

Pecyn Dogfennau Cyhoeddus



Mae'r adroddiadau canlynol yn Eitemau Gwybodaeth ar gyfer y Pwyllgor Craffu Tai ac Adfywio.

- 1. Monitro Cyllideb y Cyfrif Refeniw Tai - Cyfnod 7 2019/20.**
- 2. Adroddiad Monitro Cyllideb 2019/2020.**
- 3. Amcan Llesiant 2 - Diweddariad Cynnydd 6 mis.**
- 4. Amcan Llesiant 3 - 2019/20 Diweddariad Cynnydd 6 mis (Ebrill - Medi 2019).**

HOUSING AND REGENERATION SCRUTINY COMMITTEE – FOR INFORMATION

**SUBJECT: HOUSING REVENUE ACCOUNT BUDGET MONITORING – PERIOD 7
2019/20**

REPORT BY: CORPORATE DIRECTOR FOR SOCIAL SERVICES & HOUSING

1. PURPOSE OF REPORT

- 1.1 To inform Members of projected revenue expenditure for the Housing Revenue Account (HRA) for the 2019/20 financial year. The HRA capital programme which is predominantly funded by the HRA is also included within this report.

2. SUMMARY

- 2.1 Members will be aware of 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 via 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.
- 2.2 The report outlines the projected outturn for the HRA based upon the expenditure and income for the first seven months of the year
- 2.3 The HRA budget for 2019/20 is £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 we collect from our Council Tenants of which about 71% is funded by Housing Benefits. The underspend at period 7 is projected to be £3.4m and the main reason for this is detailed below.

3. RECOMMENDATIONS

- 3.1 Members are requested to note the contents of the report.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 To ensure that Members are informed of the projected financial position of the Housing Revenue Account

5. THE REPORT

5.1 Introduction

- 5.1.1 The HRA is currently projecting a £3.4m under-spend, which represents about 6% of the total HRA budget. The main variances are summarised below and full financial details are provided in Appendix 1.

5.2 Salaries & Mileage (£550k under spend)

5.2.1 Salaries and associated costs within the HRA are currently expected to underspend by some £550k against a £12m salary. There are some offsetting over and under spends in this area given the volume of staff which includes sickness cover, request for reduced hours and timing for filling vacant posts.

5.3 Non Pay related (£485k under spend)

5.3.1 The main area of underspend is associated with office related costs of £285k such as stationery, photocopying, postage, office equipment, maintenance and cleaning. A further £200k underspend is attributable to budgets that are service specific such as void security, shop management, and catering & utility charges within our sheltered schemes.

5.3.2 Typically there are some budget areas within this category that tend to be quite volatile and therefore could generate further savings throughout the year, such as bad debt provisions, various housing projects and other office costs.

5.4 Building Maintenance & Response Repairs (£545k under spend)

5.4.1 This area is currently projecting an underspend of some £545k. This is made up of £835k under spend in cyclical and revenue projects which includes damp proofing, non – DLO works, sheltered & infrastructure projects, gas & electrical servicing, and safety works, offset by a £290k over spend in Response Repairs which includes transport costs and sub contractors.

5.4.2 The increase in spend in Response Repairs is as a result of increased works associated with supporting the WHQS Programme. Integration within the HRO and WHQS teams has however been evidenced on areas such as mopping up works, electrical works for no access issues and ensuring all void properties are brought up to WHQS standard before being re-let. There has been additional income into this budget as a result of recharging the WHQS budget for the work, and efficiencies have also been made within the revenue projects budget where HRO have absorbed costs within its core budget.

5.4.3 The contingency budget of £500k is prudently assumed to be fully committed at this stage, but may release further savings if not fully utilised by year end.

5.4.4 As a result of incorporating the costs of delivering the Building Maintenance service within the HRA, the WHQS holding account was set up to monitor the in house workforce costs that are recharged to the WHQS capital programme. A budget of £10.5m has been allocated in 2019/20 along with an income recharge to the capital programme so that the HRA has a nil cost. This budget is currently projecting an increase spend of £244k but work is ongoing to ensure adequate resource is available as we head into the final stages of the WHQS programme.

5.4.5 A further budget is set in the HRA for the Management and Delivery of the WHQS Programme. Current projections are showing an underspend of some £625k due to staff turnover but as per the In house holding account, this is also recharged fully to the WHQS Programme and is therefore a nil cost to the HRA. The WHQS programme will therefore benefit from this saving.

5.5 Capital Financing Requirement (CFR) (£1m underspend)

5.5.1 There is a CFR budget of £9.5m which is a Minimum Revenue Provision (MRP) of £2.6m to repay the HRA debt and £6.9m of interest charges. The HRA debt consists of historical debt and the debt which was taken up in 2015 as part of the Buy Out of the Housing Revenue Account Subsidy (HRAS) system. More recently the CFR debt has increased due to the borrowing needed to part fund the WHQS Programme (£23m in 2018/19) but this was not

actioned until the 2019/20 financial year where more favourable rates were available.

5.5.2 This has resulted in a lower CFR figure brought forward from 2018/19 year end than anticipated which means a lower MRP charge in 2019/20 (because MRP is charged a year after the borrowing has been taken up) and a lower interest charge (because the interest is applied against a lower figure) thus creating a £1m saving this year.

5.6 **Income (£155k under spend)**

5.6.1 Based on our quarter 2 projections the HRA income is likely to increase slightly. Income varies throughout the year especially on rental and service charges due to void fluctuations.

5.7 **Revenue Contributions to Capital Outlay (RCCO) (£625k under spend)**

5.7.1 The HRA allows for some £17m of revenue contributions towards the WHQS Programme and this includes an element for the WHQS management team responsible for the delivery of the WHQS Programme which is anticipating a £625k underspend as explained in 5.4.5 above.

5.7.2 The total expenditure on the WHQS capital programme as at period 7 is some £23m against a budget of £56m. £7.3m of the spend relates to internal spend and £12.8m relates to external spend with the remainder on large scale voids, garages and works of adaptations

5.7.3 The HRA RCCO allocation will fund this budgeted spend in addition to the £7.3m Major Repairs Allowance (MRA) from Welsh Government, with the remaining balance being funded from HRA working balances and borrowing

5.7.4 Borrowing of £23m was taken up for the first time since the start of the WHQS Programme to fund expenditure in 2018/19. A further £34m borrowing was projected for 2019/20 based on a £56m spend in that financial year. However, 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.

5.7.5 The budget therefore needs to span 2 financial years and has been reprofiled accordingly. The revised estimate is a £45m spend in 2019/20 and £11m spend in 2020/21 to finalise the WHQS Programme by June 2020. Borrowing requirements have also been reprofiled to match the revised anticipated spend and £15m is expected to be required in 2019/20, instead of the original £34m.

5.7.6 WHQS Internal works as at week 35 (29/11/19) is 94.23% compliant – monitored weekly

5.7.7 WHQS External works at week 35 (29/11/19) is 89.38% compliant – monitored monthly

5.7.8 Full WHQS compliance (where properties have achieved both internal and external compliance) is 77.73% achieved up to 29/11/19

5.7.9 100% full compliance is expected to be achieved by June 2020 ahead of the December 2020 deadline.

5.7.10 A Post Asset Management Strategy (PAMS) working group has been set up to ensure that the WHQS standard is continuously maintained once full compliance is achieved. A 5 year external programme is currently being worked on which will be costed out and applied to the Housing Business Plan to ensure it remains financially viable. A viable Housing Business Plan has to be submitted to Welsh Government as part of the annual MRA application. The next submission is due on the 31st March 2020.

5.8 HRA Working Balances

- 5.8.1 Working balances at the start of 2019/20 financial year were £5.5m. This is expected to be fully utilised this year against the WHQS Programme
- 5.8.2 Whilst priority will be given to the delivery and achievement of the WHQS Programme, borrowing may be required to increase the supply of council housing to meet the Welsh Governments proposal that 20,000 new homes be delivered in Wales by 2021 (Caerphilly Homes Building Together report presented to Housing & Regeneration Scrutiny Committee on 26th November 2019)

6. ASSUMPTIONS

- 6.1 Assumptions linked to this report were detailed in the budget report to Council on 21st February 2019.
- 6.3 The projected outturn position is based on actual income and expenditure details to the end of October 2019, together with data used to forecast future income and expenditure, following discussions with Managers.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 The contents of this report are in accordance with the Budget Strategy agreed by Council at its meeting on 21st February 2019.
- 7.2 Effective financial planning and financial control contribute to the following Well-being Goals within the Well-being of Future Generations (Wales) Act 2015: -
- 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.

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 Effective financial management including the effective utilisation of external grant funding is a key element in ensuring that the Well-being Goals within the Well-Being of Future Generations (Wales) Act 2015 are met

9. EQUALITIES IMPLICATIONS

- 9.1 This report is for information purposes, so the Council's Equalities Impact Assessment (EqIA) process does not need to be applied.

10. FINANCIAL IMPLICATIONS

- 10.1 As detailed throughout the report.

11. PERSONNEL IMPLICATIONS

11.1 There are no direct personnel implications arising from this report.

12. CONSULTATIONS

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

13. STATUTORY POWER.

13.1 Local Government Acts 1972 and 2003 and the Council's Financial Regulations.

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Consultees: Cllr J Ridgewell, Chair Housing & Regeneration Scrutiny Committee
Cllr C Forehead, Vice Chair Housing & Regeneration Scrutiny Committee
Cllr L. Phipps, Cabinet Member for Homes, Places and Tourism
D Street, Corporate Director Social Services
S Couzens, Chief Housing Officer
S. Harris – Interim Head of Business Improvement Services and Acting S151 Officer
F Wilkins – Public Sector Housing Manager
P Smythe – Housing Technical Manager

Appendices:

Appendix 1 HRA Financial Plan 2019/20 (Period 7).

HOUSING	Page	Estimate	Projected	Variance
	No	2019/2020	2019/2020	2019/2020
<u>HOUSING REVENUE ACCOUNT</u>		£	£	£
<u>SUMMARY</u>				
GENERAL MANAGEMENT		1,236,433	1,202,032	34,401
CAPITAL FINANCING		9,503,210	8,450,389	1,052,821
CENTRAL RECHARGES		2,292,722	2,290,477	2,245
STRATEGY AND PERFORMANCE		1,747,372	1,348,952	398,420
PUBLIC SECTOR HOUSING		5,616,070	5,304,251	311,819
SUPPORTED HOUSING		-	-	-
BUILDING MAINTENANCE SERVICES		31,354,060	29,891,697	1,462,363
GROSS EXPENDITURE		51,749,867	48,487,798	3,262,069
INCOME		(51,749,867)	(51,905,689)	155,822
(SURPLUS)/DEFICIT CONTRIBUTION (TO)/FROM WORKING BALANCES		-	(3,417,891)	3,417,891
<u>HOUSING REVENUE ACCOUNT</u>		£	£	£
<u>GENERAL MANAGEMENT</u>		1,236,433	1,202,032	34,401
<u>CAPITAL FINANCING COSTS</u>				
Interest Charge		6,903,221	6,314,414	588,807
Principal		2,556,989	2,092,975	464,014
Debt Management		43,000	43,000	-
Resheduling Discount		-	-	-
EXPENDITURE TO HRA SUMMARY		9,503,210	8,450,389	1,052,821
<u>CENTRAL RECHARGES</u>				
Central Recharges		1,810,175	1,810,175	-
Grounds Maintenance recharge to HRA		482,547	480,302	2,245
EXPENDITURE TO HRA SUMMARY		2,292,722	2,290,477	2,245

<u>HOUSING REVENUE ACCOUNT</u>		£	£	£
STRATEGY & PERFORMANCE		143,299	88,305	54,994
PERFORMANCE DEVELOPMENT		693,118	454,467	238,651
COMMUNICATIONS & ENGAGEMENT		117,281	115,764	1,516.67
TRANSFORMING LIVES & COMMUNITIES		793,674	689,756	103,918
HOUSING SUPPLY (HRA)		-	660	(660)
EXPENDITURE TO HRA SUMMARY		1,747,372	1,348,952	398,420
<u>HOUSING REVENUE ACCOUNT</u>		£	£	£
<u>PUBLIC SECTOR HOUSING</u>				
Landlord General		173,862	151,259	22,603
Sheltered Accommodation		1,477,027	1,334,360	142,667
Holly Road Community Support		3,922	4,224	(302)
Eastern Valley AHO		679,443	732,636	(53,193)
Upper Rhymney AHO		831,354	836,050	(4,696)
Lower Rhymney Valley AHO		33,091	37,621	(4,530)
Gilfach NHO		-		-
Lansbury Park NHO		357,514	326,952	30,562
Graig Y Rhacca NHO		288,836	271,234	17,602
Housing Allocations Cont.		144,839	111,406	33,433.36
Tenants & Communities Involment		510,761	405,452	105,309
Leaseholders Management		66,167	80,713	(14,546)
Tenancy Enforcement		283,474	269,936	13,538
Rents		811,455	788,083	23,372
Community Wardens		(45,675)	(45,675)	-
EXPENDITURE TO HRA SUMMARY		5,616,070	5,304,251	311,819

