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For all enquiries relating to this agenda please contact Rebecca Barrett
(Tel: 01443 864245 Email: barrerm@caerphilly.gov.uk)

Date: 20th November 2019

Dear Sir/Madam,

A meeting of the **Housing and Regeneration Scrutiny Committee** will be held in the **Sirhowy Room - Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 26th November, 2019** at **5.30 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.	

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.

A greener place Man gwyrddach

Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat



To approve and sign the following minutes: -

- | | | |
|---|--|--------|
| 3 | Housing and Regeneration Scrutiny Committee held on 15th October 2019. | 1 - 6 |
| 4 | Consideration of any matter referred to this Committee in accordance with the call-in procedure. | |
| 5 | Housing and Regeneration Scrutiny Committee Forward Work Programme. | 7 - 14 |
| 6 | To receive and consider the following Cabinet report*: - | |
| | 1. Chartist Gardens Development, Pontllanfraith – 30th October 2019. | |

**If a member of the Scrutiny Committee wishes for the above Cabinet report to be brought forward for review at the meeting please contact Rebecca Barrett, 01443 864245, by 10.00am on Monday, 25th November 2019.*

To receive and consider the following Scrutiny reports: -

- | | | |
|----|---|---------|
| 7 | Task & Finish Group on the Operation and Management of Highway Owned Council Car Parks. | 15 - 30 |
| 8 | WHQS Final Stage Progress Report / Post 2020 Asset Management Programme Proposals. | 31 - 56 |
| 9 | Update on the Role of the Tenancy Enforcement Section. | 57 - 68 |
| 10 | Caerphilly Homes - #Building Together. | 69 - 90 |

Circulation:

Councillors J. Bevan, D. Cushing, C. Elsbury, Mrs C. Forehead (Vice Chair), R.W. Gough, L. Harding, A.G. Higgs, G. Kirby, Ms P. Leonard, Mrs G.D. Oliver, B. Owen, Mrs D. Price, J. Ridgewell (Chair), Mrs M.E. Sargent, W. Williams and B. Zaplatynski

And Appropriate Officers

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HOUSING AND REGENERATION SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON
TUESDAY, 15TH OCTOBER 2019 AT 5.30 P.M.

PRESENT:

Councillor J. Ridgewell - Chair
Councillor Mrs C. Forehead - Vice-Chair

Councillors:

J. Bevan, L. Harding, A.G. Higgs, G. Kirby, Ms P. Leonard, Mrs G.D. Oliver, Mrs M.E. Sargent, W. Williams, B. Zaplatynski

Cabinet Members:

Mrs L. Phipps (Homes and Places), S. Morgan (Economy, Infrastructure and Sustainability & Wellbeing of Future Generations Champion)

Together with:

M.S. Williams (Interim Corporate Director, Communities), S. Couzens (Chief Housing Officer), F. Wilkins (Housing Services Manager), L. Allen (Principal Group Accountant - Housing), M. Eedy (Finance Manager - Communities Directorate), C. Forbes-Thompson (Scrutiny Manager), R. Barrett (Committee Services Officer)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors D. Cushing, C. Elsbury, R.W. Gough, B. Owen and Mrs D. Price, together with Cabinet Member Mrs E. Stenner (Environment and Public Protection).

2. DECLARATIONS OF INTEREST

Councillors J. Bevan and A.G. Higgs declared a personal interest in Agenda Items 8 (Complaints, Representations and Compliments - Caerphilly Homes) and 9 (Housing Revenue Account Budget Monitoring – Period 4 2019/20). Details are minuted with the respective items.

3. MINUTES – 3RD SEPTEMBER 2019

RESOLVED that the minutes of the Housing and Regeneration Scrutiny Committee meeting held on 3rd September 2019 (minute nos. 1 - 6) be approved as a correct record and signed by the Chair.

4. CALL-IN PROCEDURE

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

5. HOUSING AND REGENERATION SCRUTINY COMMITTEE FORWARD WORK PROGRAMME

Cath Forbes-Thompson (Scrutiny Manager) presented the report, which outlined details of the Housing and Regeneration Scrutiny Committee Forward Work Programme (FWP) for the period October 2019 to July 2020, and included all reports that were identified at the Scrutiny Committee meeting on 3rd September 2019.

Members were advised of a Conservation Strategy being prepared for Cabinet consideration, and agreed that it be added to the Scrutiny Committee FWP under date to be confirmed. Members also agreed that an information item on the Tenancy Enforcement Section scheduled for 26th November 2019 be moved to the list of main agenda items.

The Scrutiny Committee were also reminded that the Heads of the Valley Masterplan report has been scheduled for 28th January 2019 and that a Member's workshop on the item has been arranged for 30th October 2019.

Subject to the foregoing amendments, it was unanimously agreed that the Housing and Regeneration Scrutiny Committee Forward Work Programme be published on the Council's website.

6. CABINET REPORTS

None of the Cabinet reports listed on the agenda had been called forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

7. BUDGET MONITORING REPORT 2019/2020

The Cabinet Member for Economy, Infrastructure and Sustainability presented the report, which informed Members of the most recent budget monitoring position for 2019/2020 for the Communities Directorate, including Regeneration & Planning Division, Infrastructure Services Division, Public Protection Division and Community & Leisure Services Division.

Members were asked to note the details of the budget monitoring position for the Regeneration and Planning Division relevant to the Scrutiny Committee, which overall has a small projected underspend of £1.9k. Members were also referred to key underspends and overspends across this service area.

It was noted that there are a number of underspends across Planning due to the delayed filling of vacant posts, which are offset by overspends arising from reduced income associated with planning applications. There is a projected overspend in relation to industrial properties as a result of under-occupancy, which is being addressed. Tourism venues are reporting a combined small underspend of £1k, although some venues are experiencing overspends due to a drop in income which can be weather dependent. Tourism events saw an underspend of £28k which is primarily due to underspend for the Big Cheese event as a result of excellent

weather and a move towards a self-financing model.

The report also included an update in respect of the targeted MTFP savings of £5.213m for the Communities Directorate for 2019/20. It is expected that most of the savings applied in 2019/20 have or will be achieved or will be achieved by the end of the financial year. However, a number of MTFP savings are not being fully achieved and the position on these will be monitored closely.

During the course of discussion on the item, reference was made to the underspend across Town Centre Management due to the delayed filling of the vacant Town Centre Manager post, and Members were pleased to learn that the Head Of Regeneration and Planning is implementing her management restructure and that a new role which includes support for town centre and other businesses has been created, and the new position has been filled by an internal member of staff.

Following consideration of the report, Members noted its contents and the details of the budget monitoring position for the Regeneration and Planning Division contained in the appendices.

8. COMPLAINTS, REPRESENTATIONS AND COMPLIMENTS – CAERPHILLY HOMES

Councillor J. Bevan and A.G. Higgs declared a personal interest in this item as Council tenants and remained in the room during consideration of the report.

The Cabinet Member for Homes and Places presented the report, which had been considered by the Caerphilly Homes Task Group on 10th September 2019. The report provided Members with information on the contacts in relation to complaints and representations received by the Authority's Housing Customer Services Section between 1st April 2018 and 31st March 2019.

Members were advised that the monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern and positive feedback, with the aim of improving services and monitoring performance and ensuring that where issues are identified similar problems are avoided in the future. The corporate complaints procedure places an emphasis on learning from complaints. Examples of complaints which led to changes in policies and procedures were highlighted within the report.

The Scrutiny Committee were referred to the complexity of the functions carried out by the Caerphilly Homes service as detailed in the report and were asked to note that complaints will be inevitable across a service of this size. The service saw a reduction in Stage 1 complaints but also experienced a reduction in the expressions of praise during 2018/2019. There was an increase in the number of Stage 2 complaints and the Council is continuing to learn from complaints and implement changes in existing policies and procedures where necessary.

During the course of the ensuing debate, Members discussed the data set out at 5.2.3 of the report which detailed the number of complaints/contacts made to the Chief Executive and the number of service requests received by function area. A Member queried the reason for the increase in representations made during 2018/19 in relation to allocations. Officers explained that this is due to an increased housing waiting list and that some tenants may feel that they have been offered properties not suitable to their needs, which has contributed to an increase in complaints and representations. Clarification was also sought on the increase in contacts/service requests in relation to antisocial behaviour. Officers explained that the Chief Executive Office has seen an increase in the number of direct contacts but that the number of referrals to the Complaints team has reduced. Members were advised that further detail will

be included in the report on the Tenancy Enforcement Section being presented to the next meeting of the Scrutiny Committee.

A Member asked what percentage of work the contacts equated to in terms of the total work carried out by Caerphilly Homes. Officers explained that this is difficult to gauge as sometimes the representations can apply to more than one department and so are recorded against all relevant function areas. Clarification was also sought on the definition of “business as usual” when dealing with service requests as set out in Section 5.2.1. of the report, It was explained that requests are dealt with under business as usual and if this comes back as a reoccurring issue (e.g. in the case of repairs) then this will be recorded as a complaint.

Following consideration of the report, the Scrutiny Committee noted its contents.

9. HOUSING REVENUE ACCOUNT BUDGET MONITORING – PERIOD 4 2019/20

Councillor J. Bevan and A.G. Higgs declared a personal interest in this item as Council tenants and remained in the room during consideration of the report.

The Cabinet Member for Homes and Places presented the report, which informed Members of projected revenue expenditure for the Housing Revenue Account (HRA) for the 2019/20 financial year, and detailed the HRA capital programme which is predominantly funded by the HRA.

The report highlighted the distinction between the HRA, which is funded by rental income received from council tenants, and General Fund Housing activities, which fall under the General Fund and are funded by the Council taxpayer. Although there is a clear separation of these funds, the majority of council tenants rent is funded from housing benefits which are derived from the tax payers purse and therefore value for money must always be sought. The report outlined the projected outturn for the HRA based upon the expenditure and income for the first four months of the year.

The Scrutiny Committee noted the HRA budget for 2018/19 of £51.7m with its main components consisting of £11m of salaries (net of WHQS funding), £9.5m of capital financing charges, £9.3m of response repairs, and £17m of revenue contributions to fund the WHQS programme. The spend on the HRA is self-financed mainly by the rental income collected from Council Tenants, of which around 71% is funded by Housing Benefits. The underspend at period 4 is projected to be £2.3m, with the reasons for this underspend set out at Sections 5.2 to 5.7 of the report.

During the course of the debate, and in relation to Housing Supply and Housing Allocations costs (as detailed in the summary of expenditure appended to the report), concerns were expressed regarding increased demand for Council housing and a Member asked if it would be of benefit to review the allocations process. The Scrutiny Committee were reminded of the Common Allocation Policy in place and were provided with examples of the qualifying criteria that is used to award priority to applicants with a defined housing need. Discussion took place regarding under-occupancy in Council properties and assurances were given that property size is matched to household size wherever feasible. Officers explained that there are exceptions in areas of lower demand where it is more beneficial to allow a property to be under-occupied than for it to remain vacant. It was confirmed that in such instances, a financial assessment is carried out with the prospective tenant to ensure that they can afford the higher rental costs. The Committee also discussed the benefits of community living housing models, as well as succession rights across sole and joint tenancies.

Member asked if Response Repair costs associated with WHQS remedial works carried out by the in-house team are recouped from the contractor. Officers explained that costs are

recouped wherever possible. The WHQS team aim to ensure that any repairs within a 12 month period are undertaken by the contractor, and confirmed that some products are covered under the manufacturer's warranty period of up to 7 years. The Council also retain a contractual sum known as retention which is held for a period of 12 months. Any defects identified within this 12 months defect liability period are undertaken by the contractor as there is a financial incentive for them to do so. If the contractor fails to respond (which is rare) then the repairs can be undertaken by the in-house team or an alternative contractor with costs recovered from the retention monies held.

Discussion also took place regarding the proportion of tenants receiving Housing Benefit and WG targets in respect of council housing. Officers confirmed that this level of detail would be included in the Caerphilly Homes - #Building Together report being presented to the next meeting of the Scrutiny Committee.

Having considered and discussed the report, the Scrutiny Committee noted its contents and the projected financial position of the Housing Revenue Account for 2019/20.

The meeting closed at 6.30 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 26th November 2019, they were signed by the Chair.

CHAIR

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HOUSING AND REGENERATION SCRUTINY COMMITTEE – 26TH NOVEMBER 2019

**SUBJECT: HOUSING AND REGENERATION SCRUTINY COMMITTEE FORWARD
WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE
SERVICES**

1. PURPOSE OF REPORT

1.1 To report the Housing and Regeneration Scrutiny Committee Forward Work Programme.

2. SUMMARY

2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholder.

3. RECOMMENDATIONS

3.1 That Members consider any changes and agree the final forward work programme prior to publication.

4. REASONS FOR THE RECOMMENDATIONS

4.1 To improve the operation of scrutiny.

5. THE REPORT

5.1 The Housing and Regeneration Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Tuesday 15th October, 2019. The work programme outlines the reports planned for the period November 2019 to July 2020.

5.2 The forward Work Programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

5.3 The Housing and Regeneration Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 18th November 2019. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the

forward work programme.

5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

6. **ASSUMPTIONS**

6.1 No assumptions are necessary.

7. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 The operation of scrutiny is required by the Local Government Act 2000. The Local Government Wales Measure 2011 and subsequent Statutory Guidance include requirements to publicise the work of scrutiny committees. The operation of scrutiny committee forward work programmes was agreed following decisions by Council in October 2013 and October 2015.

7.2 **Corporate Plan 2018-2023.**

Scrutiny Committee forward work programmes contributes towards and impacts upon the Corporate Well-being Objectives by ensuring that the Executive is held to account for its Corporate Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

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

Objective 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

Objective 5 - Creating a county borough that supports a healthy lifestyle in accordance with the sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

Objective 6 - Support citizens to remain independent and improve their well-being

8. **WELL-BEING OF FUTURE GENERATIONS**

8.1 This report contributes to the well-being goals and is consistent with the five ways of working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure it considers the wellbeing goals.

8.2 The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales

- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales

9. EQUALITIES IMPLICATIONS

9.1 There are no specific equalities implications arising as a result of this report.

10. FINANCIAL IMPLICATIONS

10.1 There are no specific financial implications arising as a result of this report.

11. PERSONNEL IMPLICATIONS

11.1 There are no specific personnel implications arising as a result of this report.

12. CONSULTATIONS

12.1 There are no consultation responses that have not been included in this report.

13. STATUTORY POWER

13.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer

Consultees: Dave Street, Corporate Director – Social Services and Housing
 Mark S. Williams, Interim Corporate Director of Communities
 Shaun Couzens, Chief Housing Officer, Communities
 Robert Tranter, Head of Legal Services/ Monitoring Officer
 Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer, Legal Services
 Councillor John Ridgewell Chair of Housing and Regeneration Scrutiny Committee
 Councillor Christine Forehead Vice Chair of Housing and Regeneration Scrutiny Committee

Appendices:

Appendix 1 Housing and Regeneration Scrutiny Committee Forward Work Programme
 Appendix 2 Cabinet Forward Work Programme
 Appendix 3 Forward Work Programme Prioritisation Flowchart

Forward Work Programme - Housing and Regeneration Scrutiny Committee

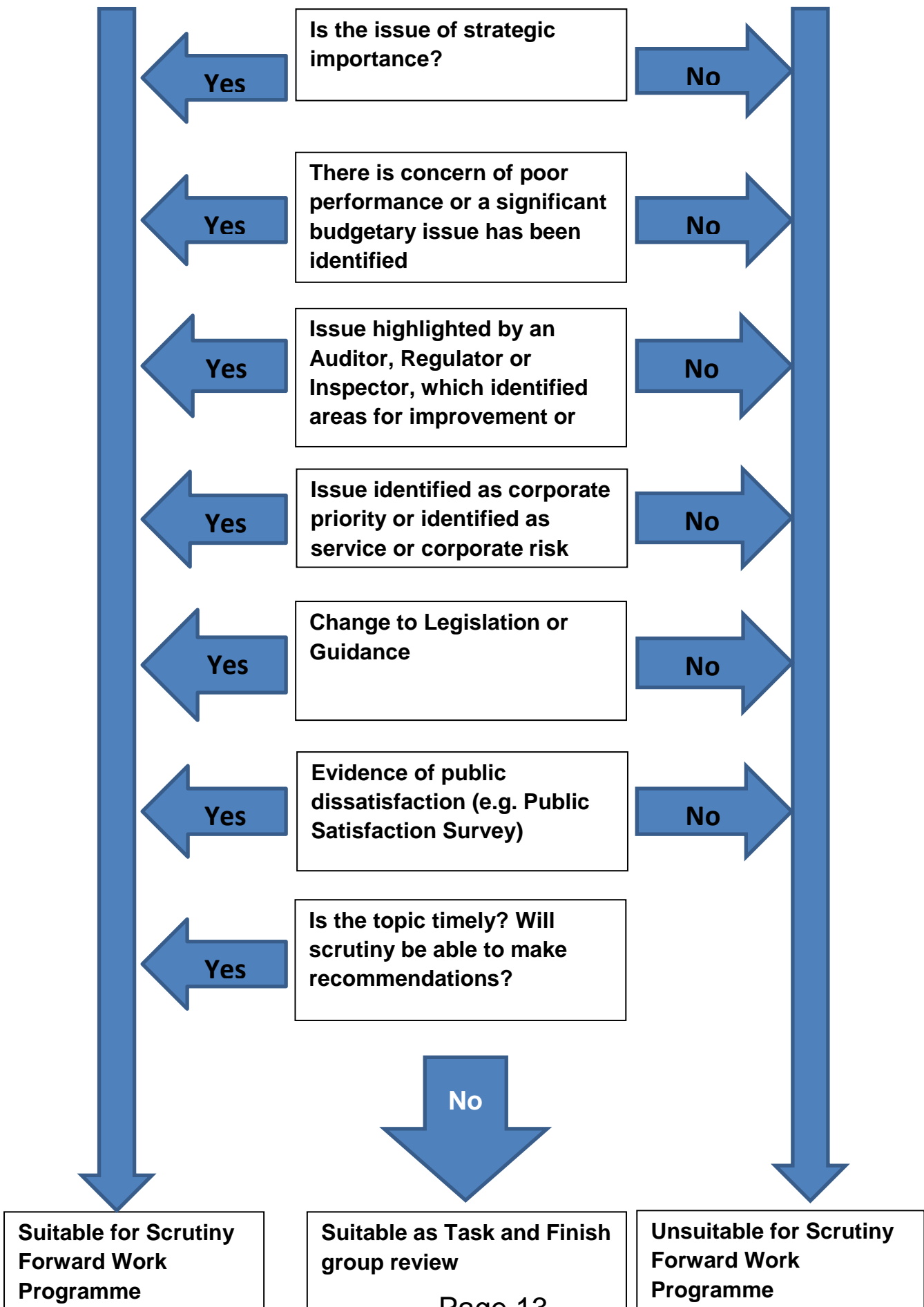
Date	Title	Key Issues	Author	Cabinet Member
26/11/2019	WHQS Progress Report (Nov 2019)	The report will detail the final stages of the WHQS programme which is on track for completion in June 2020, 6 months earlier than the WG target date. The report will also detail the Post WHQS strategy proposals which will commence in July 2020 embarking on a 5 year external works programme in addition to the remodelling of the sheltered housing schemes in addition to completion of WHQS related works to the 3 Sheltered Housing complexes which were omitted from the programme on health and safety grounds.	Couzens, Shaun	Cllr. Phipps, Lisa
26/11/2019	Caerphilly Homes - #Building Together	Due to an increasing demand for housing the report sets out proposals for increasing supply using a number of options such as purchasing existing empty homes, identify land sites for future development, purchase new build properties through Section 106 Agreements and building new homes. The report contains a number of recommendations which will be presented to cabinet in due course for consideration/approval	Couzens, Shaun	Cllr. Phipps, Lisa
26/11/2019	Role of the Tenancy Enforcement Section	An update on the role and workload of the Tenancy Enforcement Service in the management of Caerphilly Homes' tenancies.	Couzens, Shaun	Cllr. Phipps, Lisa
26/11/2019	Task & Finish Group on the operation and management of highway owned Council car parks	Following the introduction of Civil Parking Enforcement in the County Borough, it is now opportune to consider if a task and finish group should be re-constituted and if new terms of reference are required. Any review of council owned car parks may wish to consider the impact upon Town Centres.	Forbes-Thompson, Cath	Cllr. Morgan, Sean
05/12/2019	Medium-Term Financial Plan (Housing & Regeneration)		Couzens, Shaun	Cllr. Morgan, Sean
28/01/2020	Rent Increase Report 2020/21	To advise members of the process that is applied to determine rent increases including WG guidance. The report will also identify the impact on tenants weekly rents and identify the proportion of tenants in receipt of housing benefit. Members views on proposed rent increases will be sought prior to the report being submitted to Cabinet for approval.	Couzens, Shaun	Cllr. Phipps, Lisa
28/01/2020	Heads of the Valleys Masterplan	The report is seeking the view of members prior to its presentation to Cabinet, where Cabinet will be asked to endorse the Draft Masterplan as the basis for a public consultation exercise.	Kyte, Rhian	Cllr. Stenner, Eluned
28/01/2020	Information Item - HRA/General Fund 2019/20 Period 7 Budget Monitoring	To identify current levels of expenditure and income. To identify any over or underspends and explain the reasons for these. To provide an update on current and projected levels of borrowing required to support the housing service.	Couzens, Shaun	Cllr. Phipps, Lisa

