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

Date: 27th November 2018

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Ebbw Room - Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 6th December, 2018** 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

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

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 1st November 2018. 1 - 4

To receive and consider the following report and make recommendations to the Cabinet: -

4 Homelessness Strategy and Action Plan 2018-2022. 5 - 54

To receive and note reports subject of Officer delegated decision but referred to CHTG for consultation:-

5 WHQS Progress Report - Final Stages. 55 - 78

To receive and note the following information item: -

6 Allocation of New Homes and the Role of the Tenancy Enforcement Section. 79 - 92

**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 5th December 2018.*

7 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
THURSDAY, 1ST NOVEMBER 2018 AT 5.00 P.M.**

PRESENT:

Mr C. Davies – Chair (Presiding)

Councillors:

M. Davies, B. Jones, L. Phipps, L.G. Whittle

Tenant Representatives:

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

Officers:

S. Couzens (Chief Housing Officer), J. Roberts-Waite (Strategic Coordination Manager),
Lesley Allen (Group Accountant Housing)

CHAIRS ANNOUNCEMENT

It was noted that an apology had been received from Councillor D. Price (Chair), in her absence Mr C. Davies (Vice-Chair) presided as Chair for the meeting.

The Chair confirmed that information items Housing Revenue Account Budget Monitoring – Period 1 2018/19 (Agenda Item No. 6) and WHQS Environmental Programme (Agenda Item No. 7) had been brought forward for discussion.

1. APOLOGIES

Apologies for absence were received from Councillors L. Harding, A. Hussey D. Price and Tenant Representatives Mrs Y. Bryant and Ms M. James.

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 4TH SEPTEMBER 2018

It was moved and seconded that the minutes of the meeting held on the 4th September 2018 be agreed as a correct record and by a show of hands this was unanimously agreed.

RESOLVED that the minutes of the meeting held on 4th September 2018 be approved as a correct record and signed by the Chair

4. MINUTES – 20TH SEPTEMBER 2018

It was moved and seconded that the minutes of the meeting held on the 20th September 2018 be agreed as a correct record and by a show of hands this was unanimously agreed.

RESOLVED that the minutes of the meeting held on 20th September 2018 be approved as a correct record and signed by the Chair.

5. MATTERS ARISING

In relation to minute no. 5 on the 20th September 2018, WHQS – Acceptable Fails Update, a Member referenced issues regarding blown rendering and scaffolding issues in the Penyrheol area, to the extent that tenants were taking down the scaffolding themselves. The Chief Housing Officer noted the concerns raised and agreed that this was unacceptable. He advised that he would personally look into the issues raised and liaise directly with the Member concerned.

6. FOCUS ON FINANCE - PRESENTATION

Ms Lesley Allen, Group Accountant - Housing gave a presentation which explained how housing is financed.

The Officer confirmed that the Housing Revenue Account (HRA) is separate from the main Council fund and as such is ring-fenced which means it cannot be used to offset any other budget. The HRA is funded by tenants rent and covers the costs for managing tenancies and maintaining the 10,777 Council houses. Private Housing and General Fund Housing are outside of the HRA and funded by Council Tax and Government grants.

The HRA fund contributions were detailed and it was noted that employee salaries formed part of that expenditure, of those salaries about 5% relate to agency staff. Members were asked to note that tenants rent made up £47.1m of the fund, services charges £1.6m and garage and shop rent £241k and about 70% of the rent is paid by Housing Benefit.

Members expressed their concerns in relation to the roll out of Universal Credit and the impact that this would have on the HRA. The Officer acknowledged that they did anticipate an increase in rent arrears as a result of the change and confirmed that additional support had been identified in order to try and mitigate issues.

It was noted that 58% of the WHQS Programme is funded by HRA contributions with the rest comprised from Welsh Government (WG) Major Repairs Allowance, Borrowing, Grants and Capital Receipts from Right to Buy sales. The Officer confirmed that MRA funding was conditioned on WG receiving an annual Business Plan to demonstrate that the WHQS programme is affordable.

Members noted that the Business Plan projects the income and expenditure for Caerphilly Homes over the next 30 years and queried whether a 30 year projection was reliable.

The Officer confirmed that a 5 year projection would have safe assumptions anything over and above that would be more challenging; however WG required a 30 year plan. Assumptions and their impact on the Business Plan were explained and Members noted the

number of tests and sensitivities that were run.

The WHQS spend profile was outlined in terms of direct spend and other spends and the expenditure against financing elements of the Business Plan were explained. With regard to borrowing, the Officer detailed the level needed to complete the programme and how this funding would be obtained. It was noted that the Public Works Loan Board (PWLB), which is the most competitive market for Local Authorities would be used. The Officer also confirmed that WG has recently abolished the cap on PWLB and the impact this would have on the programme was explained.

Members noted the borrowing profile and asked if this would have any impact on the completion deadline. Officers confirmed that this was still on course for 2020.

Members thanked the Officer for the presentation which used plain language and was easily understood by the layman and wished their thanks for all her efforts for be formally noted.

Having fully considered its content the Caerphilly Homes Task Group note the presentation.

7. HOUSING REVENUE ACCOUNT BUDGET MONITORING – PERIOD 4 2018/19

Ms. Lesley Allen, Group Accountant Housing introduced the report which updated Members on the projected outturn for the HRA based on the expenditure and income for the first four months of the year. The Officer confirmed that the figures summarised within 2.3 of the report had already been discussed during the previous presentation.

Members were referred to section 4.6 of the report and the revenue contribution to capital it was noted that the under-spend quoted had been achieved through staff salary savings. Updated figures were then provided in the relation to sections 4.6.5, 4.6.6 and 4.6.7 which noted that internal works had now achieved 79.8% compliance, external works had now achieved 59.1% compliance and total WHQS compliance was now at 51.7%.

The Chair thanked the Officer for her report and Members questions and comments were welcomed.

A member requested that if it would be possible to include figures as well as percentages for future reports in order to make them easier to understand. The Officer confirmed that this would be done.

Having fully considered its content the Caerphilly Homes Task Group noted the report.

8. WHQS ENVIRONMENTAL PROGRAMME

Ms. Jane Roberts-Waites, Strategic Co-ordination Manager introduced the report which highlighted the progress made regarding the delivery of the WHQS Environmental Programme.

The Officer provided a summary on the history of the environmental programme and confirmed that £106m had been set aside in the Business Plan agreed by WG specifically for this purpose. It was noted that over 300 minor projects were initially identified across the borough the majority of which had been progressed with some repackaged into larger schemes. The second phase of the programme had now commenced with Environmental Officers undertaking an extensive engagement programme within communities.

It was acknowledged that the programme still had a long way to go, of the 82 communities identified 36 had received consultation events, with 22 ongoing and 24 still to do. Identified projects have included new parking infrastructure, new or the renewal of play facilities, skate parks, the installation of green gyms, planting projects and actions designed to improve

safety and accessibility within communities. Efforts were also being made to extend the lifecycle of existing community infrastructure through the renewal or repair of existing assets and amenities. This would future proof communities and safeguard provision for the generations to come.

Members were advised that in order to drive projects forward a specific WHQS Project Officer is to be recruited within Grounds Maintenance and should be in post by December 2018. Assurances were given that even though the programme is incredibly complex, it will be delivered on time. The Chief Housing Officer also provided assurances that any slips in the programme would be closely monitored and the appropriate action to mitigate any delays.

Concerns were expressed in relation to the consultation process on certain projects and Officers outlined the level of consultation undertaken and the 'walk arounds' aspect of the process. Members noted the importance that the input from other Directorates such as Highways and Leisure would have on the environmental programme and agreed that they would like to representatives from those areas attend future meeting to allow a more rounded scrutiny of progress.

The Chief Housing Officer confirmed that when future progress reports were brought forward those Officers would be in attendance.

Clarification was then sought on funding levels and whether the budget allocation for the environmental programme would be sufficient to secure a 2020 completion deadline and assurance were given that it would be sufficient to secure completion for 2020.

Reference was made to the matrix attached at appendix 1 of the Officers report and the size of print and whether this could be increased. The Officer confirmed that this could and would be improved for the next update.

Clarification was sought in relation to projects within the Argoed area and if anything other than parking had been identified. An Officer confirmed that projects identified in the matrix could change throughout the consultation process with others coming forward at different times so Members should expect to see a change in the matrix as more projects came on line.

A Member passed on his compliments to the Environment Support Officer for the Rhymney area for the excellent work undertaken.

Having fully considered its content the Caerphilly Homes Task Group noted the report.

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

A request was received for a report on the training and development provided to front-line staff on communication with disabled, disadvantaged and hard to reach residents for example older tenants with Alzheimer's.

The meeting closed at 18:00pm.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 6th December 2018.



CAERPHILLY HOMES TASK GROUP – 6TH DECEMBER 2018

SUBJECT: HOMELESSNESS STRATEGY AND ACTION PLAN 2018-2022

REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES

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- 1.1 The attached report, which was 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 its presentation to the Caerphilly Homes Task Group for consideration and thereafter Cabinet for approval.
 - 1.2 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.
 - 1.3 It was explained that the Gwent Homelessness Review 2018 (an extract of which was appended to the report) 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.
 - 1.4 During the course of the debate, clarification was sought on the Council's housing duty in respect of homelessness cases, and it was explained that this duty rests with Authority for which the homeless person has a 'local connection'. Therefore priority will be given to homelessness cases where their connection is to the Caerphilly county borough, and other cases will be redirected to the relevant local authority, although Caerphilly Council will assist in emergency cases where the need arises. It was noted that the regional approach will enable the five local authorities participating in the Strategy to share good practice in respect of tackling homelessness within their areas.
 - 1.5 Reference was made to point 5 of the action plan which outlined the need to reduce homelessness for younger people and support their wellbeing. A Member sought clarification on the contents of the education package being developed and it was explained that this will include a package of materials to support care leavers on how to manage and sustain their independent living arrangements. Members were advised that the Council is working with the other local authorities and a number of other agencies to develop a regional approach in this regard. A Member queried if there were any particular areas of the borough where young people are more at risk of homelessness and Officers indicated they would look into this query

following the meeting. In response to a query on the homelessness intervention approach for younger people, it was explained that the Council will examine each case to identify the problems being experienced and the support required, and ensure that the young person is connected to the correct resources in order to improve their circumstances.

- 1.6 Discussion also took place regarding the availability of social housing, together with housing affordability in certain areas of the county borough. It was noted that the Council is considering options to bring empty properties back into use and is also examining other options via a regional approach, such as the use of shared housing or developing new temporary accommodation to reduce instances of homelessness.
- 1.7 Arising from the discussions at the meeting, it was agreed that a joint Members' Seminar in respect of homelessness across the county borough, and the implications of Universal Credit, be arranged in due course.
- 1.8 Following consideration of the report, the Policy and Resources Scrutiny Committee noted the contents of the Gwent Regional Homelessness Strategy 2018-2022 and recommended its approval by Cabinet.
- 1.9 The Caerphilly Homes Task Group is asked to consider the report and the above recommendation, ahead of presentation of the report to Cabinet.

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

Appendices:

Appendix Report to Policy and Resources Scrutiny Committee on 13th November 2018 - Agenda Item 9



POLICY AND RESOURCES SCRUTINY COMMITTEE – 13TH NOVEMBER 2018

SUBJECT: HOMELESSNESS STRATEGY AND ACTION PLAN 2018-2022

REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To request that Members provide their views on the Gwent Regional Homelessness Strategy 2018-2022, prior to the report being presented to Cabinet to request its approval.

2. SUMMARY

- 2.1 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 31 December 2018.

3. LINKS TO STRATEGY

- 3.1 The Housing (Wales) Act 2014 requires all Welsh local authorities to undertake a homelessness review and produce a four year homelessness strategy
- 3.2 Well-being Goals within the Well-being of Future Generations Act (Wales) 2015:

*A prosperous Wales** P2: Improve standards of housing and communities, giving appropriate access to services across the county borough

- *A resilient Wales*
- *A more equal Wales*
- *A Wales of cohesive communities*
- *A globally responsible Wales*

Improving Lives and Communities: Homes in Wales 2010 which sets out the national context on meeting housing need, homelessness and housing related support services.

Caerphilly Homes Service Plan (2018-2023) Priority Objective 7.

Caerphilly CBC Equalities and Welsh Language Objectives and Action Plan 2016-2020: Objectives 1,3,4,5,6,7,8 and 9.

- 3.3 **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.”
- 3.4 **The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan: Positive Places - Enabling our communities to be resilient and sustainable.**

4. THE REPORT

- 4.1 Preventing and addressing homelessness remains a high priority for the Welsh and Local Governments in Wales. The Housing (Wales) Act 2014 requires all Welsh local authorities to undertake a homelessness review and using the results, produce a four year homelessness strategy to be operational by 31 December 2018 (see Sections 50-2 of the Act). This document reviews homelessness in five local authority areas:
- Blaenau Gwent County Borough Council
 - Caerphilly County Borough Council
 - Monmouthshire County Council
 - Newport City Council
 - Torfaen County Borough Council
- 4.2 Each of the five authorities has worked together to take both a regional and local approach to this work. As well as making better use of resources, it is anticipated a broader view will help create further opportunities for working together in the future, supporting consistency and quality in the delivery of homelessness services across the region. An extract of the Gwent Homelessness Review 2018 is attached at Appendix 1, which defines the scale of the issue across the region and within Caerphilly. A full copy of the review will be placed on the Members’ Portal and made available in the Members’ Library. The reviews analyse the nature and extent of homelessness in Gwent, specifically covering:
- The wider environment that homelessness services operate within.
 - The accommodation in place to prevent and alleviate homelessness.
 - Demand for homelessness services and trends – past, current and estimated future levels of homelessness.
 - The main causes of homelessness.
 - The resources currently in place to prevent homelessness and support those who are homeless and possible gaps.
 - Potential areas of improvement.
 - The resources used to deliver statutory homelessness services.
- 4.3 The table below displays the number of households approaching the Gwent local authorities requesting homelessness services. The initial focus is to prevent homelessness but if this cannot be achieved, temporary accommodation is provided and where the household is eligible, in priority need and unintentionally homeless, we secure a housing solution for that household. The data represents a section of the Welsh Government statutory return and shows a general upward trend in the number of households approaching local authorities for homelessness assistance. Of note, 391 additional households approached the homeless service in Caerphilly when comparing the 2016/17 data to the 2017/18 data.

Household Numbers (i.e. Not Percentages)	Blaenau Gwent			Caerphilly			Monmouthshire			Newport			Torfaen		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Number of households requesting homelessness assistance	552	651	668	672*	1581	1972	591	744	584	2154	2532	2142	780	1053	1116
Total households whose homelessness was prevented	267	303	289	249	609	571	249	183	255	393	537	461	333	432	427
Total households provided with temporary accommodation because of actual homelessness	132	198	263	288	525	410	96	216	228	537	1107	968	147	315	395
Total households housed by the local authority (where a statutory housing duty existed)	12	21	36	54	81	134	39	36	32	204	180	278	69	66	39
Assistance provided as a percentage of total households approaching homelessness service requesting housing assistance	74%	80%	88%	88%	77%	56%	65%	58%	88%	53%	72%	79%	70%	77%	77%
Not owed any duty to assist (not homeless, not eligible, not in priority need, intentionally homeless)	26%	20%	12%	12%	23%	44%	42%	42%	12%	47%	28%	21%	30%	23%	23%

*Footnote - the number of Caerphilly households requesting homelessness assistance in 2015/16 is considered to be significantly underestimated due to the change to the computerised data recording system during that period.

- 4.4 Using the reviews and strategy, each local authority will produce their own bespoke plans to deliver specific actions to address homelessness in their areas, continuing to engage with partners and stakeholders as appropriate, and anchored to the reviews and strategy. To ensure that sustainability and quality of life factors are optimised, a wellbeing assessment will be undertaken on the action plans in line with the Wellbeing of Future Generations (Wales) Act 2015. The action plans will be reviewed periodically during the lifetime of the strategy (as will the homeless strategy itself) by each local authority, so they remain responsive to emerging needs and trends and the ever changing environment. If any significant changes are required to the strategy, a further report will be submitted to seek Cabinet approval.
- 4.5 The strategy document is attached as Appendix 2 to this report and 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 we intend to deliver through the term of the strategy period. The Gwent Homelessness (Caerphilly) Action plan is attached in Appendix 3.

5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act in that:

Long Term – supports the sustainability of cohesive communities for tenants and residents; providing a fair and transparent service for tenancy sustainment.

Prevention – supports tenants and assists in the prevention of eviction and homelessness. It supports the well-being of tenants and residents.

Integration – improved standards of housing and stable community environments.

Collaboration – joined up working arrangements within the organisation and with outside agencies to support tenancy sustainment.

Involvement – Engages tenants, residents and support agencies in relation to sustainment of tenancies.

6. EQUALITIES IMPLICATIONS

- 6.1 The Equality Impact Assessment for the strategy has been undertaken and is contained in Appendix 4.

7. FINANCIAL IMPLICATIONS

- 7.1 The strategy will be introduced in quarter 3 of this financial year (2018/19) and funding commitments are already in place by way of the Revenue Support Grant. Welsh Government Ministers have announced that there will be a new grant funding system to ring fence funding for Supporting People, Homeless Prevention Grant and Rent Smart Wales enforcement funding. This announcement confirms that financial support will be available to the local authority to enable us to implement the actions identified within the strategy. A separate report has been drafted on the amalgamation of existing grants into two new grants: The Children and Communities Grant and the Housing Support Grant. That report requests recommendations on governance of both grants moving forward.
- 7.2 Statutory Homelessness schemes currently receiving Supporting People funding will be unaffected by the costs of funding the strategic actions identified, which will be reviewed annually.

8. PERSONNEL IMPLICATIONS

- 8.1 There are no personnel implications for Housing.

9. CONSULTATIONS

- 9.1 Consultation responses have been reflected in this report.

10. RECOMMENDATIONS

- 10.1 Members are asked to provide their views on the Gwent Regional Homelessness Strategy 2018-2022, prior to the report being presented to Cabinet to request its approval.

11. REASON FOR RECOMMENDATIONS

- 11.1 To comply with the requirements of Section 50 Housing (Wales) Act 2014.

12. STATUTORY POWER

- 12.1 Housing (Wales) Act 2014.

Author: Sue Cousins, Housing Solutions Manager
(Tel: 01443 873544, Email: cousis@caerphilly.gov.uk)

Consultees: Cllr Dave Poole - Leader of the Council
Cllr. L. Phipps - Cabinet Member for Homes and Places
Cllr S. Morgan - Deputy Leader & Cabinet Member for Economy, Infrastructure, Sustainability & Wellbeing of Future Generations Champion.

Christina HARRY - Interim Chief Executive
David Street - Corporate Director of Social Services and Housing
Shaun Couzens - Chief Housing Officer
Robert Tranter - Head of Legal Services & Monitoring Officer
Rhian Kyte - Head of Regeneration & Planning
Fiona Wilkins - Housing Services Manager
Lesley Allen - Principle Accountant
Shelly Jones - Supporting People Manager
Claire Davies - Private Sector Housing Manager

Background Papers:

Gwent Homelessness Review 2018 (Copy placed on the Members' Portal and made available in the Members' Library)

Appendices:

Appendix 1 Extract from Gwent Homelessness Reviews 2018
Appendix 2 Gwent Regional Homeless Strategy 2018-2022
Appendix 3 Gwent Homelessness (Caerphilly) Action Plan
Appendix 4 Gwent Regional Homelessness Strategy Equality Impact Assessment

Extract from Gwent Homelessness Strategy 2018

5.22 Key Points:

- The above data has provided a wealth of information into homelessness in Gwent, which helps us to summarise the main themes, trends and higher risk groups moving forward; also what future demand on homeless services should look like over the next four to five years. The main points include:
- Newport has the greatest demand on its homeless services, followed by Caerphilly, Torfaen, Blaenau Gwent and Monmouthshire in that order. That trend is not expected to change during the lifetime of the strategy.
- The levels of successful preventions (section 66) across Gwent appear to be broadly decreasing over the last three financial years. Successful Section 73 outcomes have reduced almost year on year for every Gwent local authority. Based on the data alone, some local authorities may be seeing greater success in discharging their Section 75 duties in some parts of Gwent than others.
- Operating effective 'triage' type systems in providing homeless services and also securing as many successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75 duties is going to be essential in the future. This is especially the case for Newport, where greater proportions of service users are in greater need. Addressing client expectations and encouraging people to help themselves as much as possible will be important.
- It will be imperative for the Gwent authorities to concentrate on co-ordinating access to more temporary accommodation in the region. There is an acute need for appropriate temporary accommodation in Gwent and as is affordable single person accommodation. This will become even more critical when the intentionality test is no longer applied to households with children by 2019.
- Improving systems and support for move on from temporary and supported housing should be a key focus.
- The councils should work together to ensure homeless statistics are recorded in as uniform a way as possible.
- All councils should focus on effective activities that respond to and ideally prevent: breakdowns in relationships, rent arrears and loss of rented or tied accommodation. Such factors are also causes of escalating homelessness issues i.e. rough sleeping. Sufficient resources should continue to be channelled towards preventing these major causes of homelessness.
- Proportionally 16 to 24 year olds are over-represented in accessing homelessness services, as are single person households and males. These cohorts are likely to require additional support from the Gwent local authorities moving forward. In doing so, there is the potential that successful preventative outcomes with these demographics would in-turn save resources to be used on other demographics. Monmouthshire and Torfaen could give additional focus to those

over 25; and Newport Asian/Asian British and people categorised as 'other ethnicity'.