<u>HOUSING REVENUE ACCOUNT</u>		£	£	£
<u>RESPONSE REPAIRS & MAINTENANCE</u>				
<i>Employee Expenses net of recharges</i>		1,470,448	1,265,870	204,578
<i>Repairs & Maintenance on Housing Stock</i>				
Responsive Repairs		9,340,056	9,602,223	(262,167)
Revenue Contribution to Capital - WHQS Programme		17,086,210	16,461,773	624,437
Group/Planned Repairs (priorities 5 & 8)		-	-	-
Void Repairs (priority 6)		-	-	-
Revenue Projects		1,444,000	987,861	456,139
Planned Cyclical		1,747,336	1,367,320	380,016
Planned Programme		-	-	-
		29,617,602	28,419,176	1,198,426
<i>Transport Related</i>		42,800	36,156	6,644
<i>Supplies & Services</i>		223,210	170,494	52,716
<i>EXPENDITURE TO HRA SUMMARY</i>		31,354,060	29,891,697	1,462,363

<u>HOUSING REVENUE ACCOUNT</u>		£	£	£
<u>INCOME</u>				
<u>Rents - Dwelling</u>				
Gross Rent - Dwellings	(45,563,933)	(46,059,025)	495,092	
Gross rent - Sheltered	(4,556,918)	(4,234,242)	(322,676)	
Gross Rent - Hostel	-	-	-	
Voids - General Needs Dwelling/Sheltered	815,000	774,272	40,728	
Add'l Income O/Side Rent Debit (WHQS)	-	(1,693)	1,693	
Voids - Hostel	-	-	-	
Net Rent	(49,305,851)	(49,520,688)	214,837	
<u>Rents - Other</u>				
Garages	(355,307)	(351,563)	(3,744)	
Garage Voids	157,163	135,939	21,224	
Shop Rental	(59,872)	(64,612)	4,740	
	(258,016)	(280,235)	22,219	
<u>Service Charges</u>				
Sheltered - Service Charges	(1,447,744)	(1,419,270)	(28,474)	
Sheltered - Heating & Lighting	(151,798)	(116,369)	(35,429)	
Sheltered & Dispersed- Alarms	-	-	-	
Catering Recharge - Sheltered Accommodation	(33,438)	(17,227)	(16,211)	
Voids Schedule Water	69,741	65,150	4,591	
Non Scheduled Water Rates	(45,654)	(39,943)	(5,711)	
Welsh Water Commission	(546,807)	(546,807)	-	
Leaseholder - Service Charges	(10,000)	(10,000)	-	
	(2,165,700)	(2,084,465)	(81,235)	
<u>Government Subsidies</u>				
Housing Subsidy	-	-	-	
	-	-	-	
<u>Interest Receivable</u>				
Mortgage Interest	(300)	(300)	-	
Investment Income	(10,000)	(10,000)	-	
	(10,300)	(10,300)	-	
<u>Miscellaneous</u>				
Miscellaneous	-	-	-	
Private Alarms	-	-	-	
Ground Rent	(10,000)	(10,000)	-	
	(10,000)	(10,000)	-	
<u>INCOME TO HRA SUMMARY</u>				
	(51,749,867)	(51,905,689)	155,822	

HOUSING AND REGENERATION SCRUTINY COMMITTEE – FOR INFORMATION

SUBJECT: BUDGET MONITORING REPORT 2019/2020

REPORT BY: INTERIM CORPORATE DIRECTOR, COMMUNITIES

1. PURPOSE OF REPORT

1.1 To inform Members of the most recent budget monitoring position for 2019/2020 for Communities Directorate Service Divisions, including Regeneration & Planning Division, Infrastructure Services Division, Public Protection Division and Community & Leisure Services Division.

2. SUMMARY

2.1 The report summarises the most recent budget monitoring projections for 2019/2020 based on the latest available financial information.

2.2 The attached appendices outline more detailed budget monitoring figures for each of the Council Fund Services outlined in paragraph 1.1 above.

3. RECOMMENDATIONS

3.1 Housing and Regeneration Scrutiny Committee Members are requested to note the contents of this report and the detailed budget monitoring pages that follow in respect of the Regeneration & Planning Division which falls within the remit of this Scrutiny.

4. REASONS FOR THE RECOMMENDATIONS

4.1 The Council Budget is based on the achievement of both expenditure and income targets. In order to ensure that these are met and the Council's financial integrity is maintained Directors are required to review income and expenditure trends.

5. THE REPORT

5.1 INTRODUCTION

5.1.1 The report outlines the revenue budget position for each of the service Divisions that form part of the Communities Directorate based on the most current financial information available. Projected outturn figures for the financial year are compared with the budget to show the anticipated under/overspends. More detailed budget monitoring figures are shown in the appendices' 1a to 1d.

5.1.2 It should be noted that the budget report to Council on 21st February 2019 detailed the need to apply further budget efficiency savings in 2019/2020 to meet medium term financial plan (MTFP) targets and achieve budget strategy aims. Communities Directorate services were targeted to achieve new budget efficiency savings of £5.213million.

5.1.3 The table 1 below summarises the present budget monitoring position, with an overall

Directorate over spend of £439k. **Exclusive** of ring fenced budgets this over spend is decreased to £427k, but £500k of this is anticipated to be funded from the winter maintenance reserve as noted in paragraph 5.3.2 below. Appendices 1a to 1d provide more detail on the budget variation projections for each Service Division.

TABLE 1	ORIGINAL ESTIMATE 2019/2020	REVISED ESTIMATE 2019/2020	ANTICIPATED OUTTURN 2019/2020	ANTICIPATED VARIANCE 2019/2020 Under (Over)
	£000	£000	£000	£000
Regeneration & Planning Division	2,246	2,246	2,380	(134)
Infrastructure Division	17,937	17,937	18,504	(567)
Public Protection Division	7,240	7,286	6,888	398
Community & Leisure Services Division	20,953	20,953	21,097	(144)
Directorate General	173	173	165	8
NET DIRECTORATE	48,549	48,595	49,034	(439)
Home to School Transport - ring fenced overspend spend				(13)
Social Services Transport – ring fenced over spend				(50)
Cemeteries Task & Finish – ring fenced under spend				51
NET DIRECTORATE over spend (excluding ring fenced budgets)				(427)
NET DIRECTORATE over spend % to budget				(0.88) (Representing % of Directorate Budget)

5.2 REGENERATION & PLANNING DIVISION

5.2.1 Overall, the service division is presently reporting overspend of £134k.

5.2.2 Development Control is now reporting an overspend of £77k as a result of a continued downturn in planning application fee income being received, albeit this is partly offset by underspend in staffing costs due to delayed filling of a vacant post. At present planning application fee income is projected to be £450k, some £88k short of the £538k budget, income can vary however during the year depending on the number and type of planning applications received. Pre-application advice fee income is projected at £24k, £5k below budget. Building Control is reporting overspend of £75k with income presently projected to be £65k below the £273k budget, building control fee income has in recent years been well below the budget.

5.2.3 Strategic Planning is presently projected to be £55k underspent due to delayed filling of a vacant post and staff on reduced working hours. Planning administrative, technical and GIS/Land Gazeteer support services is underspent by £44k again due to delayed filling of two vacant posts. These underspends are part offset by overspend in the Land charge service of £23k due to a shortfall in search fee income.

- 5.2.4 Business Support has underspend of £69k which is due to delays in filling vacant posts and reduction in some operational costs such as printing, postage and I.T related costs. Urban Renewal is reporting underspend of £28k mainly due to additional income generated from staff project fees working on various capital grant funded projects. These underspends are partly offset by overspend in relation to Bargued Unit Shops of £10k, due to under occupancy, however there is now only one shop unit remaining vacant and the service is actively trying to secure tenancy for this unit.
- 5.2.5 Town Centre Management is underspent by £21k due to delayed filling of the vacant Town Centre Manager post, which is however now filled. Marketing & Promotion is underspent by £15k due to non- filling of a part time post and reductions in some operating costs.
- 5.2.6 There is now a projected £230k over spend in relation to industrial properties partly due to a £160k shortfall in property rents resulting from a number of units being unoccupied, albeit rental income is projected to be £2.1million and a £75k overspend in relation to building maintenance (linked to statutory maintenance and refurbishing of empty units) and also energy cost. The service is proactively seeking to ensure vacant units are let as quickly as possible by identifying businesses interested in taking up a rental.
- 5.2.7 Overall Tourism Venues are now reporting a combined underspend of £5k. Llancaiach Fawr is reporting over spend of £51k primarily due to a shortfall in income of £97k (albeit income generation has improved compared to last financial year), with the venue endeavouring to increase visitor numbers including school visits and the coach party trade, this income shortfall is partly offset by a reduction in operating costs. Cwmcarn Forest Drive is reporting overspend of £33k partly due to the need to fund invest to save costs associated with the new Lodges installed and partly a shortfall in income from delays in installation of the new Lodges. It is anticipated that in future years visitor numbers and income will increase as a result of the investments undertaken at the venue, including Lodges, adventure playground and improved trails. The Winding House museum is reporting underspend of £40k where underspend in staffing due to vacant posts is partly offset by some essential building maintenance works and underachievement in income. Caerphilly Visitor Centre is reporting underspend of £2k and BMI underspend of £43k primarily due to some vacant posts.
- 5.2.8 Tourism events report underspend of £19k, primarily due to underspend of £20k in relation to the Big Cheese where excellent weather and some changes to the event delivery offer assisted in increasing income generation and reduced operating costs.
- 5.2.9 Community Regeneration is reporting a break even budget.
- 5.2.10 There is underspend in senior management and administrative support of £14k due to a combination of delayed filling of vacant posts and staff not paid at the top of the incremental scale.
- 5.2.11 Children and Communities and C4W initiatives are both fully funded from grant, albeit C4W is projected to underspend by £52k with less grant income therefore being claimed. Children and Communities grant forms part of a larger grant initiative and due to earlier underspends, £100k grant has been vired to other schemes where the funding can be utilised during year. There is also an additional £20k underspend anticipated which may also be transferred to other schemes subject to the Flexibilities Panel agreeing virements.

5.3 INFRASTRUCTURE DIVISION

- 5.3.1 Infrastructure is reporting over spend of £567k on a £17.937million budget, but after excluding budget variations in relation to Home to School Transport (£13k overspend) and Social Services Transport (£50k over spend) which will be ring fenced and appropriated back to the Service Directorates, there is an over spend of £504k.

- 5.3.2 Highway Operations is reporting overspend of £598k, however, £500k of this relates to winter maintenance, where there was a one-off planned MTFP saving in 2019/2020 resulting in the winter maintenance budget being reduced by £500k for one year only, but with the option of utilising the existing winter maintenance ring fenced reserve if expenditure on winter maintenance exceeds the temporarily reduced budget. At present winter maintenance costs are difficult to predict but it is assumed they will be similar to last year (£1.1million) and the reserve will be utilised. There is also £30k underspend in relation to street lighting energy resulting from the street lighting LED investment initiative, the ongoing investment in LED street lights will in future years assist in reducing energy costs and reduce the risk of budget overspends and also provide an opportunity for future year MTFP savings. Work in relation to sustainable drainage systems (SUDS) presently has under-recovery of costs of £45k primarily due to low levels of application/pre application advice, this element of income is external income from building developers and other local authorities (via SLA agreements) and finances the staffing and other technical costs associated with CCBC's role as a SUDS Approving Body (SAB). The early indication is that many developers applied for planning permission early before the legislation changed, so it is likely that 2019/20 is not a typical year and improvements in income generation will increase over time, this will be monitored closely. At present the £3.1million highway maintenance budget is predicted to overspend by £68k albeit the expected amount of reactive maintenance required is difficult to predict and every effort will be made to manage the maintenance programme within the budget available and keep any overspends to a minimum.
- 5.3.3 EPG (Engineering Projects Group) is reporting underspend of £28k with reduced fee income offset by reduced expenditure associated with delayed filing of posts
- 5.3.4 Transportation Engineering overall is projecting a £27k over spend including a shortfall in car park income of £20k (on £691k budget). Car parking charges were increased part way through this year and early indications are that this has assisted in meeting the income target shortfall experienced in previous years and part achieved the MTFP saving of £40k implemented in 2019/2020. There is also an under-recovery of expenditure of £55k in relation to the new civil parking enforcement (CPE) function albeit £54k of this will be funded from ring fenced reserve in relation to CPE set up costs. Traffic Signals are expected to be £20k overspent due to the energy price increases passed on from Street Lighting and Road Closure costs are also expect to be £20k overspent after taking into account the extra fee income. These overspends are however partly offset by staffing underspend of £92k due to delayed filling of vacant posts. The underspend element on school crossing patrols has reduced to £9k in anticipation of costs associated with a proposed MTFP saving for 2020/21.
- 5.3.5 Public Transport is reporting an under spend of £82k, mainly due to delayed filling of staff posts (£45k), MTFP savings in advance and additional grant income.
- 5.3.6 At this stage Network Contracting Services (NCS) is anticipating a surplus of £11k with an underachievement in the income target of £230k being more than offset by reducing operating costs including vacant posts. NCS is heavily dependent on the volume and value of work secured during the year and this is monitored closely along with productivity levels within the workforce.
- 5.3.7 Home to School Transport is presently projecting an over spend of £13k on a £7.1million budget, this is mainly due to mini retendering for contracts in-year incurring increased costs. It is also assumed that no snow days for schools will occur for the rest of 2019/20, if any do occur it is likely to reduce the over spend.
- 5.3.8 Social Services Transport is projecting over spend of £50k on a £1.45million budget. This is due to an inability to date to achieve the £50k MTFP saving applied in 2019/2020 against its fleet and contracted services mainly as a result of an increase in unplanned fleet vehicle maintenance and repairs.