Forward Work Programme - Cabinet

Date	Title	Key Issues	Author	Cabinet Member
27/11/2019	#Team Caerphilly/ Better Together (Transformation Strategy) – 6th month update	to provide a 6 monthly update	Harris, Stephen R	Cllr. Jones, Barbara
27/11/2019	Regeneration Board - Project Proposals	To recommend the allocation of £370k Regeneration Project Board Development Funds towards two previously endorsed and re-evaluated projects, namely Llanbradach and Ystrad Mynach Park & Ride schemes	Kyte, Rhian	Cllr. Morgan, Sean
27/11/2019	Making of a Compulsory Purchase Order - Land and buildings at Woodside Terrace, Hafod-yr-ynys	For Cabinet to authorise the making of a Compulsory purchase Order to acquire land and buildings known as 1-20 Woodside Terrace, 1 & 2 Woodside Shops and Yr Adfa at Hafod-yr-ynys Road together with ancillary rights to achieve compliance with the Air Quality Direction 2019 and the EU Ambient Air Quality Directive (2008/50/EC) in the shortest possible time.	Godfrey, Maria	Cllr. Stenner, Eluned
27/11/2019	Cabinet Forward Work Programme	For discussion and update	Tranter, Robert J.	Cllr. Jones, Barbara
15/01/2020	Affordable Housing New Build	For Cabinet to note the progress on a number of new builds and refurbishment projects, and to seek Cabinet approval to appropriate the land at Ty Darren, Risca and the transfer of associated funds to Caerphilly Homes.	Couzens, Shaun; Williams, Mark	Cllr. Phipps, Lisa
15/01/2020	Renewable Energy Generation - Tredomen Campus	To present a basket of options to Cabinet for achieving carbon neutrality at the Tredomen Campus	Rossiter, Paul	Cllr. Morgan, Sean
15/01/2020	Community Asset Transfer Policy to be finalised and approved by Cabinet (16- #Team Caerphilly Strategic Action Plan)	Approval by Cabinet of Community Asset Transfer Policy	Harris, Stephen R	Cllr. Phipps, Lisa
15/01/2020	Community Sport - Regional agenda	To consider future delivery options for community sport on a regional (pan "Gwent") basis.	Lougher, Jared	Cllr. George, Nigel
15/01/2020	Waste and Recycling Collection Systems	To advise Cabinet of the findings of the Regeneration and Environment Scrutiny Waste Review Working Group and to seek Cabinet approval for recommendations relating to the Authority's waste and recycling services.	Hartshorn, Robert	Cllr. George, Nigel
15/01/2020	Integrated Wellbeing Hubs	To provide an update to Cabinet	Street, Dave	Cllr. Cuss, Carl J.
29/01/2020	(11) Commercial and Investment Strategy to be drafted and approved by Cabinet	To consider the draft Strategic Plan	Camp, Victoria; Harrhy, Christina	Cllr. Jones, Barbara
29/01/2020	Proposed Use of Reserves	To consider proposals for the use of reserves.	Harris, Stephen R	Cllr. Jones, Barbara

29/01/2020	Corporate Volunteering	To consider our options for the establishment of a Corporate Volunteering Scheme on a Directorate or Whole Organisation basis.	Peters, Kathryn; Street, Dave	Cllr. Cuss, Carl J.
12/02/2020	Heads of the Valleys Masterplan	The report is seeking the view of members prior to its presentation to Cabinet, where Cabinet will be asked to endorse the Draft Masterplan as the basis for a public consultation exercise.	Kyte, Rhian	Cllr. Stenner, Eluned
12/02/2020	(9) Structured programme of service reviews to be agreed	Strategic Action Plan - item to be agreed.	Harris, Stephen R	Cllr. Jones, Barbara
12/02/2020	Caerphilly LA FSM Strategy	Consider a coordinated approach to accelerating the progress of this group of learners	Warren, Paul	Cllr. Marsden, Philippa
26/02/2020	Directorate Performance Assessments	To discuss and approve the new Directorate Performance Assessments and service planning framework.	Roberts, Ros	Cllr. Jones, Barbara
11/03/2020	EAS Business Plan		Cole, Keri	Cllr. Marsden, Philippa
11/03/2020	Caerphilly County Borough Council's Strategic Equality Plan 2020-2024	To seek approval of the Strategic Equality Plan 2020-2024 to be formally adopted as Council Policy.	Cullinane, Anwen	Cllr. Jones, Barbara
11/03/2020	Integrated Transport Unit with RCT CBC/ CCBC	Consideration of a collaborative approach to the delivery of Integrated Transport Unit services.	Lloyd, Marcus	Cllr. Morgan, Sean
10/06/2020	#Team Caerphilly -Transformation Strategy - 6 Monthly Update		Peters, Kathryn	Cllr. Jones, Barbara
	Hafodyrynys Air Quality Direction - Compulsory Purchase Order Process	To obtain Cabinet agreement on the Compulsory Purchase process on Hafodyrynys Road.	Godfrey, Maria	Cllr. Stenner, Eluned
	Develop a Consultation and Engagement Framework to support empowered communities to come on this journey with us. - (17- #Team Caerphilly Strategic Action Plan)	To approve the consultation and engagement framework	Harrhy, Christina; Peters, Kathryn; Lancaster, Hayley	Cllr. Jones, Barbara
	Membership of Stonewall		Donovan, Lynne	Cllr. Gordon, Colin J
	Review of the Balances Position in Schools	To provide an update & review of the School Balances position within the Authority and a comparison of the wider position across Wales.	Southcombe, Jane	Cllr. Marsden, Philippa

Scrutiny Committee Forward Work Programme Prioritisation



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HOUSING AND REGENERATION SCRUTINY COMMITTEE – 26TH NOVEMBER 2019

**SUBJECT: TASK & FINISH GROUP ON THE OPERATION AND
MANAGEMENT OF HIGHWAY OWNED COUNCIL CAR PARKS**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE
SERVICES**

-
- 1.1 The attached report was considered by the Environment and Sustainability Scrutiny Committee on 29th October 2019. The report gave an update to Members on the introduction of Civil Parking Enforcement and also asked the scrutiny committee if it wished to re-convene the task and finish group on council owned car parks. The task and finish group was temporarily suspended by the former Regeneration and Environment Scrutiny Committee in July 2017, pending the introduction of Civil Parking Enforcement.
 - 1.2 Members were advised that following the introduction of Civil Parking Enforcement in the County Borough, it was now opportune to consider if the task and finish group should be re-constituted and if new terms of reference are required. Members agreed that the task and finish group should be re-convened with revised terms of reference to include civil parking enforcement in respect of traffic regulation order anomalies.
 - 1.3 The scrutiny committee were also asked to consider if the task and finish group should be set up jointly with Housing and Regeneration Scrutiny Committee. Members were advised that any review of council owned car parks may wish to consider the impact upon Town Centres, therefore Members of the Housing and Regeneration Scrutiny Committee may wish to participate.
 - 1.4 Following consideration and discussion the Environment and Sustainability Scrutiny Committee unanimously agreed with this proposal and therefore seek the views of Housing and Regeneration Scrutiny Committee on whether they wish to establish a joint task and finish group to consider council owned car parks and civil parking enforcement in respect of traffic regulation order anomalies.
 - 1.5 Housing and Regeneration Scrutiny Committee are asked to consider the above recommendation. Should Housing and Regeneration Scrutiny Committee decline it should be noted that Environment and Sustainability Scrutiny Committee will still proceed with the task and finish group.

Author: Catherine Forbes-Thompson, Scrutiny Manager – forbec1@caerphilly.gov.uk

Appendices:

Appendix Report to Environment and Sustainability Scrutiny Committee 29th October 2019 –
Agenda Item 8



ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 29TH OCTOBER 2019

SUBJECT: CIVIL PARKING ENFORCEMENT – UPDATE REPORT

REPORT BY: INTERIM CORPORATE DIRECTOR – COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To update Scrutiny Committee on the implementation and impact of Civil Parking Enforcement (CPE) powers, since their introduction on 8th April 2019.

2. SUMMARY

- 2.1 Early indications are that the implementation of CPE has been broadly successful. Between 'Go Live' on the 8th April and the end of July 2019 there have been 514 requests for enforcement across the county borough. To the end of July 4,325 Penalty Charge Notices (PCNs) were issued, 70% of which have been paid with the remainder progressing through the appeals process.
- 2.2 Anecdotally there has been positive feedback about improvements in driver behaviour and greater parking availability and reduced congestion, particularly in the busiest areas. However, now that there is more pro-active enforcement of parking restrictions numerous requests have been received to consider changes to the Traffic Regulation Orders (TROs).

3. RECOMMENDATIONS

- 3.1 Members are asked to note the contents of this report and consider the following recommendations:
1. To note the content of this report and provide comments.
 2. To consider the outstanding requests for changes to parking related TROs and express views on what the priorities should be for the Council's limited resources.
 3. To consider whether or not to reconvene the Task & Finish group on the operation and management of highway owned Council car parks, and if so review the group's terms of reference.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To enable Members to consider and comment on the impact of CPE and future work priorities and also to consider whether or not to continue the scrutiny review into the operation and management of the Council's car parks.

5. THE REPORT

- 5.1 Prior to CPE implementation, the following actions were successfully completed to enable the 'Go Live' on the 8th April 2019:
- A review was undertaken of the parking restriction related TRO across the county borough, to identify any remedial works necessary to bring them up to the required standard for CPE enforcement.
 - The CPE application was submitted to and approved by Welsh Government.
 - TRO remedial works were completed by March 2019.
 - A TRO consolidation order was made.
 - A Service Level Agreement for the back office function with Rhondda Cynon Taff County Borough Council (RCTCBC) was concluded for the notice processing service. This service provided by RCTCBC is known as the South Wales Parking Group (SWPG).
 - Parking Enforcement Operational Policy: CCBC's enforcement protocol was revised and agreed.
 - Resident Permit Parking Policy: a TRO was made to bring the existing permit parking schemes in Abercarn, Bargoed, Blackwood, Caerphilly, Risca, Newbridge, Rhymney and Ystrad Mynach in to line with the Council's approved resident permit parking policy. The charge of £15 per permit per annum was agreed by Cabinet on 28 November 2018.
- 5.2 The introduction of CPE across the county borough has been broadly successful and well received. The following provides an overview of the performance of the service up until the end of July 2019.
- 5.3 **CPE Performance**
- 5.3.1 Civil Enforcement Officer (CEO) Recruitment: the business case for CPE requires enforcement staffing resource of 8 full time equivalents. Since going live there has been a retirement and a resignation that means there is a slight shortfall in the complement of staff for which a recruitment exercise is ongoing. That said the service has managed to maintain a positive response to enforcement requirements across the county borough.
- 5.3.2 PCNs issued: between the Go live date and the end of July 4,325 PCNs were issued of which 3036 (70%) have already been paid. The remaining 30% are progressing through the appeals and debt recovery process.
- 5.3.3 Income received: The above PCNs have generated an income of £105,438. As there are still a number of PCNs progressing through the appeals and debt recovery process (which can take in excess of 3 months) a full picture against the original business case is not available at this time. However, early indications are that the service is on target to generate sufficient income to fund itself.
- 5.3.4 Appeals received/successful: The vast majority appeals have been upheld and payment received or is being pursued. So far only 11 cases have proceeded to the Traffic Penalty Tribunal (the ultimate external arbiter). Of the 2 so far heard, the Council has won both cases.
- 5.3.5 Requests for additional enforcement: since the Go Live up until the end of July 2019, 514 requests for additional enforcement have been received. Appendix 1 provides a summary of these requests by ward. Where possible these have been responded to as part of the ongoing enforcement rotas and routes. Now that the service is starting to settle down, more focus will be given to other areas of enforcement such as evenings.

- 5.3.6 Behaviour changes: early anecdotal information is broadly positive with reports of greater parking availability and reduced congestion in busy areas of the county borough.
- 5.3.7 Requests for changes to parking restrictions: since the Go Live up until the end of July 2019 numerous requests for changes to parking restrictions have been received. Appendix 2 provides Members with a list of the outstanding requests for changes to parking restrictions in the TRO's. This includes those requests received since the implementation of CPE up to the end of July.
- 5.3.8 Complaints/compliments/incidents/PR: despite the anecdotal feedback, only one complaint and two compliments have been formally received. While there have been some incidents of verbal abuse of the CEOs and throwing of eggs, fortunately there have been no serious incidents. Officers and managers will continue to ensure such incidents are not tolerated and are reported to Gwent Police.

5.4 **Issues**

- 5.4.1 Balance of enforcement activity: now that the implementation of CPE is starting to settle down, other areas of enforcement activity can be considered. Until now parking enforcement has been focused on the working day Monday to Saturday with regular routes in the main towns and busy commercial areas, with reactive enforcement elsewhere as requested and resources allow. Other areas of enforcement such as evenings and more outlying residential areas will receive more enforcement. Members' views are sought on whether this balance remains appropriate.
- 5.4.2 Agree a prioritised TRO programme: Appendix 2 provides Members with a list of the outstanding requests for changes to parking restrictions in the Traffic Regulation Orders. This will be included in the CPE Members' seminar arranged for the 23rd October, for which a summary of the views expressed will be reported verbally. Scrutiny Members are asked to consider these requests and express their views on where the priorities should lie for the limited resources available. Allowing for other day to day operational work and scheme related commitments, the Traffic Management team can generally progress up to 3 or 4 TRO area/ward reviews each year, depending on the level of consultation and engagement. The following advice may be beneficial:
- Revoking of parking restrictions is generally less contentious than adding them. Therefore a TRO to pick up all the requests for revoking/removing parking restrictions (e.g. double or single yellow lines) could benefit a number of wards at the same time.
 - For changes related to concerns over safety, congestion and improving public transport, it may be appropriate to afford them a higher priority.
 - Requests for changes to resident permit parking within the confines of the existing policy can be considered within the context of an area/ward TRO review, but can often be contentious and time consuming to progress. Where the request relates to a change of policy (e.g. extending the permit restrictions beyond 6pm) then they would require a broader more extensive debate given the implications for the whole of the county borough.
 - Requests could be prioritised simply based on the number of requests received/level of support expressed.
- 5.4.3 Regeneration & Environment Scrutiny Committee Car Parks Task and Finish Group: Scrutiny Committee agreed to suspend the work of the Task and Finish Group until after the implementation of CPE (refer to the background papers). Scrutiny Committee are now asked to consider whether or not to re-commence this Task and Finish Group work and review their Terms of Reference.

5.5 **Conclusion**

In light of the experience of CPE implementation since it went live on 8th April, all current indications are that it has been a successful launch and is having a positive impact on traffic congestion, the efficiency of public transport services, the economic attractiveness and future

vitality of all areas within the County Borough.

6. ASSUMPTIONS

- 6.1 No assumptions have been made in the preparation of this report. Only when a full 12 months of data is available will a full and clear picture be available on how the service is performing against the original business case and predicted income returns.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 The following Council policies are relevant to the decision being requested.

7.2 Corporate Plan 2018-2023

- 7.2.1 This CPE service contributes towards the following Corporate Well-being Objectives:

Objective 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

Infrastructure Division Objective: To work towards a safer environment through positive measures to reduce road accidents and particularly by protecting and providing for vulnerable road users.

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 This service contributes to the following Well-being Goals:-

- A prosperous Wales
- A healthier Wales
- A more equal Wales
- A Wales of cohesive communities
- A globally responsible Wales

- 8.2 This proposal 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 resourcing of operation and management solutions of this specialised service provision allows for more effective and predictable resource/ financial commitments going forward.
- Taking direct control of CPE enables CCBC to increase prevention of parking disruption and congestion in conurbations contributing to the well-being of its communities.
- It forms part of an overall strategy integrating the traffic management of local roads to regional transport systems on which public transport, private users, cyclists and walking networks can operate.
- Collaboration with other organisations and local authorities enables a more effective and efficient service delivery.

9. EQUALITIES IMPLICATIONS

9.1 An EIA screening has been completed in accordance with the Council's Strategic Equality Plan and supplementary guidance. No potential for unlawful discrimination and/or low level or minor negative impact has been identified therefore a full EIA has not been carried out.

10. FINANCIAL IMPLICATIONS

10.1 There are no financial implications arising from this report.

11. PERSONNEL IMPLICATIONS

11.1 There are no personnel implications arising from the report.

12. CONSULTATIONS

12.1 All responses from consultations have been incorporated in the report.

12.2 A Members' Seminar has been arranged for the on 23rd October 2019. At the time of writing this report the seminar had not been held, so a summary of the meeting/discussion will be presented verbally to Members at the Scrutiny meeting.

13. STATUTORY POWER

13.1 The following enabling statutory powers apply to the CPE service.

- Traffic Management Act 2004.
- The Civil Enforcement of Road Traffic Contraventions (General Provisions) (Wales) Regulations 2013.
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (Wales) Regulations 2013.
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) Removed Vehicles (Wales) Regulations 2013.
- The Civil Enforcement of Road Traffic Contraventions (Approved Devices) (Wales) Order 2013.
- The Civil Enforcement of Road Traffic Contraventions (Guidelines on Levels of Charges) (Wales) Order 2013

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Consultees: Cllr. D.T. Davies – Chair of Environment & Sustainability Scrutiny Committee
Cllr. A. Hussey - Vice Chair of Environment & Sustainability Scrutiny Committee
Cllr. Sean Morgan – Deputy Leader and Cabinet Member for Economy, Infrastructure, Sustainability and Well-being of Future Generations
Cllr. Eluned Stenner – Cabinet Member for Environment and Public Protection
Mark S Williams – Interim Corporate Director of Communities
Robert Tranter – Head of Legal Services and Monitoring Officer
Stephen Harris – Interim Head of Business Improvement Services & S.151 Officer
Marcus Lloyd – Head of Infrastructure
Dean Smith – Principal Engineer (Traffic Management)

Robert Hartshorn – Head of Public Protection, Community & Leisure Services
Ceri Edwards – Environmental Health Manager
Richard Crane – Principal Solicitor
Mike Eedy – Finance Manager
Shaun Watkins – Principal Personnel Officer
Anwen Cullinane – Senior Policy Officer – Equalities and Welsh Language
Kathryn Peters - Corporate Policy Manager

Background Papers:

Scoping of the Countywide Review of the Operation and Management of Highway Owned Car Parks
– Regeneration and Environment Scrutiny committee – 29 March 2016

Update on Task and Finish group review of the operation and management of Highway owned
Council car parks – Regeneration and Environment Scrutiny committee – 4 July 2017

Decriminalisation of Parking – Residents' Parking Amendment Order 2018 – Cabinet 28 November
2018

Civil Parking Enforcement Progress Report – Council 22 January 2019

Appendices:

Appendix 1 – Summary of requests for parking enforcement by ward (April – July 2019)

Appendix 2 – Summary of requests for changes to parking restrictions for existing Traffic Regulation
Orders

Appendix 3 – Equalities Impact Assessment Screening Form

Appendix 1 – Summary of requests for parking enforcement by ward (April to July 2019)

Ward	Total		Ward	Total
Aber Valley	6		Nelson	12
Aberbargoed	6		New Tredegar	1
Abercarn	25		Newbridge	14
Argoed	0		Pengam	9
Bargoed	43		Penmaen	3
Bedwas, Trethomas and Machen	24		Penyrheol	0
Blackwood	71		Pontllanfraith	23
Cefn Fforest	17		Pontlottyn	8
Crosskeys	10		Risca East	38
Crumlin	0		Risca West	3
Darran Valley	0		St Cattwg	0
Gilfach	1		St James	65
Hengoed	10		St Martins	8
Llanbradach	4		Twyn Carno	1
Maesycwmmmer	3		Ynysddu	8
Morgan Jones	65		Ystrad Mynach	32
Moriah	4		OVERALL TOTAL = 514	

These requests can be broken down in to type (i.e. double yellow lines, loading bay, schools, resident parking, obstruction at junctions, disabled bays, limited waiting bays, blocking of access and bus stops).

