local action plan.	S Cousins Dec 2018	No. The region has jointly funded a resource to facilitate the development of the strategy.	A regional homelessness strategy and local action plan prepared and introduced within timescales, which provides a strategic framework for the provision of homelessness services both regionally and locally.	The homeless review has been completed and the strategy and action plan documents have been prepared and submitted to member for formal approval.
2.	Pilot a shared housing project for single people under 35 and evaluate its success.	S Cousins Dec 2018	No	The pilot has been in place for a sufficient period of time to allow for a robust evaluation of its operation.	The pilot house share project has been reviewed and will continue subject to various amendments to the partnership agreement, including more definition on partner roles.

3.	Work in partnership with Cornerstone to provide the Church's night shelter project between each year (typically December to March) to provide relief for street homeless.	S Cousins Annually recurring	No.	Street homeless are supported to access a range of health, well-being and housing services.	Preparations are in place to complete the annual rough sleeper count (Nov 2018). Continued partnership arrangements are in place with Cornerstone Support Services and the Church partnership to provide winter night shelter provisions.
4:Page 136	Work in partnership with other LAs to examine the need for a Gwent 'Housing First' model to reduce the level of homelessness for people who are unable to maintain tenancies due to mental health, substance misuse or chaotic lifestyles.	S Cousins Apr 2018	Yes - WG funding (via bidding process)	The partnership receives funding from Welsh Government to pilot the model.	This action links to an action contained in the Gwent Homelessness Strategy 2018-22 - objective 4. This action is identified in the Homelessness Strategy: to develop and deliver models in partnership with RSL partners to deliver Housing First projects. A regional working group will be established with a target date of Feb 2019.

7. Sustaining tenancies by providing a range of housing related services.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1	Provide mental health training for key housing staff.	F Wilkins April 2020	No.	Training completed. Staff awareness of mental health issues and how they can relate to their service area are increased and staff are well equipped to support tenants who have mental health problems.	Meeting held with Workforce Development to scope training requirements and obtain their agreement to facilitate the training. WD to identify training provider. Consideration given to identifying key staff that would most benefit from the training.
Page 137	Undertake a review of housing management policies and procedures to ensure that they take into consideration mental health issues.	F Wilkins Ongoing to 2021/22	No.	The relevant policies have been reviewed and, where applicable, take into consideration mental health issues.	Ongoing. 12 procedures reviewed to date.
3	Work with disability organisations to review signposting arrangements.	F Wilkins April 2019	No.	Signposting arrangements reviewed and, where necessary, updated.	Identified DEWIS Cymru as primary source of local information or advice about well-being or how to help somebody else. Representative of organisation to attend Managers Briefing in Q3 to raise awareness amongst staff.

4	Review the financial advice and welfare benefit information provide on the council's website to ensure it is up-to-date.	S Isaacs & K Watkins March 2019	No.	The information has been reviewed and, where necessary, updated.	Action successfully completed. Universal Credit links and information has been added and this will be continuously reviewed and where necessary updated.
5	Provide help to tenants to enable them to budget effectively, to claim the correct welfare benefits and to mitigate the impact of welfare reforms.	S Isaacs Annually recurring	No.	Tenants are able to budget effectively and, where applicable, are in receipt of the correct benefits.	All tenants moving to Universal Credit are offered a visit to provide assistance to enable them to budget effectively. The numbers will be monitored and reviewed to ensure resources are effectively distributed.
Page 438	Refer council tenants in need of money and debt advice to the right agencies.	S Isaacs & S Cousins Annually recurring	No.	A clear process is in place to ensure that tenants are referred to the right agencies for money and debt advice.	38 council tenants referred to Citizens' Advice. A referral process is in place which responds to the threat of homelessness in council held tenancies where a Debt Relief Order or bankruptcy order could be considered. This project is only aimed at tenants at specific threat of homelessness, i.e. in breach of a current possession order.
7	Provide advice to tenants on energy usage and other measures to help save money.	S Isaacs Annually recurring	No.	Tenants' income is maximised through the receipt of energy usage and money saving advice.	The tenancy support officers continue to provide energy advice supporting 132 tenants in the first 6 months.

8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1	Submit bids to the Welsh Government under Arbed or other energy efficiency initiative funding to carry out energy efficiency improvements in the private and public sector.	S Martin & K Rivers Subject to funding opportunities	Yes. This action is dependent on the availability of external funding.	Energy efficiency improvements are carried out to homes in the private and public sectors.	A bid has been submitted to WG to complete the remaining 97 private properties in Lansbury Park. We are awaiting the outcome of the submission.
2 Page 139	Provide advice to council tenants on energy saving measures and energy usage and installations.	S Martin Annually recurring	No.	Tenants receive advice on energy saving measures and energy usage and installations.	Ongoing. Type of advice given is to sign post residents to appropriate grant agencies that could assist the resident that may qualify for energy grant funding (e.g. Nest).
	Roll out EPC surveys to the councils housing stock to establish level of existing energy ratings.	S Martin Annually recurring	No.	Use information to compare energy efficiency of CCBC against WG targets.	Contract in place and commenced to establish EPC to all Council properties following completion of WHQS works.
4	Roll out contract for upgrading loft insulation to all council owned properties.	S Martin Apr 2020	No.	Improved insulation is completed resulting in lower energy bills for our tenants.	Progress relatively slow to date due to access issues. New arrangements now being put in place to continue via an appointment system.
5	Publish a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding to direct assistance towards private sector homes at risk of fuel poverty.	C Davies & K Rivers Mar 2019	No.	Energy efficiency improvements are carried out private sector homes at risk of fuel poverty.	The Statement of Intent will be published once the procurement exercise has been finalised (anticipated Mar 2019).

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