5.4 PUBLIC PROTECTION

- 5.4.1 Public Protection is presently projecting an under spend of £398k on an overall revenue budget of £7.286million.
- 5.4.2 Environmental Health is currently projecting a net underspend of £324k. This is partly due to a £154k underspend in salaries from staff on unpaid leave, staff on reduced hours and delayed filling of vacant posts and also a vehicle cost underspend (£22k) due to a reduction in fleet numbers. The enforcement Team also have additional income of £23k from the final year of the pest control SLA agreement with Blaeneu Gwent and from sewer baiting. There will also be additional funding of £131k from WG to finance staff time associated with the Hafodynyrys air pollution issues. There are a number of ongoing issues in respect of air quality, pollution and contaminated land including possible increase in discharge consents associated with Coed Top and also costs in relation to Cray Valley. Costs associated with air quality, pollution and contaminated land sites are being closely monitored as any increases in this area would impact on the overall financial position. Cabinet on 16th October 2019 approved ring fencing £268k of Environmental Health revenue underspend to support the anticipated shortfall in funding expected from Welsh Government to finance the acquisition of properties at Hafodynyrys. The shortfall is the result of the WG funding in accordance with the Compensation Code being less than the anticipated cost of purchasing the properties at 150% market value with a 10% home loss payment (where appropriate).
- 5.4.3 Trading Standards, Licensing, Registrars and CCTV has a projected net underspend of £28k. There is underspend in relation to staffing costs (£68k) from delayed filling of vacant posts and staff not currently top of the incremental scale, but partly offset by agency staff cover in the Commercial Services team. There are anticipated additional costs of £40k in relation to an animal welfare investigation which has resulted in the removal of a large number of cattle, temporary care and other associated costs whilst the required legal process takes place. Registrars income is projected to exceed the £246k budget by £11k, but licensing fee income is at present anticipated to be £7k less than the £320k budget although this can be subject to variation so this will be monitored closely.
- 5.4.4 Catering Services are projecting overall small underspend of £46k on a £3.612million budget, this includes underspend in relation to Comprehensive schools (£104.7k) mainly due to underspend in staffing and over achievement in income, assisted by an increase in the number of schools implementing a policy of school children not leaving the premises at lunch time. However there is projected overspend in Primary schools of £5.5k where overspend in staffing is offset by underspend in operating costs particularly food costs. Income generation in the schools will be monitored closely as it can vary depending on pupil take up, school disruptions due to poor weather etc. There is also overspend in relation to the staff restaurant & meals direct services based at Ty Penallta of £23.6k and HQ costs of £28.5k.

5.5 COMMUNITY & LEISURE SERVICES

- 5.5.1 The Community & Leisure Division is presently projecting overall overspend of £144k on a budget of £20.953 million.
- 5.5.2 Waste Management & Cleansing Services is now presently reporting a £261k underspend on a budget of £13.507 million. Anticipated overspend in waste collection costs for the various waste streams (£555k), primarily due to additional agency cover, sickness absence cover and vehicle running costs is partly offset by underspend in waste treatment costs (£494k) primarily due to reduced tonnage of waste in relation to organic and dry recyclable waste and also reduced waste at the CA sites due to introduction of proof of residency and a reduction in out of County waste being deposited at the CA sites. Waste treatment costs will be monitored closely as they can vary due to changes in tonnage of waste and variations in contract prices. There is a corporate contingency reserve of £400k available to finance any overspend in

relation to recycling treatment, but at present this will not be required. There is overspend in relation to commercial waste due to a shortfall in income of £96k, the position has improved however due to an approved increase of 2.4% in commercial waste collection charges from October 2019. There is a projected underspend in street cleaning of £289k due to a combination of staff vacant posts, staff covering waste collection rounds and vehicle running costs. For the Waste Management & Cleansing service overall there is also anticipated £91k underspend in revenue contribution to capital outlay (RCCO) as there is no anticipated expenditure on replacement vehicles this year, while the waste management service review is ongoing.

- 5.5.3 A small overall overspend of £7k is projected for Parks & Countryside, Outdoor Facilities and Cemeteries. Cemeteries is reporting a £43k under spend due to income in excess of budget and reductions in maintenance expenditure. Any underspend in relation to cemeteries is ring fenced for future investment in cemetery infrastructure. Parks & Countryside combined is reporting overspend of £50k primarily due to works at Abercarn depot, a staff secondment from Leisure services linked to a playing fields project and required expenditure on replacement equipment and machinery, this is partly offset by staff vacant posts albeit most of these are being covered via agency staff and Parks HQ underspend due to a vacant post.
- 5.5.4 Leisure Centres are reporting a net overspend of £244k, this is due to a combination of, shortfall in income targets of £303k (including a reduction in free swim grant funding of £53k) and increases in some operational costs particularly energy where this is overspend of £130k. These overspends are partly offset by underspend in staffing & tutor pay costs. The Leisure Centres income budget is £3.6million in total but income generation can vary depending on consumer demand, operational closures due to adverse weather, closures due to maintenance and refurbishments and general variations in consumer demand, so this is monitored closely throughout the year. There is also underspend in Leisure HQ of £24k primarily due to a vacant post.
- 5.5.5 Community Centres are at present projecting underspend of £4.4k on a £364k budget due to reductions in operating costs. Caerphilly Adventures is reporting a significant overspend of £147k primarily linked to increased staffing costs and operating costs involved in delivering courses, particularly those linked to Education based alternative curriculum. The service is presently reviewing the pricing structure as there have been no increases in charges to clients for 10 years, which has impacted on the overall financial position. Any increase in charges will have an impact on some client service users particularly in Education for alternative curriculum services. Sports Development has overspend of £1k.
- 5.5.6 Vehicle Maintenance & Fleet Management is currently projecting overspend of £56k. The outturn position will be dependent on the value of work through the workshop over the next few months and the ability to finance fixed overheads.
- 5.5.7 Building Cleaning is at present reporting underspend of £21k, due to income greater than budgeted offset by staff additional hours to cover sickness and holidays, an increase in the living age and some required equipment investments. The service is continually seeking to secure additional cleaning contract work to sustain employments levels and finance fixed overheads.

5.6 MEDIUM TERM FINANCIAL PLANS (MTFP) SAVINGS 2019/2020

- 5.6.1 The 2019/20 revenue budget for Communities Directorate included targeted MTFP savings of £5.213million as summarised in table 2 below. The projected overspends and under spends discussed in the above paragraphs take account of these savings targets.

TABLE 2

Service Division	Approved Savings 2019/2020 £000
Regeneration & Planning Division	528
Infrastructure Services Division	2,596
Public Protection Division	389
Community & Leisure Services Division	1,700
TOTAL	5,213

5.6.2 Most of the £5.213million MTFP savings applied in 2019/2020 are being achieved or are expected to be achieved. However at present a number of MTFP savings are not being fully achieved and the position on these will be monitored closely, the under achieved MTFP savings include:

- Regeneration, Tourism Venues Cwmcarn £10k, unachieved due to shortfall in income as noted in paragraph 5.2.7.
- Leisure Centres increased income budgets £50k, not fully achieved due to variations in customer demand paragraph 5.5.4.
- Leisure Services, Caerphilly Adventures operational budget reduction £12k, not achieved due to anticipated overspend in the service paragraph 5.5.5.
- Infrastructure, increased car park charges £40k, income budget not fully achieved as noted in paragraph 5.3.4.
- Infrastructure, Social Services transport £50k unachieved in relation to savings against its fleet and contracted services as noted in paragraph 5.3.8.
- Infrastructure, Public Transport bus subsidies £68k, underachieved by £17k as not introduced until July, but will be achieved in a full financial year.

5.6.3 Most of the unachieved MTFP savings are associated with additional income generation, which does have a greater risk of non-achievement, often due to the volatility in customer demand for services and factors outside the control of the service that can impact on usage and income levels (general economic climate, weather, consumer trends etc.)

5.7 CONCLUSION

The Communities Directorate provides a diverse range of services, as outlined in the report and appendices and the report notes that the services face significant ongoing financial pressures due to the requirement to achieve budget savings in support of the Councils medium term financial plan. Operational managers will endeavour to ensure that service net expenditure does not exceed the budget available.

6. ASSUMPTIONS

6.1 Expenditure and income projection assumptions are included in this report based on a combination of historical trends, present and anticipated future service activity and staffing levels and vacancies.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 The content of the report is in accordance with the budget strategy considered and approved by Council at its meeting of 21st February 2019.
- 7.2 The budget figures outlined in this report assist in meeting the ambition of the Authority to build better communities by building better public services, building better lifestyles, building a vibrant economy and building Futures Changing Lives.
- 7.3 Budget management itself is in accordance with the corporate theme of Delivering the Strategies.
- 7.4 Effective financial planning and financial control contribute to the following Well-being Goals within the Well-being of Future Generations (Wales) Act 2015:-
- 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

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 Effective financial management is a key element in ensuring that the Well-being Goals within the Well-Being of Future Generations (Wales) Act 2015 are met.

9. EQUALITIES IMPLICATIONS

- 9.1 There are no potential equalities implications of this report and its recommendations on groups or individuals who fall under the categories identified in Section 6 of the Council's Strategic Equality Plan. There is no requirement for an Equalities Impact Assessment Questionnaire to be completed for this report.

10. FINANCIAL IMPLICATIONS

- 10.1 As noted in the table in paragraph 5.1.3 above some service under/over spends will be appropriated to ring fenced reserves including Social Services Transport (£50 overspend), Home to Schools Transport (£13k overspend) and Cemeteries (£51k underspend). In addition, as noted in paragraph 5.4.2 approval has also been given by Cabinet to ring fence anticipated underspend in relation to Environmental Health (£268k underspend). In line with the Councils reserves protocol, general revenue underspends not subject to specific ring fencing are appropriated to Directorate strategic reserves and Council working balances on a 50/50 basis, however any Directorate over spends will be appropriated to Service Directorate reserves in full and will require funding from previous years reserve balances where they exist or future years revenue budgets.
- 10.2 Based on current projections, combined general revenue overspend for the Directorate of £695k in relation to Regeneration & Planning, Infrastructure, Community & Leisure services and Public Protection would be appropriated to Communities Strategic reserve (this excludes ring fenced under/overspends noted in paragraph 10.1 above). However as noted in paragraph 5.3.2 if there is overspend in the Infrastructure Divisions winter maintenance budget as presently projected, then £500k of this overspend will be funded from the ring

fenced winter maintenance reserve, resulting in a net overspend appropriation to the Directorate reserve of £195k.

11. PERSONNEL IMPLICATIONS

- 11.1 Members will be aware that when setting the budget, MTFP savings were identified for the Communities Directorate in relation to vacancy management savings, these are reflected in the financial figures reported.

12. CONSULTATIONS

- 12.1 There are no consultation responses, which have not been included in this report.

13. STATUTORY POWER

- 13.1 Local Government Act 1972 and 2000.