Appendix 2 - Summary of requests for changes to parking restrictions for existng Traffic Regulation Orders

WARD	LOCATION	DESCRIPTION
ABER VALLEY	BRYNHAFOD ROAD	DYLs
ABER VALLEY	CROSS STREET	DYLs
ABER VALLEY	THE SQUARE SENGHENYDD	DYLs
ABER VALLEY	BRYNHYRFYD TERRACE	DYLs
ABER VALLEY	SENGHENYDD	LOOK AT CENOTAPH
ABER VALLEY	BRYNGELLI	DYLs AROUND JCTS (SR050696)
ABERBARGOED	SCHOOL STREET	DYLs NEAR NEW BUILD
ABERBARGOED	BEDWELLY ROAD	DYLs TO CREATE PASSING PLACE
ABERCARN	CELYNEN DEVELOPMENT	DYLs
ABERCARN	HIGH MEADOW	DYLs
ABERCARN	ABERCARN POST OFFICE	DYLs
ABERCARN	RAILWAY TERRACE	REMOVE DYLs
ABERCARN	NEWPORT ROAD CWMCARN	REQUEST FOR LIMITED WAITING EXTENSION NORTHWARDS
ABERCARN	NEWPORT RD, CWMCARN	CHANGE SYL TO DYL AT NO 96-101
ARGOED	PENYLAN ROAD	DYLs
ARGOED	A4048/BANALOG TERRACE	DYLs AT JUNCTION
BEDWAS	GREENACRE GARDENS	EXTEND DYLs
BARGOED	CARDIFF ROAD	REPLACE BUS STOP OUTSIDE FAIRVIEW TRADE SALES WITH DYLs AS BUS STOP NOT USED
BARGOED	CARDIFF ROAD	REMOVE LTD WAITING/SINGLE YELLOW IN ONE-WAY SECTION/RESIDENTS ASSESSMENTS
BARGOED	GREENFIELD ST / FRANCIS STREET etc	AMEND LIMITED WAITING BAYS TO INCLUDE PERMIT HOLDERS
BARGOED	FRANCIS STREET	REDUCE LTD WAITING BAY SO IT DOES NOT RUN ACROSS PARKING BAY FOR 6A UPPER HIGH STREET
BARGOED	HILL STREET	CONSIDER REMOVAL OF DYLs OUSTIDE 23 HILL STREET
BLACKWOOD	WAUNBORFA / BRYN RD JUNCTION	DYLs NEAR PAPERSHOP
BLACKWOOD	PENYBRYN ROAD/PENCOED AVENUE	DYLs ON JUNCTION
BLACKWOOD	GOLWG Y BONT/HEOL DDERWEN	DYLs ON JUNCTION
BLACKWOOD	RHOSNEWYDD TERRACE	DYLs
BLACKWOOD	LANE TO REAR OF HOMELAND PLACE	DYLs
BLACKWOOD	GORDON ROAD/ST TUDORS	DYLs ON JUNCTION
BLACKWOOD	GARFIELD ST JUNCTION	DYLs
BLACKWOOD	37 GROESO SQUARE	REMOVE DISABLED BAY
BLACKWOOD	LANE TO REAR OF DAVID STREET	DYLs
BLACKWOOD	WILLIAM STREET	EXTEND RESIDENTS PARKING BAY BETWEEN 38-48
BLACKWOOD	WOODBINE CLOSE	DYLs ON LANE AND AROUND CORNER LEADINGTO HOUSES (SR075211)
BTM	CHURCH ROAD	EXTEND TIME ON LIMITED WAITING FROM 15 TO 30 MINUTES
BTM	GREENWAY	DYLs
BTM	TYDFIL ROAD	DYLs

WARD	LOCATION	DESCRIPTION
BTM	PANDY LANE	DYLs
BTM	LEWIS STREET MACHEN	DYLs
BTM	BEDWAS HIGH SCHOOL	DYLs AT MAIN SCHOOL GATE
BTM	PANDY ROAD, BEDWAS	DYLs
CEFN FFOREST	FAIRVIEW / STONEHOUSE	DYLs
CROSSKEYS	SILVER STREET, PONTYWAUN	DYLs (SR053973)
CROSSKEYS	CASTLE LANE PONTYWAUN	DYL ON HILL NEAR JNCN WITH NORTH ROAD
CROSSKEYS	RISCA ROAD	RESIDENTS PARKING (SR047289)
CROSSKEYS	COBDEN STREET	REMOVAL OF DISABLED BAY (SR060095)
	B4591 MEDART	
CROSSKEYS	PLACE/GREENMEADOW DRINE JCT	DYLs (SR075355)
CRUMLIN	PEN-Y-FAN POND	DYLs
CRUMLIN	COMMERCIAL ROAD/WHITETHORNE ST	DYLs TO STOP VEHICLES PARKING UP TO JNCN
CRUMLIN	CRUMLIN SQUARE	LTD WAITING & DISABLED BAYS OUTSIDE SHOPS (SR075064)
CWMCARN	NEWPORT ROAD	REMOVAL OF RESIDENTS PARKING BAY
CWMCARN	NEWPORT ROAD	REMOVAL OF LIMITED WAITING (SR069162 PLUS OTHERS - include section opposite PO)
CRUMLIN	PENYFAN ACCESS ROAD	DYLs ON POND ACCESS
DARRAN VALLEY	YSGWYDDWYN	DYLs
DARRAN VALLEY	HILLSIDE TERRACE	DYLs
DERI	GLYNMARCH STREET	REQUEST FOR PARKING RESTRICTIONS AT SCHOOL
FOCHRIW	BROOK ROW/GLYN TCE JUNCTION	DYLs
GELLIGAER	LANE TO SIDE OF SURGERY	DYLs
GILFACH	PARK PLACE	REMOVE SYLs
MAESYCWMMER	PREMIER STORES	LIMITED WAITING
MAESYCWMMER	HAWTIN PARK	DYLs
MORGAN JONES	CRESCENT ROAD	DYLs AT CROSSING POINT
MORGAN JONES	SIR STAFFORD CLOSE	DYLs NEAR FUNERAL HOME
MORGAN JONES	BEDWAS ROAD	DYLs NEAR DJ TYRES (SR030650)
MORGAN JONES	SIR STAFFORD CLOSE	DYLs ON BEND (SR030715)
MORGAN JONES	PARC Y FELIN STREET	DYLs AT ENTRANCE (SR032248)
MORGAN JONES	ACCESS ROAD MORGAN JONES PARK	DYLs
MORGAN JONES	GELLIR FELIN	DYLs
MORGAN JONES	LAWRENCE STREET	CONSIDER FILLING IN GAP IN PERMIT PARKING BAY BETWEEN NO.S 29 & 37
MORGAN JONES	MELVILLE TERRACE	REMOVE DYLs
MORGAN JONES	SOUTH PANDY LANE	RESIDENTS PARKING
MORIAH	WARNE TERRACE ABERTYSSWG	REMOVE SKC
MORIAH	HIGH STRET RHYMNEY	REMOVE PARKING BAYS FORMALISE BUS STOP
NELSON	LLANCAIACH VIEW / TAWEL FAN	DYLs

WARD	LOCATION	DESCRIPTION
NELSON	WERN CRESCENT	DYLs
NELSON	BROOKLANDS AT JNCNWITH B4255	DYLs BOTH SIDES
NELSON	HEOL FAWR	EXTENDED DYLs
NELSON	HIGH STREET	DYLs AT JUNCTION BETWEEN 79 AND 81 (SR67639) & OUTSIDE OR OPPOSITE CHURCH WHERE RD NOT WIDE ENOUGH TO PARK BOTH SIDES (SR070703)
NELSON	HIGH STREET	REMOVE DYLs
NELSON	HIGH STREET	LIMITED WAITING OUTSIDE WELLINGTON STORES
NEW TREDEGAR	BIRCHGROVE	DYLs FOR REFUSE
NEW TREDEGAR	BRISTOL TERRACE, BRITHDIR	DYLs OPPOSITE GARAGE (26)
NEWBRIDGE	MEREDITH TERRACE	RESIDENT PARKING PERMITS REQUESTED (SR074824)
NEWBRIDGE	FOX AVENUE	DYLs
NEWBRIDGE	TYNEWYDD TERRACE	EXTEND POW ACROSS NO 55
NEWBRIDGE	ENTRANCE TO TRECelyn HOUSE	DYLs
NEWBRIDGE	PARK ROAD / HOLLY TERRACE	DYLs
PENGAM	PENGAM ROAD	REVOKE DYLs
PENMAEN	NEW ROAD WOODFIELDSDIE	DYLs
PENMAEN	BRYN HOWARD TERRACE	POLICE VEHICLES ONLY (SCEU)
PENYRHEOL	PLAS HYFRED	DYLs NEAR TRAVELODGE
PENYRHEOL	GLENFEILDS ESTATE CAERPHILLY	DYLs AT ENTRANCE (SR050447)
PONTLLANFRAITH	VALLEY VIEW	DYLs
PONTLLANFRAITH	TRAM ROAD	DYLs (SR070571)
PONTLLANFRAITH	PENMAEN ROAD	REMOVE DYLs
PONTLLANFRAITH	NEWBRIDGE ROAD	DYLs AT JUNCTION WITH ELIM WAY (SR044293)
PONTLLANFRAITH	BRYNTEG AVENUE	CONSIDER REMOVING APPROX 15M DYLs FROM SCHOOL END & SOME FROM PENLLWYN LANE (SR074917)
RHYMNEY	HIGH STREET REAR LANE	DYLs OPPOSITE GARAGE (SR035158)
RISCA	COMMERCIAL ST OUTSIDE LIBRARY	DISABLED BAY (SR050444)
RISCA	FERNLEA	DYLs
RISCA EAST	THISTLE WAY	DYLs
RISCA EAST	SEVERN CLOSE	DYLs
RISCA WEST	TREDEGAR STREET	CONSIDER CONVERTING LIMITED WAITING TO UNRESTRICTED (SR039561 & SR073484)
ST CATTWG	NORTH ROAD, PENALLTA IND EST	DYLs SR050949
ST JAMES	VAN ROAD (IND EST)	DYLs AT WERNDDU COURT
ST JAMES	RUDRY	DYLs NEAR GARTH CLOSE (EXTENSION)
ST MARTINS	MAES GLAS/MEADOW CRESCENT	DYLs AT JUNCTION
ST MARTINS	CLAUDE ROAD	SHORTEN PARKING NEAR 130 (SR027021)
ST MARTINS	FFORDD TRAWS CWM	DYLs NEAR BUST STOP BY LAKE
ST MARTINS	WESTERN IND EST	REVOKE DYLs
ST MARTINS	LANE ACCESSING ABER STATION CAR PARK	DYLs (SR036748)
ST MARTINS	GOODRICH FLATS, VAN ROAD	DYLs SR051664

WARD	LOCATION	DESCRIPTION
ST MARTINS	SPORTS DIRECT SIDE LANE	DYLs FULL LENGTH (SR059018)
ST MARTINS	GOODRICH STREET REAR LANE	PROHIBITION OF DRIVING
ST MARTINS	LUDLOW STREET	INCLUDE RESIDENTS ONLY IN LIMITED WAITING BAYS
ST MARTINS	BARTLETT STREET	INCLUDE RESIDENTS ONLY IN LIMITED WAITING BAYS
ST MARTINS	SOUTHERN STREET	EXTEND LIMITED WAITING BAYS
ST MARTINS	MARKET STREET	DYLs NEEDED IN BUS LANE AS CAN'T ENFORCE FOOTWAY PARKING
ST MARTINS	NORTH VIEW TERRACE	RESIDENTS PARKING
TWYN CARNO	OAKLAND TERRACE	DYLs
YNYSDDU	WATTSVILLE	POD FOR COUNTRYSIDE
YNYSDDU	HILL VIEW	REMOVAL OF DISABLED BAY (SR073275)
YNYSDDU	WESTERN TERRACE, CWMFELINFACH	DYLs OPPOSITE LANE (SR037801)
YSTRAD MYNACH	GEORGE STREET	DYLs
YSTRAD MYNACH	BEDWLWYN ROAD	DYLs
YSTRAD MYNACH	LEWIS STREET	WHEN REVIEWING RESIDENTS PARKING INC NO 42
YSTRAD MYNACH	CEDAR WAY	DYLs AT JUNCTION WITH A472
YSTRAD MYNACH	BUZZARD WAY/Dragon Way JCT, CWM CALON	DYLs
YSTRAD MYNACH	DUFFRYN INDUSTRIAL ESTATE	DYLs
YSTRAD MYNACH	CHURCH STREET	CHANGE LIMITED WAITNG BAYS TO INCLUDE PERMIT HOLDERS
YSTRAD MYNACH	PARK STREET	DYLs
YSTRAD MYNACH	GEORGE STREET & GLENVIEW	CONSIDER DYLs AT JUNCTION WITH PENALLTA ROAD TO FACILITATE BIN COLLECTION
YSTRAD MYNACH	OAKFIELD STREET	REMOVE DYLs OPPOSITE THE SURGERY



CCBC - Equality Impact Assessment Screening Form

This completed form must be appended to any report being proposed for a decision if it determines that a full Equality Impact Assessment is not required

SECTION 1

Which service area and directorate are you from?	
Service Area:	Infrastructure (Transportation Engineering)
Directorate:	Communities

For the majority of these questions, you can tick more than one box as more than one option may be relevant

Q1(a) WHAT ARE YOU SCREENING FOR RELEVANCE?					
Service/Function	Policy/Procedure	Project	Strategy	Plan	Proposal
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q1(b) Please name and describe here: <i>(Press F1 for guidance – top row on keyboard)</i>
Considering the impact of the implementation of Civil Parking Enforcement since the 8 th April 2019.

Q2(a) WHAT DOES Q1a RELATE TO?		
Direct front line service delivery (High)	Indirect front line service delivery (Medium)	Indirect back room service delivery (Low)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Q2(b) DO YOUR CUSTOMERS/CLIENTS ACCESS THIS...?			
Because they need to (High)	Because they have to (Medium)	Because it is automatically provided to everyone in the county borough (Medium)	On an internal basis i.e. staff (Low)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 WHAT IS THE POTENTIAL IMPACT ON THE FOLLOWING... High, Medium and Low do not mean the same as positive or negative – a high impact could be a positive impact on a particular group... Is your proposal likely to impact disproportionately in any way (good or bad) on a particular group?

	High Impact (High)	Medium Impact (Medium)	Low Impact (Low)	Don't Know (High)
Children/Young People	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Older People (50+)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Any other age group	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race (including refugees)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Asylum Seekers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gypsies & Travellers	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender Reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh Language	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carers (inc. Young carers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Community Cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & Civil Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy & Maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q4 WHAT ENGAGEMENT / CONSULTATION / CO-PRODUCTIVE APPROACHES WILL YOU UNDERTAKE? Please provide details below – either of your planned activities or your reasons for not undertaking engagement. (Press F1 for guidance – top row on keyboard)

Officers will continue to review and respond to requests from Members and the public and any feedback on the service.

Q5(a) HOW VISIBLE IS THIS INITIATIVE TO THE GENERAL PUBLIC?		
High Visibility (High)	Medium Visibility (Medium)	Low Visibility (Low)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(b) WHAT IS THE POTENTIAL RISK TO THE COUNCIL'S REPUTATION? (Consider the following impacts – legal, financial, political, media, public perception etc...)		
High Risk (High)	Medium Risk (Medium)	Low Risk (Low)
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Q6 Will this initiative have an impact (however minor) on any other Council service?	
Yes	No
<input type="checkbox"/>	<input checked="" type="checkbox"/>
If Yes, please provide details below	

Q7 HOW DID YOU SCORE? Please tick the relevant box		
<p>Q3 counts as one despite the large number of groups – use the highest recorded impact when calculating your score.</p> <p>This is not an exact science – a high result might not necessarily result in a full EIA report e.g. it may be governed by other legislation or by Welsh Government, resulting in a lack of control at our end.</p> <p>The most important thing is your answer to Q8...</p>		
<p>Mostly <u>HIGH</u> and/or <u>MEDIUM</u> → HIGH PRIORITY →</p>	<input type="checkbox"/>	<p>EIA to be completed. Please go to Section 2.</p>
<p>Mostly <u>LOW</u> → LOW PRIORITY/NOT RELEVANT →</p>	<input checked="" type="checkbox"/>	<p>Do not complete EIA. Go to Q8 followed by Section 2.</p>

Q8 If you determine that this initiative is not relevant for an EIA report; you must provide a full explanation here. Please ensure that you cover all of the relevant protected characteristic groups. (Press F1 for guidance – top row on keyboard)

An EIA was considered at the time a decision was taken to implement CPE. This current report is only a review of CPE since implementation. No changes to the powers or policy under CPE are proposed at this time.

SECTION 2

Screening Completed by:

Name:	Clive Campbell
Job Title:	Transportation Engineering Manager
Date:	14 August 2019

Head of Service Approval:

Name:	Marcus Lloyd
Job Title:	Head of Infrastructure
Date:	19-9-19



HOUSING AND REGENERATION SCRUTINY COMMITTEE – 26TH NOVEMBER 2019

**SUBJECT: WHQS FINAL STAGE PROGRESS REPORT / POST 2020
ASSET MANAGEMENT PROGRAMME PROPOSALS**

REPORT BY: CORPORATE DIRECTOR OF 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.
- 1.2 Details of the current financial outturn to date for the 2019/20 WHQS works are also included, together with an overview of the many achievements that have been made as part of the wider commitments and benefits delivered by the WHQS programme.
- 1.3 The report also provides members with an overview of the Post 2020 Asset Management proposals which will commence following the successful completion of 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 Due to recent concerns regarding the performance and quality of work by some of the DPS (Dynamic Purchasing System) contractors within the final stages of the programme, it has been agreed to allocate the remaining contracts to the In-House workforce. This has resulted in a revised target completion date from March 2020 to June 2020 to allow the In-House workforce time to absorb the additional properties (approx. 150). This is still ahead of our deadline of December 2020.
- 2.3 Good progress has been made and programmed contracts have been 100% surveyed, with the exception of some isolated properties explained further in this report. This provides us with more detail on the scope of anticipated works, which assists with contract forecasting and budget monitoring.

- 2.4 At the start of this financial year it has been necessary to transfer 43 sheltered properties (2 schemes) out of the WHQS Programme into the Post 2020 Asset Management Programme for Health & Safety reasons explained further in this report.
- 2.5 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 still awaited. Funding for other areas will also continue to be pursued.
- 2.6 Feedback from our customers has been incorporated within the report which generally demonstrates high levels of satisfaction. It is accepted that levels of customer satisfaction for external works continues to be less than those received for internal works. As a result we have reviewed our current practise and have now introduced telephone surveys in the first instance; the report also provides an analysis of the reasons for dissatisfaction for both the internal and external works completed on the programme.
- 2.7 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.
- 2.8 The current and projected financial position is set out within the report and borrowing will be required for the second time since the programme commencement. It is also confirmed that the housing business plan remains financially viable throughout the programme and to deliver the post 2020 strategy.
- 2.9 The WHQS programme has also resulted in community benefits being achieved with the provision of training opportunities, such as work placements, permanent jobs and apprenticeships created with the in-house service, external contractors and our supply partner. The Value Wales Toolkit also demonstrates the positive effect the Councils WHQS investment has on the wider community.
- 2.10 The recently agreed Post Asset Management Strategy (PAMS) has been considered and this report sets out the proposals following the achievement of WHQS by 2020, to ensure the standard is maintained thereafter and the Councils housing portfolio continues to provide affordable, quality homes that meet our customers needs.