- Gwent councils and their partners to work together to reduce all use of (B & B going forward).
- Activities that mitigate domestic abuse should be a key focus – particularly in households with dependent children in them.
- Prison leavers and those leaving institutions or care are cohorts that are consistently at risk of homelessness and should be focused upon. Prison leavers are especially at risk of rough sleeping. Single households are more likely to be ex-prisoners and leaving an institution and/or care and also more susceptible to rough sleeping e.g. specialist recovery and rehabilitation programmes, community payback unpaid work, education, training and employment, mentoring and working with families of offenders etc. can be effective.
- Single person households are more likely to see harassment due to a protected characteristic, causing a homeless issue (under the Equality Act 2010). Gwent councils should aim to focus on this issues.
- Housing affordability remains a key issue - households with dependent children are considerably more susceptible to rent arrears in both the private and social housing sectors.
- Debt advice, financial payments, resolving benefit issues and resolving rent and service charge arrears are having the most impact in helping households remain in their homes, thereby preventing homelessness in Gwent – focus should be expanded in these areas if possible.
- Mediation intervention may be less likely to be effective with younger people and alternatives should be considered going forward.
- Partnership working and sharing best practice is likely to be becoming more important. Any reductions in this area (indeed increases will be needed), would mean that the Gwent councils would likely be at an increasing disadvantage, struggling more and more to cope with rising demand for homeless services (especially Newport). There's the real potential that co-ordinated strength and effectiveness in this area would bolster preventative work, potentially easing pressure on council's homeless services over the next four to five years.
- Each local authority must engage with and work with private landlords to meet their expectations. There will be variation in each local authority – because each of the markets differ; supplying incentives are clearly not the only factor at play in successful engagement with the private sector in any of the Gwent authorities. Finding new ways to develop mutually beneficial relationships between councils and private landlords needs to be a key focus (especially in Monmouthshire).
- Social housing appears to be becoming relatively harder to access in Monmouthshire, Newport and Torfaen – leading to increased reliance other types of housing such as the private rented sector in Newport. Councils should work with social landlords to reverse this trend.
- People experiencing homelessness repeatedly are far less likely to be living in stable long-term housing.
- Councils will have to increasingly forge links between themselves and social landlords and the private sector during the lifetime of the new strategy – with the goal of getting access to more affordable housing, in order to discharge homeless duties.

- There may be potential for local authorities to develop more LCHO schemes. Table 6.2.1 below and the numbers of people asking for more affordable housing to buy, suggests that a considerable proportion of service users would support this.
- Councils should also consider how they record and evidence the preventative work that is undertaken to stop homelessness (including in connection with homeless services and related services, such as SP funded services). Feedback from council staff would suggest that they routinely offer at least some advice when someone approaches them and the household isn't threatened with homelessness within 56 days. There is also recognition that many households can find themselves at risk of homelessness through no fault of their own e.g. through a 'no fault' section 21 notice in the private rented sector. They often have no support needs and with some basic advice they resolve the risk themselves.
- Working to understand why service users disengage from services after beginning the statutory process.
- There are a number of different trends in connection with rough sleepers in the Gwent authorities e.g. rough sleepers appear most prevalent in Newport, probably because of its city status. Rough sleeping is also a chronic issue in Gwent - 76% of all respondents to the survey have slept out before in the past. Rough sleeping also appears to be more of an issue in Caerphilly, compared to the remaining three Gwent authorities. In Monmouthshire it seems that rough sleepers are less likely to be sleeping rough for shorter periods of time, compared to the other three Gwent authorities. Rough sleepers tend to be male in Gwent, although there are female rough sleepers reported in Newport. People seem less likely to sleep rough on their own in Newport and this may again be linked to its status as a city; perceived or more likely real risk in sleeping out alone.
- The service user survey cited a number of causes linked to homelessness: drug and alcohol abuse, mental health, criminal offending history, discharge from custody, breakdown in relationships, debt and lack of affordable housing, tenancy ending, exclusion from school, unemployment, domestic abuse, poor access to health and social care services, leaving care and sexual and/or physical abuse, living in unsuitable housing due to physical or sensory impairment. This would reinforce what local authority staff said during consultation, that intense and bespoke support in conjunction with the Housing First is essential. This shows why councils must maintain awareness of the services operated by partners and why there must be a wide menu of (person-centred) support provided to address homelessness.
- The service user survey also suggested that some characteristics are a lot more prevalent than others in relation to repeat presenters to homeless services i.e. they are very likely to be single, male and have chronic social and medical issues and/or a disability.
- Further consideration of how households 'eligible, but not in priority need' are assisted and how this is evidenced may also be another area for consideration.

Gwent Homelessness Strategy 2018 – 2022



VISION: Everyone in Gwent has a home to live in and the right support if they need it, to lead a fulfilling life.



MISSION: Work together to overcome homelessness in Gwent.



VALUES: Listening; Collaborative; Innovative and Accountable.

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Strategic Objectives:



Gwent Homelessness Strategy 2018 –2022 Caerphilly Action Plan

Interim Actions						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Establish a project group to steer and move forward the homeless strategy and actions, ensuring that monitoring mechanisms are in place and that links are sustained with key strategic groups and forums across each area and the region as a whole.	Provide a strategic steer to homelessness services across the region and then locally	Establishment of regional steering group	All Homeless Leads	January 2019	Lack of overall co-ordination of service development with the risk of duplication of work, ineffective use of resources and reduction in effectiveness of interventions	
		Secure appropriate chair in order to raise profile of groups	All Homeless Leads	January 2019		
		Establishment of local steering groups	Housing Solutions Manager Caerphilly CBC (local)	January 2019		
		Establish reporting mechanisms and links with relevant groups including PSB	All Homeless Leads	March 2019		
1 Increase prevention work to obtain successful outcomes						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Undertake a review and benchmarking exercise of individual homeless services to compare approaches, identify opportunities to improve, increase consistency and replicate good practice	Increase consistency in service delivery across Wales	Agree key areas to be considered from the review	All Homeless Leads (Regional)	March 2019	Inconsistent application of legislation and inequality of services	
		Set work plans based on key areas to be delivered	All Homeless Leads (regional)	May 2019 & Ongoing review		

To introduce a hospital discharge framework across Gwent		Establish Regional hospital discharge framework across Gwent	All Homeless Leads, Social Care and ABUHB (Regional)	Dec 2020	Individuals discharged from hospital inappropriately and placed at significant risk Increased rough sleeping	
To increase the level of engagement of service users in addressing homelessness	Increase in homeless prevention activities and services	Consider the information as to why people disengage from services Review existing process/procedure in light of revised code of guidance issued by Welsh Government and information around disengagement Implement revised process/procedures based on findings and review	All Homeless Leads (Regional) Housing Solutions Manager Caerphilly CBC (local)	June 2019 Sept 2019 February 2020	Dissatisfaction with services Services not meeting needs	
Benchmark and compare prevention approaches by each local authority and identify good practice focusing on relationship breakdown, rent arrears and tied accommodation	Increase in homeless prevention activities and services	Analyse information and identify opportunities for improvement Implement identified opportunities as appropriate	All Homeless Leads (Regional) All Homeless Leads (Regional)	June 2019 July 2020	Presentation numbers of clients continues to increase Clients won't get the right services at the right time	

<p>To actively seek to ensure that there is appropriate provisions for households with disabilities</p>	<p>Improve access to services for all service users</p>	<p>Analyse current provision and demand for adapted temporary and permanent accommodation</p> <p>Identify gaps and develop options for development, reviewing annually</p> <p>Consider development of regional approaches to ensure that there is adequate provision of suitable temporary accommodation for households with disabilities</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homeless Leads (Regional)</p>	<p>Dec 2019</p> <p>April 2020 & ongoing</p> <p>April 2021 & ongoing</p>	<p>Inappropriate accommodation provided</p> <p>Risk of harm to households</p>	
<p>Benchmark and compare financial assistance approaches in each local authority used for homeless prevention</p>	<p>Increase in homeless prevention activity and options</p>	<p>Benchmark and compare DHP approach</p> <p>Explore common themes, best practice and take forward recommendations around DHP use</p> <p>Benchmark and compare Prevention Fund and Supporting People Grant programme</p> <p>Explore common themes, best practice and take forward recommendations</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>June 2019</p> <p>Dec 2019</p> <p>June 2019</p> <p>Dec 2020</p>	<p>Presentation continue to increase</p> <p>Clients will not receive the right services at the right time</p>	

		around Prevention Fund use	All Homeless Leads (Regional)	June 2020	
		Benchmark and compare Bond Scheme services and 3 rd sector provision			
Benchmark and compare early intervention, advice and support by each local authority and to identify good practice	Increase in homeless prevention activity and options	Analyse information and identify opportunities for improvement	All Homeless Leads (Regional)	Sept 2019	Presentations continue to increase
		Implement identified opportunities as appropriate	All Homeless Leads (Regional)	April 2020	Clients won't get the right services at the right time

2 Raise awareness of homelessness and services, encouraging self-help and resilience

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To provide clear information on homelessness, homeless prevention, access to accommodation and access to services	Develop effective communications and information for households seeking accommodation	Consult with service users/former services users and partners over the information provided and review information	Housing Solutions Manager Caerphilly CBC (local)	July 2019	Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result	
		Review information provided and produce appropriate information based on findings in conjunction with service users and key stakeholders		February 2020		
		Consider opportunities for delivery of regional information and guides on homelessness through the Steering Group	All Homelessness Leads (Regional)	June 2020		

<p>To ensure that front line services are responsive and co-ordinated to meet the needs of service users</p> <p>Operating effective 'triage' type systems in providing homeless services and also securing as many successful Section 66 outcomes as possible to prevent escalation to Section 73 and 75 duties is going to be increasingly essential</p>	<p>Increase in homeless prevention activity and options</p>	<p>Review existing provision within Caerphilly across Council services, involving service users where appropriate</p> <p>Explore available options and provide recommendations for implementation of changes as appropriate with key services</p> <p>Implement preferred changes</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p>	<p>July 2019</p> <p>October 2019</p> <p>February 2020 & review annually in April each year</p>	<p>Inappropriate advice provided leading to increased homelessness and a reduction in homeless prevention as a result</p>	
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3 Work with social and private rented sector landlords to sustain tenancies and increase access to housing

Age	Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
	<p>Develop effective mechanisms to maximise the access to affordable housing schemes for households either homeless or faced with homelessness</p>	<p>Development of affordable housing across the region to meet the increased demand in line with projected population growth</p>	<p>Review existing provision in each local area</p> <p>Work across the region to identify regional development requirements and opportunities</p>	<p>Local Strategic Planning, Development and Enabling teams. Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homeless Leads (Regional)</p>	<p>October 2019</p> <p>February 2020 & review annually in April each year</p>	<p>Continued failure to meet local and regional social housing demands</p>	

Co-ordinating access to more temporary accommodation in the region	Reduction In the use of B&B accommodation	<p>Review existing provision in each local area</p> <p>Consider local and regional requirements based on review</p> <p>Develop alternative and additional options locally and regionally based on requirements</p> <p>Develop regional agreement for temporary accommodation provision and access</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homeless Leads (Regional)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homeless Leads (Regional)</p>	<p>Ongoing – Annual Review in January</p> <p>Ongoing – Annual Review in January</p> <p>Ongoing – Annual Review in January</p> <p>April 2020</p>	<p>Lack of supply of suitable temporary accommodation</p> <p>Continued use of B&B accommodation and increased costs to Local Authorities</p> <p>Increased negative impact on the health, wellbeing and life chances of households faced with homelessness</p>	
To increase the supply of good quality affordable private rented sector accommodation	Increase in homeless prevention and housing options for households faced with homelessness	<p>Review existing work with PRS across Caerphilly</p> <p>Consider findings and develop options available tailored to Caerphilly area</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p>	<p>April 2019</p> <p>June 2019</p>	<p>Reduction in positive homelessness interventions</p> <p>Increase in homelessness and demand for temporary accommodation</p>	

		Develop work across Gwent region with PRS following review to increase Gwent wide engagement and options with the private rented sector	All Homeless Leads (Regional)	June 2020	Increased costs to Local Authorities	
To develop effective strategies, practices and services to tackle evictions from the private rented sector	Increase in homeless prevention and housing options for households faced with homelessness from the private rented sector	<p>Consider work already undertaken across each Local Authority area and review effectiveness, duplication of work and outcomes</p> <p>Consult with private landlords and letting agents around their views and opinions</p> <p>Develop local and potential regional options for greater intervention services and consistency of approaches</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>June 2020</p> <p>October 2020</p> <p>February 2021</p>	<p>Reduction in positive homelessness interventions</p> <p>Increase in homelessness and demand for temporary accommodation</p> <p>Increased costs to Council in provision of temporary accommodation services</p>	
To provide appropriate accommodation options for homeless households with physical disabilities	Development and delivery of accessible emergency accommodation for homelessness households	Review current emergency accommodation provisions and assess likely needs based on trends and demands	Housing Solutions Manager Caerphilly CBC (local)	May 2019	Lack of supply of suitable temporary accommodation	

		<p>Review provision across the region and consider options for shared resources to meet needs across Gwent</p> <p>Identify gaps in provision and develop plan to secure appropriate accommodation to meet needs</p>	<p>All Homeless Leads (Regional)</p> <p>All Homeless Leads (Regional)</p>	<p>Dec 2019</p> <p>Sept 2020 & review annually</p>	<p>Delayed discharge for hospital or potential unsafe discharges</p> <p>Increased costs to Council in provision of temporary accommodation services</p>	
<p>To seek to widen housing options and choices for all single people seeking accommodation across a range of tenures, both emergency and temporary</p>	<p>Reduce number of single homeless people</p> <p>Reduce levels of rough sleeping</p>	<p>Examine review findings and extract options presently available to identify gaps</p> <p>Consider the gaps and explore the options available to address these gaps</p> <p>Develop options based on the above, seeking funding where appropriate and involving key partners and stakeholders across Caerphilly</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p>	<p>May 2019</p> <p>Oct 2019</p> <p>Feb 2020 & ongoing</p>	<p>Increased risk of more single homeless households, lack of available temporary accommodation and greater costs to provide emergency accommodation</p>	

4 Reduce the number of 'repeat presenters' and rough sleeping

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
<p>To improve the availability and access to emergency accommodation provision to address rough sleeping in</p>	<p>Reduction in rough sleeping</p>	<p>Review the existing emergency provision across each Local Authority area and</p>	<p>All Homelessness Leads (Regional)</p>	<p>April 2019</p>	<p>Increase in rough sleeping</p>	

<p>each local area and across the region as a whole</p>		<p>identify shortfalls/demand</p> <p>Explore options available for expanding services to meet the demands in each Local Authority area</p> <p>Consider regional approaches to address increased rough sleeping where appropriate</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>July 2019</p> <p>July 2020 and Ongoing</p>		
<p>To ensure Extreme Weather Plans are reviewed and are fit for purpose</p>	<p>Reduction in rough sleeping in inclement weather</p>	<p>Review local extreme weather plans in partnership with key stakeholders</p>	<p>All Homelessness Leads (Regional)</p>	<p>June 2019 and annually thereafter</p>	<p>Increase in rough sleeping</p> <p>Increased risk of harm due to adverse weather to rough sleepers</p>	
<p>To develop independent accommodation based projects aimed at addressing the needs of chaotic clients and those rough sleeping</p>	<p>Reduction in rough sleeping</p>	<p>To establish a regional working group on developing projects based on the key principles of Housing First linked to the Housing First Network</p> <p>Develop and deliver models across each region in partnership with RSL partners to deliver "Housing First" projects</p> <p>Evaluate impact of projects and revise</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>February 2019</p> <p>April 2019</p> <p>April 2020</p>	<p>Increase in rough sleeping</p>	

		projects as appropriate and required		and ongoing		
To research repeat homeless presentations in order to enable services to respond to the identified issues	To ensure equality of access to service and improve service quality and outcomes	To research repeat presentations and identify local trends and issues Examine local trends across the 5 Gwent areas and to consider options for addressing repeat homeless presentations Implement options where appropriate and review effectiveness of changes/options	Housing Solutions Manager Caerphilly CBC (local) All Homelessness Leads (Regional) All Homelessness Leads (Regional)	June 2020 Dec 2020 February 2021 and annual review	Increase in homelessness Increase in rough sleeping Increase in tenancy failures	

5 Reduce homelessness for younger people and support their wellbeing

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
Develop education packages and information for young people around housing and homelessness	Reduction in youth homelessness through the Youth Pathway model	Review existing provision across each Local Authority area Develop an education package and engage with education services over implementing this within schools and other educational settings in	Housing Solutions Manager Caerphilly CBC (local) Social Services leads and SP commissioned services Caerphilly CBC Sue Cousins	March 2019 June 2019 & Review in June 2020	Lack of awareness around housing and homelessness issues leading to increases in homelessness presentations and young people not being aware of their rights and responsibilities	

		each local authority area				
		Consider options for developing packages that create consistency across the region	All Homelessness Leads (Regional)	June 2021		
Develop effective pre-tenancy training for young people in order to prepare young people for independent living	Reduction in youth homelessness through the Youth Pathway model	Review existing pre-tenancy training available in local area	Social Services leads and SP commissioned services Caerphilly CBC Sue Cousins	March 2019	Increase in youth homelessness and tenancy failures amongst young people	
	Reduction in tenancy failures from young people	Consider options available for reviewing existing provision and in partnership, implement revised programme across Caerphilly area		June 2019 & annual review		
Develop clear pathways for young people leaving care	Reduction in homelessness in care leaving population	Review existing process and procedure, considering guidance, best practice, service user input and relevant legislation	Housing Solutions Manager Caerphilly CBC (local)	Sept 2019	Increase in number of care leavers becoming homeless	
		Develop and implement revised pathway and identify gaps in best practice to be taken forward	Housing Solutions Manager Caerphilly CBC (local)	January 2020 & Ongoing	Failure to meet corporate parenting objectives and responsibilities for care leavers	
Ensure that appropriate support and interventions are in place to help young people to remain in in appropriate	Reduction in youth homelessness through the youth pathway model	Review current support and intervention provisions across each Local Authority area	All Homelessness Leads (Regional)	Sept 2019	Increase in youth homelessness	

accommodation	Reduction in tenancy failure through the youth pathway model	Consider options in light of review and how these could be better joined together and more effective in delivery	All Homelessness Leads (Regional)	January 2020		
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6 Increase joint planning, commissioning and delivery of services