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Consultees Councillor John Ridgewell Chair Housing & Regeneration Scrutiny Committee
Councillor Christine Forehead, Vice Chair Housing & Regeneration Scrutiny Committee
Councillor Sean Morgan, Deputy Leader and Cabinet Member for Regeneration, Transportation & Sustainability
Councillor Lisa Phipps, Cabinet Member for Homes, Places & Tourism
Councillor Eluned Stenner, Cabinet Member for Finance, Performance & Planning
Mark S Williams Interim Corporate Director of Communities
Robert Hartshorn, Head of Public Protection, Community & Leisure Services
Rhian Kyte, Head of Regeneration and Planning
Marcus Lloyd, Head of Infrastructure
Steve Harris, Interim Head of Business Improvement Services & Acting Section 151 Officer
Jane Southcombe, Education Financial Services Manager
Dave Roberts, Principal Group Accountant
Paul Adams, Senior Assistant Accountant
Mike Jones, Interim Financial Services Manager Social Services

Background Papers:
Divisional budget monitoring working papers 2019/2020

Appendices:
Appendix 1A Budget Monitoring Report - Regeneration and Planning
Appendix 1B Budget Monitoring Report - Infrastructure Services Division
Appendix 1C Budget Monitoring Report - Public Protection Division
Appendix 1D Budget Monitoring Report - Community and Leisure Services

Links to other Documents:
Council Meeting 21/2/2019: Budget Proposals 2019/20 and Medium-Term Financial Plan 2019/20 to 2023/2024, Agenda Item No. 3
<https://democracy.caerphilly.gov.uk/ieListDocuments.aspx?CId=127&MId=11711&LLL=0>

DIRECTORATE OF COMMUNITIES		Estimate 2019/20	Revised Estimate 2019/20	Projected Outturn 2019/2020	Variance 2019/20
<u>REGENERATION & PLANNING</u>					
Regeneration & Planning Senior Management Support		208,655	208,655	194,096	14,559
Regeneration & Planning Administrative Support		513,247	513,247	487,172	26,075
Support Services					
Business Support & Urban Renewal		425,839	425,839	338,774	87,065
Events		88,630	88,630	68,707	19,923
Property Operations		(1,271,593)	(1,271,593)	(1,040,631)	(230,962)
Town Centre Management		105,241	105,241	83,695	21,546
Marketing & promotion		183,523	183,523	167,775	15,748
Tourism Venues					
Tourism Venues Management Support		60,324	60,324	58,031	2,293
Llanciach Fawr		377,905	377,905	429,063	(51,158)
Winding House & Museum		208,114	208,114	167,773	40,341
Caerphilly Visitor Centre		65,539	65,539	62,799	2,740
Cwmcarn Visitor Centre		247,164	247,164	280,120	(32,956)
Blackwood Miners Institute		327,815	327,815	284,435	43,380
Arts Development		152,792	152,792	152,792	0
Community Regeneration		136,969	136,969	135,766	1,203
Children & Communities Grant					
Expenditure		1,403,068	1,303,068	1,282,160	20,908
Grant Funding		(1,403,068)	(1,303,068)	(1,282,160)	(20,908)
C4W Grant					
Expenditure		601,975	601,975	549,920	52,055
Grant Funding		(601,975)	(601,975)	(549,920)	(52,055)
Planning Services					
Planning Services Management		76,647	76,647	77,442	(795)
Strategic Planning		333,058	333,058	277,611	55,447
Development Control		(87,723)	(87,723)	(10,363)	(77,360)
Building Control		(56,204)	(56,204)	9,408	(65,612)
Land Charges		(7,114)	(7,114)	16,067	(23,181)
GIS & Land Gazetteer		157,546	157,546	139,538	18,008
TOTAL NET BUDGET		2,246,374	2,246,374	2,380,070	(133,696)

<i>ENVIRONMENT DIRECTORATE</i>	Page No	Estimate 2019/20	Revised Estimate 2019/20	Projected Outturn 2019/2020	Variance 2019/2020
<i>INFRASTRUCTURE DIVISION</i>					
<i>HIGHWAY OPERATIONS</i>		7,496,995	7,496,995	8,094,956	(597,961)
<i>ENGINEERING PROJECTS GROUP</i>		(94,021)	(94,021)	(122,126)	28,105
<i>TRANSPORTATION ENGINEERING</i>		455,685	455,685	482,755	(27,070)
<i>PASSENGER TRANSPORT</i>		1,617,349	1,617,349	1,535,755	81,594
<i>HOME TO SCHOOL TRANSPORT</i>		7,115,947	7,115,947	7,128,513	(12,566)
<i>SOCIAL SERVICES TRANSPORT</i>		1,455,068	1,455,068	1,504,968	(49,900)
<i>NETWORK CONTRACTING SERVICES</i>		(128,565)	(128,565)	(139,530)	10,965
<i>ENGINEERING - GENERAL</i>		18,700	18,700	18,882	(182)
<i>TOTAL NET EXPENDITURE</i>		17,937,158	17,937,158	18,504,173	(567,015)

<i>DIRECTORATE OF THE ENVIRONMENT</i>	<i>Page No</i>	<i>Estimate 2019/2020</i>	<i>Revised Estimate 2019/2020</i>	<i>Projected Outturn 2019/2020</i>	<i>Variance 2019/2020</i>
<i><u>PUBLIC PROTECTION DIVISION</u></i>					
<i>TRADING STANDARDS</i>		757,674	757,674	749,832	7,842
<i>LICENSING</i>		90,579	90,579	95,208	(4,629)
<i>REGISTRARS</i>		66,697	66,697	44,577	22,120
<i>CCTV</i>		429,739	429,739	431,980	(2,241)
<i>COMMUNITY WARDENS</i>		235,127	235,127	163,617	71,510
<i>CORPORATE AND DEMOCRATIC COSTS (CDC)</i>		56,633	56,633	51,806	4,827
<i>HEALTH DIVISIONAL BUDGET</i>		287,422	287,422	272,206	15,216
<i>COMMUNITY SAFETY PARTNERSHIP</i>			45,653	45,653	0
<i>ENFORCEMENT</i>		628,848	628,848	543,473	85,375
<i>POLLUTION</i>		391,524	391,524	255,589	135,935
<i>FOOD TEAM</i>		579,750	579,750	564,398	15,352
<i>EMERGENCY PLANNING</i>		103,510	103,510	103,376	134
<i>CATERING</i>		3,612,851	3,612,851	3,566,586	46,265
<i>TOTAL NET EXPENDITURE</i>		7,240,354	7,286,007	6,888,301	397,706

<i>DIRECTORATE OF THE ENVIRONMENT</i>	Page No	Estimate 2019/2020	Revised Estimate 2019/2020	Projected Outturn 2019/2020	Variance 2019/2020
<u>COMMUNITY & LEISURE SERVICES</u>					
WASTE MANAGEMENT					
<i>Residual Waste</i>		2,308,527	2,308,527	2,456,295	(147,768)
<i>Organics recycling</i>		1,416,330	1,416,330	1,450,313	(33,983)
<i>Civic Amenity Sites</i>		3,056,924	3,056,924	2,865,906	191,018
<i>Waste Transfer Station</i>		111,580	111,580	142,804	(31,224)
<i>Dry Recycling</i>		2,534,207	2,534,207	2,631,392	(97,185)
<i>RCCO</i>		91,000	91,000	0	91,000
<i>Bulky Waste</i>		127,833	127,833	106,832	21,001
<i>Commercial Waste</i>		(532,533)	(532,533)	(437,899)	(94,634)
<i>Other Waste</i>		22,761	22,761	7,107	15,654
<i>Treher</i>		129,253	129,253	103,801	25,452
<i>Sustainable Waste Management Grant</i>		(942,804)	(942,804)	(939,619)	(3,185)
<i>HQ Staff</i>		1,204,318	1,204,318	1,157,725	46,593
CLEANSING					
<i>Public Conveniences</i>		0	0	8,556	(8,556)
<i>Street Cleansing</i>		3,980,053	3,980,053	3,692,527	287,526
GROUND MAINTENANCE AND PARKS					
<i>Cemeteries</i>		(193,454)	(193,454)	(237,069)	43,615
<i>Allotments</i>		37,172	37,172	21,324	15,848
<i>Parks and Playing Fields</i>		1,693,830	1,693,830	1,746,775	(52,945)
<i>Playgrounds</i>		281,512	281,512	281,490	22
<i>Outdoor facilities</i>		242,600	242,600	242,586	
<i>Community Assets Funding</i>		0	0		0
<i>Countryside</i>		915,267	915,267	910,790	4,477
<i>HQ Staffing</i>		1,011,762	1,011,762	1,029,665	(17,903)
LEISURE SERVICES					
<i>Leisure Centres</i>		2,614,006	2,614,006	2,833,655	(219,649)
<i>Sports & Health Development</i>		21,262	21,262	22,296	(1,034)
<i>Outdoor Education</i>		149,939	149,939	297,872	(147,933)
<i>Community Centres</i>		364,722	364,722	360,310	4,412
		20,646,067	20,646,067	20,755,434	(109,381)
<i>Building Cleaning</i>		579,609	579,609	558,237	21,372
<i>Vehicle Maintenance & Fleet Management</i>		(272,828)	(272,828)	(216,828)	(56,000)
Total net expenditure Community & Leisure Services		20,952,848	20,952,848	21,096,843	(144,009)



HOUSING AND REGENERATION SCRUTINY COMMITTEE – FOR INFORMATION

SUBJECT: WELL-BEING OBJECTIVE 2 - 6 MONTH PROGRESS UPDATE

REPORT BY: INTERIM CORPORATE DIRECTOR - COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 This report is for information only. It provides Members with a progress against Wellbeing Objective 2 'Enabling employment' at the second six month monitoring stage.

2. SUMMARY

- 2.1 The Well-being Objectives are set for five years 2018-2023. This is the first 6 month progress update of Well-being Objective 2 'Enabling employment'.
- 2.2 The Well-being Objective, Enabling employment has 5 outcomes which are noted in 4.1. Reviewing the outcomes at this stage of the 5-year plan the Objective is judged to be progressing well.

3. RECOMMENDATIONS

- 3.1 Members are requested to consider the content of the report and to satisfy themselves that progress is being made at the 6 month stage of the 2018-2023 Well-being Objective assessment.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 That members are informed and have the assurance that the Council is working towards delivering the Objectives within its Corporate Plan 2018-2023.

5. THE REPORT

- 5.1 Wellbeing Objective 2 has 5 outcomes which are:
1. Aim to reduce the impact of poverty by supporting people into better employment prospects;
 2. Meet the targets of the European Social Fund programmes of getting people skilled and into work;
 3. The Council will use the value of its third party spend to bring greater social and economic regeneration to the communities we serve;
 4. Use investment in the housing stock to increase the number of skilled, qualified workers

and tackle worklessness by providing apprenticeship, training and work placements with our in-house workforce and building contractors;

5. Ensuring local delivery of work programmes aligns and maximises opportunities from the 'City Deal'

5.2 **What has gone well**

Communities for Work (CfW) and Communities for Work Plus (CfW+)

- Both programmes (CfW and CfW+) exceeding targets for job entries at 6 month stage.
- Excellent relationship with procurement has developed, which has led to development of excellent employability opportunities as part of contracts.
- Development of several "employment pathways" across year so far, in partnership with Coleg y Cymoedd – whereby staff have developed packages of vocational training towards chosen career paths.

Bridges into Work 2, Inspire 2 Work and Working Skills for Adults 2

- All projects are on target or exceeding target as at the end of December 2019.
- Partnership working is working extremely well across the borough; we have built strong links with many partners including Gofal, GAVO, JCP and CAB as well as those mentioned above. In particular partnership working across the CCBC Employability Team is working extremely well especially the JCP sessions in Blackwood. We are hoping that this will be replicated in Caerphilly JCP

Welsh Housing Quality Standards (WHQS)

- WHQS – last apprentice intake was 2017/18 due to the programme winding down for completion in 2020. WHQS has been integrated now into the HRO team where there are currently 10 apprentices including the 5 mentioned above.

5.3 **What did not go well**

Communities for Work (CfW) and Communities for Work Plus (CfW+)

- There remains a lack of suitable provision to support customers with mental wellbeing issues.
- Within some clusters (Mid Valleys East and Mid Valleys West), we have struggled to establish suitable venues to enable staff to be fully co-located, to the detriment of communication and team cohesion. However, this is now in the process of being resolved, as suitable bases have now been sourced for both cluster teams.
- Transport remains a significant barrier for participants around the Borough, most notably across the Valleys from East and West or at suitable times (early morning) to enable participants with early shifts to reach employment sites.
- Sustaining engagement is an ongoing challenge, particularly in relation to those participants who are long term unemployed and have therefore been trapped in cycles of joblessness for many years.

Bridges into Work 2, Inspire 2 Work and Working Skills for Adults 2

- Ongoing issues with referrals not containing sufficient details regarding convictions e.g. MAPPA. Details of these are not always shared and this causes concerns over staff safety.

- Delay in the sign off of the Inspire 2 Achieve project, expected in December 2019. This will delay the project start date in Caerphilly CBC.
- The length of time for counselling through MIND and through the GP is quite lengthy for those with mental health issues
- Lack of clarity of Work in Wales and Job Support Wales, need to increase working relationships with Careers Wales
- Major barriers to work for participants are not only health issues but lack of local transport. Due to the lack of public services after 10pm this makes it difficult for people to find employment outside of their vicinity. It has been noted that there are a number of vacancies not filled due to them being on semi-rural industrial estates where there is no accessible public transport available.

5.4 **Impact**

What impact is there (if any to date) on the citizens (the so what question)

Communities for Work

Priority 1 (Adults aged 25+)	Annual Target 2019/20	6 month Target Apr-Sept 2019	6 month Progress
Engagements	144	72	49
Job Entries	24	12	20
Priority 3 (Young People/NEETs aged 16-24)			
Engagements	96	48	70
Job Entries	48	24	40

Communities for Work Plus

CfW Plus	Annual Target 2019/20	6 month Target Apr-Sept 2019	6 month Progress
Engagements	336	168	153
Job Entries	192	96	100

Bridges into Work 2

Bridges into Work 2	6 month Target Apr-Sept 2019	6 month Progress
Engagements	64	74
Job Entries	12	17

Inspire 2 Work

Inspire 2 Work	6 month Target Apr-Sept 2019	6 month Progress
Engagements	48	71
Job Entries	8	19
Further Learning	9	6

Working Skills for Adults 2

Working Skills for Adults 2	6 month Target Apr-Sept 2019	6 month Progress
Participants Supported	42	83
Gaining Qualifications	28	40

Nurture, Equip and Thrive (NET)

Nurture, Equip and Thrive (NET)	6 month Target Apr-Sept 2019	6 month Progress
Participants Supported	40	47
Improved Labour Market Situation	17	17

5.5 Conclusion

The Objective is considered to be progressing well.