3. RECOMMENDATIONS

- 3.1 That the report is noted.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The report is for information only

5. THE REPORT

- 5.1 **Progress of internal Surveying**

5.1.1 Internal surveys were expected to be completed in full by December 2018. However, this was delayed due to the loss of an Occupational Therapist (OT) position, and the difficulty in obtaining access to some properties. There are also a small number of isolated properties where tenants have changed their mind, and we have also recently bought back a number of properties using the Affordable Housing Grant (AHG) in reaction to the Welsh Governments agenda to increase affordable housing supply, which was not built into the original survey plan. However the programmed contracts have now been fully surveyed. The survey data has assisted with forecasting future scope of works and budget monitoring for the final year.

5.2 Progress of the Internal Works Programme 2019/20 – Completion of Works

5.2.1 The rate of properties where internal WHQS compliance has been achieved this year to date is shown in Chart 1 below. The number of properties achieving internal compliance as at week 26 is 684 (43% of this years programme) The target set at the start of the year was 31 properties per week to achieve compliance by March 2020. Due to recent concerns regarding the performance and quality of the work carried out by some of the external contractors procured through the DPS (Dynamic Purchasing System), it has been agreed to allocate the remaining contracts to the In-House workforce.

5.2.2 In order for the In-House workforce to accept these additional properties (approx. 150) it has been necessary to revise the target completion date from March 2020 to June 2020. This has resulted in a revised weekly target of 25 properties per week (as illustrated on Chart 1 at week 18). The actual weekly rate as at week 26 (27/9/19) is just over 26 properties per week which, if extended for the remaining properties means we should complete the internal WHQS programme by the end of May 2020.

5.2.3 Support is also being received from the Housing Repairs Operations (HRO) Team who has assisted in achieving compliance to 61 properties this year. Internal compliance up to 31/3/19 was 85.01%, which was just ahead of the annual target of 85%.-The target of 100% internal compliance by 31/3/20 has been revised to 97% to allow the remaining 3% to be completed in the early part of 2020/21.

5.2.4 Appendix 1 provides the weekly compliance achievements and targets that are shown against each contract area for the financial year.2019/20.

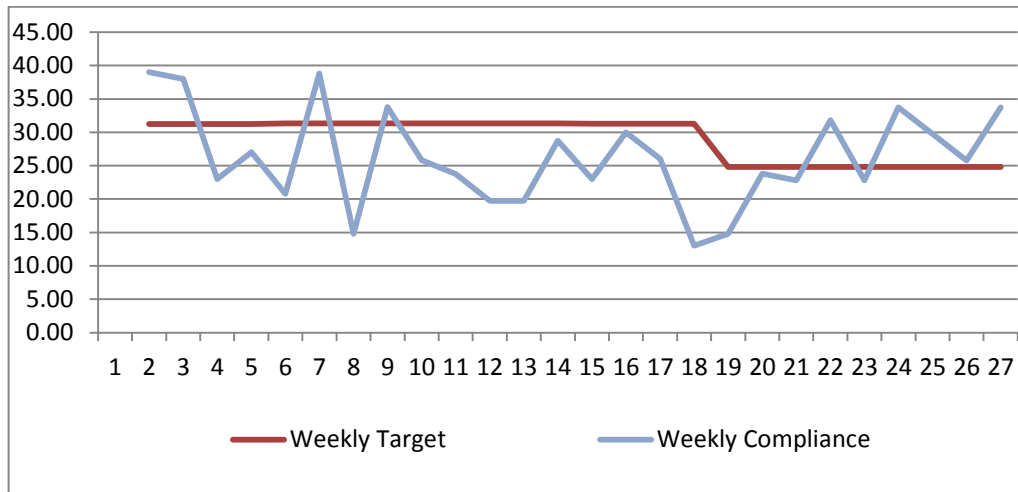
5.2.5 The planned programme for 2019/20 confirms that 1,606 properties are remaining in its final stage which represents approximately 15% of the total stock. However, since the start of this year we have transferred 43 properties to the Post 2020 Asset Management Programme (PAMS) which relates to 2 sheltered housing schemes (Britannia Court (22) Highfield Court (21) on the grounds of Health & Safety. Ty Isaf sheltered housing scheme (12) has also been transferred to the PAMS programme for Health & Safety issues and this was agreed pre 2019/20. Therefore 1563 properties are remaining for the final stages of the programme.

5.2.6 The transfer to the PAMS programme was as a result of secondary surveys carried out at the schemes in preparation for the works to commence, which identified issues with electrical works involving the supply from Western Power in addition to the detection of Asbestos Containing Material (ACM's) at Ty Isaf Risca.

5.2.7 For this reason, tenants will need to be decanted via a staged approach for all three schemes, which will not be achievable within the timescale of the WHQS programme. These schemes will therefore be included within the first year of the Post 2020 Asset Management Programme.

5.2.8 The above performance has been achieved despite the loss of a number of contractors. Contingency arrangements to cover these losses were originally set up i.e. the DPS (Dynamic Purchasing System), in-house mop up teams with other options also being considered. About 57% of the total WHQS internal works programme is being completed by our own in-house workforce, the remaining work is being carried out by external contractors.

5.2.9 Chart 1: The WHQS internal works weekly compliance rate for first six months 2019/20



5.3 Progress of the Internal Works Programme 2019/20

5.3.1 At the time of writing this report, 9,815 properties are compliant in relation to their internal elements which represent 91.78% of our stock 'Compliance' indicates that a property meets the WHQS internally because:

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

5.4 Progress of External Surveying

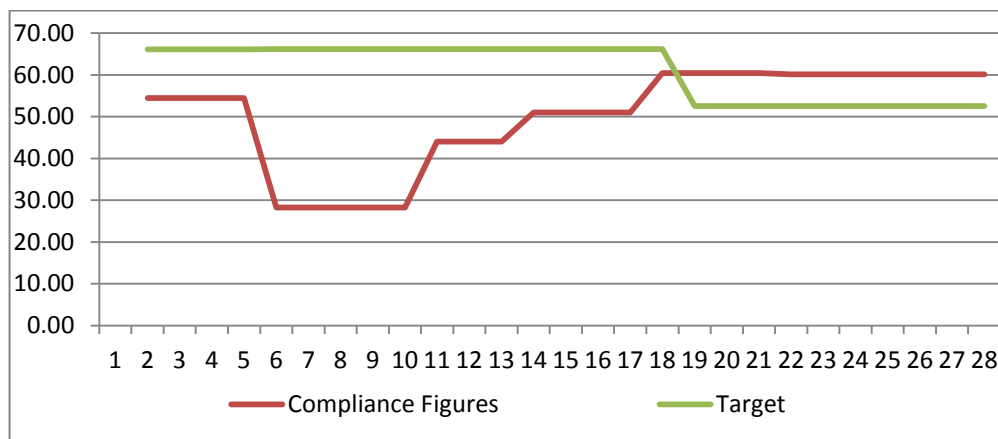
5.4.1 To date with the exception of the additional buy-back properties, 100% of external contract surveys has been undertaken to deliver the overall programme. The survey data has assisted with forecasting for future scope of works and budget monitoring for the final year.

5.5 Progress of the External Works Programme 2019/20 – Completion of Works

5.5.1 The rate of properties (including leaseholders) where external WHQS compliance has been achieved this year to date is shown in Chart 2 below.

5.5.2 Appendix 2 provides the weekly compliance achievements and targets that are shown against each contract area for the financial year 2019/20 Welsh Government expect statutory returns on the progress of WHQS achievement against our stock but this does not include leaseholders, therefore there are two separate projections i.e. Including and excluding leaseholders.

- 5.5.3 The number of properties achieving external compliance as at week 24 is 1442 (44% of this years programme). The target set at the start of the year was 66 properties per week to achieve compliance by March 2020. As explained earlier in the report, this has been re-profiled to June 2020. Members may question that the 150 properties that were transferred to the In-House Team were for internal works not external works, but the In-House Team are responsible for the external works on our sheltered schemes, therefore their whole programme had to be re-profiled to ensure the additional properties could be fitted in to their existing resources. This has resulted in a revised weekly target of 52 per week (as illustrated on Chart 2 at week 18) The actual weekly rate as at week 24 (13/9/19) is just over 60 per week, which if extended for the remaining properties means we should complete the external WHQS programme by the beginning of May 2020. The increase in performance is as a result of all work now being tendered with the majority of contracts now being commenced. This obviously assumes the same pattern of compliance per week so any deviance from this e.g. detrimental weather, could affect this performance.
- 5.5.4 External compliance up to 31/3/19 was 71%, which was below the target set of 80% due to the loss of an external contractor during the year. The target of 100% external compliance by 31/3/20 has been revised to 97% to allow the remaining 3% to be completed in the early part of 2020/21. The overall completion date is still on track to be achieved well before the Welsh Government deadline of December 2020
- 5.5.5 The planned programme for 2019/20 confirms that 3,067 properties (excluding leaseholders) are remaining in its final stages which represent 29% of the stock. However as explained in 5.2.5 above, this includes a transfer of 43 properties out of the WHQS Programme into the Post 2020 Asset Management Programme.
- 5.5.6 In addition to the above, we are also completing external works to 410 leasehold properties; however this has detrimentally affected progress due to the legislative process that needs to be followed by way of consultation. As at the end of 2018/19 170 leaseholder properties were compliant, with the remaining 240 programmed in 2019/20. At the time of writing this report, 262 leaseholder properties have been completed, representing 64% of the total leasehold stock. Although these properties are included in our final year programme to be completed, we do have an option to transfer them to the Post 2020 Asset Management Programme under the Acceptable Fail criteria (Timing of Remedy), in line with the WG guidelines. Currently, however, the weekly target of just under 4 per week is being met so the completion date is still on track to be achieved before the Welsh Government deadline of December 2020
- 5.5.7 Chart 2: The WHQS external works monthly compliance rate during 2019/20



5.6 Progress of the External Works Programme 2019/20

5.6.1 To date, 8974 properties are compliant in relation to their external elements; representing 83.92% of our stock (excluding leaseholders) 'Compliance' indicates that a property meets the WHQS externally because:

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

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

5.7 Tenant Satisfaction with the Internal Works Programme

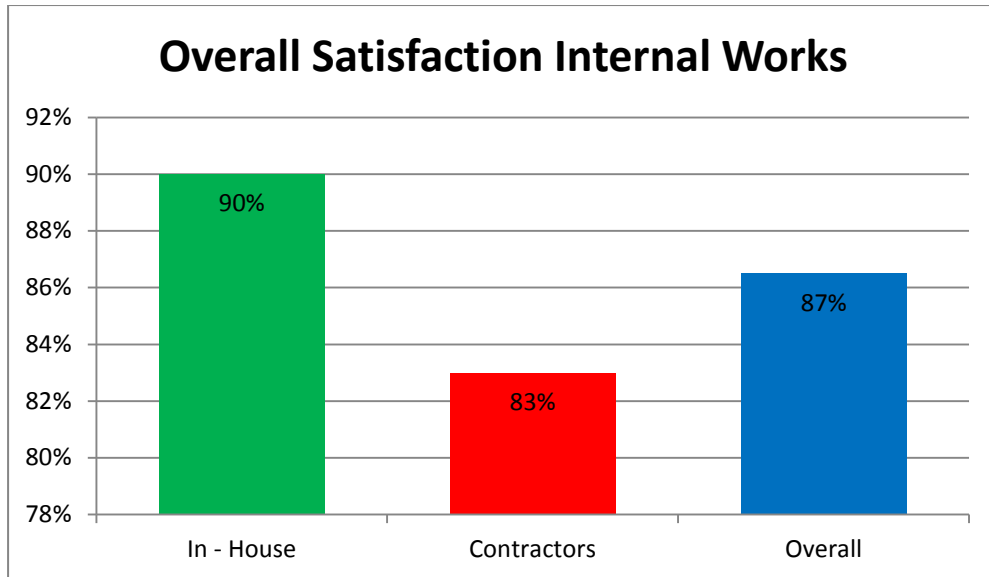
5.7.1 Tenant satisfaction levels and compliance with service standards for internal works were measured via postal surveys which were sent to tenants after each property had been completed. The survey process was suspended for a period of time during this year at the request of Wales Audit Office (WAO), as they were undertaking their own survey as part of their review of the WHQS programme. During this period the process for capturing tenant satisfaction was reviewed and tenants are now approached in the first instance by a telephone survey. The survey form has also been amended in consultation with WG and our internal Repairs and Improvements Group which has reduced the number of questions asked and also amalgamated the service standard questions into the survey making it more specific to the area of work. This allows a more timely survey to take place and also gives tenants an opportunity to feedback more effectively, along with sign posting tenants to other council services (such as reporting repairs). The revised process also enables any issues to be recorded and resolved at an earlier stage. The new telephone customer satisfaction survey process went live at the end of January 2019 and early indications show an increased number of surveys are now being completed through this process to that of the postal returns.

5.7.2 Table 1 below provides a summary and accumulative breakdown of the returned surveys for each of the WHQS service providers for internal works as at 30/9/19. It shows that the overall satisfaction level for internal works is 87%. Satisfaction levels from tenants who had internal work carried out by our in-house workforce is 90% based on a return rate of 43%, and 83% for internal works carried out by external contractors, based on a 40% return rate. This includes six months data that was received from the revised questionnaire process.

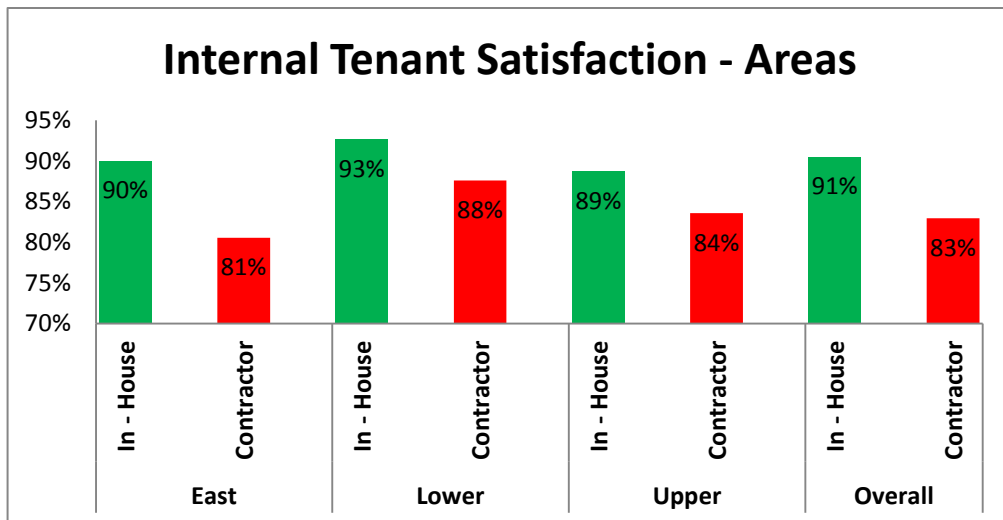
5.7.3 Comparing the first half of this year with the previous years data the return rate has increased from 42% to 47% for in-house contracts, and from 38% to 57% for external contractor contacts although overall the rate is 42% when combining all the data together. However, this shows a good increase on questionnaires moving forward.

5.7.4 Table 2 below, further displays these measures over each of the WHQS Team operational areas.

5.7.5 Table 1: Satisfaction levels by service provider



5.7.6 Table 2 Satisfaction levels by WHQS Team operational areas.



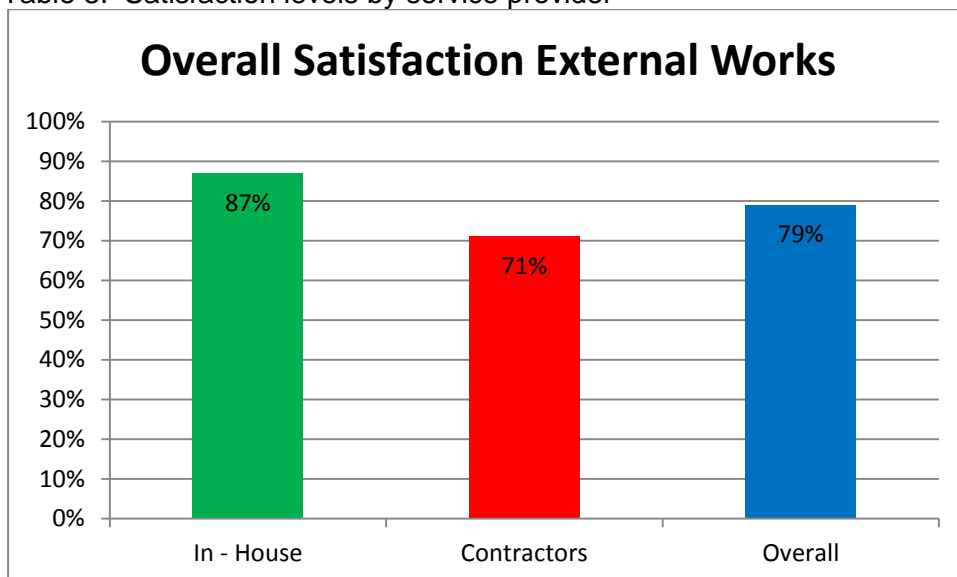
5.7.7 An analysis was undertaken on the levels of customer dissatisfaction which confirmed that in relation to the In-House workforce the main element of dissatisfaction centred on the amount of disruption they had to endure whilst works were being completed; otherwise very little concerns were raised. In relation to external contractors however, tenants raised concerns around the lack of communication, time taken to complete works, quality of work issues along with the disruption whilst works were being completed. It must be noted that the dissatisfaction related to only a few contractors and was not generally across all contractors, however it is clear from the results that our In-House workforce is out performing external contractors on internal works.

5.8 Tenant Satisfaction with the External Works Programme

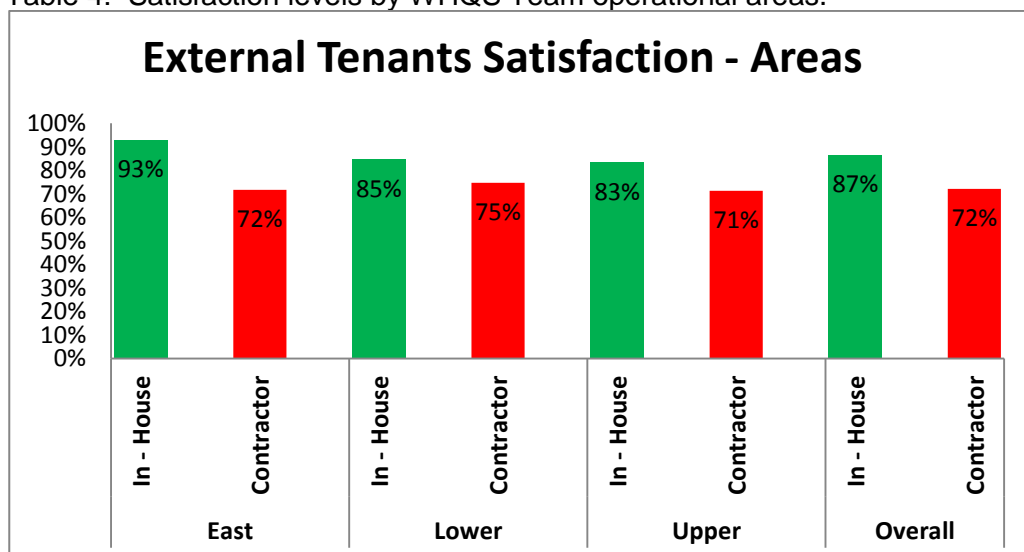
5.8.1 Table 3 below provides a summary and accumulative breakdown of the returned surveys for each of the WHQS service providers for external works contracts as at 30/09/19. It shows that the overall satisfaction level for external works is 79% based on a return rate of 32%, with the In-house team achieving 87% and external contractors 71%. Table 4 below further depict these measures over each of the WHQS Team operational areas.

5.8.2 As explained in 5.7.1 above, tenants surveys have recently been reviewed so that a telephone survey is undertaken which captures a timelier tenant response. This process also increases the volume of surveys carried out as opposed to a postal survey. Comparing the first half of this year with the previous years data the return rate has increased from 30% to 35% for contractors, with no data available on the In-House team due to pending completions. Overall, however the rate is 32% when combining all the data together. However, this shows a significant increase on questionnaires moving forward.