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To consider the methods and potential benefits of joint funding arrangements linked to the Funding Flexibility arrangements in the development and funding of services	To make best use of resources to tackle homelessness and related issue	Consider the findings resulting from the Flexible Funding pilots	All Homelessness Leads (Regional)	Sept 2020	Ineffective use of funding	
		Develop possible options for considering joint funding across the region for services provided	All Homelessness Leads (Regional)	April 2021	Duplication of services and work	
		Seek to secure funding and develop preferred pilot options where appropriate	All Homelessness Leads (Regional)	April 2022		
To deliver joint training around homelessness, homeless prevention and related services across a range of partner agencies	To deliver more joined up, consistent and connected services that meet the needs of service users	Establish Gwent wide training programme for key services and stakeholders	All Homelessness Leads (Regional)	March 2019	Advice and Information provide to service users is not accurate	
		Deliver training on homeless process across region and locally as required	All Homelessness Leads (Regional)	June 2019 and ongoing	Increase in homelessness and reduction in effective preventative services	
		Deliver specific training	Housing	June 2019		

		in Caerphilly area on process, service access and signposting	Solutions Manager Caerphilly CBC (local)	and ongoing		
		Obtain feedback from agencies and review training programmes	All Homelessness Leads (Regional)	March 2020 & ongoing		
To develop greater co-operation arrangements under Section 95 of the Housing (wales) Act 2014	To deliver more joined up, consistent and connected services that meet the needs of service users	To develop local agreements with partner RSLs	Housing Solutions Manager Caerphilly CBC (local)	June 2019 and ongoing	Ineffective working practices.	
		To develop partner arrangements with Health across the region in relation to homelessness	All Homelessness Leads (Regional)	June 2020	Increase in homelessness Unsafe hospital discharge arrangements Inappropriate accommodation placements and risks for both the public and the individual	
To provide greater understanding of the journey through homeless services	To deliver more service user focused services that are more consistently applied	Identify a cohort in each of the authority areas and track them through the homeless process	All Homelessness Leads (Regional)	March 2021	Ineffective use of funding	
		Assess effectiveness of this, identifying gaps, duplication and cost effectiveness of services	All Homelessness Leads (Regional)	June 2021	Duplication of services and work	
		Develop options for	All Homelessness Leads (Regional)			

		different models of service delivery and pilot these in each area or as appropriate		August 2021		
To ensure that relevant legislation is fully integrated and taken into account in homelessness assessment policies and procedures	To ensure services are legally compliant	<p>Review homelessness procedures and processes to ensure compliance</p> <p>Implement revisions and provide appropriate training for staff with an annual review as required</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p>	<p>Feb 2020</p> <p>April 2020 & ongoing</p>	<p>Advice and Information provide to service users is not accurate</p> <p>Increased legal challenge on decision issued leading to increased staff time being diverted to reviews of decisions</p> <p>Increased use of temporary accommodation and associated costs</p> <p>Need to identify funding streams where new services need to be developed</p>	
To review and develop working practices and processes with key partner agencies – Health, Probation, Social Services, RSL's	To increase partnership working and improve access to services for homeless households	Develop agreements with RSL partners around homeless prevention and associated activities linked to securing accommodation	Housing Solutions Manager Caerphilly CBC (local)	Sept 2019	Increased tenancy failure from Social Housing	

		Develop agreements with Probation around homeless prevention, assessment and interventions for individuals leaving the secure estate in line with the National Offender Pathway	Housing Solutions Manager Caerphilly CBC (local)	Sept 2019	Increased homelessness Increased community risk	
		Review and revise local working arrangements with Social Services	Housing Solutions Manager Caerphilly CBC (local)	Sept 2019	Delays in re-housing through lack of coordination of support	
		Review local agreements across Gwent and consider options for merging arrangements where appropriate	All Homelessness Leads (Regional)	April 2020 & ongoing		
To review and develop Multi Agency Public Protection Arrangements across Gwent in partnership with statutory agencies and agencies with a duty to co-operate	To deliver effective multi agency working arrangements for high risk offenders	Review MAPPA working arrangements across Gwent and implement these as appropriate	All Homelessness Leads (Regional)/ Gwent MAPPA Co-ordinator	April 2020	Increased community risk from/towards MAPPA offenders	

7 Maximise access to a range of support

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To enhance the work of voluntary groups and services across Gwent that is provided to vulnerable households	To maximise the support and services available to individuals faced with homelessness	Develop a greater understanding of all local services provided for vulnerable households, what services are	Housing Solutions Manager Caerphilly CBC (local)	Dec 2019	Duplication of work Ineffective use of resources	

		<p>delivered and how they are funded</p> <p>Review this information across Gwent and explore options for how this could be better co-ordinated and supported</p> <p>Produce a directory of voluntary services for use across Gwent</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>February 2020</p> <p>Sept 2020</p>		
<p>To seek to manage and mitigate against the impacts of Universal Credit</p> <p>Page 31</p>	<p>To seek to reduce poverty, hardship and homelessness</p>	<p>Review demand for financial inclusion/debt advice services across Gwent</p> <p>Examine options for increasing capacity and joint working across Gwent</p> <p>Pilot possible options and evaluate outcomes and benefits</p> <p>Ensure homelessness is raised as a key issue in Anti-Poverty work in each Local Authority</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Sept 2020</p> <p>Dec 2020</p> <p>April 2021 & annual review</p> <p>Dec 2019 & ongoing</p>	<p>Increased homelessness presentations</p> <p>Increased cost to Local Authorities</p> <p>Universal credit – regional information on web with partners. Reduce duplication.</p>	

<p>To seek to further integrate Supporting People services at the heart of homeless prevention provision</p>	<p>To create greater connectivity between Support and homeless prevention, increasing the effectiveness of services overall</p>	<p>Develop specific training around homeless prevention for support workers in each local authority area</p> <p>Seek to develop local information sharing arrangements in line with GDPR in order to aid the facilitation of greater joint working and integration of services/outcomes</p> <p>To examine models of co-working/co-funding to deliver services more effectively</p>	<p>All Homelessness Leads (Regional)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>Housing Solutions Manager Caerphilly CBC (local)</p>	<p>July 2019 & ongoing</p> <p>May 2019</p> <p>February 2020 & ongoing</p>	<p>Increased homelessness presentations</p> <p>Potential loss of funding to SP programme through lack of evidence in homeless prevention agenda</p>	
<p>To provide easy access to debt and money management services</p> <p>Debt and money management - households with dependent children in them are considerably more susceptible to rent arrears in both the private and social housing sectors.</p>	<p>To seek to reduce poverty, hardship and homelessness</p>	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p>	<p>Dec 2019</p> <p>March 2020</p> <p>Sept 2020</p>	<p>Increase in homelessness presentations</p> <p>Inability to financially sustain tenancies</p>	

		Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads (Regional)	May 2021		
Page 33	To provide an appropriate range of support services for individuals with mental health issues	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements	Housing Solutions Manager Caerphilly CBC (local)	March 2020	Increase in homeless presentations from individuals with mental health issues
					Sept 2020	Increased costs to agencies in addressing acute mental health issues
		Obtain views from service users and key agencies around services			February 2020	
		Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies			June 2020	
		Consider the services across each Local Authority and how these could be better integrated	All Homelessness Leads (Regional)			
	To provide an appropriate range of support services for individuals with drug and alcohol issues	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	Review current provision and access arrangements	Housing Solutions Manager Caerphilly CBC (local)	March 2020	Increase in homelessness presentations
Sept 2020					Increased costs to statutory agencies	
		Obtain views from service users and key				

		<p>agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>February 2020</p> <p>June 2020</p>	<p>in addressing health and wellbeing issues as a result of chronic alcohol/drug abuse</p>	
<p>To provide an appropriate range of support services for individuals fleeing domestic abuse</p>	<p>To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness</p>	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p> <p>Consider the services across each Local Authority and how these could be better</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>More significant adverse effects on individuals feeling domestic abuse</p> <p>Increased risk of harm to victims of abuse</p>	

		integrated				
To provide an appropriate range of support services for individuals being discharged from custody	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>Increase in homeless presentations</p> <p>Increase in rough sleeping</p> <p>Increased community risks and impact on wider community</p>	
To ensure that services are accessible to all households irrespective of their particular needs and backgrounds	To provide equality of access to services	<p>To undertake a review of services and how these are accessed, including a potential mystery shopper survey</p> <p>Explore findings and make recommendations across each area for service improvements where required</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Dec 2020</p> <p>June 2021</p>	<p>Increase in homeless presentations</p> <p>Ineffective use of resources</p> <p>Inequality in service delivery</p>	

To provide access to appropriate mediation services to prevent homelessness and tenancy failure	Increase in the homeless prevention activity and positive outcomes	<p>To undertake a review of the mediation services provided and explore possibilities for different delivery models, taking into account the funding used for schemes</p> <p>Consider options and make recommendations in light of findings</p> <p>Implement preferred options</p>	<p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p> <p>All Homelessness Leads (Regional)</p>	<p>Sept 2020</p> <p>Feb 2021</p> <p>June 2021</p>	<p>Increase in youth homelessness</p> <p>Ineffective use of funding</p> <p>Duplication of services</p>	
To provide an appropriate range of support services for refugees and asylum seekers	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p> <p>Consider the services across each Local</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p>	<p>Increase in homeless presentations</p> <p>Increase in rough sleeping among refugees</p> <p>Lack of community cohesion and impact on wider community</p>	

		Authority and how these could be better integrated		June 2020		
To provide an appropriate range of support services older persons at risk of homelessness	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings and implement these where appropriate and practicable to do so in partnership with relevant agencies</p> <p>Consider the services across each Local Authority and how these could be better integrated</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p> <p>June 2020</p>	<p>Increase in homeless presentations</p> <p>Increase in risk to health and wellbeing of older persons</p> <p>Increased costs in health care</p>	
To provide a co-ordinated approach to delivering support to families and expectant parents	To ensure appropriate support is provided to a range households in order to prevent or relieve homelessness	<p>Review current provision and access arrangements</p> <p>Obtain views from service users and key agencies around services</p> <p>Make recommendations based on the findings</p>	<p>Housing Solutions Manager Caerphilly CBC (local)</p> <p>All Homelessness Leads (Regional)</p>	<p>March 2020</p> <p>Sept 2020</p> <p>February 2020</p>	<p>Increase in homelessness presentations</p> <p>Increased costs to Local Authorities in provision of services</p> <p>Adverse impact on children's health, wellbeing and</p>	

		and implement these where appropriate and practicable to do so in partnership with relevant agencies Consider the services across each Local Authority and how these could be better integrated		June 2020	education	
To ensure homelessness services are aligned with the expectations of the Gwent Safeguarding Board	To ensure appropriate support and safeguards are in place to a range of households in order to prevent or relieve homelessness	Review existing safeguarding procedures within each Local Authority and Gwent protocols. Ensure staff are provided with appropriate training	All Homelessness Leads (Regional) All Homelessness Leads (Regional)	Aug 2019 Aug 2019 and ongoing		

8 Increase opportunities for training and employment for vulnerable people

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To create opportunities for training and employment for the most vulnerable in society including those who are homeless or at risk of being homeless	To increase training, education and employment opportunities to reduce poverty and increase financial capacity of households	Examine current provisions and to establish the gaps in services alongside opportunities Develop local partnerships to increase capacity and to increase opportunities	Housing Solutions Manager Caerphilly CBC (local) Housing Solutions	April 2020 July 2020 & ongoing	Increased social exclusion Increase in homelessness	

			Manager Caerphilly CBC (local)			
9 Recording and sharing information between partners, as appropriate, to help service-users						
Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure that services comply with the requirements of GDPR in day to day service delivery	To ensure services are legally compliant	Review existing arrangements in place under WASPI and make appropriate changes to ensure compliance	Housing Solutions Manager Caerphilly CBC (local)	May 2019	Failure to meet legal requirements and obligations	
To ensure that case recording systems and subsequent performance information are robust	To ensure the data provided and case recording systems are robust and can be used to inform service delivery, shape policy and inform demand	Review case recording system, database information and reporting system	Housing Solutions Manager Caerphilly CBC (local)	April 2020	Failure to meet legal requirements and obligations	
		Consider outcomes of review and implement recommendations		October 2020	Failure to be able to accurately record outcomes and data required by Welsh Government	
		Compare systems and data recording across Gwent in order to develop common frameworks and consistency in recording including supporting people funding services	All Homelessness Leads (Regional)	January 2021	Inability to accurately assess demand for services	
		Provide training to staff and implement framework	All Homelessness Leads (Regional)	April 2021		

To develop local information on service demands, performance and delivery to demonstrate service pressures and effectiveness of provision	Increase the local knowledge of service demands and pressure to inform future service delivery	Develop key reports and information from Caerphilly Council's database relating to Homelessness, Support and Temporary Accommodation	Housing Solutions Manager Caerphilly CBC (local)	Dec 2020	Failure to be able to accurately record outcomes and data required by Welsh Government Inability to accurately assess demand for services	

10 Modernise services to embrace new technologies and ways of working

Actions	Welsh Government /Review Priorities	Tasks	Lead Officer	By When	Risk	Comments
To ensure services are responsive and effective in addressing local needs through embracing new working practices and technology	Increase the effectiveness and resilience of statutory services provided to homeless households To provide connected customer service information systems in line with the requirements of GDPR	To develop agile working processes and implement this across the Housing Solutions service	Housing Solutions Manager Caerphilly CBC (local)	April 2019	Increase in homelessness through lack of service user awareness of services	
		To review and develop information sharing agreements across partner agencies in line with GDPR	Housing Solutions Manager Caerphilly CBC (local)	May 2020	Safe use and management of data and information	
		To examine IT system usage and how data and information can be best utilised to improve customer experiences and the effectiveness of service provision	Housing Solutions Manager Caerphilly CBC (local)	May 2021		

EQUALITY IMPACT ASSESSMENT FORM

April 2016

THE COUNCIL'S EQUALITIES STATEMENT

This Council recognises that people have different needs, requirements and goals and we will work actively against all forms of discrimination by promoting good relations and mutual respect within and between our communities, residents, elected members, job applicants and workforce.

We will also work to create equal access for everyone to our services, irrespective of ethnic origin, sex, age, marital status, sexual orientation, disability, gender reassignment, religious beliefs or non-belief, use of Welsh language, BSL or other languages, nationality, responsibility for any dependents or any other reason which cannot be shown to be justified.

NAME OF NEW OR REVISED PROPOSAL *	Gwent Homelessness Strategy 2018-22
DIRECTORATE	Social Services and Housing
SERVICE AREA	Housing Solutions
CONTACT OFFICER	Sue Cousins
DATE FOR NEXT REVIEW OR REVISION	December 2019

***Throughout this Equalities Impact Assessment Form, 'proposal' is used to refer to what is being assessed, and therefore includes policies, strategies, functions, procedures, practices, initiatives, projects and savings proposals.**

INTRODUCTION

The aim of an Equality Impact Assessment (EIA) is to ensure that Equalities and Welsh Language issues have been proactively considered throughout the decision making processes governing work undertaken by every service area in the Council as well as work done at a corporate level.

The form should be used if you have identified a need for a full EIA following the screening process covered in the [Equalities Implications in Committee Reports](#) guidance document (available on the [Equalities and Welsh Language Portal](#) on the Council's intranet).

The EIA should highlight any areas of risk and maximise the benefits of proposals in terms of Equalities. It therefore helps to ensure that the Council has considered everyone who might be affected by the proposal.

It also helps the Council to meet its legal responsibilities under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, the Welsh Language (Wales) Measure 2011 and supports the wider aims of the Well-being of Future Generations (Wales) Act 2015. There is also a requirement under Human Rights legislation for Local Authorities to consider Human Rights in developing proposals.

Specifically, Section 147 of the Equality Act 2010 is the provision that requires decision-makers to have 'due regard' to the equality implications of their decisions and Welsh Language Standards 88-97 require specific consideration of Welsh speakers under the Welsh Language Standards (No.1) Regulations 2015.

The Older People's Commissioner for Wales has also published 'Good Practice Guidance for Equality and Human Rights Impact Assessments and Scrutinising Changes to Community Services in Wales' to ensure that Local Authorities, and other service providers, carry out thorough and robust impact assessments and scrutiny when changes to community services are proposed, and that every consideration is given to mitigate the impact on older people and propose alternative approaches to service delivery.

The Council's work across Equalities, Welsh Language and Human Rights is covered in more detail through the [Equalities and Welsh Language Objectives and Action Plan 2016-2020](#).

This approach strengthens work to promote Equalities by helping to identify and address any potential discriminatory effects before introducing something new or changing working practices, and reduces the risk of potential legal challenges.

When carrying out an EIA you should consider both the positive and negative consequences of your proposals. If a project is designed for a specific group e.g. disabled people, you also need to think about what potential effects it could have on other areas e.g. young people with a disability, BME people with a disability.

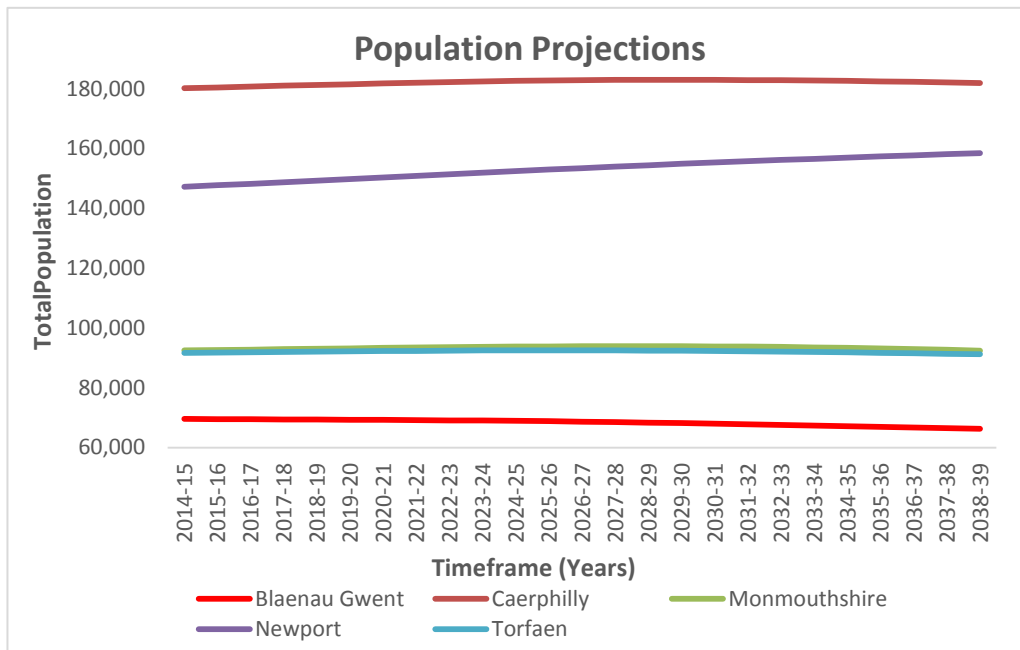
There are a number of supporting guidance documents available on the [Equalities and Welsh Language Portal](#) and the Council's Equalities and Welsh Language team can offer support as the EIA is being developed. Please note that the team does not write EIAs on behalf of service areas, the support offered is in the form of advice, suggestions and in effect, quality control.

Contact equalities@caerphilly.gov.uk for assistance.

PURPOSE OF THE PROPOSAL

1	<p>What is the proposal intended to achieve?</p> <p>The Gwent Homelessness Strategy is a requirement of the Housing (Wales) Act 2014. This is a new strategy and has been developed on a regional basis unlike any previously published homeless plan. The strategy is underpinned by an extensive review of services, stakeholders and providers and this research has directed the development of regional and local actions for the forthcoming 4 years. The strategy, review and action plan will be publically available documents, available in English and Welsh, on paper and on line.</p> <p>Councils in Gwent have a statutory duty to give housing advice to all its residents and duties to provide temporary accommodation as required to homeless families, pregnant women, certain young people and vulnerable single people. The Gwent Homeless teams also have a duty to cooperate with the responsible authorities: the police, probation and prisons to help to house high risk offenders and under the duties to prevent crime and disorder.</p> <p>The four priorities of the strategy are to</p> <ul style="list-style-type: none"> • Help improve access to suitable and affordable housing • Offer fast and effective advice and support, working with partners to help vulnerable people • Minimise homelessness and prevent it through early intervention • Ensure fair, equal and person-centred homeless services 																																																	
2	<p>Who are the service users affected by the proposal?</p> <p>Homelessness or the threat of such a crisis can happen to any household at any time, regardless of socioeconomic status, household make-up or age. We know the profile of service users through the data that each organisation collects (WHO12). There is a range of publically available information which shows us who our services users might be in the future. The extensive consultation exercise undertaken to develop the strategy also provides us with good information so that we can design and develop services and actions appropriate to meet the identified need.</p> <p>Table 1 displays the number of persons per square kilometre, showing that Monmouthshire is by far the most rural area in Gwent.</p> <table border="1"> <thead> <tr> <th>Number of people per square kilometre</th> <th>Mid-year 2011</th> <th>Mid-year 2012</th> <th>Mid-year 2013</th> <th>Mid-year 2014</th> <th>Mid-year 2015</th> <th>Mid-year 2016</th> </tr> </thead> <tbody> <tr> <td>Blaenau Gwent</td> <td>642.1</td> <td>642.2</td> <td>641.9</td> <td>640.8</td> <td>639.6</td> <td>640.4</td> </tr> <tr> <td>Caerphilly</td> <td>644.5</td> <td>645.4</td> <td>646.2</td> <td>648.7</td> <td>649.5</td> <td>650.6</td> </tr> <tr> <td>Monmouthshire</td> <td>107.8</td> <td>107.9</td> <td>108.5</td> <td>108.7</td> <td>108.9</td> <td>109.3</td> </tr> <tr> <td>Newport</td> <td>765.2</td> <td>766.9</td> <td>769.2</td> <td>770.7</td> <td>775.6</td> <td>782.8</td> </tr> <tr> <td>Torfaen</td> <td>725.5</td> <td>726.9</td> <td>727.2</td> <td>728.8</td> <td>730.6</td> <td>732.3</td> </tr> <tr> <td>Wales</td> <td>98.3</td> <td>98.5</td> <td>98.5</td> <td>98.6</td> <td>98.4</td> <td>98</td> </tr> </tbody> </table> <p>Table 1: National Statistics Local Authority Population Projections for Wales 2014</p>	Number of people per square kilometre	Mid-year 2011	Mid-year 2012	Mid-year 2013	Mid-year 2014	Mid-year 2015	Mid-year 2016	Blaenau Gwent	642.1	642.2	641.9	640.8	639.6	640.4	Caerphilly	644.5	645.4	646.2	648.7	649.5	650.6	Monmouthshire	107.8	107.9	108.5	108.7	108.9	109.3	Newport	765.2	766.9	769.2	770.7	775.6	782.8	Torfaen	725.5	726.9	727.2	728.8	730.6	732.3	Wales	98.3	98.5	98.5	98.6	98.4	98
Number of people per square kilometre	Mid-year 2011	Mid-year 2012	Mid-year 2013	Mid-year 2014	Mid-year 2015	Mid-year 2016																																												
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Population growth estimates in Graph 1 show that proportionally, the greatest population growth is projected to be in Newport over the next twenty years, with Caerphilly showing a small projected increase. Conversely, the population of Blaenau Gwent may decrease, whilst Torfaen and Monmouthshire reduce only slightly. It is fair to assume that Newport is likely to see more of a corresponding increase in the general demand for public services, compared to the other Gwent local authorities because of this.