6. ASSUMPTIONS

6.1 There are no assumptions that have been made in relation to the content of this report.

7. LINKS TO RELEVANT COUNCIL POLICIES

7.1 Objective 2 contributes towards the Council's own Well-being Objective WBO 1 – Improve Education Opportunities, as there is a strong correlation between skills, free child care offer and other activities for learning and employment.

Corporate Plan 2018-2023.

This proposal contributes towards outcomes in:

Objective 1 – Improve Education opportunities for all,
Objective 5 - Creating a county borough that supports a healthy lifestyle and
Objective 6- Support citizens to remain independent and improve their well-being

7.2 A Foundation for Success 2018-2023

This proposal contributes towards key priority Supporting People 1 which seeks to provide training opportunities that affords pathways to employability and increases the number of people that are economically active.

The Corporate Plan can be found on the intranet on the Policy portal, within the performance management section. See link below

<http://sc-aptken1/KENTICO/getattachment/ab780120-3a2b-47f9-bff0-f383462fbb98/Corporate-Plan-2018-23.aspx>

8. WELL-BEING OF FUTURE GENERATIONS

8.1 Well-being Objective 2 seeks to maximise our contribution towards the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016:

- A prosperous Wales – Developing the Communities for Work and Communities for Work Plus programme and success of the employability programmes will get people into work which contributes to a more prosperous Wales.
- A healthier and equal Wales – this objective is about helping all young people (and adults) reach their full potential and so has strong connections to these objectives.
- A Wales of cohesive communities –includes apprenticeships and work placements within the Welsh Housing Quality standard whose wider benefits include improved communities.
- A globally responsible Wales – Employment locally and regionally as part of regional plans as part of our Regeneration Strategy including the City Deal improves the social, environmental, cultural and well-being of Wales.

8.2 This report contributes to the Well-being Goals as set out in Links to Strategy above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act. The long term strategy is to reduce the attainment gap and develop a well skilled, well educated workforce able to contribute positively to society.

8.3 Integration and collaboration through partnership working supports a coordinated approach for children, young people and their families aiming towards a long term prevention of poverty.

9. EQUALITIES IMPLICATIONS

9.1 No impact assessment has been undertaken on this report, however many individuals and groups who fall under the protected characteristics, and wider issues covered by the Council's Strategic Equality Plan, are often affected to a greater extent by poverty, vulnerability and the related causes; therefore any reduction in resources would have a negative impact on those individuals and groups.

10. FINANCIAL IMPLICATIONS

10.1 Much of the delivery above is funded via Welsh Government or EU funded programmes. The current grant budgets have either been at standstill or have faced a reduction for the last few years. This is increasing the pressure on budgets as many are staff related costs, which have been increasing due to recent pay increases, all of which has to be met by the standstill or reduced grant. This has usually seen a rationalisation of delivery and project costs.

11. PERSONNEL IMPLICATIONS

11.1 There are no personnel implications within this report.

12. CONSULTATIONS

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

13. STATUTORY POWER

12.1 Local Government Act 2000. This is a Cabinet function.

Author: Tina McMahon, Community Regeneration Manager

Consultees: Cllr Sean Morgan, Deputy Leader and Cabinet Member for Regeneration, Transportation & Sustainability
Cllr John Ridgewell, Chair of Housing and Regeneration Scrutiny
Cllr Christine Forehead, Vice Chair of Housing and Regeneration Scrutiny
Mark S. Williams, Interim Corporate Director Communities
Rhian Kyte, Head of Planning and Regeneration
Shaun Couzens, Chief Housing Officer
Liz Lucas, Head of Customer and Digital Services
Sue Richards, Head of Education, Planning & Strategy
Stephen Harris, Interim Head of Business Improvement Services and Acting S151 Officer
Rob Tranter, Head of Legal Services and Monitoring Officer
Ian Evans, Contracts Manger
Jane Roberts, Waite, Strategic Coordination Manager
Allan Dallimore, Regeneration Services Manager
Ros Roberts, Performance Manager
Liz Goodwin, ESF Coordinator
Anwen Cullinane, Senior Policy Officer (Equalities and Welsh Language)

Background Papers:

Corporate Plan 2018-2023	Approved Cabinet 11 April 2018 Endorsed by Council 17 th April 2018
WBO 2 – Enabling Employment	Page 24 of the Corporate Plan

Appendices:

Appendix 1 Well-being Objective 2 - 6 Month progress update – April-September 2019

CCBC Well-being Objectives – 2019/20 six month Update

Reporting for Scrutiny

(This is based on the expectations of the Future Generations commissioner)

An overall summary statement of progress highlighting what has gone well, what has not gone well and the learning/impact is included within the overarching six month Scrutiny report, which is attached for information only.

5. Tracking Progress – Our Steps to Deliver (2018-2023)

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
1. Aim to reduce the impact of poverty by supporting people into better employment prospects 2. Meet the targets of the European Social Fund programmes of getting people skilled and into work		
Develop the Communities for Work and Communities Work Plus programme to meet the targets of sustainable employment. Page 31	Ongoing – at the 6 month stage, we are please with the progress that both employment programmes are making. Both programmes are exceeding targets for job entries across the different customer priority groups. Engagements for Priority 3 within the Communities for Work (CfW) programme are also exceeding targets. Engagements for Communities for Work Plus (CfW+) are slightly behind target at this stage, whereas engagements for Priority 1 within CfW are slightly further behind target, however it is recognised that Q2 is often the slowest quarter for engagements due to the school holiday period; and therefore we would expect engagements to improve in Q3 and Q4,	2018-2021/23
Develop the Delivery Plan for the Foundation for Success Strategy which will identify actions from small scale projects through to major complex programmes.	A Foundation for Success approved by Council in July 2018. Masterplans for distinct areas will identify specific projects at the local level.	2018-2023
Develop (following consultation) the Caerphilly Basin Masterplan.	Approved by Council in July 2018.	2018-2023
Develop (following consultation) the Ystrad Mynach Masterplan.	Approved by Council in April 2019.	
Develop (following consultation) the Heads of the Valleys Masterplan.	Draft document subject to 6 week public consultation, due to commence in February 2019.	
3. The Council will use the value of its third party spend to bring greater social and economic regeneration to the communities we serve		
Develop the Councils Programme for Procurement.	Programme for Procurement 2018 – 2023 developed and	2018

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
	endorsed by Cabinet in May 2018 and supports the Council's Well-being Objectives. The Programme recognises the value of using procurement to support its wider Cultural, Social, Economic and Environmental objectives in ways that offer real long-term benefits to the community it serves and the people of Wales, whilst balancing the issues of value for money. Where appropriate Core and Non-Core community benefits and social clauses are included in contract terms and conditions.	
Develop appropriate guidance to assist suppliers on how to identify social and economic benefits.	Appropriate guidance to assist suppliers in identifying social and economic benefits is available, however existing guidance is currently in the process of being updated to include Future Generations Act, Ethical Employment in Supply Chains etc.	2018/19
Develop an effective mechanism to record social and economic regeneration. Page 32	Establishment of an effective mechanism to record social and economic benefits is still under review with options being considered such as the National TOM's framework and the use of the Councils Contracts Management Module to hold this information. In addition, Welsh Government are progressing an update to the existing measurement tool to align and take into account the requirements of the Wellbeing of Future Generations Act, once available Officers will review, agree and adopt the preferred mechanism to capture this information.	2019
4. Use investment in the housing stock to increase the number of skilled, qualified workers and tackle worklessness by providing apprenticeship, training and work placements with our in-house workforce and building contractors		
<ul style="list-style-type: none"> • Create apprenticeships and work placements in the Housing Repair Operations team linked to succession planning and skill gap practices • Create apprenticeships, employment opportunities and work placements as part of the WHQS investment programme 	<p>2018/19 – 4 Apprentices / 7 work placements 2019/20 – 1 Apprenticeship / 3 work placements</p> <p>Long Term Unemployed FTE Opportunities – 12 Apprenticeships - 6 Unwaged Work Opportunities – 4 Work Experience Placements - 10</p>	Annually recurring (2017 – onwards)

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
5. Ensuring local delivery of work programmes aligns and maximises opportunities from the 'City Deal'.		
<p>To agree to the principle of</p> <p>a) Creation of regional Housing Investment Fund that will help to support work for the small and medium size building sector.</p> <p>b) Agree the principle of a Custom Build scheme, Plot Shop.</p> <p>Once principles are agreed full business cases and governance arrangements would then be implemented.</p>	<p>A report setting out the principles of the Wales Stalled Sites Fund, the Self Build Fund and Plot shop was reported to Cabinet on 13 February 2019.</p>	<p>2018/19</p>
<p>To agree as part of the CCRCDC partnership the allocation of development funding to pilot a range of proposals for the 'Skills for Future' fund.</p> <p style="text-align: center;">Page 33</p>	<p>The Cardiff Capital Region Regional Skills Partnership vision is to develop the social and economic potential of the region, supporting people and businesses to deliver a high performing prosperous region that stimulates inward investment. The Cardiff Capital Region Skills Partnership Employment and Skills Partnership Plan 2019 – 2022 has identified 7 key sectors, each of which has a cluster group of business, education, training providers and Welsh Government to ensure that training provision and facilities meet current and future needs of business and learners. To understand skills gaps and shortages particular to those industries:</p> <ul style="list-style-type: none"> • Advanced Materials and Manufacturing; • Compound Semi-Conductors • Construction; • Creative; • Digital and Enabling Technologies • Human Foundational Economy; Education, Health, Social Care and Childcare • Human Foundational Economy; 	<p>2019</p>

Outcome	Progress 2019/20 (Completed? Ongoing? Behind?)	Dates
	Hospitality, Retail and Toursim	

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	19/20 Target	19/20 Actual	Comment
Priority 1 (Adults aged 25+) Target 2018/19 Engagements 240, Job Entries 24	1&2	Engagements - 104 Job Entries - 39	n/a	n/a	
Priority 1 (Adults aged 25+) Target for 2019/2020 [Reprofiled] Engagements 144; Job Entries 24	1&2	n/a	Engagements: 144 Job Entries: 24	(At 6 month stage) Engagements: 49 Job Entries: 20	At 6 month stage, engagements are behind target but job entries are well exceeding targets.
Priority 3 (Young People/NEETS aged 16-24) Target 2018/2019 Engagements 96, Job Entries 96	1&2	Engagements - 106 Job Entries - 62	n/a	n/a	
Priority 3 (Young People/NEETS aged 16-24) Target 2019/2020 [Reprofiled] Engagements 96, Job Entries 48		n/a	Engagements - 96 Job Entries - 48	(At 6 month stage) Engagements - 70 Job Entries - 40	At 6 month stage, both engagements and job entries are well ahead of targets.
Employability aims for the new Communities for Work Plus programme are met or exceeded	1&2	Engagements 401 Job Entries 144	Engagements 336 Job Entries 192	(At 6 month stage) Engagements 153	At 6 month stage, engagements are very slightly under target and job entries are exceeding targets.

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	19/20 Target	19/20 Actual	Comment
				Job Entries 100	
We will develop new Performance Measures as part of our developing 'Programme for Procurement'	3	N/A	N/A	Completed. New measure chosen for review of Corporate Plan 2018	
The number of apprenticeships, work placements and employment opportunities provided	4				
Page 36 WHQS - The number of apprenticeships, work placements and employment opportunities provided	4	9		15	The figures include apprenticeships created by the WHQS and HRO teams collectively plus apprenticeships and work placement opportunities created by Engie and Robert Price. Ideally the figures should be split between the type of opportunity and the organisation that has created the opportunity.
The Supporting People programme has 11 outcome measures one of which relates to people being engaged in employment or voluntary work – these are reported twice a year to Welsh Government	8	Jan – June 2018 – 1310 individuals requested support in this Outcome area	N/A		

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	19/20 Target	19/20 Actual	Comment
		<p align="center"> July – December 2018 – 1308 individuals requested support in the Outcome area </p>			



HOUSING AND REGENERATION SCRUTINY COMMITTEE – FOR INFORMATION

**SUBJECT: WELLBEING OBJECTIVE 3 - 2019/20 PROGRESS UPDATE
6 MONTHS (APRIL – SEPTEMBER 2019)**

REPORT BY: CORPORATE DIRECTOR OF SOCIAL SERVICES AND HOUSING

1. PURPOSE OF REPORT

- 1.1 This report provides members with a 6 month progress update against Well-being Objective 3: *'Address the availability, condition and sustainability of homes throughout the county borough and to provide advice, assistance or support to help improve people's well-being'*.

2. SUMMARY

- 2.1 The Well-being Objective is set for five years - 2018-2023. This is the 6 month progress update of the second year.
- 2.2 Being this is the midpoint of the second year of a five year objective only partial progress against the overall objective has been made. We know from monitoring service provision that the services we have delivered throughout this period continue to make a positive impact on the well-being of people who access these services.