5.8.3 Table 3: Satisfaction levels by service provider



5.8.4 Table 4: Satisfaction levels by WHQS Team operational areas.



- 5.8.5 A further analysis was undertaken on the levels of customer dissatisfaction for external works which confirmed that in relation to the In-House workforce the main element of dissatisfaction centred on customer expectation. Some tenants could not understand why some properties on the estate that they lived had new windows and new roof, when their property didn't. It was difficult to explain to tenants that although these elements were not replaced on the WHQS Programme they would continue to be monitored for future replacement within the Post 2020 Asset Strategy which will commence immediately after the completion of the WHQS programme.
- 5.8.6 In relation to external contractors, tenants raised similar concerns around customer expectation, along with Charter for Trust issues around respect for tenant's homes and lack of communication, quality of work issues also timeliness of completing the work, however it must be noted that the dissatisfaction related to only a few contractors and was not generally across all contractors although it is again clear from the results that the In-House workforce is again out performing external contractors on external works.

5.9 Environmental Programme

- 5.9.1 Part of the commitment to deliver the WHQS across all 10,717 homes (31st March 2019 count) also includes a requirement to comply with Part 6 which aims to ensure that 'all dwellings should be located in an environment to which residents can relate and in which they can be proud to live'.
- 5.9.2 An indicative budget of £10.6m has been set aside in the business plan and agreed with WG specifically for this purpose. Projects identified to date have been estimated to cost £10.1m hence an over spend on the original budget commitment of £10.6m is predicted. There are 17 areas where additional projects are yet to be confirmed. The budget spend has also included additional environmental works to sheltered schemes, landscaping of areas following demolition of garages, and also additional costs associated with a recent legislation change from the Sustainable Drainage Approval Body (SAB) on environmental improvements of 100sqm or more.
- 5.9.3 Three Environmental Officers were recruited to work with the Area Housing teams and local members in order to initially identify environmental maintenance / repair issues. The issues were identified and collated into a single spreadsheet with each project being detailed using a proforma.
- 5.9.4 Over 300 minor projects were initially identified across the County Borough as part of the first phase of the programme. The majority were progressed; some were repackaged into larger schemes.
- 5.9.5 The second phase of the programme commenced in 2017 and involved the environmental officers undertaking an extensive engagement programme throughout the County Borough which is intended to:-
- i) Engage local communities in discussions regarding the quality and safety of their local environment.
 - ii) Identify solutions to some of the challenges and constraints within communities that could be overcome via the WHQS environmental programme, and
 - iii) To work with partners to help develop more cohesive and resilient communities through joint working and the pooling of resources.

- 5.9.6 An extensive consultation process has identified a number of large-scale projects and officers are working with In-House service colleagues to ensure these are delivered within our programme deadlines. Projects identified include new car parking schemes, skate parks, improvements to the immediate environment within sheltered schemes, dropped kerbs to enhance accessibility, green gyms and lighting. At the outset of the programme 82 communities were identified throughout the county borough. Of the 82 identified engagement and consultation events have been held and completed in 65. There are ongoing engagement events and discussions taking place in 16 and 1 area which has yet to be started. Officers have given a commitment to Members and Tenants that all 82 communities will have been engaged in the programme by 31 March 2020 although they have also advised that due to the size and nature of some of the projects identified, it is likely to take a further 12 months to be delivered. Members have previously received a separate report on the progress of the Environmental Programme.
- 5.9.7 All of the projects identified and approved to date are coterminous with the aims of the Future Generations and Well being Act and aim to contribute towards the creation of cohesive communities that are attractive, accessible and safe. The programme aims to help futureproof the borough's communities through providing relatively minor improvements such as benches and planting but also via the replacement of park equipment and the installation of new amenities such as skate parks and green gyms thereby promoting greater well being and access to the local environment.

5.10 Energy Efficiency

- 5.10.1 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 2,614 properties (see list of properties below).

- Gelligaer
- Ty Coch
- Bryn Carno
- Rowan Place
- Brynglas Pontlloftyn
- Brynhyfrydd Pontlloftyn
- Phillipstown
- Birchgrove flats
- Fochriw / Rhymney / Porset Park
- Markham
- Maesmabon
- Pantside
- Graig y Rhacca
- Pontlloftyn Flats
- Lansbury Park
- Morrisville & Attlee Road Blackwood
- Gilfach
- Hengoed
- Bedwas

- Maesycwmmmer
- Llanbradach
- Cefn Hengoed

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

5.10.3 A contract has recently been awarded and work commenced to undertake energy performance assessments for the housing stock to demonstrate compliance with the required energy rating of 65. However the successful contractor failed to perform satisfactorily and the contract was brought to an end. A new contract is in the process of being awarded and this work will also help to establish the energy efficiency of our homes and the contribution being made towards addressing fuel poverty. It will also be used to inform future rent levels, as energy ratings are required as part of the WG's rent setting policy.

5.11 Supply Partner

5.11.1 Following the independent review of the Supply Partner arrangement, the recommendations contained within their report was considered and, where relevant, implemented – resulting in a more cohesive team.

5.11.2 Additionally a Core Group of senior officers within CCBC and Robert Price has been set up, with the remit of considering and implementing a range of improvements to supply of materials to site, including imprest stock and stores stock – resulting in more improved systems and reduced stock-holding (for CCBC).

5.11.3 The contract continues to support local initiatives, either with donation of materials, or monetary support.

5.12 Community Benefits

5.12.1 Council made a decision at the very outset of the programme 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 approximately £260m by the end of the programme.

5.12.2 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.

5.12.3 Both ENGIE and Robert Price have submitted Toolkits for 2018/19. The ENGIE toolkit suggests that for every £1 spent on the contract, a further £2 has been invested into the Welsh economy. The overall investment in the Welsh and UK economy as a result of the ENGIE contract value of £3,319,000 plus additional in kind benefits for the period 2018/19 equates to more than double the contract value at £6,708,911.

5.12.4 Similarly, the 2018/19 toolkit submitted by Robert Price suggests that for every £1 spent by the Council with Robert Price as its Single Source Supply partner, £1.83 is reinvested into the Welsh economy. Caerphilly Homes has spent a total of £5,827,622 with Robert Price during 2018/19 to support the delivery of the WHQS programme however, this

expenditure has generated an overall investment into the Welsh and UK economy of £10,717,232.

- 5.12.5 Robert Price have achieved and in some cases exceeded all but one of their community benefit obligations (core and non core). They continue to support local community groups via their Community Fund and have recently approved a range of donations including the purchase of accessible chairs for people with poor mobility, plants and shrubs to assist a local project working with people with learning challenges and also provided support to a local mental health charity engaging adults with poor mental health via a horticultural project.
- 5.12.6 Contractors engaged in the Council's WHQS external works programme have also delivered a number of impressive opportunities for example, LCB Construction (working in Lansbury Park) have employed 1 person deemed long term unemployed for more than 26 weeks), 2 apprentices and 1 work placement opportunity. Joyners, who are also working in Lansbury Park, have employed 3 individuals who were long term unemployed and 2 apprentices. In Rhymney, SERS have created 2 employment opportunities for individuals who are long term unemployed and in Graig Y Rhacca, CREOBUILD have created 3 opportunities for individuals deemed long term unemployed, 3 apprenticeships and 3 work experience opportunities across two contracts.
- 5.12.7 Work continues with both Engie and Robert Price to ensure that our contractual arrangements are delivering more than simply bricks and mortar. Caerphilly Homes WHQS continues to support and add value to the delivery of the Welsh Government funded Legacy, Communities4Work and Communities4Work+ programmes through an annual contribution of £50,000. The contribution has been provided each year since the start of the programme and seeks to specifically provide funding for projects that support tenants into employment. The collaboration between WHQS and the community regeneration team has created 13 new job entries and 3 training opportunities. The funding has recently also helped deliver a Jobs Fair which was held in Lansbury Park. Over 178 participants attended the day along with 30 employers, various services and organisations. It provided those attending with the opportunity to engage with the employment and Legacy Teams to help address and overcome any personal barriers to employment.
- 5.12.8 The Suits You project has also been funded as a result of the WHQS contribution. The project began as an idea to sell preloved suits and workwear in a boutique style store to unemployed people who were attending interviews and meetings with potential employers. The project is based at the Furniture Revival in Rhymney (a social enterprise run by Groundwork Wales that sells second hand furniture). Clothes are donated and are sold at low, affordable prices, with any monetary contributions obtained fed back into the project. A number of local people have had the opportunity to develop carpentry skills and qualifications as well as retail, painting and decorating, sewing and customer service experience.
- 5.12.9 The outcomes clearly demonstrate that the Council's WHQS investment in transforming homes, lives and communities is helping to sustain and grow the local economy and providing tangible benefits to local people.

5.13 The Capital Expenditure Programme for WHQS Works (2019-20)

- 5.13.1 The HRA capital budget for 2019/20 was set at £56.6m Due to the additional works added to the In-House programme from the DPS, which has extended the internal target deadline to June 2020, it has been necessary to re-profile the financial budget into the

next financial year. Expenditure for 2019/20 has therefore been revised to £45m, thus projecting a £11.6m underspend this financial year. However, the underspend will be re-profiled into 2020/21 to fund the remainder of the programme up to the end of June 2020. Table 5 below shows the level of spend per year including a projection for the final year. (Note the 2020/21 year will also require expenditure for the post 2020 programme but this is not included on the table as it represents WHQS spend only). This shows an overall projected spend of £261m. This is an increase to the original £220m projected early on in the programme, and is as a result of completing surveys to 100% of our properties. The £220m was an estimate made by Savills consultants in 2008 based on a 15% property sample and was therefore subject to change as we progressed through the programme and identified the works for each property. There has also been additional works included in the programme necessary to ensure a complete finish to the property, which would not have been costed into the plan at the start of the programme, such as decorating kitchen/bathrooms, external painting, washing down fascia's & guttering, shed doors, external wall insulation & eaves vents trays to roofs. The projected spend remains affordable within the housing business plan.

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

5.13.3 Table 5 - HRA Capital Expenditure during the WHQS Programme cycle

HRA CAPITAL EXPENDITURE				
	<u>Non WHQS</u>	<u>WHQS</u>	<u>TOTAL</u>	
2012/13	1,383,216	18,744,984	20,128,200	8%
2013/14	1,193,582	13,456,234	14,649,816	6%
2014/15	1,424,183	13,919,893	15,344,076	6%
2015/16	1,786,302	26,846,076	28,632,378	11%
2016/17	2,794,710	28,583,723	31,378,433	12%
2017/18	2,268,389	39,950,084	42,218,473	16%
2018/19	2,328,743	49,518,758	51,847,501	20%
2019/20 est	3,000,000	42,000,000	45,000,000	17%
2020/21 est	-	11,000,000	11,000,000	4%
	16,179,125	244,019,752	260,198,877	
	6%	94%		

5.13.4 Funding for the 2019/20 spend of £45m will be met from the Major Repairs Allowance (MRA) given by WG of £7.3m, revenue contributions from the HRA of £17m, current HRA balances of £5.5m and borrowing of £15m.

5.13.5 Total spend up to the mid year of 2019/20 financial year for the HRA capital programme is £224m of which £209m relates directly to the WHQS Programme. This has resulted in 9815 (91.78%) properties achieving compliance for internal works, 8974 (83.92%) properties achieving compliance for external works, and 7616 (71.22%) properties achieving full compliance. =

5.14 Post Asset Management Strategy

5.14.1 This strategy sets out proposals following achievement of WHQS by 2020, to ensure the standard is maintained thereafter and the Councils housing portfolio continues to provide affordable, quality homes that meet our customers needs. The Strategy was considered by CHTG on the 4th September 2018, Policy & Resources Committee on the 6th September 2018, and Cabinet on the 12th September 2018.

5.14.2 The strategy applies to the maintenance and improvement of all existing and future council housing which is supported by the Housing Revenue Account. Our Asset Management system will facilitate the management of our housing stock by identifying key component replacement needs based on life cycle estimates. This will inform our delivery plan, ensuring our assets are maintained at optimum levels.

5.14.3 The first 5 years of the asset management programme will focus mainly on external works, and will ensure continuity of work for the In-House workforce who will have just completed the WHQS programme. The in-house workforce will be the main contractor with the exception of specialist work such as roofing and External Wall Insulation (EWI) energy efficiency related schemes.

5.14.4 The programme will also include five sheltered schemes identified for remodelling or demolition, in addition to the three sheltered housing scheme being suspended from the programme on Health and Safety grounds (see 5.2.5) (Reported previously in the Re-profiling of WHQS Programme 14th February 2019,). These schemes are accounted for as an Acceptable Fail due to Timing of Remedy within the WHQS programme, in line with the WHQS guidance document issued by Welsh Government.

5.14.5 The delivery plan will not only concentrate on the asset maintenance but will encompass all property functions which will link into the Asset Management Strategy, The delivery plan can be broken down into the following functions

- Statutory Landlord Maintenance
- Reactive Repairs
- Void Properties
- Asset Maintenance
- Remodelling (Sheltered Schemes)
- Accessible Housing
- Energy efficiency Improvements
- New Council Housing

5.14.6 The strategy assumes the successful achievement of WHQS by 2020, accepting however, that there will be a number of properties that have not met the standard fully and will be classed as “acceptable fails”. The majority of these are down to no access and tenant refusals and will continue to be picked up when properties become void at the end of a tenancy.

5.14.7 In order to successfully create an effective asset maintenance programme, a validation exercise has almost been completed, to ensure that each key component within the

property has been provided with an estimated date for its replacement. This will then determine the asset management programme based upon a 5 year repair or replacement cycle. Properties completed in relation to external works during 2015/16, or earlier, will therefore be included in the planned programme from 2020/21; properties completed in 2016/17 will be planned for 2021/22, and so on.

5.14.8 The specification of works for each property will be based on physical surveys. The surveyors will be assisted with information from our Asset Management System which will identify projected component life cycle replacements. The information will also assist with financial forecasting which will link into the Housing Business Plan.

5.15 Conclusion

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

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

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

5.15.4 The anticipated outturns are shown within our Strategic Scorecard which is provided as Appendix 3. Full compliance is currently projected to be achieved by 29th May 2020 to include all leaseholder properties. This is based on the compliance return rates as at the mid point of 2019/20 financial year and are therefore subject to change. This will be closely monitored as the programme progresses with the aim of achieving full compliance by June 2020. The Welsh Government target for completion is December 2020. Further details on how these projections have been calculated are included in Appendices 4 and 5.

5.15.5 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 Housing and Regeneration Scrutiny Committee as and when required.

5.15.6 Regular progress monitoring meetings are also held with officials from WG where performance reports are discussed and they are satisfied with the current performance and projections made. WG also made a number of recommendations for improving our performance data, which have been implemented and incorporated into the information contained within this report.

- 5.15.7 Members will be aware of the WHQS review undertaken by the WAO during March and April 2017 and a follow up review between April and October 2018. The outcome of this review was reported to Cabinet on 30th January 2019 and Caerphilly Homes Task Group on 14th February 2019. WAO have now concluded that *“the Council has responded positively to our June 2017 WHQS report and statutory recommendations by making significant improvements and as a result we now conclude that it is likely to meet the WHQS by December 2020”*
- 5.15.8 Resources are constantly being reviewed in order to maintain the momentum currently being achieved and with the aim of bringing full completion forward from the end of the WG deadline of December 2020. Additional in-house resources have been secured for the sheltered housing programme. Internal work packages have been tendered through the DPS and additional assistance has been achieved through improved integration including services provided through the Housing Repair Operations team.
- 5.15.9 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. Further integration between WHQS and HRO has also been achieved whilst reviewing various processes.
- 5.15.10 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 have already commenced. This includes external surveys to implement the delivery of the external planned maintenance programme for 2020/21. In 2020/21 however there will be an overlap of the implementation of the Post 2020 programme with the completion of the WHQS programme by June 2020.
- 5.15.11 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 as well as the post 2020 programme, together with any determined projects.

6. ASSUMPTIONS

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

- Revenue and expenditure assumed within the latest Business Plan does not alter significantly.

7. LINKS TO RELEVANT COUNCIL POLICIES

Corporate Plan 2018-2023

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

Welsh Government Policies

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

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The underlying principles of the WHQS programme, which includes the provision of good quality affordable housing, energy efficient homes and carbon reduction, sustainable communities, health and wellbeing, targeted recruitment and training, clearly links to 5 of the 7 well-being goals in ***The Well Being of Future Generations (Wales) Act 2015***. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 8.2 **Long-term** - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).
- 8.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.

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

9. EQUALITIES IMPLICATIONS

- 9.1 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.
- 9.2 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.

10. FINANCIAL IMPLICATIONS

- 10.1 Finance arrangements are explained in 5.13 of this report and are incorporated into the 30 year business plan required by WG as part of the annual MRA application.
- 10.2 Up until recently there was a borrowing cap placed on all local housing authorities in Wales & England and any borrowing was strictly limited to that cap level. Caerphilly Homes' borrowing requirement (which includes historical, buy out and WHQS debt) was under its cap with a comfortable contingency. UK Government has since announced the removal of this borrowing cap which has been welcomed by Welsh Government. This is to assist local authorities to progress with new build opportunities as part of the UK Government's initiative to support increased housing demand and 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.
- 10.3 The transfer of the DPS properties to the In-House workforce has obviously resulted in a financial reprofile to ensure funding is available throughout the programme. This has altered the business plan originally submitted to WG by reducing the funding required for 2019/20 due to work being extended to June 2020. The budget of £56m this year has therefore been reduced to £45m, which has subsequently reduced the borrowing requirement to an estimated £15m for 2019/20. In 2020/21 further borrowing will be required but as further funding is also available in the form of MRA and HRA contributions it is not anticipated that the total borrowing requirement will exceed the original £57m proposed. As we work through the financial commitments necessary for the post 2020 programme, in particular for 2020/21 year, we will be able to identify the exact funding requirements for both the Post 2020 programme and the remaining WHQS Programme.
- 10.4 The business plan remains affordable with the above level of borrowing which will sustain the level of work required to complete the programme within the timescale required, and the current post 2020 commitments.
- 10.5 The business plan includes a level of assumptions such as interest rates, rent increases, pay awards and inflation that are subject to variation. Any significant changes are reviewed and re-run into the business plan to ensure affordability remains.

11. PERSONNEL IMPLICATIONS

- 11.1 Personnel resources are continually reviewed to ensure the momentum of this major investment programme remains on track. Agency workers are also utilised to support the programme due to the temporary nature of some positions and also due to the lack of suitable candidates in the market place.
- 11.2 Furthermore, as this is the final stage of the programme, **we need to** review our resources to maintain the Post 2020 strategy programme, with the aim of ensuring the in-house workforce remains sustainable and that there is effective integration across the housing service
- 11.3 As part of the Post 2020 programme, continued close management and monitoring of performance of the programme is essential to ensure that its delivery is not compromised in any way. There will be an increase in workload for the in-house team who are predominantly managing the programme along with remodelling of sheltered schemes. Additional resources may be required to ensure performance in achieving the objective is maintained and the right skill set is available, and will be considered in further detail as the Post 2020 work is developed in detail.

12. CONSULTATIONS

- 12.1 All consultee responses have been incorporated within the report.
- 12.2 Caerphilly Homes Task Group will receive this report on 16th November 2019.

13. STATUTORY POWER

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

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Consultees:	Cllr Lisa Phipps	Cabinet Member for Homes & Places
	Cllr J Ridgewell	Chair-Housing & Regeneration Scrutiny Committee
	Cllr C Forehead	Vice Chair-Housing & Regeneration Scrutiny Cttee
	Dave Street	Corporate Director of Social Services & Housing
	Shaun Couzens	Chief Housing Officer.
	Stephen Harris	Interim Head of Corporate Finance & S151 Officer
	Jane Roberts-Waite	Strategic Co-ordination Manager
	Fiona Wilkins	Housing Services Manager
	Deborah Gronow	Service Auditor
	Lesley Allen	Principal Accountant (Housing)
	Kath Webb	Relationship Manager
	Rhys Lewis	Systems and Performance Manager.
	Colin Roden	WHQS Project Manager
	Alan Edmunds	WHQS Project Manager
	Steve Greedy	WHQS Project Manager
	Mark Jennings	Housing Strategy Officer
	Amy Bray	Business Improvement Support

Appendices

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

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

Appendix 3 - WHQS Strategic Scorecard

Appendix 4 - Projections for internal works.

Appendix 5 - Projections for external works.