Graph1: National Statistics Local Authority Population Projections for Wales 2014. *Assumptions about births, deaths, and migration are have also been incorporated into the figures by the Welsh Government

In Table 2 below, we see the range and levels of diversity across the region as a whole, broken down to the individual local authority level.

Table 2

Percentages of the Population:	Blaenau Gwent	Caerphilly	Monmouthshire	Newport	Torfaen	Wales
Aged 16-24*	10.8	10.4	9.2	11.1	10.6	11.6
Aged 25-44*	24.6	25.1	19.9	25.9	23.9	23.8
Aged 65 plus*	19.8	18.8	24.1	17.4	20.1	20.4
Working age adults that are disabled**	25.4	26	21.4	23.7	23.3	22.5
Male*	49.3	49.0	49.4	49.1	48.7	49.3
Female*	50.7	51.0	50.6	50.9	51.3	50.7
Identifying as other gender ***	There is a widely acknowledged gap in statistical data on gender identity in the UK, which it is anticipated the 2021 Census will address.					
From Non-white Background****	2	2	1.4	8	2.5	4.7
From White Background****	98	98	98.6	92	97.5	95.3
Gypsy and Irish Traveller*****	0.1	0.02	0.01	0.06	0.2	0.1
Asylum Seekers*****	0	0	0	18.32	0	-
Refugees*****	1.7	3.7	4.0	2.5	3.0	-
Household Language*****	0.7	0.5	0.6	2.9	0.5	1.7
Heterosexual*****	-	96.4	98.7	95.4	97.7	95
Identifying as Gay or Bisexual*****	-	1	0.7	1.9	1	1.5
1 Person Household*****	33	28	28	32	30	32
1 Adult with Child(ren)*****	7.8	8.0	4.6	8.1	7.1	6.8
2 Plus Adults and Child(ren)*****	19.8	22.3	21.3	22.2	22.1	20.3
2 Plus Adults no Children*****	39.8	41.9	45.8	37.8	41.0	41.3
No Religion*****	41.1	40.9	28.5	29.7	35.8	32.1
Christian*****	49.9	50.7	62.5	56.9	55.4	57.6
Buddhist*****	0.2	0.2	0.3	0.2	0.2	0.3
Hindu*****	0.1	0.1	0.2	0.5	0.3	0.3
Jewish*****	0.01	0.04	0.1	0.1	0.02	0.1
Muslim*****	0.3	0.2	0.3	4.7	0.3	1.5
Sikh*****	0.1	0.1	0.1	0.1	0.1	0.1
Other Religion*****	0.4	0.4	0.4	0.3	0.3	0.4
Pregnant (aged 19 and under)*****	11.8	11.7	7.9	9.6	11.7	11.9
Children looked after by local authority (aged 0-15)*****	17.3	18.9	16.5	20.2	18.4	17.9

Table 3 displays the number of households presenting to local authority homeless services throughout three financial years, compared to the duties owed:

Household Numbers Not Percentages	Blaenau Gwent			Caerphilly			Monmouthshire			Newport			Torfaen		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Total Household Numbers (Total Outcomes Only)	552	651	668	672	1581	1972	591	744	584	2154	2532	2142	780	1053	1116
Ineligible Homeless Assessment Applications	-	3	-	-	36	18	-	60	31	39	33	26	-	72	80
Eligible but not Homeless or Threatened with Homelessness	129	108	48	21	249	816	195	240	7	858	339	107	186	150	23
Eligible and Prevention Assistance Provided (section 66)	267	303	289	249	609	571	249	183	255	393	537	461	333	432	427
Eligible and Duty to help to Secure (section 73)	132	198	263	288	525	410	96	216	228	537	1107	968	147	315	395
Eligible, Homeless but not in Priority Need	9	18	32	45	54	19	6	9	19	114	321	294	24	6	129
Eligible, Homeless and in Priority Need, but Intentionally so	-	-	-	18	24	4	9	-	12	15	15	8	21	12	23
Eligible, Unintentionally Homeless and in Priority Need (section 75)	12	21	36	54	81	134	39	36	32	204	180	278	69	66	39
Total Section 66, 73 and 75 Duties	411	522	588	591	1215	1115	384	435	515	1134	1824	1707	549	813	861

Table 3 WHO12 Data Collected by Local Authorities. Numbers of presenting homeless cases and type of assistance given. Hyphen means zero figure was submitted to Welsh Government

IMPACT ON THE PUBLIC AND STAFF

3	<p>Does the proposal ensure that everyone has an equal access to all the services available or proposed, or benefits equally from the proposed changes, or does not lose out in greater or more severe ways due to the proposals?</p> <p>A wide ranging consultation exercise took place to ensure we consulted as broadly as possible:</p> <ul style="list-style-type: none">• A desktop review of key literature, statistical data and samples of homelessness cases from each of the five councils.• Focus groups and group discussions with key staff in the five councils (from departments relevant to the preparation and implementation of homelessness planning). Strengths, weaknesses, opportunities and threats (SWOT) and political, economic, social, technology and legislation (PESTL) analyses and semi-structured interviews were used.• Focus groups with Supporting People providers using SWOT and PESTL analyses and themed group discussions.• A regional event to collect feedback from service providers, partners and other stakeholders (over 400 individuals from representative organisations across Gwent were invited and 140 people attended the event. Representatives covering 25 themes• The themes we explored included gender, LGBT, domestic violence, gypsy and traveller communities, older people, young people and care leavers, mental health, drug and alcohol use, armed forces, offenders, disability, cultural diversity, ethnicity, refugee and asylum seekers, health and social care service users.• Surveys with people who have experienced homelessness and related services first hand across Gwent – factoring in equality and diversity, vulnerabilities and varying support needs (there were 165 respondents).• Direct engagement with different service user groups. <p>Homelessness services are provided by both statutory and voluntary agencies and must be built around the needs and preferences of service users, as much as reasonably possible. Consultation and partnership working has therefore been central to the development of the homelessness review and strategy. This will continue to be a very important element, as homelessness action plans develop in each of the five local authorities over the coming years.</p> <p>The data collected from service users has been anonymised. Statutory and voluntary agencies that helped to carry out the surveys were all provided with a brief to help make sure service users' consent was fully informed and everyone participated consensually.</p> <p>All the information collected has been analysed with fundamental elements being drawn out, to structure the reviews (and strategic action plans) and address the points outlined in the introduction. This work has then been condensed into the themes embraced within the homelessness strategy, in the form of a vision, mission,</p>
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	values and strategic objectives, with greater specific detail in the action plans.
	<p>Actions required:</p> <ul style="list-style-type: none"> • Check the equalities monitoring data returns; make sure we consult with Tai Pawb. • Take advantage of the Street Homeless Information Network to gain detailed insight into the support needs and homeless interventions required for this hard to consult group. • We need to improve our engagement with hard to reach homeless from home individuals and others such as sofa surfers. • Rolling service user surveys?

4	<p>What are the consequences of the above for specific groups?</p> <p>The benefits of cross boundary working across the region will provide us with the opportunities to provide wider ranging and more inclusive services: Savings may be achieved by jointly commissioning services (e.g. a cross boundary rough sleeper hostel, a cross boundary gypsy and traveller support service) however; working as individual authorities, the cost: benefit of providing a new service would be difficult to demonstrate. The regional strategy approach provides a much needed partnership funding opportunity to provide services we can ill afford as individual local authorities.</p> <p>Equality and fair access to services are essential components of the new homelessness strategy. All of the Gwent local authorities have statutory duties contained in the Equality Act 2010 and each of the Gwent local authorities Strategic Equality and Diversity Plans/Policies for further information have been referenced in the strategy. There are a number of policy documents around equality, diversity and fairer access to services that have strategic links with homelessness. Examples include: The completion of a Gypsy and Traveller Accommodation Assessment, to identify housing needs amongst the Gypsy and Traveller community; older people strategies and plans; SP strategies and plans; younger people's strategies and plans, housing adaptation and disabled facility grant policies and procedures and also plans connected to refugee and asylum seekers.</p> <p>We are aware that individually, authorities within the region have variations in terms of diversity: Newport for example, being a city authority, demonstrates a wider range of ethnicity, refugee/asylum seekers and religious variation amongst its homeless presentations. In Blaenau Gwent there are a higher proportion of single homeless presentations compared to the rest of the region and given that it is the smallest of the council areas within the region, this represents a difficulty in terms of assisting single homeless people.</p> <p>Through adopting a regional consultation approach and comparison of historical and more recent data, the regional homeless strategy approach provides us with a wider range of opportunities to address imbalances of service across the region for homeless people who are not currently in receipt of the most appropriate services.</p>
	<p>Actions required:</p> <ul style="list-style-type: none"> • Maintain equalities data monitoring and analysis throughout the period of the

	<p>strategy.</p> <ul style="list-style-type: none"> • Annually review the strategy action plan where changes in equalities monitoring data have been identified. • Ensure the strategy action plan continues to be relevant and positive for all service users.
<p>5</p>	<p>In line with the requirements of the Welsh Language Standards. (No.1) Regulations 2015, please note below what effects, if any (whether positive or adverse), the proposal would have on opportunities for persons to use the Welsh language, and treating the Welsh language no less favourably than the English language.</p> <p>All documentation associated with the development and preparation of the regional strategy has been undertaken in accordance with Welsh Language Standards 88 to 93. All published documentation will be available in English and Welsh, on paper and online.</p> <p>All services available in English will also be available in Welsh, whether spoken or written. This will apply to all services such as the provision of advice and assistance, the provision of legal documentation such as personal housing plans and, correspondence confirming the duties under the Housing (Wales) Act 2014.</p>
	<p>Actions required:</p> <ul style="list-style-type: none"> • Collect, monitor and review the demographic spread of Welsh language speakers amongst service users • If possible, utilise the 2021 census data on Welsh language and demographic spread across the region • Conduct an annual Welsh skills audit of housing advice staff and available referral services • Continue to promote and encourage Welsh language learning opportunities within homeless and associated services for homeless service users • Promote services in Welsh alongside all existing and planned homeless service user communications

INFORMATION COLLECTION

<p>6</p>	<p>Is full information and analysis of users of the service available?</p> <p>We are satisfied that all the available information from service users, stakeholders, officers and staff has been taken into account in the preparation of the 4 year strategy. We are also aware that data capture limitations do exist, such as that for rough sleepers. A new and interactive information collection exercise is planned for the whole of Wales in 2019 known as SHIN (the Street Homeless Information Network). This project will provide detailed information on this service user group, to assess need and improve service planning mechanisms for rough sleepers. This will assist us with the Gwent regional approach to assisting rough sleepers throughout the term of the strategy</p> <p>There will always be under reporting of some forms of homelessness by certain service users and these are issues largely outside of the remit of the strategy. However, where wider information and data collections from other partner agencies permits data sharing, we will work as closely as possible to be as inclusive as possible with service provision. Examples of potential under-reporting are hate crime incidents and domestic violence, where the barriers to reporting and seeking homelessness service assistance lies with the service user not the service.</p>
	<p>Actions required:</p> <ul style="list-style-type: none"> • Ensure that all our homeless service partnership work includes confidential routes and pathways for diverse groups.

CONSULTATION

<p>7</p>	<p>What consultation has taken place?</p> <p>Guidance and advice in the preparation and undertaking of this assessment has been sought from:</p> <p>Anwen Cullinane Senior Policy Officer (Equalities and Welsh Language) Public Protection, Penallta House, Ystrad Mynach, CF82 7PG Tel: 01443 864404 Email: equalities@caerffili.gov.uk</p> <p>Vicki Doyle Policy Officer: provision of advice on census data capture and planned changes for 2021 Corporate Policy Unit, Penallta House, Tredomen, Ystrad Mynach, CF82 7PG Tel: 01443 866391 Email: doylevm@caerphilly.gov.uk</p> <p>Lisa Rawlings Regional Armed Forces Covenant Liaison Officer: additional survey data provision Tel: 01443 864447 Email: rawlil@caerphilly.gov.uk</p>
	<p>Actions required:</p>

MONITORING AND REVIEW

8	How will the proposal be monitored? All service user data collection systems are set up to record and monitor equalities data. The assessment of the homeless duties local authorities are required to make go a stage further: the homeless assessment has to take into consideration an applicant's particular circumstances. Examples of this will be whether an applicant is fleeing domestic violence, is experiencing hate crime, has vulnerability or other special reason determining them as vulnerable for that reason. This type of detail is recorded within the statutory homeless returns required by Welsh Government.
	Actions required: <ul style="list-style-type: none">• Monitor the statutory WHO12 data sets specifically tables 3 and 4a to 4d
9	How will the monitoring be evaluated? We will use the collected equalities monitoring data to examine the efficacy of the strategy action plan to ensure that it remains representative of the various and diverse groups we have identified across the region. How and when will you do this?
	Actions required: <ul style="list-style-type: none">• Include the requirement to monitor and evaluate the effectiveness of equalities monitoring in the homeless strategy action plan annual review.
10	Have any support / guidance / training requirements been identified? As expressed in the WG's 10 year Homelessness Plan 2009-19 it remains important to maximise opportunities for training and employment for vulnerable people, as " <i>engagement with training and employment creates the foundation for stable tenancies</i> ". The WG's New Employability Plan launched March 2018 provides four updated actions for improving employability in Wales. Understandably the WG's Rough Sleeping Action Plan 2018 and National Principles for Housing First 2018 make strong strategic links with employment, education and training and these themes are all connected with the new homelessness strategy. Staff training and the need for continual professional development (CPD) is connected to significant amount of the consultation feedback. For example, customer service skills, managing expectations, managing confrontation, working with private landlords, legal knowledge, proficiency tests, psychologically informed practice, ensuring refresher training and good training for new staff and apprenticeship schemes were all mentioned during the Welsh Homeless Network meeting on 16.01.18. In the Wales Audit Office report How Local Government manages demand –

	<p>Homelessness 2018, recommendation 1 supports staff being “<i>sufficiently skilled to deal with the new demands of mediating, problem solving, negotiating and influencing</i>”. Training was brought up a number of times during consultation (e.g. Welsh Homeless Network meeting 16.01.18 and Caerphilly Council Staff Focus Group meeting 24.01.18). However, it remains a concern that training could become increasingly limited due to council capacity/cost (e.g. Monmouthshire County Council Local Authority Staff Focus Group 13.02.18). Further, there are concerns that homeless legislation is being interpreted differently (e.g. Stakeholder Engagement Event on 28.02.18) and this could impact on the accuracy of the data capture for certain client groups.</p> <p>Prison leavers and those leaving institutions or care are consistently at risk of homelessness and should be focused upon, with prison leavers particularly at risk of rough sleeping. Exploring specialist recovery and rehabilitation programmes, community payback unpaid work, education, training and employment, mentoring and working with families of offenders etc. can be an effective approach to take. I think this paragraph is in the wrong section.</p>
	<p>Actions required:</p> <p>There are certain areas we have identified that are not overly resource intensive:</p> <ul style="list-style-type: none"> • Work with Rent Smart Wales to promote and improve awareness of equality and diversity in the private rented sector (the highest growth area of housing supply in Wales). standards/educate landlords in the sector e.g. offer free training and support for landlords • Lack of training among statutory and 3rd sectors on modern day slavery and risks of exploitation to vulnerable, including those homeless, with mental health and substance misuse issues: work with Supporting People to promote training opportunities • Gypsy and Traveller cultural awareness training is required by all agencies: arrange a regional training and awareness raising event • The provision of council staff training could be opened up to agency staff to ensure consistency of and maximise resources. • Participate in the Integrated Offender Management group which has been established to take an holistic approach to the wellbeing of offenders, their families and reduce the re-offending rate.

<p>11</p>	<p>Where you have identified mitigating factors in previous answers that lessen the impact on any particular group in the community, or have identified any elsewhere, please summarise them here.</p> <p>Consultation with hard to reach groups such as street homeless rough sleepers has the potential to radically improve through the SHIN project. This project will be hosted by the Wallich and will manage the collection of rough sleeper information across Wales. The benefit of this data collection is that it will link in with the Supporting People outcomes data. Supporting People and Homelessness services are intrinsically linked partners.</p> <p>All of the homeless teams in the region operate the Abris housing management system, which will enable consistency and accuracy of our equalities data collection.</p>
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	A Gwent wide Armed Forces Covenant Liaison Officer is in post to ensure forces leavers are not disadvantaged because of the time spent away from the region on military service. The post holder has successfully achieved changes in housing policy in two of the local authorities in Gwent: this is a significant achievement and addresses a major area of housing disadvantage.
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12	<p>What wider use will you make of this Equality Impact Assessment?</p> <p>The practice of undertaking an EIA on a regional basis has provided us with the assurance that the five authorities have considered the equalities agenda in a consistent manner. The overarching themes identified in the consultation process have been developed into actions that are underpinned by themes and wider strategic actions to encompass equal access to all. Where the strategic action plan contains local actions, the relevant local authority will incorporate the local standards of their equality and diversity policies.</p> <p>The EIA will be used when we need to respond to emerging trends and changes in regional and area specific population demographic over the term of the strategy action plan. This EIA will also be used to support regional and local proposals for new schemes and support commissioning with partner agencies.</p>
	<p>Actions required:</p> <ul style="list-style-type: none"> • Include EIA within the Regional Homeless Strategy document set for publication • EIA, when completed, to be returned to equalities@caerphilly.gov.uk for publishing on the Council's website.

Completed by:	Suzanne Cousins
Date:	18 th October 2018
Position:	Housing Solutions Manager
Name of Head of Service:	Shaun Couzens



CAERPHILLY HOMES TASK GROUP – 6TH DECEMBER 2018

SUBJECT: WHQS PROGRESS REPORT – FINAL STAGES

REPORT BY: CORPORATE SOCIAL SERVICES & HOUSING

1. PURPOSE OF REPORT

- 1.1 This report provides members with an overview of the performance of the Welsh Housing Quality Standard (WHQS) Team to date and also sets out the anticipated projected performance up to December, 2020, prior to its consideration by the Policy and Resources Scrutiny Committee and thereafter Cabinet.
- 1.2 Details of the capital expenditure for 2018/19 for WHQS works are also included, together with an overview of the many achievements that have been made as part of the wider commitments and benefits delivered by the WHQS programme.