3. RECOMMENDATIONS

- 3.1 Members are requested to consider the content of the report and to satisfy themselves that progress is being made at the 6 month stage of the 2018-2023 Well-being Objective assessment.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 That members are informed and have the opportunity to challenge progress and have assurance that the Council is working towards successfully delivering the well-being objectives within the 2018-2023 Corporate Plan.

5. THE REPORT

- 5.1 Eight key aims have been devised to help achieve the successful realisation of this Well-being Objective:
- 1a. All council housing is improved to meet the Welsh Housing Quality Standard (WHQS) by 2020;

- 1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (post-December 2020);
2. Increase the provision of new, affordable, social housing that meet the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' innovative housing programme;
3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes;
4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use;
5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector;
6. Prevent homelessness and tackle rough sleeping;
7. Sustain tenancies by providing a range of housing related services; and
8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.

What has gone well

5.2 Good progress has been made against each of the eight priorities which underpin this objective. Below are some examples of the achievements to date:

- The WHQS investment programme being on track to be completed by the Welsh Government target date of December 2020. We know from surveys that customer satisfaction is high with internal works but lower for external works. We also know from research carried out by Carmarthenshire Council and Swansea University that the improvements made to tenants' homes as part of the programme have a positive impact on health and wellbeing.
- This year our housing associations partners are expected to access £8.4m of Welsh Government funding to build new affordable homes in the borough to address housing needs identified by the Council. In addition, the housing associations are building 57 highly insulated homes in two locations and the Council has purchased 11 ex-Council properties to add to the 5 purchased last year (total funding accessed - £1.58m).
- We have spent approximately £843k providing a range of adaptations to enable disabled people to live independently in their own homes, including funding services provided by Care & Repair.
- We have provided financial assistance to landlords to support bringing long-term empty homes in the private sector back into beneficial use. And through our enforcement action have returned 18 long-term empty homes in the private sector back into beneficial use.
- We have also provided loans and grants totalling approximately £95k to improve owner-occupied homes. We know from national research that this type of funding will have a positive impact on the health and wellbeing of the occupants of poor quality housing.
- Through the Caerphilly Keys scheme we have secured the use of an additional 13 private sector rental properties this year to provide much needed accommodation for people experiencing homelessness. This has resulted in approximately 50 Caerphilly Keys properties now being utilised to assist with homelessness.
- We continue to assist Council housing tenants to sustain their tenancies by reviewing our housing management procedures. We also continue to provide support and assistance to tenants to mitigate the impact of welfare reform. We have referred 10 tenants threatened with homelessness to Citizens' Advice where a Debt Relief Order or bankruptcy order could be considered to prevent the homelessness situation.
- Attempted to tackle fuel poverty through a range of methods including the provision of new energy efficient heating and insulation through the WHQS programme, applying for

Welsh Government funding to carry out energy efficiency improvements, providing energy efficiency advice and referring people to the Nest scheme regarding energy efficiency improvements and prepared a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding.

- Despite the continued roll out of Universal Credit, the number of housing evictions has not increased, largely due to the continued support provided by officers aimed at sustaining tenancies through budgeting advice, energy advice, support to maximise income, employment referrals and assistance with housing options.

What has not gone well

- 5.3 In some instances the actions we have undertaken have either exceeded their target date for completion and/or not reached the expected level of performance:
- The percentage of tenants who are satisfied with the external works carried out under the WHQS investment programme, albeit reasonably high, is lower than those satisfied with internal works. We have improved the level of communication provided to tenants in an attempt to increase satisfaction and, as a result, we have seen a slight increase in the level of satisfaction.
 - Issues with the DPS contractors have resulted in an extension of the target date for WHQS compliance from March 2020 to June 2020.
 - A reduction in capacity of the Housing Strategy team has caused a delay in producing the Local Housing Strategy. As a result we plan to commence work on the strategy later on in the year. We were unable to expend our full allocation of Welsh Government Affordable Housing Grant funding to increase the supply of Council homes due to prioritising the WHQS programme, the lack of existing procurement arrangements, WG timelines and a lack of in-house expertise to project manage this process.
 - Due to continued staff absence further meetings of the empty property corporate working group have not been held. The officer has returned to work and we expect to see an improvement in progress shortly.
 - The publishing of the Statement of Intent for ECO (Energy Company Obligation) Flexible Eligibility funding has been delayed further but a draft is now in place. As a result, the statement will now be published later than originally planned.

Impact

- 5.4 Appendix B provides a series of examples demonstrating the positive impact that the actions we have undertaken can have on people's well-being.

Conclusion

- 5.5 It is difficult at this early stage of the process to make predictions about the likely outcome of this objective at year five; however, our evidence shows that good progress has been made to date against each of the key aims which underpin the objective. Should progress be maintained over the course of the next 3½ years we are confident that this will result in a significant improvement in people's well-being.

6. ASSUMPTIONS

- 6.1 The successful completion of the actions detailed in Appendix A is directly affected by a range of external factors. Too numerous to list here, they include UK and Welsh Government

policy/legislation, the economy, building costs including, land, materials and labour, demographic changes, sufficient levels of expenditure and the demand for services.

6.2 The resources to deliver this Well-being Objective have been assessed within the context of the current Medium Term Financial Plan.

7. LINKS TO RELEVANT COUNCIL POLICIES

7.1 The Well-being Objective links to the following Council policies:

- Caerphilly County Borough Council Corporate Plan 2018-2023
- Caerphilly Homes Service Plan 2018-2023
- Caerphilly Homes Asset Management Strategy
- Gwent Homelessness Strategy and Action Plan 2018-2023
- Private Sector Housing Renewal Strategy (2014)
- Strategic Equality Plan 2016-2020

Welsh Government Policies

7.2 Improving Lives and Communities: Homes in Wales (Welsh Government, 2010), 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 Well-being Objective is both wide ranging and multifaceted. We know that the provision of good quality housing and related services has positive health and well-being outcomes by, for example, providing safe and secure places to live, promoting vibrant and sustainable communities, providing employment and training opportunities and minimising the impact of our actions on the environment. We have identified that the successful accomplishment of this objective clearly links to 5 of the 7 national well-being goals:

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

8.2 The five ways of working listed below, as defined within the sustainable development principle of the Well-being of Future Generations Act 2015, provides a framework which enables the Council to demonstrate that its proposed actions take into consideration the well-being of future generations:

8.3 Long term – Housing is a long-term social need and, therefore, the housing and services we provide are set within this context. The outcomes we are attempting to achieve in the short to medium term will ensure that housing is sustainable (cost, quantity, condition and location) for people to occupy over the longer term, whilst minimising the effects on the environment and contributing the health and wellbeing of our communities.

8.4 Prevention – The quality of housing has a direct correlation with the health and wellbeing of its occupants. Preventing people from becoming homeless by providing access to good quality accommodation and related services, creating communities that are sustainable and vibrant by working with agencies to tackle anti-social behaviour and help communities become resilient, reducing poverty by maximising incomes, providing advice and support to sustain tenancies, all impact positively on health and wellbeing. The WHQS objective of improving homes, lives and communities will also help tackle local unemployment connecting to the

employment related well-being objective. It will improve the look and feel of the environment and this can help to prevent anti-social behaviour as people have pride in where they live.

- 8.5 Integration – Given that the provision of good quality housing is central to the good health and wellbeing of the population, it is likely that this objective will impact on the successful outcome of other objectives. The provision of good quality housing is, therefore, likely to have a positive impact on the budgets and priorities of other public bodies such as the National Health Service and it is important, therefore, that we work closely with such organisation to address shared priorities.
- 8.6 Collaborate – In order to facilitate successful outcomes, we will collaborate with a range of different organisations and people. These include Welsh Government, Rent Smart Wales, internally with other departments, regionally with other local authorities, building contractors, housing associations, third sector organisations, private sector landlords, empty property owners etc. We acknowledge that the constraint on public sector finances means that this is an area we will need to look at doing more of to share resource and achieve joint outcomes, and the need to collaborate has, therefore, become more essential.
- 8.7 Involvement – Given the broadness of this objective, we will need to work with a range of different groups if we want to achieve a successful outcome. Our intention is to involve a wide range of people including homeowners, private rented sector and Council tenants, tenants and residents associations, elected members, public sector bodies, third sector organisations etc. The level of involvement will differ between actions and organisations. We know that the quality of our services have been improved by involving a range of key stakeholders in their redesign.

9. EQUALITIES IMPLICATIONS

- 9.1 No impact assessment has been undertaken on this report, however many individuals and groups who fall under the protected characteristics, and wider issues covered by the Council's Strategic Equality Plan, are often affected to a greater extent by poverty, vulnerability and the related causes; therefore any reduction in resources would have a negative impact on those individuals and groups.
- 9.2 Equalities Implication processes may be applied to any of the actions contained within the appended update reports or any new actions that may be implemented over the life of this objective.

10. FINANCIAL IMPLICATIONS

- 10.1 The delivery of many of the actions contained in Appendix A is dependant on the continuation of funding either from Welsh Government via the various grant streams or the Council from the General Fund and the Housing Revenue Account. Ongoing budget pressures facing local government and the requirement for service areas to satisfy the Council's medium term financial plan priorities may impact on our ability to improve current levels and standards of service delivery and to identify additional resources to invest in new services to meet the changing needs and aspirations of our service users.
- 10.2 The resources to deliver both objectives are assessed within the context of the current Medium Term Financial Plan.

11. PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications in this report.

12. CONSULTATIONS

12.1 Consultation responses have been reflected in this report.

13. STATUTORY POWER

13.1 The update of the Well-being Objectives is part of the Local Government Measure 2009 and the Well-being of Future Generations (Wales) Act 2015.

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Christina Harrhy	- Interim Chief Executive
Cllr Lisa Phipps	- Cabinet Member for Homes, Places & Tourism
Cllr John Ridgewell	- Chair of Housing & Regeneration Scrutiny Committee
Cllr Christine Forehead	- Vice Chair of Housing & Regeneration Scrutiny Committee
Dave Street	- Corporate Director of Social Services & Housing
Lynne Donovan	- Head of People Services
Stephen Harris	- Interim Head of Business Improvement Services & Section 151 Officer
Rob Tranter	- Head of Legal Services and Monitoring Officer
Paul Smythe	- Housing Technical Manager
Fiona Wilkins	- Housing Services Manager
Jane Roberts-Waite	- Strategic Co-ordination Manager
Sue Cousins	- Housing Solutions Manager
Lesley Allen	- Principal Accountant (Housing)
Rhian Kyte	- Head of Regeneration & Planning
Ros Roberts	- Business Improvement Manager
Shelly Jones	- Supporting People Manager
Mark Jennings	- Housing Strategy Officer

Background Papers:
Corporate Plan 2018-2023 - available from the Council's website

Appendices:
Appendix A - Well-being Objective 3: 6 Month Performance Report 2019/20
Appendix B - Well-being Case Studies

Caerphilly County Borough Council Well-being Objectives

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

2019/20 progress update
6 months (Apr – Sept 2019)

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YOUR HOMES, YOUR FUTURE



CCBC Well-being Objectives - 2019/20 Mid-Year Update

Reporting for Scrutiny

1. Overall Summary Statement

This is the midpoint of the second year of a five year objective and, as such, only partial progress against the overall objective has been made. We know from monitoring service provision that the services we have delivered throughout this period continue to make a positive impact on the people who access these services. In order to achieve some of our aims, we continue to work proactively with our housing association and other third sector partners to deliver services that make a real difference to people's lives, e.g. the provision of new affordable housing to meet identified housing needs and advice and assistance to help people manage their finances. Based on a review of the evidence presented below, it is the view of the Housing Management Team that good progress continues to be made against the achievement of this objective, and that the objective remains relevant and continues to be our priority.

We continue to strive to provide a varied range of housing services in a prolonged and challenging economic environment. Ongoing budget pressures facing local government and the requirement to satisfy the Council's medium term financial plan priorities may impact on our ability to improve current levels and standards of service delivery and to identify additional resources to invest in new services to meet the changing needs and aspirations of our service users. In addition, changes by the UK Government to the Welfare Benefits system to make the system simpler and make sure people are better off in work than on benefits has in some instances had a negative impact on household income, affecting tenancy sustainability and contributing to an increase in homelessness, which ultimately can impact on service delivery.

Earlier on in the year we made some minor amendments to the aims which underpin this objective. This was to ensure that our operational priorities closely reflect those of the objective. There has been no material effect on the objective as a result of these amendments. The amendments were reported to Scrutiny Committee as part of the 2018/19 mid-year update.