APPENDIX 1 - WHQS INTERNAL WORKS COMPLIANT DATA 2019 / 20

To Week	26
	27/09/19

IN YEAR							
		Planned	Revised	Contract	HRO	20/20	Total
Area	Contractor	2019/20 Planned	2019/20 Revised	Cumulative Contract Compliance	Cumulative Voids & Mop Ups		
All areas	In House	604	753	220	23	0	243
All areas	Sheltered	319	276	180	7	0	187
All areas	DPS	378	226	114	10	0	124
EV	Keepmoat	280	278	108	17	0	125
URV	Vinci	23	23	1	3	0	4
LRV	Contract Serv	0	0	0	0	0	0
To be allocated		2	7	0	1	0	1
		1606	1563	623	61	0	684

Compliant	Target
Average Weekly Compliant data (inc voids & No Access)	Target Weekly Compliant 100% June 2020
9.35	11.95
7.19	4.38
4.77	3.59
4.81	4.41
0.15	0.37
0.00	0.00
0.04	0.11
26.31	24.81

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CUMULATIVE TO DATE						
Area	Contractor	Stock No	Previously Compliant	2019/20 to Date	Compliant to date	Remaining
All Areas	In House	5145	4392	243	4635	510
All Areas	Sheltered	767	491	187	678	89
EV	Keepmoat	2280	2002	125	2127	153
URV	Vinci	1015	992	4	996	19
LRV	Contract Serv	872	872	0	872	0
Non Trad		95	95	0	95	0
Post 2020		182	139	43	182	0
D.P.S.		330	104	124	228	102
To be allocated		8	1	1	2	6
TOTAL STOCK		10694	9088	727	9815	879
					91.78%	8.22%

STOCK LEVEL	
Opening Stock 1.4.19	10717
Less RTB's	-28
Added to stock	5
To be demolished/Out of Debit	0
TOTAL STOCK	10694

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

IN YEAR					
Area	2019/20 Planned	2019/20 Revised	Compliance in year	Average Weekly Compliance	Target Weekly Compliant 100%
Eastern Valley	670.91	668.31	376.55	15.69	10.61
Upper Rhymney	843.69	843.69	389.21	16.22	13.39
Lower Rhymney	810.6	810.60	263.37	10.97	12.87
Sheltered	358.75	316.75	138.22	5.76	5.03
Private Sector	409.43	409.43	177.10	7.38	6.50
Leaseholders	239.93	239.93	92.30	3.85	3.81
Non Trad	7.5	7.50	5.50	0.23	0.12
To be allocated	7	11.00	0.00	0.00	0.17
	3347.81	3307.21	1442.25	60.09	52.50

66

With Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 1.4.19	Completions 19/20	Compliant to Date
Eastern Valley	3110	2459	376.55	2835.55
Upper Rhymney	3197	2363.23	389.21	2752.44
Lower Rhymney	2338	1556.4	263.37	1819.77
Sheltered	792	469.25	138.22	607.47
Private Sector	970	507.57	177.10	684.67
Leaseholders	410	170.07	92.30	262.37
Non Trad	95	86.5	5.50	92.00
Post 2020	182	139	43.00	182.00
To be allocated	10	0	0.00	0.00
TOTAL STOCK	11104	7751.02	1485.25	9236.27
		69.80%	13%	83.18%

Without Lease Holders

CUMULATIVE TO DATE				
Area	Stock No	Compliant up to 31.3.19	Completions 19/20	Compliant to Date
Eastern Valley	3110	2459.00	376.55	2835.55
Upper Rhymney	3197	2363.23	389.21	2752.44
Lower Rhymney	2338	1556.40	263.37	1819.77
Sheltered	792	469.25	138.22	607.47
Private Sector	970	507.57	177.10	684.67
Non Trad	95	86.50	5.50	92.00
Post 2020	182	139.00	43.00	182.00
To be allocated	10	0.00	0.00	0.00
TOTAL STOCK	10694	7580.95	1392.95	8973.90
		70.89%	13%	83.92%

STOCK LEVEL	
Opening Stock 1.4.19	10717
Less RTB's	-28
To be demolished/Out of Debit	0
Added to stock	5
TOTAL STOCK	10694
Leaseholders	410
TOTAL STOCK INC LEASEHOLDERS	11104

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

APPENDIX 3

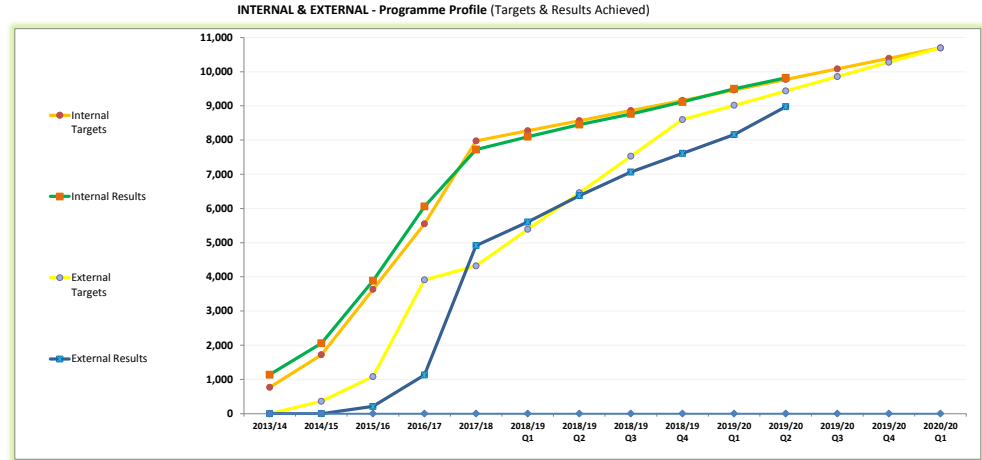
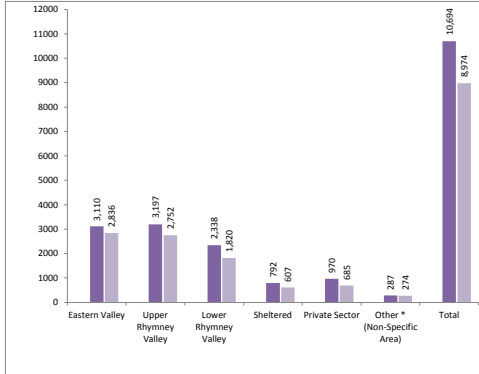
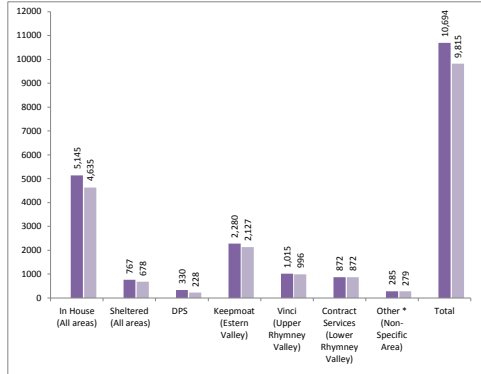
WHQS - STRATEGIC SCORECARD - LEVELS OF COMPLIANCE
(Standards Met - by Number of Properties)

Reporting Period	27/09/19
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Reporting Period	13/09/19
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*INTERNAL Works Programme (Stock v Compliance)	
Internal Target 30/6/20	100.00%
Internal Components (% of stock)	91.78%

~EXTERNAL Works Programme (Stock v Compliance)	
External Target 30/6/20	100.00%
External Components (% of stock)	83.92%



Return Rate	In - House	Contractors
Satisfied	42%	38%
Neither Satisfied nor Dissatisfied	91%	82%
Dissatisfied	4%	7%
	5%	11%

Return Rate	In - House	Contractors
Satisfied	48%	30%
Neither Satisfied nor Dissatisfied	87%	69%
Dissatisfied	2%	10%
	11%	21%

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

Projected Compliance Date for Internal works - 29/05/20 Projected Compliance Date for External works - 01/05/20

Financial Programme	12/13	13/14	14/15	15/16	16/17	17/18	18/19 Projected	19/20 Projected	2020 Projected
Budget (£,000's)	19,100	48,320	77,990	107,660	136,880	166,100	195,320	220,000	
Actual Spend	19,057	33,707	49,051	77,683	109,061	152,165	200,165	261,000	
Balance	43	14,613	28,939	29,977	27,819	13,935	(4,845)	(41,000)	

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

TARGET PERFORMANCE			
	WEEKLY TARGET	WEEKLY RESULT	TARGET ACHIEVED
INTERNALS			
In House	11.95	9.35	👎
Sheltered	4.38	7.19	👎
DPS	3.59	4.77	👎
Keepmoat	4.41	4.81	👎
Vinci	0.37	0.15	👎
Contract Serv	0.00	0.00	👎
To be allocated	0.11	0.04	👎
OVERALL	24.81	26.31	👎
👎	Target achieved or within 10% tolerance		
👎	Target not achieved		
EXTERNALS			
Eastern Valley	10.61	15.69	👎
Upper Rhymney	13.39	16.22	👎
Lower Rhymney	12.87	10.97	👎
Sheltered	5.03	5.76	👎
Private Sector	6.50	7.38	👎
Leaseholders	3.81	3.85	👎
Non Trad	0.12	0.23	👎
To be allocated	0.17	0.00	👎
OVERALL	52.50	60.09	👎

COMMENTS/ACTION POINTS

- Loss of Contractor Services and 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 with an option to include the in-house workforce if required
- Separate teams are set up within HRO to pick up isolated properties with access issues, enabling the WHQS team to focus on delivering the programme without affecting performance - this is working well and is evidencing effective integration
- An additional in-house team has been established to increase performance on the sheltered contracts
- Work programmed for Engle will reduce significantly in 2019/20 therefore options being considered to allocate additional work to assist with performance
- Issues with two external works contractors going into liquidation has resulted in several contracts being reallocated which will ultimately affect targets in the short term

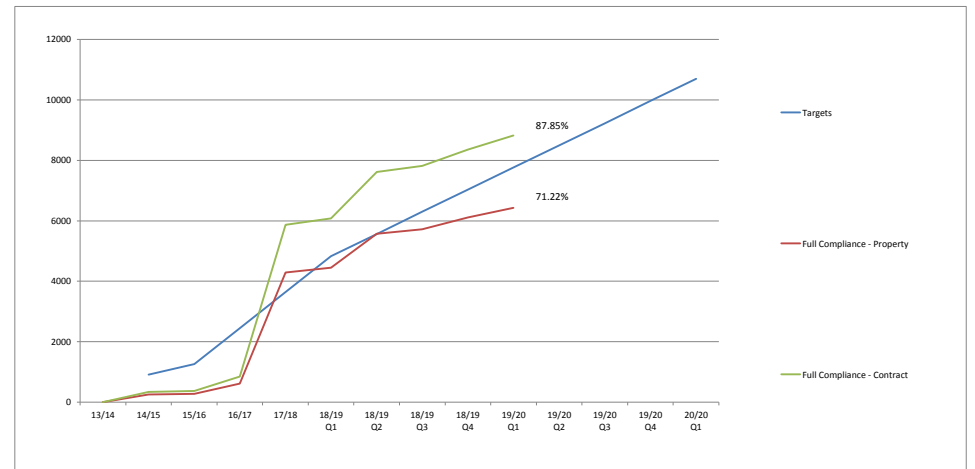
The charts above, have been based on properties surveyed, improvement works undertaken, post-works inspections and portfolio updates, focusing on the following WHQS components:

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

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

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

WHQS - Properties fully compliant (total stock)



APPENDIX 4

Internal Forecast Data

Current Compliance			9815
Compliance since April 2019	684 Properties to date	26	26.31 per / week
2019 - 2020 remaining	37 weeks @	26.31 properties per week	973.38
Total projected compliance on current stock			10788.38
Stock Number			10694
Projected over run			-94.38
	-94.38 divided by	26.31 properties per week	-4 Weeks
Full compliance projected to be achieved by			29th May 2020

APPENDIX 5

External Forecast Data (Without Leaseholders)

Current Compliance			8973.90
Compliance 2018/19 to date	1392.95 Propeties to date		56.25 per / week
2019 - 2020 remaining	39 weeks @	56.25 properties per week	2193.67
Total projected compliance on current stock			11167.57
Stock Number			10694
Projected over run			-473.57
	-473.57 divided by	56.25 properties per week	-8 weeks
Full compliance projected to be achieved by			01/05/20

External Forecast Data (With Leaseholders)

Current Compliance			9236.27
Compliance 2018/19 to date	1485.25 Propeties to date		60.09 per / week
2019 - 2020 remaining	39 weeks @	60.09 properties per week	2343.66
Total projected compliance on current stock			11579.93
Stock Number			11104
Projected over run			-475.93
	-475.93 divided by	60.09 properties per week	-8 weeks
Full compliance projected to be achieved by			01/05/20



HOUSING AND REGENERATION SCRUTINY COMMITTEE – 26TH NOVEMBER 2019

SUBJECT: UPDATE ON 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 an update on the role of the Tenancy Enforcement Section and the obligations of tenants.

2. SUMMARY

- 2.1 Following consideration of a report on the role of the Tenancy Enforcement Section in the management of Caerphilly Homes' tenancies in March 2019, Members of the Policy and Resources Scrutiny Committee requested an update report be provided. This update report outlines the relevant legislative provisions and associated guidance. It includes information on

- 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. RECOMMENDATIONS

- 3.1 It is recommended that Members note the contents of the report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 The purpose of the report is for information only.

5. THE REPORT

The Role of the Tenancy Enforcement Section

- 5.1 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. *The Anti-Social Behaviour Policy and Procedure is attached at Appendix 1.*

5.2 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.

5.3 The most common referrals to TES are for noise nuisance and verbal abuse/ intimidation/ harassment. 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 6 1/2 years. The figures show a significant increase in the number of referrals received during 2018/19 compared to the previous years. There is no explanation for this trend but other social landlords within Gwent have also experienced similar increases in levels of reporting. The current figure for 2019/20 indicates that this trend seems to be continuing. This increase has had a significant impact on the ability of the team to manage cases. This has had a knock on effect of how quickly an Officer can respond to a complainant due to the number of cases each officer has had to manage. During the period May - September 2019 each Officer had an average of 45 - 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	2018 - 2019	01/04/ 2019 – 30/09/ 2019
Noise	213	252	288	244	244	Noise	384	204
Verbal/ Harassment/ Intimidation	170	213	223	188	231	Harassment, Intimidation & Threats	182	143
Drugs, Substance Abuse	75	88	69	71	80	Substance Misuse (includes drug and alcohol)	80	39
Vandalism/ Property Damage	30	36	16	24	33	Vandalism/ Property damage	40	15
Alcohol Related	26	33	21	12	10	Verbal & Written Abuse	55	7
Total Cases	602	723	642	628	690	Total Cases	809	445

- 5.4 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 victims and the intentions of the perpetrator.
- 5.5 TES seeks to provide a complainant a 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 the collection of evidence then this will seriously impact on the evidence gathered and may prevent action being taken.
- 5.6 TES does not just enforce the conditions of tenancy through legal action. In accordance with 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. The team has 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 used to capture evidence of unacceptable noise nuisance. A witness support scheme is available 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 it doesn'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.
- 5.7 For all cases open from 01 April 2019 – 30 September 2019, the TEO's made an informed decision as to whether the complainant and/or perpetrator had drug, alcohol or mental health issues or a combination of issues and this has been recorded. This is based solely on information they have been given, what they witness, information from support providers and their own perception of the individual. The table below show the levels recorded during this period. The total number of TES referrals received during this period is 445.

Complainant Issues	Number	Perpetrator Issues	Number
Drug	3	Drug	55
Alcohol	10	Alcohol	27
Mental Health	44	Mental Health	70
Number of complainants with at least one issue	52	Number of perpetrators with at least one issue	105

The above figures equate to 35% of all referrals where either the perpetrator or the complainant has a drug, alcohol, mental health issue or combination of these.

- 5.8 The Officer assesses the information and makes appropriate referrals to different organisations/agencies to try to assist the perpetrator and/or complainant to resolve the issues and thus change their behaviour. For some, these issues are long term and/or a lifestyle choice and require intensive support from appropriate agencies and commitment from the person 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. In addition, some instances of anti social behaviour reported by tenants are not instigated by our tenants, whereby we then need to liaise with other agencies, including the Police, to take action. *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 attached at Appendix 1.*
- 5.9 The TES are preparing to take part in a project which is likely to last for 2 years with Aneurin Bevan University Health Board. The remit of the project is Community Psychology. The project offers a three tier model of consultation, training development and reflective practice. TES officers will meet a psychologist on a monthly basis to discuss cases involving children aged up to 18 years. They will be able to discuss behavioural issues of concern and receive advice about how to best approach the situation, with the aim being to upskill the officers to better understand children's difficulties within a normative, developmental and contextual framework. In addition Caerphilly Homes are planning to recruit to a new post of Mental Health Assessment Officer. Whilst the officer's primary role will be the undertaking of mental health assessments of housing applicants applying for accommodation through the Common Housing Register, it is anticipated that they will also be able to provide specialist support and guidance to TES support in relation to complex cases.
- 5.10 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 6 ½ years the following legal actions have been taken by TES:

Legal Actions

Action	2013 - 2014	2014 - 2015	2015 - 2016	2016 - 2017	2017 - 2018	2018 - 2019	1/4/2019 - 30/09/2019
Notice Of Seeking Possession	17	21	18	9	22	27	13
Injunctions – with/without power of arrest	0	5	2	5	4	6	2
Closure Order	0	1	0	0	1	2	2
Demotion Order	0	0	0	0	0	1	1
Suspended Possession Order	3	3	5	3	6	2	3 (1 – breach – eviction warrant executed)
Outright Possession Order	9	6	5	0	1	1	1

- 5.11 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.
- 5.12 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.
- 5.13 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 is reasonable to grant an order, the likelihood of the behaviour recurring and the impact of the behaviour on others.
- 5.14 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

- 5.15 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 anti-social behaviour.
- 5.16 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 for 2017 - 2018. Data for 2018 – 2019 is not available from all the

RSL's due to two of the organisations currently undergoing significant structural changes at all levels of the organisation.

- 5.17 Whilst it appears in 2017/2018 that Newport City Homes (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's total number of new cases being 841.

2017 – 2018 – Types of ASB Reported

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 (Pobl) (CCBC area only)	988	86	30	34	5	2

2018 – 2019 – Types of ASB Reported

Organisation	Stock No	New Cases	Noise Nuisance	Verbal abuse/ harassment/ intimidation	Drug/ substance abuse	Vandalism/ Property damage
Caerphilly Homes	10,800	809	384	183	80	40
Newport City Homes (NCH)	10,000	1221	178	114	38	24
Charter Housing (CCBC area only)	988	76	30	25	9	2

- 5.18 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.

2017 - 2018 – Legal Actions Taken

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

2018 - 2019 – Legal Actions Taken

Organisation	Civil Injunctions	Possession Orders (including Suspended PO's)	Closure Orders	Evictions
Caerphilly Homes	6	3	2	1
Charter Housing (Pobl) (CCBC area only)	0	1	0	0

5.19 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.

5.20 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. Recently Welsh Government has indicated that this legislation will not now be implemented until April 2021. Officers' proposals for implementation will be the subject of a future report.

Obligations of Tenants

- 5.21 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.
- 5.22 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.
- 5.23 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.

Conclusion

- 5.24 The Tenancy Enforcement Section (TES) 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. It investigates all complaints of noise nuisance and the more serious/persistent incidents of anti-social behaviour, which are assessed and

graded to determine a proportionate, measured and reasonable response. There is a trend of increasing numbers of referrals and complexity of cases and in some instances TES have to rely on the involvement of other agencies and support services to help resolve the issues a tenant may be causing.

- 5.25 TES seeks to provide a complainant a 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 and TES provides support and assistance to both perpetrators and complainants. 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.
- 5.26 All tenants have a secure tenancy agreement which they sign when accepting the offer of a tenancy. It 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.

6. ASSUMPTIONS

- 6.1 No assumptions have been made or thought necessary.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 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.
- 7.2 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.
- 7.3 **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.
- 7.4 **Corporate Plan 2018-2023.**

The report content contributes towards and impacts the Corporate Well-being Objectives:

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

Objective 6 - Support citizens to remain independent and improve their well-being

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The report contributes to the Well-being Goals:-

- A prosperous Wales*
- A resilient Wales*
- A healthier Wales*
- A more equal Wales*
- A Wales of cohesive communities*

- A globally responsible Wales*

It is consistent with the five ways of working as defined within the sustainable development principle in the Act. The five ways of working of the sustainable development principle, listed in the Act are:

- **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.