2. SUMMARY

- 2.1 The details contained within this report provide information on current and projected performance of the internal and external works main WHQS programme and demonstrate that the achievement of full compliance is achievable prior to the deadline of December 2020.
- 2.2 Good progress has been made with surveys which are now well in advance of the planned works and provides us with more detail on the scope of anticipated works which assists with contract forecasting and budget monitoring.
- 2.3 The energy efficiency schemes have been delivered throughout the borough since the commencement of the programme, with the latest scheme at Lansbury Park seeing the completion of all council owned properties and approximately 50% of the privately owned properties. A further bid for additional funding has been submitted to Welsh Government (WG) for the remainder of the private properties and a response is awaited. Funding for other areas will also continue to be pursued.
- 2.4 Feedback from our customers has been incorporated within the report which generally demonstrates high levels of satisfaction. It is accepted that levels of satisfaction for external works continues to be less than those received for internal works. As a result we are currently reviewing the existing customer satisfaction monitoring processes.
- 2.5 Consultation to identify environmental projects continues throughout the borough with many projects having now been delivered. A number of large-scale projects have also been identified and officers are working with In-House service colleagues to ensure these are delivered within our programme deadlines. Members have recently received a separate report on the progress of the Environmental Programme.
- 2.6 The current and projected financial position is set out within the report and at this stage of the programme, there has not been any requirement for borrowing to directly support it's delivery

from a financial perspective, although based on current projections, borrowing may be required for the third quarter of the year. It is also confirmed that the housing business plan remains financially viable throughout the programme and to deliver the post 2020 strategy.

- 2.7 Community benefits have been achieved with the provision of training opportunities, 44 work placements, 114 permanent jobs and 58 apprenticeships that have been created with the in-house service, external contractors and our supply partner.

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

Progress of internal Surveying

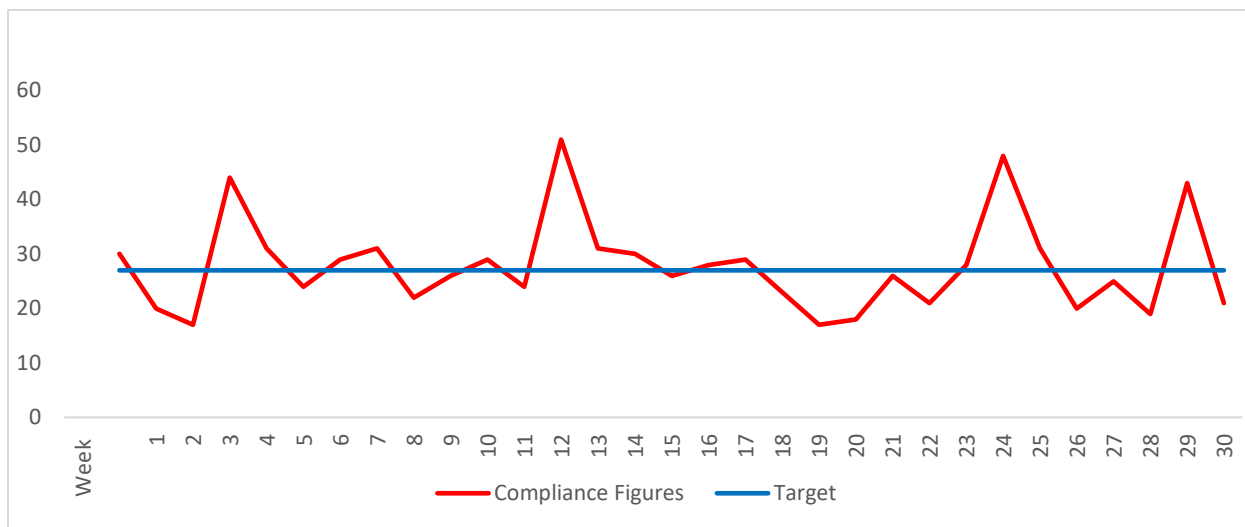
- 4.1 To date 95% of internal surveys have been undertaken to deliver the overall programme. It is anticipated, therefore, that surveys for internal works will be fully complete by the end of December 2018. This will assist with forecasting future scope of works and budget monitoring for the final year.

Progress of the internal works programme 2018/19 – Completion of works

- 4.2 The number of properties where internal WHQS compliance has been achieved per week is shown in Chart 1 below. The average compliance rate is now 28 properties per week against a target of 27. Based on the current rate it is likely that 85% of the overall internal works programme will be completed by the end of the financial year, which is in line with the target set.
- 4.3 Appendix 1 provides the weekly compliance achievements and targets that are shown against each contract area.
- 4.4 The existing planned programme for 2019/20 indicates that 968 properties will be remaining however based on current performance 613 properties are likely to be carried over to 2019/20 which leaves a revised figure of 1,581 properties to be completed in the final year (15% of the total stock).

4.5 The above performance has been achieved despite the loss of one of the main contractors in 2017 and the recent termination by another contractor. Contingency arrangements to cover these losses are in place, i.e. the DPS (Dynamic Purchasing System), in-house mop up teams with other options also being considered.

Chart 1: The WHQS internal works weekly compliance rate during 2018/19



Progress of the internal works programme 2018/19

4.6 At the time of writing this report 862 properties in the 2018/19 internal works programme were compliant in relation to their internal elements. This results in a cumulative total of 8,640 properties that are currently compliant in relation to internal works (80% of the total stock). 'Compliance' indicates that a property meets the WHQS internally because:

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

Progress of External Surveying

4.7 To date 79% of external surveys have been undertaken to deliver the overall programme. It is anticipated, therefore, that surveys for external works will be fully complete by the end of January 2019. This will assist with forecasting for future scope of works and budget monitoring for the final year.

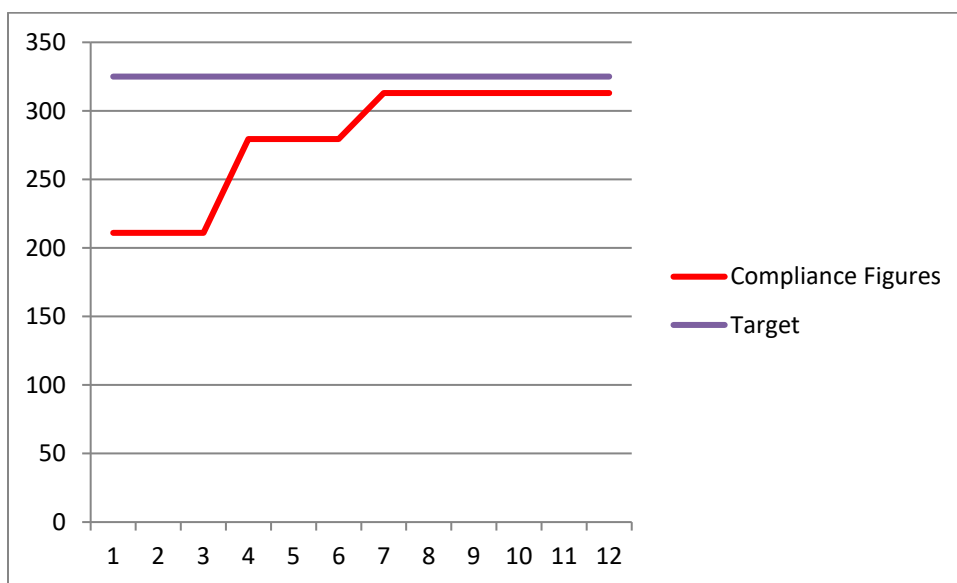
Progress of the External Works Programme 2018/19 – Completion of Works

4.8 The number of properties where external WHQS compliance has been achieved per month is shown in Chart 2 below. The average compliance rate is now 59 properties per week against a target of 78 (including leaseholders). Based on the current rate it is likely that 73% of the overall external works programme will be completed by the end of the financial year, which is not currently in-line with the target set.

4.9 The existing planned programme for 2019/20 indicates that 1,532 properties will be remaining however based on current performance 1,433 properties are likely to be carried over from 2018/19 to 2019/20 which leaves a revised figure of 2,965 properties to be completed in the final year (27% of the total stock).

- 4.10 In addition to the above, we are also completing external works to 412 leasehold properties; however this has detrimentally affected progress due to the legislative process that needs to be followed by way of consultation.
- 4.11 Performance for this area of the programme has improved considerably due to a combination of mobile working, and improved procurement processes through the DPS.
- 4.12 Appendix 2 provides the weekly compliance achievements and targets which are shown against each contract area.

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



Progress of the External Works Programme 2018/19

- 4.13 To date 1,700 properties in the 2018/19 external works programme were compliant in relation to their external elements. This results in a cumulative total of 6,651 properties which are currently compliant in relation to external works (62% of the total stock). 'Compliance' indicates that a property meets the WHQS externally because:
- We have carried out works to renew one or more elements to achieve compliance.
 - One or more elements for a property were already compliant.
 - One or more elements for the property have been classed as an acceptable fail.
 - Or any combination of the above reasons.
- 4.14 The WHQS external works programme for 2018/19 within the Keystone system includes 4,550 properties (including leaseholders), 94% of which are being completed by outside contractors, and 6% by our own workforce. Following previous agreement by Cabinet, the in-house workforce are undertaking all works to sheltered housing schemes.
- 4.15 Significant progress has been made in 2018/19 in terms of the management and monitoring of external works contracts. All new contracts are now being entered into and managed via the Keystone asset management system.

Tenant Satisfaction with the Internal Works Programme

- 4.16 Tenant satisfaction levels and compliance with service standards for internal works are measured via surveys which are sent to tenants after each property has been completed. The Housing Systems and Performance section administer this service. The survey process was suspended for a period of time during this year at the request of Wales Audit Office (WAO), as they were undertaking their own survey as part of their review of the WHQS programme.

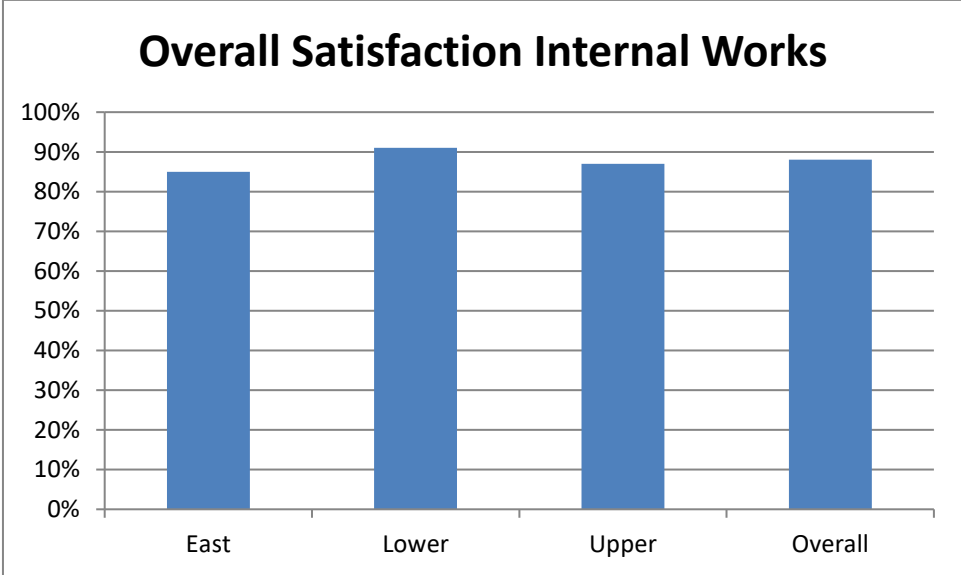
4.17 Table 1 below provides a summary and breakdown of the returned surveys for each of the WHQS Team operational areas within the County Borough for internal works. It shows that the overall satisfaction level for internal works is 88% based on a return rate of 40%. It also shows that we are achieving 87% of the standards that we measure within the Charter For Trust document. Charts 3 and 4, below, display these two measures for each of the WHQS Team operational areas.

4.18 The process of undertaking tenant satisfaction surveys is currently being reviewed in line with WG guidelines with the aim of improving the timeliness of the surveys and improving the level of feedback. To assist with this telephone surveys may be introduced.

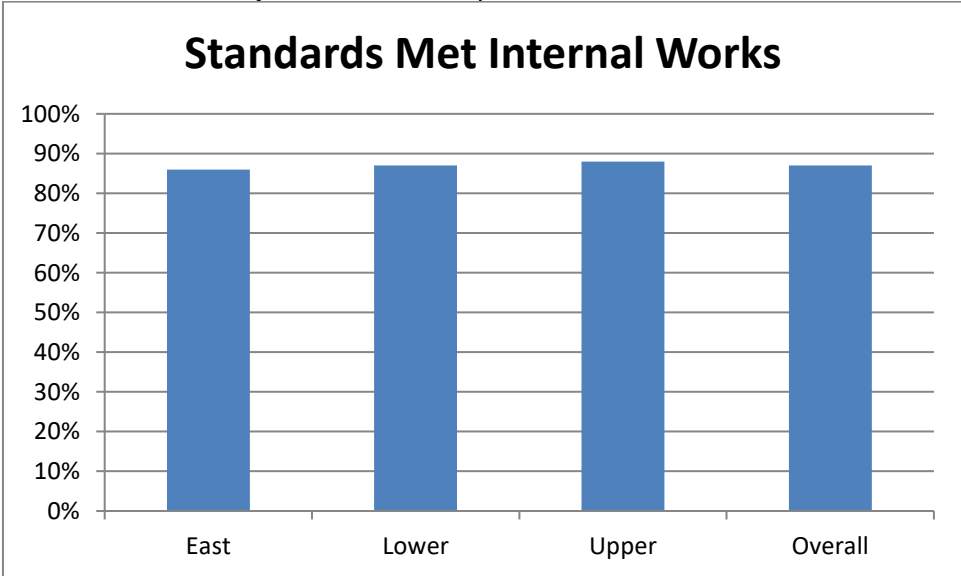
4.19 Table 1: Satisfaction levels and standards met by WHQS Team operational areas.

Area	Overall Satisfaction	Standards Met
East	85%	86%
Lower	91%	87%
Upper	87%	88%
Overall	88%	87%

4.20 Chart 3: Overall satisfaction levels by WHQS Team operational areas.



4.21 Chart 4: Standards met by WHQS Team operational areas.

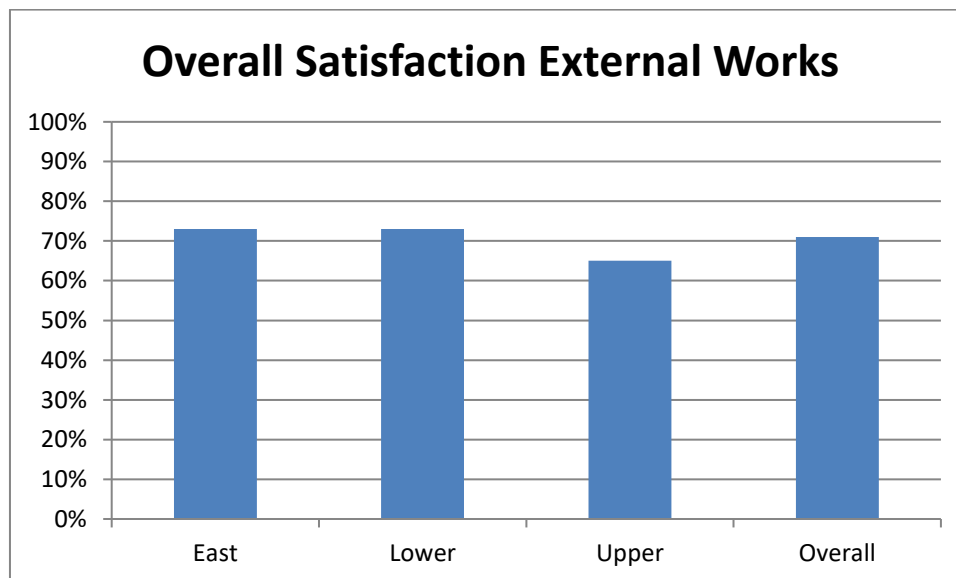


Tenant Satisfaction with the External Works Programme

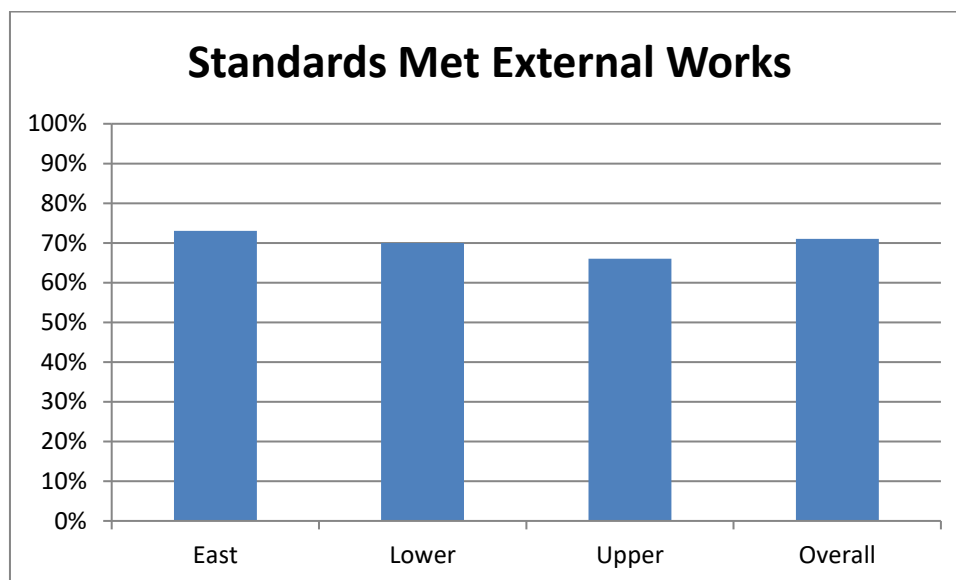
- 4.22 Tenant satisfaction levels and compliance with service standards for external works are measured via surveys which are sent to tenants after each contract has been completed. The Housing Systems and Performance section administer this service. The survey process was suspended for a period of time at the request of WAO, as they were undertaking their own survey as part of their review of the WHQS programme.
- 4.23 Table 2 below provides a summary and breakdown of the returned surveys for each of the WHQS Team operational areas within the County Borough for external works contracts to date. It shows that the overall satisfaction level for external works is 71% based on a return rate of 28%. It also shows that we are achieving 71% of the standards that we measure within the Charter For Trust document. Charts 5 and 6 below display these two measures for each of the WHQS Team operational areas.
- 4.24 The process of undertaking tenant satisfaction surveys is currently being reviewed with the aim of improving the timeliness of the surveys and improving the level of feedback. To assist with this telephone surveys may be introduced
- 4.25 Table 2: Satisfaction levels and standards met by WHQS Team operational areas.

Area	Overall Satisfaction	Standards Met
East	73%	73%
Lower	73%	70%
Upper	65%	66%
Overall	71%	71%

- 4.26 Chart 5: Overall satisfaction levels by WHQS Team operational areas.



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



Environmental Programme

- 4.28 Part of the commitment to deliver the WHQS across all 10,749 homes (31st October 2018 count) also includes a requirement to comply with Part 6 which aims to ensure that 'all dwellings should be located in an environment to which residents can relate and in which they can be proud to live'.
- 4.29 An indicative budget of £10.6m has been set aside in the business plan and agreed with WG specifically for this purpose.
- 4.30 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.
- 4.31 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.
- 4.32 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:-
- i) Engage local communities in discussions regarding the quality and safety of their local environment.
 - ii) Identify solutions to some of the challenges and constraints within communities that could be overcome via the WHQS environmental programme, and
 - iii) To work with partners to help develop more cohesive and resilient communities through joint working and the pooling of resources.
- 4.33 A copy of the programme and projects identified to date is attached as Appendix 3. All of the projects identified and approved to date are coterminous with the aims of the Future Generations and Well being Act and aim to contribute towards the creation of cohesive communities that are attractive, accessible and safe. The programme aims to help futureproof the borough's communities through providing relatively minor improvements such as benches and planting but also via the replacement of park equipment and the installation of new amenities such as skate parks and green gyms thereby promoting greater well being and access to the local environment.

Energy Efficiency

4.34 A range of energy efficiency improvements have been carried out as part of the WHQS programme including upgraded loft insulation, energy efficient heating and the installation of double glazed windows. The majority of non-traditional houses have also benefitted from external wall insulation, with some of these being completed prior to the main WHQS programme. This work contributes to health and wellbeing improvements and towards addressing fuel poverty. External Wall Insulation (EWI) has been installed in approximately 2,532 properties (see breakdown below).

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

A number of BISF houses and Cornish properties have also had EWI installed to their properties which are not included in the above.