2. What has gone well?

Good progress has been made against each of the eight priorities which underpin this objective. Some examples of the achievements to date include:

1. The WHQS investment programme being on track to be completed by the Welsh Government target date of December 2020. We know from surveys that customer satisfaction is high with internal works but lower for external works. We also know from research carried out by Carmarthenshire Council and Swansea University that the improvements made to tenants' homes as part of the programme have a positive impact on health and wellbeing.
2. This year our housing associations partners are expected to access £8.4m of Welsh Government funding to build new affordable homes in the borough to address housing needs identified by the Council. In addition, the housing associations are building 57 highly insulated homes in two locations and the Council has purchased 11 ex-Council properties to add to the 5 purchased last year (total funding accessed - £1.58m).
3. We have spent approximately £843k providing a range of adaptations to enable disabled people to live independently in their own homes, including funding services provided by Care & Repair.
4. We have provided financial assistance to landlords to support bringing long-term empty homes in the private sector back into beneficial use. And through our enforcement action have returned 18 long-term empty homes in the private sector back into beneficial use.
5. We have also provided loans and grants totalling approximately £95k to improve owner-occupied homes. We know from national research that this type of funding will have a positive impact on the health and wellbeing of the occupants of poor quality housing.
6. Through the Caerphilly Keys scheme we have secured the use of an additional 13 private sector rental properties this year to provide much needed accommodation for people experiencing homelessness. This has resulted in approximately 50 Caerphilly Keys properties now being utilised to assist with homelessness.
7. We continue to assist Council housing tenants to sustain their tenancies by reviewing our housing management procedures. We also continue to provide support and assistance to tenants to mitigate the impact of welfare reform. We have referred 10 tenants threatened with homelessness to Citizens' Advice where a Debt Relief Order or bankruptcy order could be considered to prevent the homelessness situation.
8. Attempted to tackle fuel poverty through a range of methods including the provision of new energy efficient heating and insulation through the WHQS programme, applying for Welsh Government funding to carry out energy efficiency improvements, providing energy efficiency advice and referring people to the Nest scheme regarding energy efficiency improvements and prepared a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding.
9. Despite the continued roll out of Universal Credit, the number of housing evictions has not increased, largely due to the continued support provided by officers aimed at sustaining tenancies through budgeting advice, energy advice, support to maximise income, employment referrals and assistance with housing options.

We currently use a range of methods to communicate the results/outcomes of the actions undertaken under each aim. These included press releases through the Council's communications team or through a partners' team, through social media, the Council's website and via a tenants' newsletter.

3. What has not gone well? And what are we learning?

We have noted a number of challenges throughout the year that have impacted on the following actions:

1. The percentage of tenants who are satisfied with the external works carried out under the WHQS investment programme, albeit reasonably high, is lower than those satisfied with internal works. We have improved the level of communication provided to tenants in an attempt to increase satisfaction and, as a result, we have seen a slight increase in the level of satisfaction.
2. Issues with the DPS contractors have resulted in an extension of the target date for WHQS compliance from March 2020 to June 2020.
3. A reduction in capacity of the Housing Strategy team has caused a delay in producing the Local Housing Strategy. As a result we plan to commence work on the strategy later on in the year. We were unable to expend our full allocation of Welsh Government Affordable Housing Grant funding to increase the supply of Council homes due to prioritising the WHQS programme, the lack of existing procurement arrangements, WG timelines and a lack of in-house expertise to project manage this process.
4. Due to continued staff absence further meetings of the empty property corporate working group have not been held. The officer has returned to work and we expect to see an improvement in progress shortly.
5. The publishing of the Statement of Intent for ECO (Energy Company Obligation) Flexible Eligibility funding has been delayed further but a draft is now in place. As a result, the statement will now be published later than originally planned.

Should current progress continue as present then we are optimistic of successfully meeting our outcomes. Barriers to the successfully achieving this outcome are considered in section 1.

4. What impact are we making?

Our objective is to help improve people's wellbeing through a range of targeted housing-related interventions. Although a five year objective, for some the improvement will be noticed sooner as some of our actions are annually repetitive in nature, e.g. the provision of adaptation or the building of new homes. National research shows that good quality housing, located in sustainable communities is known to have a positive impact of the health and wellbeing of its occupants. Therefore, our objective, our aims and our actions are intrinsically linked to the seven wellbeing goals of the Well-being of Future Generations (Wales) Act 2015. As such we are increasingly using the five ways of working to ensure that we take into account the impact of our intended actions on the wellbeing of future generations.

5. What is our future focus (for the next 6 months to a year?)

Our focus for the future is clearly outlined in detail in Appendix A below. The appendix lists the range of actions that we intend to carry out over the 5 year period to successfully achieve the intend outcome of improving people's health and well-being through the provision of a range of housing and support services. By using the 5 ways of working we know there should be a long-term positive impact on the well-being of Caerphilly residents. By completing these reviews we can try to ensure that we make good progress to successfully achieving the intended outcome. The Well-being of Future Generations (Wales) Act 2015 provides an effective frame work to review existing services, where required, and to implement new services.

Appendix A Detailed Progress Tracking – Our Steps to Deliver (2018-2023)

Outcome	Progress 2019/20	Dates
1a. All council housing is improved to meet the WHQS by 2020		
Deliver the annual capital investment programme for both internal and external works.	<p>£23m prudential borrowing for WHQS was delayed until 2019/20 due to more favourable rates. Original 2019/20 budget for WHQS of £56m has to be re-profiled to June 2020 to match the intended completion date, therefore, £45m estimated spend for 2019/20 and borrowing requirement has reduced accordingly for the remainder of the programme.</p> <p>Issues with the DPS contractors have resulted in 150 properties being transferred to our in-house team thus extending our internal target date from March 2020 to June 2020.</p> <p>Mid year compliance shows 91.78% internal work completed and 83.92% external works completed. Internals projected to be completed by 29/5/20 and 01/05/20 for externals based on current compliance rates. Adverse weather conditions or unforeseen issues could affect this but the programme is on target to meet the WG deadline of December 2020 and our own internal target date of June 2020.</p>	Annually reoccurring 2020
Comply with Part 6 of the WHQS by undertaking environmental improvements to make communities attractive and safe.	Of the 82 communities identified within the county borough, consultations and engagement events have been completed in 62, are ongoing in 19 leaving only 1 outstanding. Estimated expenditure is currently £10.1m and the programme is on track to deliver all schemes by March 2021.	
Comply with Part 7 of WHQS by undertaking adaptations where a need is identified.	OT assessments on-going till the end of programme with adaptations being provided where a need is identified.	

Outcome	Progress 2019/20	Dates
1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020)		
Develop a draft Asset Management Strategy.	Action completed. Strategy report completed and approved by Cabinet.	Jul-2018
Consult tenants on the draft strategy.	Action completed. Consultation exercise undertaken via a tenant newsletter. The consultation responses were supportive of the strategy proposals.	Aug-2018
Carry out an EIA screening exercise on draft Asset Management Strategy.	Action completed. An EIA will be considered for the individual elements of the Strategy.	Aug-2018
Present finalised strategy to Cabinet for approval.	Action completed. Strategy and report approved by Cabinet in September 2018.	Sep-2018
Ensure that our asset management systems inform the delivery plan by identifying key component replacement needs based on life cycle estimates.	Over 240 internal contracts have been validated. External contracts by default are being validated as part of the Post 2020 Asset Management Strategy particularly for the earlier contracts. Some validation required for the later contracts which is ongoing. Work has commenced on validating the Acceptable Fails within the system to ensure an accurate record at the end of the programme and also to identify any potential work into the Post 2020 programme.	Dec-2019
Produce a delivery plan detailing future planned maintenance programmes and the development of new council housing.	Additional properties are currently in the process of being bought back and will be included in the post 2020 programme. This includes ex council homes and cemetery houses. There is also an opportunity to create further units in some of our sheltered schemes from guest rooms and kitchens.	Mar-2019
Undertake a review of the existing WHQS procurement strategy.	Due to recent concerns regarding the performance and quality of work by the DPS contractors it has been agreed to allocate their remaining contracts to the in-house team. This has resulted in a revised target completion date from March 2020 to June 2020 to allow the team to fit the additional 150 properties into their programme. This is still ahead of our deadline of December 2020.	Mar-2019

Outcome	Progress 2019/20	Dates
Options for remodelling of sheltered schemes to be determined.	Action completed. Cabinet approval obtained in September 2018 to enable proposed projects to proceed. 1 scheme to be brought back into main programme for planned completion in 2020.	Sep-2018
Ensure that the HRA business plan remains financially viable.	Monitoring of business plan ongoing. New model recommended by WG has recently been procured. New model has been tested in year and will be submitted as part of the 2019/20 MRA application (March 2019).	Quarterly
Review resource and contract arrangements for delivery of asset management strategy.	Now we are in the final stages of the programme meetings are being held with managers of WHQS/HRO to look at future resource requirements. CMT approved in principle to fully integrate WHQS/HRO teams with a move from Cherry Tree House to Tir-y-berth, subject to another service area or private tenant taking over CTH.	Dec-2019
2. Increase the provision of new, affordable, social housing that meet the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' innovative housing programme.		
Produce a Housing Strategy which provides a framework for the provision of housing and related support.	A procurement exercise will commence throughout the Autumn to appoint an appropriate consultant to lead the development of a LHS. It is anticipated that an appointment will be made during quarter 4 of the current financial year.	Ongoing
Complete the Local Housing Market Assessment which will identify the number, type and location of homes required and will help look at solutions.	A LHMA will be undertaken in 2020 to coincide with the review of the Local Development Plan. A draft project plan has been produced and is in the process of being finalised.	2017/18 (then every 2 years)
Complete the Gypsy Traveller Accommodation Assessment, which will identify the number, type and location of pitches to be provided.	Following a discussion with the planning team it has been agreed to undertake the GTAA earlier than planned to coincide with the review of the Local Development Plan. A draft project plan has been produced and is in the process of being finalised.	Mar 2021
Produce and submit quarterly to Welsh Government the programme delivery plan, based on the evidence of housing need.	We are currently working with our housing association partners on the production of a Q3 PDP, which will be submitted to WG in Nov 2019. Some schemes in the plan have had to be moved around but we remain on track to achieve full spend.	Yearly

Outcome	Progress 2019/20	Dates
Review designation of council accommodation for smaller households in light of changing demands.	Action completed. Cabinet approval obtained in September 2018 to re-designate specific identified older people's properties for general needs, and approval given for officers to re-designate additional older person's accommodation to general needs in future, in consultation with the Cabinet Member.	2018/19
Housing Associations complete bid for innovative housing programme Phase 2	Action completed. Pobl submitted a bid for Coronation Road, Blackwood and St Mary's Church, Pontllanfraith but were unfortunately unsuccessful in both cases.	2018/19
<p>Start on site for innovative housing programme – Phase 2:</p> <ul style="list-style-type: none"> • Develop 38 units to Passivhaus standard at the former Caerphilly Magistrate's Court (Linc Cymru) • Develop 17 units to Passivhaus standard at the former Cwm Ifor primary school (United Welsh) 	<p>Linc Cymru: The roof covering which features the thin film photovoltaic panels is currently being installed to the main flat block. Internally, first fix has started to both the houses and flats. The units are now expected to be handed over in February 2020 based on current progress. There have been considerable design complications due to the complexity between Passivhaus, NHBC and Build Regulations.</p> <p>UWHA: Extensive grouting works have been completed to bring the site to a point where construction can commence Groundworks are currently ongoing creating levels and laying drainage and shaping highways and foundations.</p> <p>Full 3D designs have been provided by Beattie Passive and the Celtic Horizons (CH) operatives have received their training on the method of constructing the timber frames. Our Community Investment team are engaging with the MoD, tenants and local groups to offer training opportunities to work alongside the CH operatives. It is estimated that 12 training places will be created.</p> <p>Once the foundations are in (est. November 2019) the flying factory will be set up with the manufacture of the first timber frames before Christmas.</p>	2021/22

Outcome	Progress 2019/20	Dates
Complete an evaluation of the Passivhaus and Beattie Passive schemes.	To be commenced on completion of the above task.	2021/22
Commencement of the Local Authority Build Programme: yr. 1 acquisition of empty properties; yr. 2 acquisition of empty properties and new build programme	<p>10 acquisitions completed with refurbishment either commenced or planned. Total project costs of £1.3m (including on-costs).</p> <p>Proposals to provide 3 additional units by way of conversion in advanced planning stage. Due on site in Q4.</p> <p>A report has been drafted which outlines the Council's proposals for increasing the supply of affordable homes and new build. The report has been discussed by CMT, is scheduled to be presented to PDM on 23rd October and will then move on through to Cabinet for approval. A draft Development Strategy will follow approval of the report.</p> <p>A development / land consultant is currently being procured to undertake development appraisals and viability assessments on land within the HRA and also two larger sites that have recently been identified.</p> <p>Agreement reached to purchase 8 new build properties by way of the Section 106 Agreement with the new properties being brought into council ownership.</p> <p>A potential development partner has also been engaged via the SCAPE framework together with architects via the WPA (Welsh Purchasing Alliance) arrangement.</p>	2018-2021