9. EQUALITIES IMPLICATIONS

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

10. FINANCIAL IMPLICATIONS

- 10.1 There are no financial implications arising from this information report.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications arising from this information report.

12. CONSULTATIONS

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

13. STATUTORY POWER

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

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Cllr Christine Forehead, Vice Chair of Housing & Regeneration Scrutiny Committee

Cllr Lisa Phipps, Cabinet Member for Homes and Places
Christina Harry, Interim Chief Executive
Dave Street, Corporate Director of Social Services and Housing
Robert Tranter, Head of Legal Services and Monitoring Officer
Shaun Couzens, Chief Housing Officer
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HOUSING AND REGENERATION SCRUTINY COMMITTEE – 26TH NOVEMBER 2019

SUBJECT: CAERPHILLY HOMES – #BUILDINGTOGETHER

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

1. PURPOSE OF REPORT

- 1.1 This report outlines a vision to build homes that are in places where people want to live, work and enjoy themselves; to build and add to cohesive communities and in doing so create sustainable opportunities for training and employment.
- 1.2 The report also sets out how Caerphilly Homes (Housing Services division of Caerphilly County Borough Council) intends to increase its supply of housing.
- 1.3 The views of the Housing and Regeneration Scrutiny Committee are being sought prior to the report's consideration by Cabinet.

2. SUMMARY

- 2.1 The Caerphilly Local Housing Market Assessment has identified a requirement for a total of 282 units per annum over a period of 5 years in order to meet local demand. This includes 169 social rented units and 113 'intermediate' units (56 low cost home ownership and 57 intermediate rent).
- 2.2 In terms of property size, by far the greatest requirement is for one bedroom accommodation however, the pattern of need varies between wards and housing market areas. There is a higher need for accommodation in the south of the borough than there is in the north. The assessment also highlights a surplus of older person's accommodation throughout the county borough. This is based on the location, type and quality of the existing provision, which in some instances no longer meets the needs and aspirations of older people. With national statistics showing that people are living longer and that the number of older people is expected to grow, there is a pressing requirement for alternative accommodation that is more flexible and better suits their needs now and for the future.
- 2.3 Having committed to investing approximately £260 million to improve the condition of our existing council homes to ensure all meet the Welsh Housing Quality Standard by 2020, this report sets out the ambitious long term investment plans of Caerphilly Homes to build and acquire a new generation of homes that meet a growing local need for new social and affordable housing.

- 2.4 The programme, branded *#BuildingTogether* aims to deliver 400 affordable homes between 2020 and 2025. This aim links directly with the Council's commitment contained within the Corporate Plan 2018-2023 and Wellbeing Objective 3 which aims to address the supply, condition and sustainability of homes throughout the county borough.
- 2.5 Recognising the need for additional affordable homes to meet an increasing demand, a commitment to build and increase the number of homes within the Council's portfolio is a corporate commitment.
- 2.6 In 2015 the Welsh Government ended the Housing Revenue Account subsidy system for Council homes thereby introducing new powers for Councils to keep their rental income and generate growth which, in Caerphilly, continues to be reinvested in homes to deliver the Welsh Housing Quality Standard by 2020 and will now also be invested into the Caerphilly Homes *#BuildingTogether* development programme to deliver the Council's commitment of providing additional affordable homes.

3. RECOMMENDATIONS

- 3.1 Members are asked to recommend that Cabinet agree to the development, subject to planning approval, of the HRA site in Nelson in order to access AHG (Affordable Housing Grant) prior to the end of March 2020 via a direct award to a partner Registered Social Landlord.
- 3.2 Members are asked to recommend that Cabinet agree to the development of the HRA sites in Bedwas and Trecenydd subject to viability testing and planning approval as set out in the report.
- 3.3 Members recommend that Cabinet agree the principle of Caerphilly Homes acquiring new build affordable homes, via Section 106 Agreements in areas of housing need, subject to financial viability in terms of the Housing Business Plan.
- 3.4 Members recommend to Cabinet that the purchase via Section 106 Agreements of up to 10 affordable units per development be delegated to the Head of Service in conjunction with the Cabinet Member for Homes and Places. Section 106 Agreements involving more than 10 affordable units will be the subject of a report to Cabinet.
- 3.5 Members recommend that Cabinet agree to proposals for General Fund land to be considered and appropriated to Caerphilly Homes for the development of affordable housing, subject to suitability and affordability. Further reports will be submitted as and when required on specific site proposals requesting appropriation from the General Fund to Caerphilly Homes for housing purposes.
- 3.6 Members recommend that Cabinet approve that where HRA land is sold for new development, 100% of the capital receipt is kept within the HRA and recycled to finance the Council's new build programme. Where there is no commitment to develop the land, there is an option to retain 25% of the receipt within the HRA and 75% utilised to repay debt (as in previous years with regards to Right to Buy sales).

- 3.7 Members recommend that Cabinet support the exploration of innovative and commercial opportunities to facilitate the delivery of new affordable homes including the possibility of market sales, which on some sites may be necessary to ensure viability.
- 3.8 Members recommend that Cabinet approve the engagement and commissioning of consultants and a development partner via recognised and compliant public sector procurement instruments i.e. via the SCAPE and Welsh Procurement Alliance framework agreements (further explained in 5.5/6). Each separate procurement arrangement will be undertaken with support and advice from the Council's Procurement Team and will be subject to separate reports being brought forward as appropriate.
- 3.9 Members recommend that Cabinet approve the use of Modern Methods of Construction (MMC) including modular or partially modular homes together with a 'fabric first' approach to deliver the most energy efficient homes possible and respond to the zero carbon agenda.
- 3.10 Members recommend that Cabinet approve the commissioning of an independent consultancy via a compliant framework agreement to undertake viability assessments of all suitable HRA land in order to develop a catalogue of commercially viable sites that can be developed over a 5 year period and form the basis of the Council's new build strategy. This information will be used as the basis to develop 'shelf ready' schemes in preparation for the announcement of new Welsh Government funding in 2021.
- 3.11 Members recommend that Cabinet approve the creation of a Caerphilly Homes Development Team to develop and drive forward the new *#BuildingTogether* programme as noted in 5.32 and 5.33.
- 3.12 Members recommend that Cabinet approve the submission of a report to Council which includes a request to borrow a further £14M to kick start the new build programme and other proposals contained in this report. Further details are contained in section 10.
- 3.13 Members recommend that Cabinet approve that any unused borrowing from the £61m originally earmarked for WHQS be transferred to support the delivery of the new build programme. Further details are contained in section 10.
- 3.14 Members are asked to note that further reports will be submitted as and when required and details of specific schemes are known in order to advise members and where necessary seek Cabinet approval.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 In recognition of the increasing demand for affordable housing this reports sets out the progress made by Caerphilly Homes to date in relation to increasing the number of Council homes.
- 4.2 The development of a Council home building programme will help to meet the needs of the 4,500 applicants currently on the Common Housing Register waiting list, future applicants and also contribute to reducing the incidence of homelessness and rough sleeping.

- 4.3 It will support the local housing market and provide new opportunities for apprenticeships, training and employment. The development of additional affordable homes will help stimulate and grow the local foundational economy through the creation of local supply chains, the delivery of community benefits and create and add value to existing communities thereby increasing cohesion and resilience.
- 4.4 The building of new affordable Caerphilly Homes to meet an ever increasing need for affordable homes is a corporate commitment.

5. THE REPORT

- 5.1 As a consequence of entering the final stages of the Welsh Housing Quality Standard (WHQS) investment programme, Cabinet approved the Caerphilly Homes Asset Management Strategy (AMS) on the 12th September 2018.
- 5.2 The AMS not only included proposals for ensuring that the WHQS was maintained post 2020 but also included a number of options for increasing Council house supply.
- 5.3 Progress made to increase Council house supply to date includes the following activities:

Property Acquisitions

- 5.4 Bids for the acquisition of 5 empty former Council properties under the Affordable Housing Grant (AHG) programme were submitted to Welsh Government in December 2018. Notification of funding award was received from Welsh Government in March 2019.
- 5.5 Colleagues in Property Services assisted with the valuation and negotiations on the purchase price and the five properties were successfully purchased prior to the 31st March 2019 in order to comply with the AHG deadline.
- 5.6 Further bids for AHG funding have been submitted to contribute towards the cost of improvements necessary to bring these properties up to an acceptable standard. In order to qualify for the AHG funding the properties need to be improved to Development Quality Requirements (DQR) Part 2 (Requirements for existing and rehabilitated dwellings built by housing associations).
- 5.7 A further 5 properties were purchased in September 2019 following submission of AHG applications by a revised deadline for which we are awaiting notification of an award, and again further bids have been submitted to contribute towards the cost of improvements.
- 5.8 The AHG funding covers 58% of the purchase and improvement costs and is paid in the form of a revenue stream over a 29 year period. The remainder of the cost is funded by the Council.
- 5.9 The AHG request for the acquisition of the 10 homes and associated refurbishment is therefore currently £739,330 in total, however the full amount of £1,274,708 will need to be provided up front as a capital cost by the HRA with the AHG element being provided as an annual revenue income stream of £39,633 by Welsh Government over a 29 year period.

- 5.10 In addition to the above, conversion works are underway at Hafod Y Bryn and Tredegar Court to create additional units of accommodation utilising Affordable Housing Grant (AHG) funding which will provide an additional 3 units of accommodation for older persons.
- 5.11 6 additional acquisitions have also been identified for purchase and discussions are ongoing with colleagues from Welsh Government to utilise the Affordable Housing Grant (AHG) to do so.

Bedwellty School Site – Llanmoor Homes

- 5.12 Llanmoor Homes have approached Caerphilly Homes regarding a development on the former Bedwellty School site. This development will provide Caerphilly Homes with the opportunity to acquire 8 housing units for transfer to the Council housing stock (2 of which will be for low cost home ownership). The development is in an area of housing demand and the purchase of these properties at the Supplementary Planning Guidance LDP 1 (SPG) transfer values is currently affordable in terms of the Housing Business Plan. Terms of the transfer would be in line with the Section 106 Agreement.
- 5.13 Further opportunities for such acquisitions will come forward as part of the planning and development process and as a consequence members are asked in 3.3 to recommend that Cabinet approve the principle of Section 106 acquisitions which may include low cost home ownership homes as well as social rented housing, accepting that this needs to be balanced against other Housing commitments and be financially viable in terms of the Housing Business Plan. A further explanation of the Section 106 process is contained within 5.42.

HRA Land Developments

- 5.14 The following sites are currently at the early stages of being progressed and will be subject to planning approval:-
- 5.15 Nelson – an area of HRA land that will lend itself to the development of 4 one bedroom social rented flats with individual entrances. There is a lack of this type of accommodation in the Caerphilly Homes stock portfolio and these new units will help address the high level of need identified in the 2018 Local Housing Market Assessment.
- 5.16 This site directly adjoins another site that is planned to be developed by an RSL and therefore there are clear benefits in pursuing the option of the RSL developing the plans, building the properties and project managing the scheme on behalf of Caerphilly Homes as an intrinsic part of their planned development. Our partner RSL's already have the necessary skills and resources in place and early discussions have been positive. Initial discussions have been held with Procurement Services to look at options to support a direct award to the RSL in order to progress this site with development contracts being signed prior to 31st March 2020 in order to allow the Council to access AHG funding. A detailed report outlining the procurement arrangements will be presented to the Director of Social Services and Housing shortly in line with Council's Standing Orders.
- 5.17 Members are asked to recommend approval by Cabinet retrospectively of the joint development of this site with the RSL designing, planning, constructing and project managing the development of this site on behalf of Caerphilly Homes, subject to satisfying procurement regulations. Retrospective approval is sought in order to

expend Affordable Housing Grant (AHG) funding within the timescale required by Welsh Government.

- 5.18 Llanfabon Drive, Bedwas and The Crescent, Trecenydd.
Initial feasibility studies suggest that 8 one bedroom social rented flats with individual access can be developed on each of these HRA sites, with draft designs anticipated for consideration by December 2019.
- 5.19 Caerphilly Homes has engaged, via the OJEU compliant SCAPE Framework agreement, a development partner who will now assist in undertaking a feasibility study on both sites together with initial designs.
- 5.20 Caerphilly Homes will work closely with the development partner to explore options to deliver innovative, energy efficient housing via a 'fabric first' approach on both sites subject to affordability and the potential to access Welsh Government grant funding. It is anticipated that designs and 'shelf ready' proposals will be prepared in readiness for an announcement by Welsh Government of new funding arrangements from 2021.

General Fund Land Developments

- 5.21 Chartist Gardens – It is anticipated that this site will be wholly developed by Pobl and provide both 66% affordable housing (social rent and shared ownership) and market sales. This development is being reported separately by Property Services.
- 5.22 Ty Darren, Risca - Members will recall the report on 'Remodelling Sheltered Housing Schemes' which included proposals to demolish three schemes in the Eastern Valley and develop a new scheme on the above site which would be fit for purpose and as far as possible 'future proofed'.
- 5.23 A site investigation report has been commissioned for this site and on receipt a full feasibility study will be conducted to confirm the financial viability of the proposals. Architectural Consultants have been engaged via OJEU compliant the Welsh Procurement Alliance framework agreement to provide a cost estimate for the development appraisal, viability assessment and design options. The site is currently owned by the General Fund and has been recently valued by the District Valuer at £825,000. The site would need to be appropriated under s.122 of the Local Government Act 1972 from the General Fund to Caerphilly Homes. Clarification regarding the value attributed to the site and whether that value is based on the site being developed for market sale properties rather than housing for social rent will be sought.
- 5.24 Caerphilly Homes intention, subject to a viability assessment, would be to develop the site in a way that encourages positive ageing thereby delivering the Council's ambition to increase its supply of Council homes which specifically meet tenant needs.
- 5.25 Discussions are ongoing with the Health Board who own the adjacent site, to determine if there is scope for a partnership approach and the provision of a community health focused hub facility.
- 5.26 This scheme is not anticipated to progress for approximately two years, which will allow time to complete the remodelling of our existing schemes and also complete WHQS works, as this will then help to inform the level and type of facility required at Ty Darran. A further report on the proposed development will be brought forward at

the appropriate time.

- 5.27 A summary of all delivery proposals for affordable housing including those to be delivered by Registered Social Landlords is provided in Appendix 2.

Future Plans *#BuildingTogether*

- 5.28 Members are asked to note that a development strategy which sets out the Council's ambitious plans to build new housing for the first time in over 20 years is currently being developed.
- 5.29 The strategy, entitled *#BuildingTogether* will outline a vision to build homes that are in places where people want to live, work and enjoy themselves; to build and add to cohesive communities and in doing so create sustainable opportunities for training and employment.
- 5.30 It will propose that a variety of homes will be built over the lifetime of the strategy (2020-2025), including accommodation for older people that supports positive aging and are future ready; accessible homes that take account of the needs of their inhabitants; homes that are energy efficient and homes that consider modern methods of design and construction.
- 5.31 The strategy intends to set a framework for the delivery of a new generation of 'Future Ready' homes delivered via a variety of delivery options.

***#BuildingTogether* Resources**

- 5.32 Currently the resources to deliver new affordable housing in-house do not exist so alternative arrangements need to be put in place. To assist with the process minor structure changes have been made within Caerphilly Homes in order to create a dedicated Manager to assist with the aim of increasing and developing new homes, compile a development strategy and to review various delivery options that may be available.
- 5.33 A further appointment will need to be made to focus on compiling the HRA land asset review and to oversee and advise on the suitability of proposed development from a Planning, Highways, Engineering, Drainage and ecological perspective. A Project Manager will also be required to liaise with contractors and oversee the delivery of proposed development schemes. Members are asked to support the recommendation noted in section 3.11 to create a new Caerphilly Homes *#BuildingTogether* Development Team.

***#BuildingTogether* Funding & Affordability**

- 5.34 The Welsh Government funding and finance regime is changing. 2020/21 is the final year for grants such as the Social Housing Grant (SHG) and the Affordable Housing Grant (AHG)(2019/20) and indications from colleagues at Welsh Government suggest that the next round of grant funding from Welsh Government to facilitate the development of new affordable homes will not be available until 2021 although there may be a fourth year of the Innovative Housing Programme (IHP) up to 2021.
- 5.35 Earlier this year the Welsh Government commissioned an independent Review of Affordable Housing. The Minister for Housing and Local Government has announced that she accepts all but one of the 22 recommendations contained in the report and that Welsh Government officials will now begin work on examining each

recommendation and determining how best it might be implemented. The Review, its recommendations and how those recommendations are interpreted will have a significant impact on the way in which affordable homes are developed and their affordability.

- 5.36 The Review and its recommendations seek to provide a new opportunity to make ground breaking improvements to the supply and quality of affordable housing and includes a recommendation for Welsh Government to provide longer-term certainty for local authorities wishing to start or continue an ambitious new Council home building programme.
- 5.37 The changes are also likely to result in challenges in relation to affordability, quality and design together with a requirement to deliver zero carbon homes.
- 5.38 With the new funding arrangements yet to be in place until 2021, it will also be difficult to determine the funding available in the short term to support the building of new homes. It is anticipated that an announcement will be made by the Minister before Christmas regarding the proposed 5 year rent policy. This will inform the HRA budget for 2020/21 and provide a clearer indication of the HRA budget likely to be available to support the programme in the future.

#BuildingTogether Outline Delivery Plan

- 5.39 The following diagram outlines the proposed delivery strategy that will be adopted by Caerphilly Homes as part of its #BuildingTogether programme:



- 5.40 In order to meet its delivery ambitions, Caerphilly Homes will utilise a number of different options to deliver new homes for social rent during the period 2020-2025.
- 5.41 The diagram above illustrates the range of options that will help increase the number of homes that are available via Caerphilly Homes and help deliver a diverse range of

options that are best suited to local need and future requirements. By utilising a variety of different mechanisms to deliver additional homes it will also better manage any risk (the proposed Development Strategy will be underpinned by a Risk Register and full Equality Impact Assessment); create economies of scale and help sustain and develop the local supply chain so to create additional employment and training opportunities within the locality.

Section 106

- 5.42 There is a specified target included in the Caerphilly County Borough Local Development Plan (LDP) for the delivery of affordable homes which differs depending on the location of the site. Where there is evidence of housing need the Council will seek to negotiate an affordable housing contribution based on the following targets:
1. 40% in the Caerphilly Basin area (excluding Aber Valley);
 2. 25% in the Northern Connections Corridor (excluding Newbridge);
 3. 10% in the Rest of Caerphilly County Borough (including Aber Valley and Newbridge);
 4. No requirement in the Heads of the Valleys Regeneration Area.
- 5.43 These are targets and will not always be achieved as they are dependent on the financial viability of each site, which is determined on an individual basis. If there is evidence of need and viability there are occasions where these targets are exceeded.
- 5.44 The Council in its role as the Local Planning Authority specifies to the developer the number and type of affordable homes that should be provided as part of the Section 106 contribution with the mix of homes being derived from an assessment of housing need within the locality (Local Housing Market Assessment 2018). The transfer cost of these properties to the social landlord is specified within the Supplementary Planning Guidance LDP1 (SPG). This SPG was first adopted by the Council in 2011, however Appendix 3 of the document is updated on an annual basis under delegated powers to reflect changes in transfer value. See Appendix 1.
- 5.45 The percentage of affordable housing to be provided by a developer is set out within the Section 106 Agreement. Within the agreement the Council can specify a preferred Registered Social Landlord zoned to develop affordable housing in the county borough to whom the developer must transfer the affordable housing.
- 5.46 Recent changes have resulted in Caerphilly Homes being included as a preferred landlord. This will enable Caerphilly Homes to purchase a number of Section 106 properties over the 5 year period of the strategy to contribute towards the overall target of 400 new homes.
- 5.47 The delivery of low cost home ownership homes (LCHO) may be included in the Section 106 agreements negotiated as well as homes for social rent.

RSL Collaboration

- 5.48 Caerphilly Homes is proud of its partnership history with our zoned local Registered Social Landlords. In relation to housing developments, United Welsh Housing Association, Pobl and Linc Cymru have collectively worked with us to increase the number of new affordable homes provided throughout the borough. Wales and the

West are also a zoned Registered Social Landlord in the county borough but are not currently actively developing.