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

Supply Partner

4.36 An independent review of the Supply Partner arrangement has been conducted and the findings of the report confirm that the partnership is providing value for money. This outcome was achieved by comparing the cost of our key components against those in the marketplace.

4.37 The report also made a number of recommendations on making improvements in order to maximise benefits from the arrangement, which includes just in time deliveries, review of consignment of stock, restructuring of the support team, improved forward planning and product reviews. These recommendations are in the process of being implemented.

4.38 The Supply Partner arrangement is delivering a number of benefits for the local economy including the creation of jobs and training opportunities (see item 4.39 below).

Community Benefits

4.39 Council made a conscious decision to ensure that the money invested in bringing all tenants' homes up to the WHQS would be used to support development of small and medium

enterprises and create training and employment opportunities to help people back into work. Since the start of the WHQS programme the Council has invested over £200m and is projecting to invest over £220m by the end of the programme. Figures received to date suggest that cumulatively, 71 permanent full time permanent jobs have been created by external contractors in addition to 43 permanent full time opportunities that have been created by the Council. A total of 58 apprenticeship opportunities have also been created by external contractors and the Council since the start of the programme.

- 4.40 The Supply Partner has completed and submitted the Value Wales Toolkit to Welsh Government which has calculated that for every £1 invested in the contract during 2017/18, it has resulted in £1.80 being invested in the local economy. Keepmoat / Engie have also completed the Toolkit for 2017/18 which determines that for every £1 spent on their contracts, £1.88 has been invested in the local economy. The Council's key contractors are each required to complete and submit the Value Wales toolkit to Welsh Government at the end of each financial year. This multiplier effect is as a result of the Supply Partner and Internal Works contractor employing people living in Wales who then spend their wages locally, supporting other businesses such as shops and restaurants.
- 4.41 Further benefits have resulted for the borough's communities as a result of donations made by the Supply Partner and the commitment made by Keepmoat / Engie to run the Careers Wales Business Class programme with Blackwood Comprehensive School and its feeder primary schools.

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

- 4.42 The WHQS budget for 2018/19 is set at £55.8m. The total expenditure on the WHQS capital programme for the first 6 months of 2018/19 is £24.9m which is some 45% of the total budget, and is the highest spend level compared to previous years.
- 4.43 The spend for the first six months on internal works is £7.2m. 68% of the spend is on current contracts, 18% relates to previous years carried forward contracts, 11% on works to sheltered schemes, and 3% on works outside of the WHQS programme which could not be delayed to fit into future programmes, i.e. emergency heating installations and voids.
- 4.44 The spend for the first six months on external works is £12.6m and is predominantly carried out by external contractors. 21% of the spend is on current contracts, 73% of the spend relates to previous years carried forward contracts, and 6% of the spend is on sheltered works.
- 4.45 The remaining spend is on Fees (£1.1m), Large Scale Voids (£620k), Adaptations (£310k), Garages (£622k), Non Traditional properties (£205k). There is also £2.2m spend on energy conservation works at Lansbury Park where funding has been earmarked from the Arbed and Vibrant & Viable Places (VVP) regeneration grants.
- 4.46 Funding for the 2018/19 programme of £55.8m will be met from the Major Repairs Allowance (MRA) given by WG of £7.3m, and revenue contributions from the HRA of £48.4m. The MRA has been fully drawn down from Welsh Government this year. No borrowing has been required to fund the WHQS spend to date. Borrowing is expected to take place this year which is estimated at £20m if the full budget is expended.
- 4.47 Total spend to date for the WHQS Programme is £200m which has resulted in 8,640 (80%) properties achieving compliance for internal works, 6,651 (62%) properties achieving compliance for external works, and 5,635 (52%) properties achieving full compliance.

Final Stages

- 4.48 As we are now entering the final 2 years of the programme, significant work has been undertaken to validate the compliance data and accuracy of information recorded within the Keystone database. The validation process is also currently being checked by Internal Audit in order to provide independent verification. This will provide us with greater assurance of the

full achievement of WHQS by the end of December 2020.

- 4.49 In order to support this, an exercise has been undertaken to provide us with projections based on current levels of performance up to the end of the programme. The anticipated outturns are shown within our Strategic Scorecard which is provided as Appendix 4. This provides us with our current performance against projected targets which indicates that full compliance for internal works will be achieved by 15 May 2020 and external compliance will be achieved by 10 April 2020. Therefore full WHQS compliance is currently projected to be achieved by 15 May 2020; however, this is subject to change and will be closely monitored as the programme progresses with the aim of achieving full compliance by the end of March 2020. Further details on how these projections have been calculated are included in Appendices 5 and 6.
- 4.50 Performance information including the Strategic Scorecard is submitted and scrutinised by the Caerphilly Homes Project Board and the Repairs and Improvements Working Group on a monthly basis and included in progress reports which are submitted to Caerphilly Homes Task Group and the Policy and Resources Scrutiny Committee as and when required.
- 4.51 Regular progress monitoring meetings are also held with officials from WG where performance reports are discussed and they are satisfied with the projections made. WG also made a number of recommendations for improving our performance data, which have been implemented and incorporated into the information contained within this report.
- 4.52 Members will be aware of the ongoing WHQS review by the WAO, however their final report is still awaited.
- 4.53 Resources are constantly being reviewed in order to maintain the momentum currently being achieved and with the aim of bringing full completion forward to the end of March 2020. Additional in-house resources have been secured for the sheltered housing programme. Internal work packages are being tendered through the DPS and additional assistance has been achieved through improved integration including services provided through the Housing Repair Operations team.
- 4.54 Some minor structure changes have been implemented which have included the establishment of a Validation Team, the provision of a Technical/Administration team and the centralising of resources to improve efficiency and reduce duplication.
- 4.55 Officers acknowledge that whilst the delivery of WHQS programme by the deadline will be an excellent achievement there is still the requirement to ensure the standard is maintained thereafter. In this regard members have already approved the post 2020 strategy and preparations to deliver this strategy will commence during 2019/20. This includes external surveys to implement the delivery of the external planned maintenance programme for 2020/21.
- 4.56 Consideration has also been given to providing continuity of work to the in-house workforce who will be responsible for undertaking the remodelling of the sheltered housing schemes during 2020-2025. However, it is evident that a review of resources will be required.

Progress Achieved Against the Promises Made

- 4.57 Prior to the ballot of tenants on the housing stock transfer proposal in 2012, every household was issued with an Offer Document and an Addendum Document. The Addendum Document set out what improvements and repairs tenants could expect to receive if they voted to remain with the Council and the following table replicates this information and also includes what work has actually been delivered to date.

Internal Elements	Offer Document	Compliance to date	Acceptable Fails	Total
Kitchens	9,918	5,739	1,102	6,841
Bathrooms	7,150	6,563	781	7,344
Boilers	4,033	1,668	0	1,668
Heating	2,050	5,073	370	5,443
Rewires	3,933	4,780	56	4,836

External Elements	Offer Document (£m)	Compliance to date
Fences, gates & paths	9.9	7.6
Roofing/associated works	6.5	9.1
Wall finishes	1.5	3.1
Non-traditional homes	26.0	15.6
Window Replacements	2.9 (1,163 No.)	2.6 (987 No.)
External Doors	4.5 (4,090 No)	3.7 (5,326 No)

4.58 The above information hopefully provides reassurance that we are delivering on the promises made and likely to exceed these commitments in many areas. In addition to this, it is also anticipated and evidenced within this report that full compliance of the WHQS programme will be achieved prior to the WG deadline of December 2020.

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 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.
- 6.2 However, it should be noted that, through the 'adaptations work and improvement programmes' we are assisting citizens with well-being opportunities and helping them stay within their home communities (inclusion). All WHQS improvements and wider environment programmes are delivering equitable standards of facilities where practical and reasonably appropriate and there are no equalities implications to this report that have not been considered or would adversely affect any individual or group

who fall under one of the protected characteristics or wider issues as shown in the Council's Strategic Equality Plan.

7. FINANCIAL IMPLICATIONS

- 7.1 Finance arrangements are explained in 4.40 - 4.45 of this report and are incorporated into the 30 year business plan required by WG as part of the annual MRA application.
- 7.2 At the time of submitting the current plan there was a borrowing cap placed on all local housing authorities in Wales & England and any borrowing was strictly limited to that cap level. Caerphilly Homes' borrowing requirement (which includes historical, buy out and WHQS debt) was under its cap with a comfortable contingency. Recently UK Government have announced the removal of this borrowing cap which has been welcomed by Welsh Government and steps are in place to accommodate the removal. This is to assist local authorities to progress with new build as part of the UK Government's initiative to reduce homelessness. This will allow local housing authorities to borrow to their requirement as opposed to borrowing to a capped limit although it will still need to remain affordable.
- 7.3 The current plan requires £43.6m of borrowing to ensure the programme is completed which is 17% of the total programme costs. Whilst this remains affordable, a separate report will be submitted to Cabinet as expenditure is likely to exceed the current approved level of £220m.

8. PERSONNEL IMPLICATIONS

- 8.1 Personnel resources are continually reviewed and where necessary additional resources are recruited to ensure the momentum of this major investment programme remains on track. Agency workers are also utilised to support the programme due to the temporary nature of some positions and also due to the lack of suitable candidates in the market place.

9. CONSULTATIONS

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

10. RECOMMENDATIONS

- 10.1 That the report is noted, prior to its consideration by the Policy and Resources Scrutiny Committee and thereafter Cabinet.

11. REASONS FOR THE RECOMMENDATIONS

- 11.1 Not applicable.

12. STATUTORY POWER

- 12.1 Not applicable.

Author: Shaun Couzens – Chief Housing Officer
(Tel: 01443 8664208/861406, Email: couzes@caerphilly.gov.uk)

Consultees:	Cllr Lisa Phipps	-Cabinet Member for Homes & Places
	Dave Street	- Corporate Director of Social Services and Housing
	Shaun Couzens	- Chief Housing Officer.
	Nicole Scammell	- Head of Corporate Finance & S151 Officer
	Paul Smythe	- Housing Technical Manager
	Jane Roberts-Waite	- Strategic Co-ordination Manager - WHQS Programme
	Fiona Wilkins	- Housing Services Manager
	Deborah Gronow	- Service Auditor
	Lesley Allen	- Principal Accountant (Housing)
	Kathleen Webb	- Relationship Manager
	Rhys Lewis	- Systems and Performance Manager.
	Colin Roden	- WHQS Project Manager
	Alan Edmunds	- WHQS Project Manager
	Steve Greedy	- WHQS Project Manager
	Mark Jennings	- Housing Strategy Officer
	Ian Raymond	- Performance Management Officer

Appendices

Appendix 1 - Weekly Internal Compliance Achievements and Targets for each contract area.

Appendix 2 - Weekly External Compliance Achievements and Targets for each contract area.

Appendix 3 – Environmental Programme projects identified to date (will be available at the meeting).

Appendix 4 - WHQS Strategic Scorecard

Appendix 5 – Projections for internal works.

Appendix 6 – Projections for external works.

To Week	31
	02/11/2018

Appendix 1

IN YEAR							
		Planned	Revised	Contract	Voids	No Access	Total
Area	Contractor	2018/19 Planned	2018/19 Revised	Cumulative Contract Compliance	Cumulative Voids	Cumulative No Access	
All areas	In House	810	992	366	25	0	391
All areas	Sheltered	256	262	95	2	0	97
All areas	DPS	0	98	0	14	0	14
EV	Keepmoat	311	508	241	15	0	256
URV	Vinci	195	141	99	5	0	104
LRV	Contract Serv	0	0	0	0	0	0
To be allocated		0	2	0	0	0	0
		1572	2003	801	61	0	862

Compliant	Target
Average Weekly Compliant data (inc voids & No Access)	Target Weekly Compliant 85%
12.61	13.43
3.13	3.55
0.45	1.33
8.26	6.88
3.35	1.91
0.00	0.00
0.00	0.03
27.81	27.12

CUMULATIVE TO DATE						
Area	Contractor	Stock No	Previously Compliant	2018/19 to Date	Compliant to date	Remaining
All Areas	In House	5044	3755	391	4146	898
All Areas	Sheltered	795	326	97	423	372
EV	Keepmoat	2274	1626	256	1882	392
URV	Vinci	1018	877	104	981	37
LRV	Contract Serv	873	873	0	873	0
Non Trad		97	97	0	97	0
Post 2020		175	175	0	175	0
D.P.S.		464	43	14	57	407
Queries		9	6	0	6	3
TOTAL STOCK		10749	7778	862	8640	2109
					80.38%	19.62%

Anticipated Compliance 2018/19	Programme 2019/20	Total
992	297	5044
262	207	795
508	140	2274
141	0	1018
0	0	873
0	0	97
0	0	175
98	323	464
2	1	9
2003	968	10749

STOCK LEVEL	
Opening Stock 1.4.18	10803
Less hostel formula adjustment	-2
Less RTB's	-24
Added to stock	3
To be demolished	-31
TOTAL STOCK	10749

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

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IN YEAR					
Area	2018/19 Planned	2018/19 Revised	Compliance in year	Average Weekly Compliance	Target Weekly Compliant 80%
Eastern Valley	853	1227	466.8	15.56	21.07
Upper Rhymney	739	1100	488.45	16.28	18.89
Lower Rhymney	557	1037	434	14.47	17.81
Sheltered	256	365	187	6.23	6.27
Private Sector	32	521	121.42	4.05	8.94
Leaseholders	0	283	83.38	2.78	4.87
Non Trad	0	10	2.5	0.08	0.17
To be allocated	0	7	0	0.00	0.12
	2437	4550	1783.55	59.45	78

With Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.18	2018/19 to date	Compliant to date
Eastern Valley	3156	1766	466.8	2232.8
Upper Rhymney	3227	1532	488.45	2020.45
Lower Rhymney	2375	893	434	1327
Sheltered	795	220	187	407
Private Sector	917	277.45	121.42	398.87
Leaseholders	412	64.55	83.38	147.93
Non Trad	97	87	2.5	89.5
Post 2020	175	175	0	175
Query	7	0	0	0
TOTAL STOCK	11161	5015	1783.55	6798.55
		45%	16%	60.91%

Anticipated Compliance 2018/19	Programme 2019/20	Total
1227	163	3156
1100	595	3227
1037	445	2375
365	210	795
521	119	917
283	64	412
10	0	97
0	0	175
7	0	7
4550	1596	11161
41%	14%	

Without Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.18	2018/19 to date	Compliant to date
Eastern Valley	3156	1766	466.8	2232.8
Upper Rhymney	3227	1532	488.45	2020.45
Lower Rhymney	2375	893	434	1327.00
Sheltered	795	220	187	407
Private Sector	917	277.45	121.42	398.87
Non Trad	97	87	2.5	89.5
Post 2020	175	175	0	175
Query	7	0	0	0
TOTAL STOCK	10749	4950	1700.17	6650.62
		46.05%	16%	61.87%

Anticipated Compliance 2018/19	Programme 2019/20	Total
1227	163	3156
1100	595	3227
1037	445	2375
365	210	795
521	119	917
10	0	97
0	0	175
7	0	7
4267	1532	10749
40%	14%	

STOCK LEVEL	
Opening Stock 1.4.18	10803
Less hostel formula adjustment	-2
Less RTB's	-24
Less demolitions	-31
Added to stock	3
TOTAL STOCK	10749
Leaseholders	412
TOTAL STOCK INC LEASEHOLDERS	11161

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

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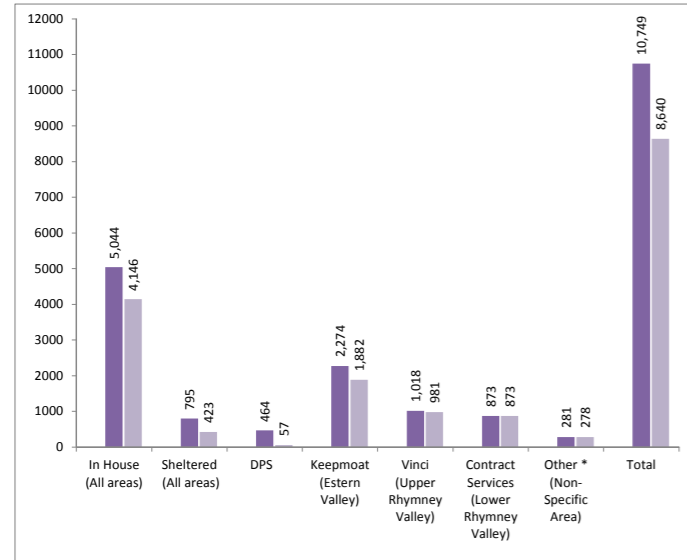
WHQS - STRATEGIC SCORECARD - LEVELS OF COMPLIANCE

(Standards Met - by Number of Properties)

Reporting Period: **02/11/2018**

*INTERNAL Works Programme (Stock v Compliance)

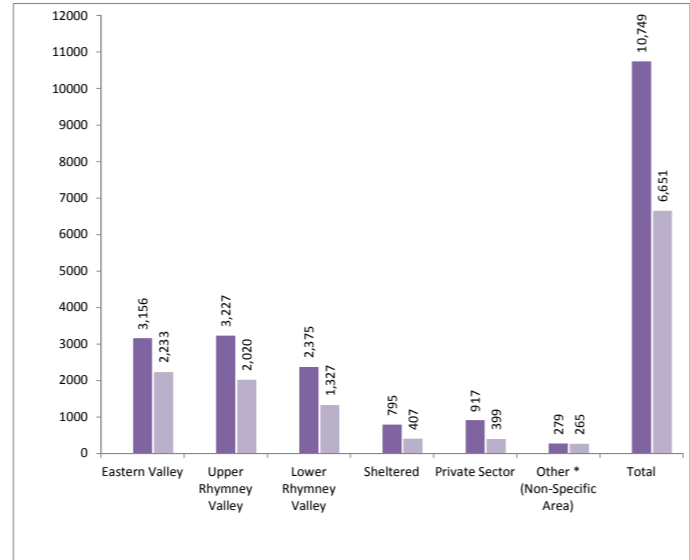
Internal Target 31/3/19	85.00%
Internal Components (% of stock)	80.38%



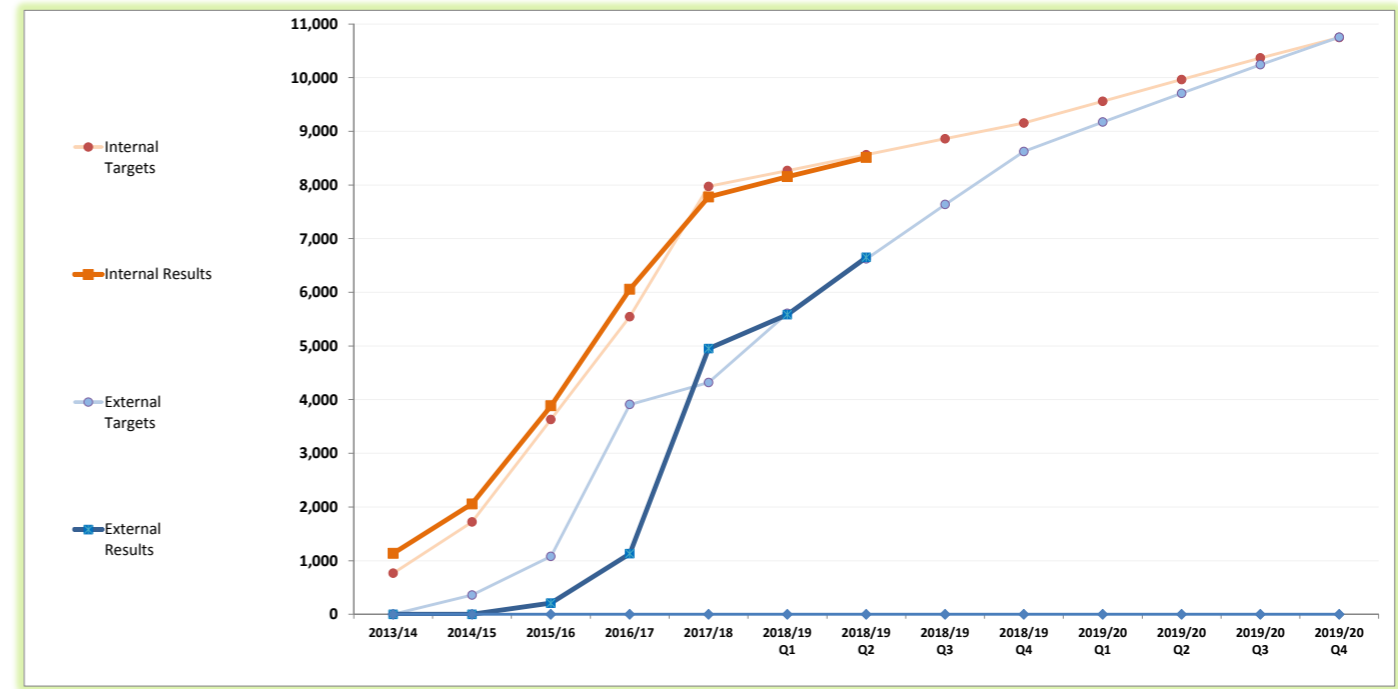
Reporting Period: **26/10/2018**

~ EXTERNAL Works Programme (Stock v Compliance)

External Target 31/3/19	80.00%
External Components (% of stock)	61.87%



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



Projected Compliance Date for Internal works - **15th May 2020**

Projected Compliance Date for External works - **10th April 2020**

Financial Programme	12/13	13/14	14/15	15/16	16/17	17/18	18/19 Projected	19/20 Projected	2020 Projected
Budget (£,000's)	19,100	48,320	77,990	107,660	136,880	166,100	195,320	220,000	
Actual Spend	19,057	33,707	49,051	77,683	109,061	152,165	207,968	254,938	
Balance	43	14,613	28,939	29,977	27,819	13,935	(12,648)	(34,938)	

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

Tenant Satisfaction Internal Works

Return Rate	40%
	88.0%
Neither Satisfied nor Dissatisfied	5.0%
Dissatisfied	7.0%

Tenant Satisfaction External Works

Return Rate	28%
	71.0%
Neither Satisfied nor Dissatisfied	7.0%
Dissatisfied	22.0%

TARGET PERFORMANCE

INTERNALS	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED	EXTERNALS	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED
In House	13.43	12.61		Eastern Valley	21.07	15.56	
Sheltered	3.55	3.13		Upper Rhymney	18.89	16.28	
DPS	1.33	0.45		Lower Rhymney	17.81	14.47	
Keepmoat	6.88	8.26		Sheltered	6.27	6.23	
Vinci	1.91	3.35		Private Sector	8.94	4.05	
Contract Serv	0.03	0.00		Leaseholders	4.87	2.78	
OVERALL	27.13	27.80		Non Trad	0.17	0.08	
				To be allocated	0.12	0.00	
	Target achieved or within 10% tolerance			OVERALL	78	59.45	
	Target not achieved						

COMMENTS/ACTION POINTS

- ~Loss of Contractor Services and poor performance & imminent loss of Vinci terminating the contract early
- ~Newly implemented DPS system utilising local contractors to pick up the work intended for Contractor Services and Vinci and external works
- ~Separate teams are being set up within HRO to pick up isolated properties with access issues, enabling the WHQS team to focus on delivering the programme without affecting performance
- ~An additional in-house team is being established to increase performance on the sheltered contracts
- ~Work programmed for Keepmoat will reduce significantly in 2019/20 therefore options being considered to allocate additional work to assist with performance
- ~Surveys for both internal and external works are anticipated to be completed by Dec 2018., and data gathered to date has not identified any major problems which may have a detrimental impact on performance

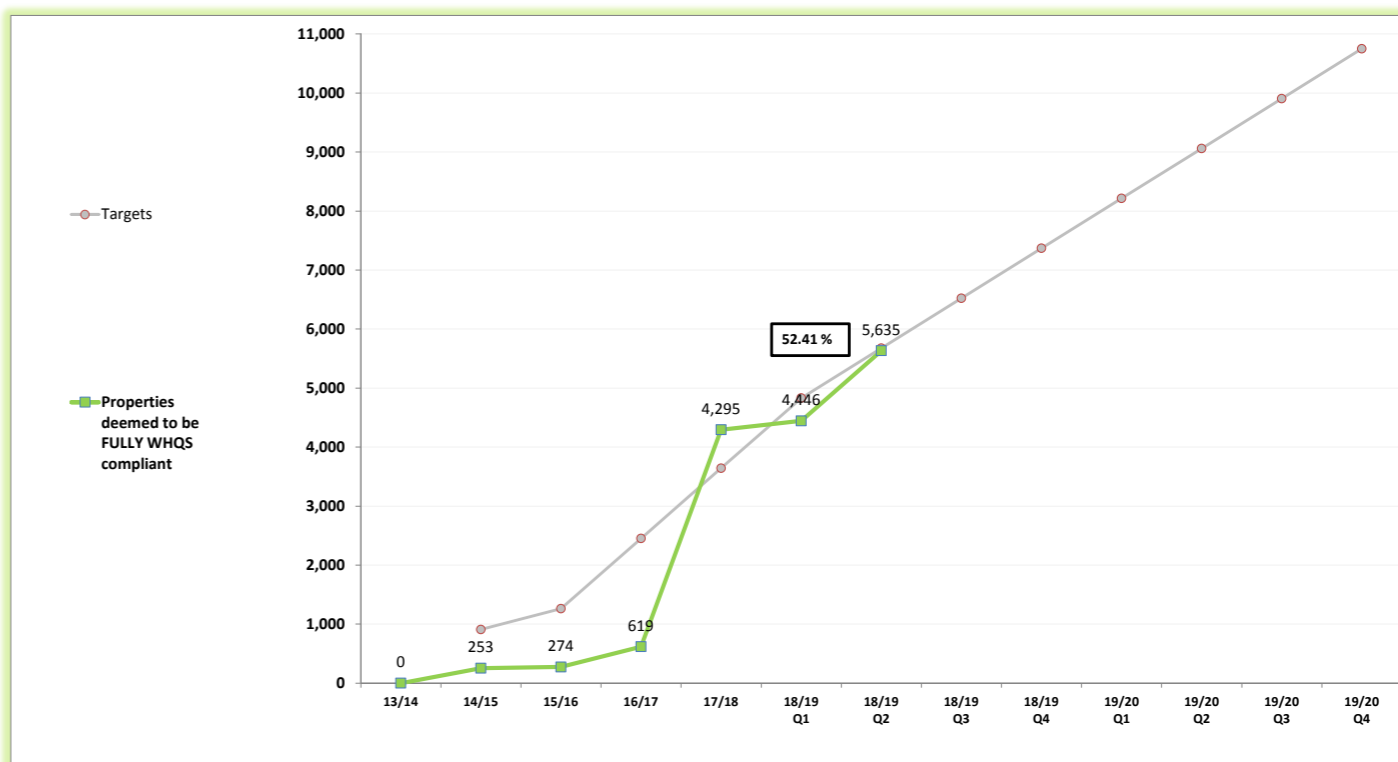
The charts above, have been based on properties surveyed, improvement works undertaken, post-works inspections and portfolio updates, focusing on the following WHQS components:

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

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

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

WHQS - Properties fully compliant (total stock)



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Internal Forecast Data

Current Compliance			8640	
Compliance since April 20	862 Properties for	31 weeks	27.81	
2018 - 2019 remaining	19 weeks @	27.81 properties per week	528.32	19
2019 - 2020 remaining	50 weeks @	27.81 properties per week	1390.32	50
Total projected compliance on current stock			10558.65	
Stock Number			10749	
Projected over run			190.35	
	190.35 divided by	27.81 properties per week	7	Weeks Over
Full compliance projected to be achieved by		15th May 2020		

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Appendix 6

External Forecast Data (Without Leaseholders)

Current Compliance	6650.62
Compliance since April 2018 = 1700.17 properties for 30 weeks	56.67
2018 - 2019 remaining 20 weeks @ 56.67 properties per week	1133.45
2019 - 2020 remaining 50 weeks @ 56.67 properties per week	2833.61
Total projected compliance on current stock	10617.68
Stock Number	10749
Projected over run	131.32
131.32 / 56.67 properties per week	2 Weeks Over
Full compliance projected to be achieved by	10th April 2020

External Forecast Data (With Leaseholders)

Current Compliance	6798.55
Compliance since April 2018 = 1783.55 properties for 30 weeks	59.45
2018 - 2019 remaining 20 weeks @ 59.45 properties per week	1189.03
2019 - 2020 remaining 50 weeks @ 59.45 properties per week	2972.58
Total projected compliance on current stock	10960.17
Stock Number	11161
Projected over run	200.83
200.83 / 59.45 properties per week	3 Weeks Over
Full compliance projected to be achieved by	17th April 2020

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CAERPHILLY HOMES TASK GROUP – 6TH DECEMBER 2018

SUBJECT: ALLOCATION OF NEW HOMES & THE ROLE OF THE TENANCY ENFORCEMENT SECTION

REPORT BY: CORPORATE DIRECTOR – SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 To provide members with information about the allocation of properties, the role of the Tenancy Enforcement Section and the obligations of tenants, prior to referral to the Policy and Resources Scrutiny Committee.

2. SUMMARY

- 2.1 Members have requested a report on the allocation of properties and the role of the Tenancy Enforcement Service in the management of Caerphilly Homes' tenancies. This report outlines the relevant legislative provisions and associated guidance associated with allocations and provides information on the Council's Common Allocation Policy. It includes information on:

- When an applicant can be considered as ineligible for an allocation or suspended from the Common Housing Register
- How low demand older persons accommodation is allocated
- The role and workload of the Tenancy Enforcement Section with some comparison with that of local Registered Social landlords
- The obligations of tenants to manage their tenancies in accordance with their tenancy agreement.

3. LINKS TO STRATEGY

- 3.1 ***The Well Being of Future Generations (Wales) Act 2015*** contains 7 well-being goals. When making decisions the act requires public bodies in Wales, including local authorities, to take into account the impact they could have on people living their lives in the future. This report would link most closely to the following Well-being Goals:

- *A prosperous Wales*
- *A resilient Wales*
- *A more equal Wales*
- *A Wales of cohesive communities*
- *A globally responsible Wales.*

- 3.2 **Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)**, which sets out the national context on meeting housing need, homelessness, and housing-related support services.

- 3.3 **The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan: 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 **Anti-Social Behaviour Act 2003 and Code of Guidance** provided by Welsh Government to assist social landlords in their development of a policy and procedure, encouraged and emphasised a 3-strand strategy for dealing with nuisance and anti-social behaviour – prevention, support and enforcement. The **Caerphilly Homes Statement of Policy and Procedure for Anti-Social Behaviour** is consistent with the overarching corporate aims and reflects the 3 strand strategy, emphasises an incremental approach to investigating and dealing with ASB and reflects good practice in this field.
- 3.6 The **Council’s Strategic Equalities Plan** has the following aim:
Equality Objective 1 – Tackling Identity based hate crime: – To reduce the levels of real or perceived instances of identity based abuse, bullying, harassment and violence, hate crime and hate incidents in the county borough.

4. THE REPORT

Relevant Legislation and Guidance

- 4.1 Anyone over the age of 16 years may apply to the Council to be rehoused, regardless of their housing need, subject to them meeting eligibility criteria set out in its policy. Section 166 (3) of the Housing Act 1996 obligates the Council to consider all applications for social housing. It must, however, ascertain whether an applicant is eligible for accommodation or excluded from allocation.
- 4.2 Where it is satisfied that an applicant, or a member of their prospective household, is guilty of unacceptable behaviour serious enough to make them unsuitable to be its tenant, the Council may treat them as ineligible for an allocation of housing. However, the only behaviour which can be regarded as unacceptable is behaviour that would, if they had been a Council tenant, have entitled the Council to a possession order under defined discretionary grounds which include non-payment of rent, breach of tenancy conditions, conduct likely to cause nuisance or annoyance and use of the property for immoral or illegal purposes. The applicant has a right of review of this decision.
- 4.3 A policy of treating all applicants within specific categories e.g. those with a criminal history, as unsuitable to be a tenant would be considered a blanket approach and is unlawful. The following three stage test must be applied to prevent a blanket approach:
- **Whether a possession order would have been granted.** A court must have regard to the interests and circumstances of the tenant and their household, the Council and the wider public. If not satisfied that the court would decide it was reasonable to grant a possession order, the applicant cannot be guilty of unacceptable behaviour.
 - **Whether the behaviour is serious enough to make the person unsuitable to be a tenant.** It is the Welsh Government's view that to do this the Council needs to satisfy itself that if a possession order were granted it would have been an outright order. Where the Council believes that the court would have suspended the order, then such behaviour should not normally be considered serious enough to make the applicant unsuitable to be a tenant.
 - **If satisfied that the applicant is unsuitable to be a tenant by reason of unacceptable behaviour, the Council must have regard to the circumstances at the time the application is considered and must satisfy itself that the applicant is still unsuitable at the time of the application.** Previous unacceptable behaviour or even an outright possession order, may not justify a decision to treat the applicant as ineligible where that behaviour can be shown by the applicant to have improved.

- 4.4 Where the Council is satisfied that an applicant is unsuitable to be a tenant, they are not necessarily required to decide that he or she is ineligible for an allocation, they may instead proceed with the application and decide to give the applicant no priority. If it is decided that an applicant is ineligible for an allocation, after a period of ineligibility has elapsed, they may re-apply and their circumstances must be reviewed.
- 4.5 It is the Welsh Government's view (expressed in detail within its statutory guidance "Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness 2015") that barriers to social housing should be minimised and that in developing policies on unacceptable behaviour Local Authorities should consider their role as social landlords and brokers of social housing. They consider that social housing is subsidised stock and that it is incumbent on councils to allocate tenancies primarily to meet housing need and keep restricted access measures to a minimum to ensure their statutory responsibilities are being met.
- 4.6 The three stage test is applied by the Council at the point of application and, where circumstances and evidence warrant it, e.g. for former tenants with compound issues of high arrears and serious anti-social behaviour, the applicant is classed as 'ineligible for an offer of accommodation'. However, it is not unusual to have insufficient evidence to be satisfied that an applicant is unsuitable to be a tenant as the burden of proof is high. The Council has, therefore, adopted additional criteria that allow for applicants or members of their prospective household to be registered on the Common Housing Register but suspended until such time as they have addressed current or past behavioural issues.

The Housing Assessment Panel

- 4.7 All ineligibility decisions are made by the Housing Assessment Panel. Panel meetings are chaired by the Housing Solutions Manager and consist of housing managers from at least three of the housing provider organisations who are party to the Common Allocations Policy agreement: Caerphilly Homes, Charter Housing, United Welsh Housing Association, Linc-Cymru, Derwen Cymru, Wales & West, Cadwyn and Aelwyd Housing Association. The Housing Assessment Panel must apply the three stage test when considering eligibility for inclusion on the housing register. The Council can decide to treat an applicant as ineligible for an allocation, or suspend their application until such time that a sustained demonstrable change in behaviour has taken place, such that the suspension can be lifted. Applicants requesting a review of the Housing Assessment Panel decision can appeal to the **Housing Review Panel** which is chaired by the Chief Housing Officer and two senior housing managers from the aforementioned partner housing providers. The Panel's decision is final and any challenge of that decision can only be made through the Public Sector Ombudsman for Wales or a judicial review.

Homeless Applicants

- 4.8 The Council has a legal duty to help secure accommodation for people if they become homeless and are eligible for assistance. Assessments and decisions are carried out under Part 2 of the Housing (Wales) Act 2014. It is, however, possible for the Council to determine an applicant is unintentionally homeless and in priority need but guilty of unacceptable behaviour serious enough to make them unsuitable to be a social housing tenant. The Council can decide to treat them as ineligible for an allocation, or suspend their application until such time that a sustained demonstrable change in behaviour has taken place, such that the suspension can be lifted. The applicant can request a review of this decision.
- 4.9 The Council does, however, still have a statutory duty to secure them accommodation. This need not be in its own stock as the Council now has discretion to accommodate them in the private rented sector or by some other means.

Offenders

- 4.10 If applicants declare on their application that they have any criminal convictions, the Common Allocations Policy is clear that we consider their offences in relation to whether they should be excluded from the housing register as a blanket exclusion for those with a criminal history is unlawful. Only those with a criminal history relative to their former housing history can be considered for exclusion, and their application is thoroughly explored and considered by the Housing Assessment Panel.
- 4.11 If an offender with a local connection to the County Borough has no accommodation available to return to on release, they are referred to the Council's Housing Advice Centre by the relevant prison. The Council are responsible for assessing whether the offender has a vulnerability that affords them a Priority Need status under the Housing (Wales) Act 2014, and is therefore owed a housing duty. Priority need status on the grounds of vulnerability such as a physical or mental health condition is assessed in the same way as for any other homeless person. Additionally priority need status can be granted to offenders who would not cope with the changes in society through having served a lengthy prison sentence.
- 4.12 Offenders owed a duty of housing after release from custody are usually provided with temporary accommodation in the first instance and then helped to secure settled accommodation, either within the social housing stock or in private rented accommodation. The Probation Service Offender Manager will then provide us with a housing risk assessment which is used to best manage the proposed tenancy.
- 4.13 Occasionally, offenders due for release are considered to be high risk and are referred to the Multi-Agency Public Protection Arrangement (MAPPA) process to plan for their release and management in the community. The Responsible Authorities for the MAPPA partnership are the Police, Probation and Prison Services however several other agencies are Duty to Co-operate agencies and these include Housing, Social Services, Health, Youth Offending teams and Education Authorities. Housing are required to assist with the housing needs of these offenders when required. These offenders are initially released to Approved Premises before being housed back into the community. We rely on the assistance of all housing partners to source suitable accommodation and all proposed accommodation options are reviewed by the Police before final approval.
- 4.14 Housing suitability checks are carried out by the Police for all MAPPA offenders who are owed a duty of housing in the County Borough. These are carried out by the Public Protection Unit and include the following aspects as part of an active risk management process:
- The proposed address location and its proximity to areas pertinent to the offending history: for example whether there are schools, playgrounds, youth clubs and similar if historical offences were against young people. Household checks are done to consider the potential risks to existing tenants in adjacent properties, for example, the names, ages and general nature of the households in a block of flats where the proposed property is situated. Details of any other offenders already residing in the vicinity who may come into contact with the offender.
 - The housing of offenders in the County Borough is limited to people originally from the area or who have a proven family connection to our area. Occasionally, offenders we have a duty to house cannot return to our area due to the location of former victims or their families and we seek assistance from our housing colleagues in the other Gwent areas. We also assist our Gwent partners to house offenders unable to return to their respective local authorities, usually on a reciprocal basis. This duty to assist with the housing of offenders from outside our area is a direction from the MAPPA panel Chair with whom we have a Duty to Cooperate.
 - The records of the offender, their offence, location and victims are controlled by the Chair of the MAPPA in Gwent and the disclosure of information outside of the MAPPA meeting has to be approved by the Chair of the MAPPA process.

Common Allocations Policy

- 4.15 The Common Allocations Policy was developed by the Council in partnership with six housing associations to ensure that all applicants applying for social housing in the County Borough are provided with a single route of access and assessed using a single policy. It was introduced on 5th December 2016 along with the Common Housing Register. In addition to the three stage test of unacceptable behaviour, the policy allows for eligible applicants or members of their prospective household to be registered on the Common Housing Register but suspended for 12 months or until such time as they have addressed current or past behavioural issues.
- 4.16 Where it is determined that the applicant or a member of the applicant's household has failed to maintain their current or any previous social rented or private sector rented property within the terms of their tenancy agreement they are informed of the action(s) that they will need to demonstrate before the suspension will be lifted. Any suspension can be challenged and the action is required to be reasonable and proportionate, and to take into account the protected characteristics of the individual.

Lettings for Older Persons' Accommodation

- 4.17 Whilst most of the Council's housing stock is designated for general needs a significant proportion is designated for accommodating older persons, which is currently defined as 60 plus. Most of the Council's partner landlords have a definition of 55 plus for their older persons' accommodation.
- 4.18 Such properties are first offered to applicants shortlisted from the Housing Register who have at least one member of the household who is 60 plus or otherwise have been awarded age dispensation to apply for older persons accommodation due to a specific need associated with a disability. Where there are no eligible applicants on the register aged 60 plus or with age dispensation new applicant shortlists are generated to include the oldest applicants on the register in reducing blocks of five year age bands i.e. over 55, then if no one eligible over 50 etc. This approach has been applied since the 1990s, although it has gradually been restricted to 5 year age bands to ensure consistency of approach across all Housing Offices, as previously within Local lettings Policies some low demand older persons' accommodation was routinely offered to applicants aged 40 plus.
- 4.19 In many areas there is normally sufficient demand from older persons for this stock and reduced age shortlisting is only required very infrequently, however some older persons stock is regularly in low demand, either due to location or limited accessibility for those with limited mobility, and the age reduction is applied regularly. It is partly for this reason that a review of some older persons' accommodation has recently been undertaken and Members have approved the re-designation of a limited amount of older persons' accommodation for general needs.