- 5.49 In the recently published 'Independent Review of Affordable Housing Supply' a recommendation is made for Council's across Wales to enter into new partnership arrangements with Registered Social Landlords and the private sector. The Minister for Housing and Local Government is expected to announce the form of partnering arrangements that Welsh Government are wishing to see between Councils and Registered Social Landlords in their area shortly.
- 5.50 Caerphilly Homes will be seeking a closer partnering arrangement with the zoned RSL's in order to utilise the skills and knowledge of the RSL's to help build new Caerphilly Homes on our behalf. This may take the form of a Memorandum of Understanding (MOU) and/or a Partnership Protocol under the umbrella of an Affordable Homes Partnership which would be progressed in collaboration with Procurement and Legal Services.

Dynamic Purchasing System (DPS)

- 5.51 A Dynamic Purchasing System (DPS) is an electronic system used to purchase goods, works or services. Unlike a traditional framework it allows potential suppliers to join at any time. It is an open market solution designed to provide buyers (in this case, Caerphilly Homes) with access to a pool of pre-qualified suppliers (developers). Caerphilly Homes has already utilised a DPS on its WHQS programme with some success. It is particularly attractive to local small and medium sized businesses and relates in the main to smaller parcels or packages of land but a specific DPS to support our development proposals would need to be established.
- 5.52 In the context of the Caerphilly Homes development programme, available land could be packaged and released to potential suppliers on a design and build basis via a DPS. This would provide opportunities for developers to advise the Council on the number and type of units that could be accommodated in specific areas and potentially stimulate innovation and creativity.

Framework Arrangements

- 5.53 In order to develop new homes at pace and scale, Caerphilly Homes is exploring the option of working with a development partner. A development partner could bring a number of added benefits including the ability to work with Caerphilly Homes to undertake feasibility studies and architectural drawings in order to arrive at a standard design arrangement which could be configured differently according to the constraints and opportunities of each site. This would bring greater economies of scale, enhanced quality and also greater efficiency through the creation of a standard pattern book.
- 5.54 The selection of a development partner could be determined by the use of the SCAPE National Construction Framework Agreement, owned by SCAPE Procure Ltd, a public sector built environment specialist entirely owned and controlled by 60 UK local authorities who offer a suite of OJEU compliant frameworks and design solutions to other local authorities.
- 5.55 The Welsh Procurement Alliance (WPA) have developed a framework agreement which could be utilised to identify a potential development partner however, in contrast to the SCAPE arrangement it would mean that Caerphilly Homes would

have to appoint cost consultants and architects separately before working with an approved supplier.

Property Acquisitions

- 5.56 In an attempt to increase the number of affordable homes for social rent Caerphilly Homes may be willing to offer up to market value to acquire empty properties or properties that have been advertised for sale on the open market. The property must be sold with vacant possession and each party will be required to pay their own legal and valuation fees. A value for money assessment will be carried out and Caerphilly Homes will seek the best value price that does not exceed the home valuation report.
- 5.57 In order to respond to identified housing needs, Caerphilly Homes will show preference to purchasing 1 or 2 bedroom properties unless there is a business reason for purchasing a larger home i.e. that there are families with specific needs on the waiting list that require a larger home. All applications will be determined on the basis of business need.
- 5.58 Progress has already been made in relation to purchasing 10 additional homes with a further 6 purchases potentially in the pipeline. The purchases and refurbishment costs will be submitted to Welsh Government as an application for grant funding with a number already approved. The Affordable Housing Grant (AHG) will contribute towards 58% of the costs, but is payable as a revenue income stream with the full costs initially having to be financed by the HRA. This is explained further in section 10.

Other

- 5.59 Modern Methods of Construction (MMC) or homes that are created off-site are often highlighted as the answer to the UK's housing crisis. Homes that are built in factories, off-site and then assembled on site are quick to assemble, cost efficient and leave a much smaller carbon footprint than traditional housing. Homes using MMC are built off site are precision manufactured, energy efficient homes that are built with high levels of quality control.
- 5.60 The construction methods are often more sustainable than traditional methods and the materials utilised more energy efficient. The homes can also be assembled on site quickly (some within as few as 5 days) and can provide opportunities for the creation of a local factory to assemble the units and employment, skills and training for local people.
- 5.61 MMC homes could offer Caerphilly Homes the ability to build new Council homes on constrained or unconventional sites because the units can be lowered by crane. In addition, modular homes can easily be adapted to changing needs or circumstances with some that can be easily moved from one location to another.

In House

- 5.62 If Caerphilly Homes chooses to utilise the WPA framework to develop homes on some of its smaller, garage or infill sites, there is a possibility that the in house team could be utilised to fit out the house structures that are erected on site. The team already have the skills, having proven their abilities via the WHQS programme. Their attention to quality and to customer service has been applauded during the programme and could be applied within a new build context. This would provide a

planned and measured work programme for the in house team during the 5 year strategy period.

- 5.63 It would also provide additional options to upskill the in house team and to create new apprenticeship pathways in partnership with Coleg Y Cymoedd and Coleg Gwent and add value to the PSB Apprenticeship programme. An application for funding via the Welsh Government's Foundational Economy Challenge Fund has been successful with £100,000 allocated to develop a skills and apprenticeship programme specifically related to Modern methods of Construction (MMC).
- 5.64 The in house new build arrangement would run alongside any DPS or Development Partner arrangement that may also be in place thereby creating a number of work streams to underpin the *#BuildingTogether* programme, spreading risk and creating new and innovative opportunities for the Council's own workforce.

Planning

- 5.65 Planning will provide advanced notification of potential development sites and those where the use of Section 106 Agreements would apply, so these can be considered and, where feasible, factored in to future development plans and the HRA Business Plan.
- 5.66 In addition Housing Strategy Officers will continue to advise Planning on housing need for the area, to ensure that any developments undertaken privately or by RSL's, still contribute to meeting housing need and the requirements of the Local Housing Market Assessment and our Common Housing Register.
- 5.67 In a recent letter to local authorities (dated 8th July 2019), the Minister for Housing and Local Government noted that 'up to date Local Development Plans are the cornerstone for housing delivery by identifying the best sites for new homes'. She noted the most recent version of Planning Policy Wales requires local planning authorities to follow place making principles and adopt a people centred approach to planning, designing and managing communities to promote people's 'health, happiness and well-being, all of which must be central considerations when preparing LDPs and determining planning applications. Members will be aware that on the 23rd October 2019, Council resolved to commence work on a Replacement LDP for the county borough and this will be critical to the delivery of new homes and new affordable homes.

Conclusion

- 5.68 Following the completion of the WHQS programme and the removal of the borrowing cap by Welsh Government the HRA will be in an improved financial position which provides opportunities to invest in increasing the housing stock, in addition to maintaining the existing stock.
- 5.69 This report sets out how the supply of affordable housing, including social housing within our county borough can be increased in order to meet increasing demand, as well as the specific requirements of many of those applicants who are listed on our Common Housing Register.
- 5.70 Options within the report include acquisition of existing properties, acquisition of new build homes via Section 106 Agreements, Unilateral Undertakings and the development of new homes through partnership working, frameworks or other contract arrangements. A development table has been included as Appendix 2.

- 5.71 Caerphilly Homes will need to consider rent levels and charges for all new homes as these may differ from the rents attributed to our existing stock, however the new rent policy is yet to be finalised by Welsh Government. Ensuring rents remain affordable will be a key consideration.

6. ASSUMPTIONS

- 6.1 The Housing Business Plan whilst accounting for the delivery of the proposals contained within this report, also considers a number of assumptions which could impact on the extent to which the proposals can be met. Some of these assumptions include inflationary increases in relation to salaries, materials, office accommodation, transport etc. and also rent increase levels, ongoing maintenance of the existing stock, Major Repairs Allowance (MRA) allocation, interest rates and other potential funding restrictions.
- 6.2 Commercial terms and specifications for the new housing via Section 106 Agreements are assumed to result in properties being purchased at SPG rates and development proposals assume no issues are found with the site investigations or planning approval.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 ***The Corporate Plan (CCBC, 2018-2023) - Well-being Plan Objective 2: Enabling Employment – Use investment in developing new homes to increase the number of skilled, qualified workers and tackle worklessness by providing apprenticeship, training and work placements with our in-house workforce and building contractors.***
- 7.2 ***The 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.”***
- 7.3 ***Caerphilly County Borough Local Development Plan up to 2021: Key Objective 9 – “Ensure an adequate and appropriate range of housing sites are available across the County Borough in the most suitable locations to meet the housing requirements of all sections of the population.”***
- 7.4 ***Caerphilly Homes Service Plan (2018-2023), Priority Objective 2: “Increase the provision of new, affordable homes to meet identified needs, promoting ‘Lifetime Homes’ principles for grant funded delivery, and, where appropriate, supporting Welsh Government’s Innovative Housing Programme (IHP)”.***

Welsh Government Policies

- 7.5 ***Improving Lives and Communities: Homes in Wales (Welsh Government, 2010)***, which sets out the national context for improving homes and communities, including the energy efficiency of existing homes.

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The underlying principles of the affordable housing new build programme concerns the provision of good quality, affordable homes, that are energy efficient and reduce fuel costs for the occupant, are constructed using materials which contribute to the

carbon reduction agenda, help to promote the sustainability of the communities in which they are built, contribution to positive health and wellbeing goals, and assist the Council in meeting its targeted recruitment and training objectives. The programme links to all of the 7 well-being goals in The Well-being of Future Generations (Wales) Act 2015, although some slightly more tenuously than others.

- 8.2 Our preferred approach to how the programme will be taken forward is consistent with the five ways of working as defined within the sustainable development principle in the Act:
- 8.2.1 **Long-term** - Housing is a long-term asset. We know that the homes we build today will be in use for many generations. These homes will, therefore, not only cater for the housing needs currently identified by the 2018 Local Housing Market Assessment but also for the emerging housing needs of future generations. We know over this time period that communities won't stand still and this is why we intend to build these homes based on the principles outlined in paragraph 8.1.
- 8.2.2 **Prevention** - The additional homes delivered through the new build programme will help to reduce the high level of housing needs in the borough. Failure to meet these needs could result in people living in overcrowded or unsanitary housing conditions and result in people becoming homeless or rough sleeping. The new build programme will positively impact on the objectives of other public sector organisations. There is a vast amount of literature which shows that poor housing is a key determinant of poor health. Providing good quality, affordable homes clearly links to the wider health improvement agenda. The way the homes are constructed links to the energy efficiency and carbon reduction agendas, and creating recruitment and training opportunities links to the worklessness agenda.
- 8.2.3 **Collaboration** - Section 5 of this report outlines the range of service areas and organisations that the Housing team will collaborate with to achieve the successful outcome of this programme.
- 8.2.4 **Involvement** - There may be an opportunity for tenants and prospective tenants to have an input to the development programme particularly during the design and specification stage. Post occupation surveys would be carried out to influence the nature of future developments. Local communities will also have the opportunity to comment on any proposed developments as part of the planning process.
- 8.2.5 **Integration** - The strategy looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 8.2.6 Housing Services and our outlined priorities, contributes to a minimum of 6 out of the 7 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
 - A resilient Wales
 - A healthier Wales
 - A more equal Wales
 - A Wales of cohesive communities
 - A globally responsible Wales

9. EQUALITIES IMPLICATIONS

- 9.1 A screening form has been completed which has suggested that a full EqIA will need to be undertaken for each of the individual programmes and developments. A full EqIA will also be developed to underpin the Caerphilly Homes Development Strategy.
- 9.2 Equalities monitoring data is collected on the Common Housing Register application form and is regularly reviewed and analysed. Our assessment of housing need considers need by protected characteristic including age, disability, the gypsy and traveller community and carers under the Equality Act 2010.

10. FINANCIAL IMPLICATIONS

- 10.1 Achieving the WHQS programme has been the Caerphilly Homes priority over the need to directly increase housing supply. However, as we near the final stages of completing the programme, we can now investigate options to increase our stock and its financial impact.
- 10.2 The recent approval of AHG to part fund the buy back of 5 properties has been included in the business plan and does not require further borrowing to implement. The funding (£562k) will be taken from the HRA capital receipts reserve where we have retained 25% of our Right to Buy (RTB) sales. The AHG funding of £17k per annum over the next 29 years will in theory replenish 58% of the £562k capital used. Since the abolition of RTB's in January, there is no further opportunity to gain additional income in this way. The reserve is £4.7m, so would only be suitable to fund smaller projects.
- 10.3 To fund the larger type projects mentioned in this report would require borrowing in addition to the borrowing needed to complete the WHQS programme. The WHQS programme is currently projecting a borrowing requirement of £45m. This is mainly as a result of the change of the internal deadline from March 2020 to June 2020, where the programme has been extended into another financial year. Council originally approved £61m in October 2011 and although the projections are currently showing some headroom, it would be prudent to extend this approved limit to ensure there is adequate borrowing opportunity to commence our commitment to increase housing supply therefore approval would need to be sought to increase the level of borrowing to allow proposals within the report to proceed.
- 10.4 Scenarios have been tested against the latest plan and show that increased borrowing remains affordable. Since the removal of the HRA borrowing cap restriction, the affordability indicator is the test to ensure prudential borrowing. This is however based on all assumptions in the business plan remaining stable such as rent increases, interest rates and cost rises.
- 10.5 On the assumption that the WHQS borrowing remains at £45m by the end of the programme and therefore remains within its approved level of £61m, it will be necessary to seek approval for any remainder to be utilised to fund an affordable housing development programme along with approval for further borrowing up to £75m in total to fund the projects identified at this stage.
- 10.6 Increased borrowing to £75m would include funding towards achieving the WHQS programme up to £61m and a further £14m (plus any unused borrowing from WHQS) to be allocated for the draft development programme.

- 10.7 Further financial testing can be confirmed once projects have been approved and clearer costs identified, but the £14m plus any unused allocation should be adequate for the current draft proposal assuming the level of assumptions within the current business plan remain consistent, and the costs within the draft development programme do not deviate significantly. If there is any available resource within the HRA then this could also be allocated towards affordable housing before the final borrowing commitment is undertaken (as is currently the practise with the WHQS programme).
- 10.8 Further development programmes would require additional borrowing and would be subject to a further report as and when identified.
- 10.9 The borrowing rates from the Public Works Loan Board (PWLB) (The Councils lender) had fallen significantly over the past few years but recently the PWLB have increased their rates by 1% for all new loans. This appears to be as a deterrent for LA's to borrow for commercial enterprises which the Treasury sees as a high risk. However, this rate is still competitive although is likely to increase the costs previously estimated and there is uncertainty about future increases.

11. PERSONNEL IMPLICATIONS

- 11.1 A minor restructure has already been initiated within Caerphilly Homes to create a dedicated resource to focus on opportunities for increasing Council house supply and the establishment of a development strategy. It is clear however that if the proposals within this report are to be progressed, additional resources will be required to support the delivery of new affordable homes by Caerphilly Homes.
- 11.2 Additional resource requirements are outlined in 5.32 and 5.33.

12. CONSULTATIONS

- 12.1 Consultation responses have been reflected in this report.

13. STATUTORY POWER

- 13.1 Local Government Act 1972 and the Housing Wales Act 2014

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Appendices:

Appendix 1	Supplementary Planning Guidance
Appendix 2	Draft Affordable Housing Programme

Appendix 1

Fixed Values for the transfer of units from a developer to the LA or an RSL

Discounted Fixed Values for Social Rented Units (Updated September 2018)

Unit Type	Type	Values
1 Bed *1 Person	Flat	£43,028
1 Bed *2 Person	Flat	£39,105
2 Bed 3 Person	Flat	£53,593
2 Bed *3 Person	House	£65,373
2 Bed *4 Person	House	£65,356
3 Bed *4 Person	House	£69,249
3 Bed *5 Person	House	£69,250
4 Bed *6 Person	House	£81,561
4 Bed *7 Person	House	£81,562
2 Bed *3 Person	Bungalow	£70,570

The table above identifies the values at which affordable housing should be transferred from a developer to either the LA or an RSL. These figures have been generated by capitalising the rental income i.e. the amount of borrowing that the net rent to the RSL or LA will support.

As these values are derived from the Table and Guidelines rents, which apply throughout the County Borough, there is no differentiation in values across the housing market viability areas and therefore these values should be used for all geographical locations.

Maximum Values for Intermediate Housing

The maximum prices that intermediate housing (for either intermediate rent or LCHO) have been derived from the latest Hometrack information (September 2018) on intermediate rents. This reflects Welsh Government's Rent First model which indicates intermediate rent levels were 80% of market rent. The income is calculated by annualising the weekly cost and multiplying it by 4 (using a quarter of gross income as the indicator of what is affordable). The affordable cost of the property is then derived by assuming a mortgage based upon a 3.5 times multiplier. This reflects the guidance in the LHMA Guide (2006).

These values are provided on an area-specific basis, equating to the viability areas defined.

Sub-market and property size	Weekly cost of intermediate housing	Implied price of intermediate housing
Caerphilly Basin		
1 bed	£82	£59,696
2 bed	£103	£75,105
3 bed	£117	£85,176
4 bed	£146	£105,997
Northern Connections Corridor		
1 bed	£80	£57,876
2 bed	£93	£67,903
3 bed	£102	£74,317
4 bed	£149	£108,229

Lower Islwyn and Aber Valley		
1 bed	£69	£49,941
2 bed	£89	£64,792
3 bed	£101	£73,649
4 bed	£149	£106,288
Heads of the Valleys Regeneration Area		
1 bed	£75	£54,782
2 bed	£77	£55,874
3 bed	£89	£64,468
4 bed	£115	£83,808

Appendix 2

Draft Affordable Housing Programme

Action/Site	Developer	Estimated Cost	Arrangement	Units (no. of new affordable homes)
Short Term (2019/20-2020/21)				
Purchase of Buy Back Properties and refurbishment costs – Tranche 1.	CCBC	£562,512 Overall cost (AHG @ 58% = £326,257)	Buy Back	5
Tranche 2 property acquisitions	CCBC	£712,196 overall cost (AHG @ 58% = £413,073)	Buy Back	5
Tranche 3 property acquisitions	CCBC	£500,000 overall cost (AHG @ 58% = £290,000)	Buy Back	4
Development of Bedwelty School Site (Llanmoor Homes)	CCBC	£500,000 for 8 properties in total	Section 106	8 (6 for social rent & 2 LCHO)
Development of Trecenydd and Bedwas	CCBC	Overall costs for both £2m. IHP funding to be sought if available	New Development (ND)	16
Hafod y Bryn, Risca	CCBC	£52,000	Conversion	1
Tredegar Court, Crosskeys	CCBC	£86,000	Conversion	2
Bereavement services properties	CCBC	£200,000		2
Cwrt Pen Capel, Caerphilly	Linc	£4.25m		38
Former Police Station, Caerphilly	Linc	£3m		34
Land at Newport Road, Pontymister	Linc	£1.4m		18
Hawtin Meadows, Pontllanfraith	Pobl	£2.93m		47
Chartist Gardens Village, Pontllanfraith	Pobl	£4.4m		83
Former Red Lion Public House, Blackwood	Pobl	£1.1m		17
Ton y Felin, Croespenmaen	Pobl	£1.9m		35
Coronation Road, Blackwood	Pobl	£660,000		7
Ty Mawr, Croespenmaen	Pobl	£3.6m	N/A	31
St Mary's Church, Pontllanfraith	Pobl	£713,000	N/A	7
Sir Ivors Road, Pontllanfraith	Pobl	£1.6m		20
Former Concrete Works, Deri	UWHA	£520,000		9
Former Cwm Ifor Primary School, Caerphilly	UWHA	£2.5m		19
Former De Winton Public House, Llanbradach	UWHA	£1.42m		14
Former Llanbradach Church Site, Llanbradach	UWHA	£800,000		10
Wingfield Crescent, Llanbradach	UWHA	£2.63m		30
Former Colliery Site, Penallta Road	UWHA	£4m		48
Former Ambulance Station, Nelson	UWHA	£450,000		5
Development of Nelson site	CCBC/ UWHA	£500,000 overall cost (AHG @ 58% applied for = £290,000, hence cost to Council £210,000.	Partnership	4

Medium Term (2021/22-2023/24)				
Development of Ty Darren (positive ageing accommodation including energy efficiency measures and new technology)	Caerphilly Homes	£5.5m overall (estimated)	WPA	40 (potential)
Coronation Road, Blackwood	Pobl	£655,000	N/A	7

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