The Role of the Tenancy Enforcement Section

- 4.20 The over-riding aim of the Caerphilly Homes' anti-social behaviour policy and procedure is to provide a framework to ensure that it responds to all incidents of anti-social behaviour in a manner, which is consistent and appropriate. The policy and procedure seeks to support the wider aims and objectives of related strategies and plans in order to create safe and cohesive communities and improve the quality of life for Council tenants, leaseholders, and residents within the County Borough. The policy endeavours to complement and support the efforts of the Safer Caerphilly Community Safety Partnership and other local agencies through effective partnership working in order to provide a collaborative response to anti-social behaviour.
- 4.21 The Tenancy Enforcement Section (TES), which comprises four Tenancy Enforcement Officers and a Manager, aims to effectively tackle anti-social behaviour and enable Council tenants, leaseholders and others to have quiet enjoyment of their homes and live in communities that are safe and cohesive. All complaints of anti-social behaviour made by or

about a tenant or leaseholder are referred to the TES. Complaints of a general nature and the less serious incidents of anti-social behaviour are referred on to the Area and Neighbourhood Housing Offices for investigation. The TES investigates all complaints of noise nuisance and the more serious/persistent incidents of anti-social behaviour.

4.22 The most common referrals to TES are for verbal abuse/ intimidation/ harassment and noise nuisance. The chart below provides details of the five most frequent complaint reasons for each recorded period, although up to three reasons can be recorded on the referral form. The table also details the total number of referrals received, for the last 5 1/2 years. The figures show a significant increase in the number of referral received during 2018 and could indicate a doubling of the referrals received the previous year. There is no explanation for this trend but other social landlords within Gwent have also experienced similar increases in levels of reporting. This increase has had a significant impact on the ability of the team to manage cases as resource levels have not changed. This may have had a knock on effect of how quickly an Officer could respond to a complainant due to the number of cases each officer has had to manage. During the period June – October each Officer had an average of 50 cases open that they were investigating.

Case Type – Pre 31 March 2018	2013 - 2014	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	Case Type – Post 01 April 2018	1.4.18 - 31.10.2018
Noise	213	252	288	244	244	Noise	263
Verbal/ Harassment/ Intimidation	170	213	223	188	231	Harassment, Intimidation & Threats	119
Drugs, Substance Abuse	75	88	69	71	80	Substance Misuse (includes drug and alcohol)	51
Vandalism/ Property Damage	30	36	16	24	33	Vandalism/ Property damage	30
Alcohol Related	26	33	21	12	10	Verbal & Written Abuse	45
Total Cases	602	723	642	628	690	Total Cases	556

4.23 Upon receipt of a referral it is assessed and graded. In order to determine whether actions constitute anti-social behaviour consideration is given to a number of factors, including the frequency and severity of the incidents, the length of time the incidents have been occurring, the effect of the incidents on the victim and the intentions of the perpetrator.

4.24 TES seeks to provide a complainant or victim centred approach and endeavours to provide a consistent, reactive and responsive service. All complaints are treated seriously and dealt with fairly without prejudice or preference. All responses to incidents of anti-social behaviour are considered to be proportionate, measured and reasonable. The principle of proportionality is the idea that an action should not be more severe than is necessary to remedy the issue. For example one incident of noise nuisance will not lead to legal action being taken to retake possession of someone's home, however many incidents of noise nuisance is likely to be sufficient for legal proceedings to be commenced. TES are fully committed to tackling both the causes and the effects in an effective and structured manner. Successful intervention requires engagement by the complainant which will include the accurate recording of incidents (keeping nuisance diary sheets) and a willingness to provide a witness statement if required. Independent evidence is also obtained if possible e.g. use of noise monitor and working with other agencies to gather evidence. If a complainant is not

willing to engage or assist in collection of evidence then this will seriously impact on the evidence gathered and may prevent action being taken.

4.25 TES does not just enforce the conditions of tenancy through legal action. In accordance with requirements of Welsh Government guidance and the Caerphilly Homes policy of prevention, support and enforcement, TES provides support and assistance to both perpetrators and complainants. The team will provide support for complainants by making appropriate referrals for support if required, and providing target hardening items to help them feel safer in their home and community. We have access to 3 mobile CCTV cameras that can be located in areas of concern for a period of up to 12 months, and have 2 noise recording devices we use to capture evidence of unacceptable noise nuisance. We have a witness support scheme for those that have agreed to provide evidence and attend court. In relation to perpetrators, the team works with some of the most vulnerable and at risk members of society and recognises that we don't have to just stop the nuisance behaviour but also reduce and/or stop the actual cause of the nuisance behaviour in order to break the cycle. Perpetrators can be victims themselves and need support and assistance. The TES spend a lot of time discussing issues with the perpetrator to try and determine why they are behaving in an anti-social manner. This usually produces details of a raft of issues/ problems. An analysis of cases open during the week of 13 August 2018 indicated that in almost 53% of the cases the perpetrator either had a substance (alcohol and/or drugs) dependency, mental health issue/diagnosis or both. The Officer assesses the information and makes appropriate referrals to different organisations/ agencies to try to assist them to resolve the issues and thus improve their behaviour. However for some, these issues are long term and/or a lifestyle choice and require intensive support from appropriate agencies and commitment from the perpetrator to participate. Thus TES have to rely on the involvement of other agencies and support services to help resolve the issues a tenant may be causing. A full list of the Prevention, Support and Enforcement actions available to the Tenancy Enforcement Section are contained in Sections 6, 7 and 8 of the Policy and Procedure, which is available on the Council website. Case studies providing positive outcomes are attached as Appendix 1.

4.26 On occasion support and assistance will not prevent anti-social behaviour and legal action is required to be taken to enforce the conditions of tenancy. Over the past 5 ½ years the following legal actions have been taken by TES:

Action	2013 - 2014	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	01.04.2018- 31.10.2018
Notice Of Seeking Possession	17	21	18	9	22	13
Undertakings	1	1	0	1	1	0
Injunctions – with/without power of arrest	0	5	2	5	4	3
Closure Order	0	1	0	0	1	1
Suspended Possession Order	3	3	5	3	6	0
Outright Possession Order	9	6	5	0	1	0

- 4.27 The timeframe for the court dealing with a claim for possession can vary and the length of time will largely depend on whether a tenant is defending the proceedings. Where circumstances warrant it, the TES can serve an initial Notice of Seeking Possession and immediately commence possession proceedings without having to wait the usual 28 day period. The first hearing at court occurs generally around 28 days after the claim for possession is filed at court. If the matter is not defended it is usual for the TES to obtain the order that it seeks at the first hearing. If the tenant defends the matter, which is their right, then the court sets out a timetable for actions required before a final contested trial takes place. This timetable (which can on occasion cover an extended period of 6-8 months before the final trial) does not factor in any adjournments requested by either party, which can delay the process further. The TES and the Legal Section do everything they can to ensure that the process is carried out as quickly as possible within the Rules to minimise the timeframe and the distress delays can cause. At times the court will experience delays due to its fluctuating workload and inconsistent standards of administration which will cause delays beyond the control of the TES/Council.
- 4.28 An option open to TES to minimise the distress delays can cause is to consider filing, prior to or at the same time as the claim for possession, an application for a Civil Injunction (which were formerly called an Anti-Social Behaviour Injunction or ABSI). The court can generally look at these applications more quickly and the tenant would be obliged to comply with the terms of the Civil Injunction whilst possession proceedings are progressed.
- 4.29 Cases are determined on the evidential level of balance of probability. However there are other factors that a District Judge will need to consider in making their judgment. This will include whether the action is proportionate to the behaviour complained of, if it reasonable to grant an order, the likelihood of the behaviour recurring and the impact of the behaviour on others.
- 4.30 A further fast developing area for defendant housing lawyers is whether or not the legal proceedings brought are unlawful on account of being discriminatory to a tenant or occupier who has a protected characteristic under the Equality Act 2010. The Council in many cases would have the burden of proof to show that the action taken is not unlawful and no lesser option was available to it other than the steps taken. This area of law touches on all legal proceedings Housing may take against tenants and or occupiers. Those tenants with a diagnosed mental health condition, experiencing an episode of depleted mental health or dependent on drugs and/or alcohol, are likely to fall within the protected characteristics of the Equalities Act 2010. This needs to be carefully considered before any legal proceedings are commenced as it can and will make the legal proceedings more challenging and difficult if used as a defence. However it will not prevent us from taking legal action where appropriate.

Comparative Data

- 4.31 Within Gwent there is a professional group comprising representatives from all social landlords in the area. It focuses specifically on anti-social/nuisance behaviour and has been meeting for a number of years, with meetings held every 3 – 4 months. The purpose of the group is to exchange good practice, discuss problems being experienced, raise issues as a group with other agencies such as Police and Welsh Government, Other professionals are also invited to these meetings to provide information on projects and or services available within Gwent that have a focus on antisocial behaviour.
- 4.32 As there is no benchmarking data available for this area of work Officers have attempted to compare the work of the Tenancy Enforcement Service with that of Registered Social Landlords (RSLs) local to the County Borough however this has proved to be problematic due to variations in operating and reporting practices between landlords. The table below shows comparative data for specific types of anti-social behaviour recorded by Caerphilly Homes and three RSL's within Gwent.

2017/2018

Organisation	Stock No	New Cases	Noise Nuisance	Verbal abuse/ harassment/ intimidation	Drug/ substance abuse	Vandalism/ Property damage
Caerphilly Homes	10,800	690	244	231	80	33
Newport City Homes (NCH)	10,000	1452	292	322	75	35
Tai Calon	6,300	166	76	0	17	7
Charter Housing (CCBC area only)	988	86	30	34	5	2

- 4.33 Whilst it appears that NCH have a much higher number of referrals it has been established that this is because NCH also include in their data complaints about animal nuisance, domestic abuse, garden nuisance and litter and rubbish which are not collated by Tenancy Enforcement as they are reported to and/or dealt with by other sections within CCBC. When these figures are deducted from the total, the figures are more comparative, with NCH total number of new cases being 841.

2017/2018

Organisation	Civil Injunctions	Possession Orders (including Suspended PO's)	Closure Orders	Evictions
Caerphilly Homes	4	7	1	1
Newport City Homes	11	14	1	4
Tai Calon	2	Not recorded	0	2

- 4.34 CCBC offers all new tenants a secure tenancy. Secure tenants can live in their homes for the rest of their life as long as they comply with their tenancy agreement. Secure tenancies can only be ended by a court order, following a court hearing to look at the reasons behind the breaches of tenancy. The court decides if it has been proved that the ground for possession applies and if it is reasonable for the tenant to lose their home. Rather than order eviction, the court could, and often does, make a suspended possession order and set terms for the tenant to comply with.

- 4.35 Most RSLs routinely offer new tenants a starter (introductory) tenancy. These usually last for 12 months and are like a 'trial' period. They require a tenant to prove they are a responsible tenant before they are offered an assured tenancy. The tenant becomes an assured tenant after 12 months, unless the RSL has either started action to evict them or extended the starter tenancy. The court must agree to [evict a tenant from a starter tenancy](#) if the landlord has followed the correct procedures. The RSL does not have to prove to the court that there's a reason they should have to leave. It is possible that the higher number of evictions by NCH is a reflection of their use of starter tenancies.
- 4.36 Proposals to introduce starter tenancies have previously been considered and rejected by Members. The implementation of the Renting Homes Act 2014, which will require all existing tenancy agreements to be replaced with new contracts, will provide a further opportunity for Members to review the types and content of agreements offered by Caerphilly Homes to both new and existing tenants. Welsh Government has recently indicated that this legislation will be implemented during 2019 and officers' proposals for implementation will be the subject of a future report.

Garden Conditions

- 4.37 Breaches of tenancy other than antisocial behaviour are investigated by officers within the Local Housing Office rather than the TES. This includes the monitoring and enforcement of garden conditions in accordance with the garden monitoring procedure. Breaches may be identified by planned inspection or on receipt of a complaint or referral from other staff members. The procedure comprises four formal timed stages of intervention, including serving a notice of seeking possession (NOSP), prior to instituting legal action to seek possession of the property. In order to comply with evidential requirements should breaches result in service of a notice of seeking possession the garden procedure has to be followed in full, which, of necessity, takes some time. In addition to this pre-existing procedure an additional step has very recently been introduced to attempt to engage with the tenant in resolving the breach prior to seeking legal intervention. This involves a referral to a Homeless Prevention Officer who will also try to engage with the tenant and provide relevant support.
- 4.38 Throughout the procedure consideration must be given to the individual circumstances of the tenant e.g. age, physical disability, mental health, vulnerability. If appropriate and available, officers are able to refer to a supporting agency for gardening assistance and in exceptional cases the Community Environmental Warden service may be used to assist with removal of unwanted items.

Date	Stage 1 – Inspection	Stage 2 – Identified	Stage 3 – Persists	Stage 4 - NOSP	Referred to Legal	Orders	Evictions
16/17	1035	366	192	59	20	5	0
17/18	758	345	168	88	24	12	0
18/19	532	256	132	47	13	4	0

Obligations of Tenants

- 4.39 All tenants have a secure tenancy agreement which they sign when accepting the offer of a tenancy. This document lists their rights and responsibilities in the form of terms and conditions of the tenancy and failure to adhere to these may constitute a breach of their tenancy agreement.
- 4.40 Obligations within the tenancy agreement include a number relating to use of the property including:
- Occupation of the property as only or principal home for residential purposes and responsibility for the behaviour of any person residing in or visiting the property.
 - Not using the property for a trade or business or other non-residential purpose without firstly obtaining the Council's written consent.

- Not doing anything, or permitting anyone residing in or visiting to do anything, that causes or is likely to cause a nuisance, annoyance or disturbance to any person engaging in a lawful activity in the locality. Examples of include but are not restricted to loud music, arguing and door slamming, dog barking, offensive drunkenness and rubbish dumping.
- Not using the property or the common parts or the locality for illegal or immoral purposes and not permitting any person residing in or visiting the property to use it or its locality for illegal or immoral purposes. Examples include, but are not restricted to: the cultivation or production, possession or supply of a controlled drug, the storage or sale of stolen goods, prostitution and other sexual offences.
- Not deliberately damaging the property or the common parts nor permitting any person residing in or visiting the property to do so deliberately.
- Not harassing, nor inviting or inciting any other person to harass any person residing, visiting or otherwise engaging in a lawful activity in the locality, nor permit any other person residing in or visiting the property to do so. Examples of harassment include but are not restricted to: Intimidation on the grounds of a protected characteristic, violence or threats of violence, abusive or insulting words or behaviour, damage or threats of damage to property, writing threatening, abusive or insulting graffiti.

4.41 When TES become aware of an existing tenant being investigated for a criminal offence the tenant is contacted to advise them we are aware they have been arrested pending further enquiries. Once they are charged TES advise them that we know they have now been charged and depending on the outcome of the court proceedings we may take action that could affect their security as a tenant. Once the person is convicted (or not) a Notice of Seeking Possession (NOSP) would be served and a decision taken as to whether possession proceedings are proportionate, based on the offence they have been convicted of and the sentence they have received. For example cultivation of cannabis usually results in a Police caution, so a NOSP would be served then, depending on the number of plants, consideration would be given for proceedings for a Suspended Possession Order (SPO) as the Court will not award a possession order just for cultivation.

5. WELL-BEING OF FUTURE GENERATIONS

5.1 **Long Term** – supports the sustainability of cohesive communities for tenants and residents; providing a fair and transparent service for tenancy sustainment.

Prevention – supports tenants and assists in the prevention of eviction and homelessness. It supports the well-being of tenants and residents.

Integration – improved standards of housing and stable community environments.

Collaboration – joined up working arrangements within the organisation and with outside agencies to support tenancy sustainment.

Involvement – Engages tenants, residents and support agencies in relation to sustainment of tenancies.

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 There are no financial implications arising from this information report.

8. PERSONNEL IMPLICATION

8.1 There are no personnel implications arising from this information report.

9. CONSULTATIONS

9.1 There are no consultation responses that have not been reflected in this report.

10. RECOMMENDATIONS

10.1 It is recommended that Members note the contents of the report.

11. REASON FOR RECOMMENDATIONS

11.1 The purpose of the report is for information only.

12. STATUTORY POWER

Housing Act 1996
Anti-Social Behaviour Act 1996
Housing (Wales) Act 2014.

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Robert Tranter - Head of Legal Services and Monitoring Officer
Shaun Couzens - Chief Housing Officer

Background Papers:
Caerphilly Homes Statement of Policy and Procedure for Anti-Social Behaviour

Appendices:
Appendix 1 Case Studies

Case Study 1

A number of residents reporting a tenant to be causing noise nuisance;

- dog barking,
- parties,
- foul and abusive language
- excessively loud music.

Problems reported have been sporadic in nature but have been historically happening on a yearly basis predominantly during the summer time. The tenant was receiving support for substance misuse issues.

Various visits made to both complainants and tenant, suitable advice and warnings offered and the situation improved for a time. Further visits and written warning issued following reports of the behaviour reverting, diaries from residents provided, noise recording equipment used.

A Notice of Seeking Possession and Notice before proceedings for a Demotion Order served. No further issues of Anti-social behaviour have been reported.

Case Study 2

A single woman in her 30s was allocated sole tenancy of an upstairs flat in a quiet cul-de-sac. Within 2 weeks of the tenancy commencing, a total of 9 separate complaints had been received from residents of the area. Complaints included incidents of alleged anti-social behaviour such as loud music at all hours, offensive drunken behaviour, allegations of drug use, fighting, the use of foul and abusive language at volume and at all hours, callers to the address at all hours causing nuisance and upset, and public nudity. Concerns were also raised about the unacceptable condition of the garden attached to the property, which had reportedly deteriorated since the tenant moved in.

Loud music and foul language had been professionally witnessed by Tenancy Enforcement Officers whilst visiting the area.

Police were contacted by TES to request a formal Section 115 Information Sharing meeting, to bring together all agencies to discuss how best to deal with matters. Agencies who attended included Social Services who were working with the tenant concerned, Environmental Health as consideration had been given to seeking either Community Protection or Closure Order on the property, CCBC Housing were represented both by the local Housing Office and Tenancy Enforcement, CCBC Legal team, and representatives of Heddle Gwent Police.

The tenant was visited jointly with Social Services, Housing Estate Management Officer and Tenancy Enforcement several times with all appropriate warnings and guidance issued. The tenant agreed to sign a voluntary contract with TES, confirming there would be no further problems and also their understanding that their home would be at risk if there were.

Complainants have advised the situation to be much improved, and matters are being closely monitored currently.

Case Study 3

A noise nuisance complaint was received from a private tenant who wanted to remain anonymous about a council tenant who lived in a flat. The complaint was that the council tenant was playing loud explicit music during the day and also into the evening on a frequent basis.

Prior to Tenancy Enforcement Section's (TES) involvement the Police attended and warned the council tenant to turn the music down, however the anti-social behaviour continued. The private tenant was asked to keep a diary of incidents and regular contact was maintained by the TES officer

via email and telephone calls at the victim's request. The council tenant was visited and issued with verbal and written warnings and a referral for support was put in place. Recording equipment was utilised and captured sufficient evidence which was supported by the private tenant's diaries.

From commencement of the case to serving the council tenant with a Notice of Seeking Possession and a Noise Abatement Notice (supported by the Environmental Health department) it took approximately four weeks. The situation was monitored for a significant period of time and there wasn't any further noise issue and the matter was resolved.

Case Study 4

Serious concerns surrounding the behaviour of a group of youths on a Housing Estate. The 2 main offenders identified were brothers. Issues included taunting, abusing and threatening other residents, throwing stones and items at properties, lighting fires and shining laser pens at residents and properties. Issues became so severe that a council vehicle was damaged and Fire Service refused to answer non-emergency calls.

TES worked alongside Police, YOS and Community Safety and the brothers were subject to Acceptable Behaviour Contracts, which they subsequently breached.

The Tenant of the property where the brothers' live did not take an active role in helping to modify their behaviour and reduce problems on the Estate. As a result of their on-going behaviour TES served a NOSP on the Tenant.

The brothers continued to cause problems on the Estate where they lived which resulted in Anti-social Behaviour Injunctions being obtained against them at Court.

As a result of their continuing behaviours an application has been made to the Court for Possession Proceedings against the Tenancy.