Outcome	Progress 2019/20	Dates
3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes		
Provision of appropriate minor works of adaptation across all tenures by expenditure of the available Social Services budget.	Total spend in this period of £100,085 consisting of 404 individual adaptations (excluding WHQS programme).	2018-2023
Provision of appropriate major works of adaptation in public and private sector housing via the spending of available capital funding and Welsh Government ENABLE funding.	Total spend in this period of £628,853 (£349,853 - private, £279,799 public), consisting of 148 individual adaptations - 75 private and 73 public (excluding WHQS programme).	2018-2023
The provision of discretionary relocation grants in cases where the existing property is not suitable to adapt to meet the needs of the disabled resident.	Total spend in the year of £31,310, which included an extensive major works of adaptations.	2018-2023
Continued partnership working with Care and Repair enabling the elderly and infirm to receive additional assistance via a range of initiatives including the Rapid Response Adaptations Programme and Independent Living Grant.	Total spend in this period of £80,000, consisting of 210 individual adaptations (203 RRAP and 7 ILGs), which included those adaptations listed in B2 above.	2018-2023
<p>Complete the ongoing categorisation exercise to identify accessibility levels of the social housing stock owned by the council and its partner landlords.</p>	<p>As of 01/11/19, 5,088 Council properties (10,675) are medically categorised and being updated via the mandatory void process through Abritas.</p> <p>A repository has been developed which currently holds 3,883 housing association properties. The repository will be updated with stock and medical categories for all social housing stock.</p> <p>Proactive involvement from the housing partners is now required to assist with the current stock profile; partners will update their stock profile list with the medical codings.</p> <p>HOT to contact all partners by Jan 2020 (delay of development of repository due to housing IT capacity). Updated profiles to be provided by landlords quarterly. HOT to monitor ongoing progress. Currently the percentage of partner landlord properties that are coded is not yet known.</p>	2018-2023

Outcome	Progress 2019/20	Dates
Improve accessibility of current stock that lends itself to meeting demand for accessible housing.	One property in Caerphilly was improved from B1 to A2 to meet unmet need, with stair lift installation. This was achieved via Enable funding working together with the Housing Repair Operations team and void works. Total spend of £3,888.	2018-2023
Work with housing association partners and the occupational therapist (housing) to deliver accessible housing.	<p>United Welsh Housing Association have developed a small site in Deri, consisting of 8 older person 2 bed bungalows and a 3 bed adapted bungalow.</p> <p>We are working closely with UWHA and Pobl to identify and acquire up to 3 properties on the open market to meet accessible housing needs that can't be met due to limitations of the existing stock.</p>	2018-2023
Providing assistance to support bringing long-term empty homes in the private sector back into beneficial, use including loans.	In this period, 5 owner-occupier loans, relating to empty properties have been awarded, a total £95,500 of financial assistance.	As and when need arises
Targeting the owners of empty properties with two ad hoc initiatives.	The Council is signed up to the Valleys Taskforce initiative, a grant based system for owners of empty properties who intend to occupy. This is run through RCT council and funding is available for all participating councils through 2019/20.	2022/23
Update the empty homes database using information from Council Tax.	Annual update of database for 2019/20 completed – 1,624 properties.	Annually recurring
Undertake a baseline analysis of the empty homes database.	<p>Risk Assessments completed. Information being collated to assist with strategic and operational planning.</p> <p>Collation not completed due to key staff absences.</p> <p>Updated database for 2019/20 obtained from Council Tax.</p>	Mar-2019

Outcome	Progress 2019/20	Dates
Set up and maintain a corporate empty homes working group.	Due to continued staff absence further meetings have not been held. However, largely as a result of the previous meeting, joined up working between departments has occurred when dealing with empty properties.	Annually recurring
Use the information from the empty homes database to produce a GIS layer of empty homes in the borough, thereby informing strategic action.	Meeting has taken place in October 2019 with Housing IT to develop spatial mapping layers.	Mar-2020
5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector.		
Undertake a publicity exercise to increase awareness of NEST scheme to private sector landlords.	The Housing benefit section has received a leaflet from NEST to send to PRS tenants. The leaflet will be sent out by the end of Nov 2019.	Mar-2020
Administering financial assistance to landlords via loans and conversion grants.	2 landlord loans awarded to date. 7 enquiries for assistance outstanding.	Annually recurring
Enforcement of housing legislation to ensure minimum standards are met in the private rented sector both in properties in single and multiple occupations, including repair, prohibition and demolition, where appropriate.	14 HMO inspections were successfully completed in this period.	
Working in partnership with Rent Smart Wales to drive up standards in the private rented sector.	Approximately 86.7% of rented properties in the borough are now registered. (As per RWS, estimated 9,730 PRS dwellings, 8,435 of which are registered). The number of WG estimated PRS properties has increased, resulting in a decrease of our percentage.	
Help vulnerable people, living in properties in an EPC band E, F or G, get funding towards heating and insulation upgrades in their homes, under the Flexibility Eligibility ECO3 fund, by issuing declarations qualifying households.	Work in progress and virtually complete so that a procurement exercise can be undertaken. It is now hoped the Statement of Intent will be in place by January 2020. A bid has also been submitted via Rent Smart Wales to the Warm Homes fund to target the worse properties within in the PRS,	Mar-2022

Outcome	Progress 2019/20	Dates
	which will work alongside the Statement of intent when it is finalised.	
Following receipt of a referral from British Gas, as part of the Welsh Government Nest scheme, carry out inspections of properties to assess whether they meet the requirements of the housing health and safety rating system (HHSRS) to be able to access a package of free energy efficiency improvements.	To date we have received 20 NEST referrals. All properties have been assessed as satisfactory in terms of hazards and NEST has been notified.	Mar-2023
6. Prevent homelessness and tackle rough sleeping		
Work in partnership with local authorities in the region to produce a Regional Homelessness Strategy and local action plan.	Action completed. Regional Homelessness Strategy and Action Plan approved by Cabinet on 12/12/18.	2018/19
Pilot a shared housing project for single people under 35 and evaluate its success.	Project terminated after Pilot House Share project suspended due to issues with occupancy agreements and the cost implications under the Housing Benefit 'exempt status' categorisation.	2018/19
Undertake the rough sleeper provision project between (December to March) each year.	We will continue to support the rough sleeper winter program for 2019/20 and typically preparations and night shelter planning start in Sept 2019. An updated Inclement Weather Policy will be required to reflect the plans for the forthcoming period of assistance we facilitate for rough sleepers.	2018 - 2023
Explore potential model of 'Housing First' to reduce the level of homelessness for people who are unable to maintain tenancies due to mental health, substance misuse or chaotic lifestyles.	Substantial WG funding has been made available to Pobl to meet the Housing First agenda in areas of Gwent. Locally, Caerphilly Keys, our in-house private sector access scheme, is being considered for a housing first model for own borough, with tenancy support from our Rough Sleeper Coordinator partners.	2018/19
Work in partnership to provide support for rough sleepers through tackling underlying needs e.g. substance misuse.	Action incorporated into above action.	Annually recurring
7. Sustain tenancies by providing a range of housing related services		
Provide mental health training for key housing staff.	Negotiations ongoing with Workforce Development for the	2018-2020

Outcome	Progress 2019/20	Dates
	procurement of approved 'Mental Health First Aid' training programme for 2019/20 and 2020/21 for targeted Housing staff.	
As part of the review our housing management policies and procedures take into consideration mental health issues.	<p>Ongoing and recurring. 7 reviews have been completed to date:</p> <ul style="list-style-type: none"> • Landlords Consent Procedure • Sheltered Housing Officer Guidance Manual • Electrical Periodic Testing • Management Discretion Procedure • Offer Procedure - ongoing • Mutual Exchange • Succession. 	Ongoing on renewal dates
Work with disability organisations to review signposting arrangements.	Action completed. Representative of DEWIS attended Senior Managers Briefing to raise awareness of the resource. Managers to cascade information to their staff and consider uploading information on our services to DEWIS.	Annually recurring
Work closely with the Supporting People Team to identify additional support services.	Work ongoing to explore options for providing additional support to vulnerable tenants.	
Provide help to tenants to enable them to budget effectively, to claim the correct welfare benefits and to mitigate the consequences of welfare reforms.	During this period 1,019 tenants were visited and provided with advice and guidance. In August 2019, 1 FTE additional tenancy support officer role and 1 FTE welfare benefits role were added to the structure for a period of 12 months. We will continue to monitor key performance measures to consider if there is a need for a permanent change to the structure. Rent arrears have increased slightly in comparison with the same period the previous year (3.15% compared with 2.89% in September 2018).	
Provide advice to tenants on energy usage and other measures to help save money.	109 tenants were provided with key energy advice in this period. This included assistance with applications for assistance from energy providers and direct energy savings advice.	

Outcome	Progress 2019/20	Dates
8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes		
Submit bids to the Welsh Government under Arbed or other energy efficiency initiative funding to carry out energy efficiency improvements in the private and public sector.	A number of meetings have been held with Welsh Government and ARBED to establish a way forward to ensure the proposed Lansbury Park scheme progresses.	Ongoing
Provide advice to Council tenants on energy saving measures and energy usage and installations.	Ongoing. Type of advice given is to signpost residents to appropriate grant agencies that could assist the resident that may qualify for energy grant funding (e.g. Welsh Government's Nest scheme).	Upon request
Roll out Energy Performance Certificates (EPC) surveys to the councils housing stock to establish level of existing energy ratings.	7,100 from a stock of 10,680 have been checked for the current EPC's, this equates to 66% of the stock. The remaining stock is in the current programme to be checked.	Annually recurring
Roll out contract for upgrading loft insulation to all council owned properties.	Arrangements are in place with the Housing Repair Operations Team to undertake loft insulation upgrades via voids. 34 upgrades were carried out in this period.	Apr-2020
Publish a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding to direct assistance towards private sector homes at risk of fuel poverty.	The Statement of Intent will be published once the procurement exercise has been finalised (anticipated January 2020). Internal meetings have been held with procurement to refine the statement to ensure it accurately reflects the needs of the residents.	Mar-2019

In order to monitor progress against the actions outlined in the table above and over progress of this well-being objective we maintain wider range of datasets. These data sets are maintained on a number of different IT systems and are monitored at regular intervals to ensure against underperformance.

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	2019/20 Target	2019/20 Qtr. 2	Comment
No. of homes compliant with WHQS (fully, external and internal elements)	1	6,116	10,717	7,616	*Fully compliant homes. Q2 = 71.22%. Total stock reduced to 10,694 due to RTB's
The percentage of tenants whose homes have been improved internally who are satisfied with completed WHQS works	1	86%	80%	87%	
The percentage of tenants whose homes have been improved externally who are satisfied with completed WHQS works	1	71%	80%	79%	
11 Outcome measures from the Supporting People programme based on wider determinants of homelessness prevention.	2, 7, 8	3-3097 6-3649	3-3173 6-3831	7004	3173 individuals were supported to manage their accommodation 3831 individuals were supported to manage their money
Increased number/size/type of new, affordable homes delivered through the housing associations or the Council, including how the home was delivered - e.g. via IHP etc.	2	5	N/a	0	5 AHG acquisitions in 2018/19. 11 AHG acquisitions in 2019/20 pending and 2 conversion projects. IHP funding projects expected to be delivered towards the end of Q4 and in 2020/21.
The number of homes delivered through the Innovative Housing Programme	2	N/a	N/a	0	See comment above.
Increase the percentage of social housing stock that has an accessibility code	3	4,968	N/a	5,088*	*Council properties only. HA properties to commence from Q3 onwards.
Increased number of accessible, social homes provided.	3	1	N/a	1	One property improved using Enabling funding.
The number of adaptations provided (major and minor works)	3	1,413	N/a	552	Consisting of minor and major works.
The number of grants/loans provided to improve housing in the	5	4	N/a	22	Consisting of House into Homes

Performance Against Adopted Tracking Measures	Outcome	18/19 Actual	2019/20 Target	2019/20 Qtr. 2	Comment
private sector (e.g. Houses into Homes, Home Improvement loans, conversion grants, Home Repair grants and HMO loans)					loans, Landlord loans and owner-occupier loans.
Increase the number of long-term private sector empty homes brought back into beneficial use	4	2.29%	2.2%	1.10%	% of empty private sector properties brought back into use during the year through direct action by the local authority (PAM13) (accumulative)
The number of homelessness cases by outcome (sections 66, 73 & 75)	6	75.5%	N/a	74.3%	
		34.6%		22.7%	
		77%		80.5%	
The number of homelessness instances prevented through successful mediation	6	33	N/a	19	
The number of mortgage rescue cases completed	6	4	N/a	2	
Number of tenants visited and provided with support and advice to help mitigate the effects of welfare reform	7	2,035	N/a	1,019	
Number of council tenants supported to access the benefits they are entitled to	7	827	700	412	
Value of financial savings (£) generated for council tenants as a direct result of support	7	£628k	£250k	£416k	
Number of council tenants visited and provided with advice regarding energy saving measures and energy use	8	176	N/a	109	
Number of council properties provided with energy efficiency measures as a result of external grant funding by type of measure	8	0	N/a	0	See comment below.
The amount of external funding (£) accessed by the council for home energy efficiency improvements	8	£0	N/a	£0	A bid has been submitted to WG to complete the remaining 97 private properties in Lansbury Park. We are awaiting the outcome of the submission.
The number of residents referred to the Nest scheme for energy efficiency advice	8	276	N/a	133	Email sent to Nest for data

Case Study 1

Mr X lived alone with no support; he had complex mental health, physical and substance misuse needs. Previous service provisions had failed owing to him not engaging.

WHQS works started on his home and early on there were issues, the tenant was upset and displaying challenging behaviour, this was potentially going to mean that works to the property would be terminated. A tenant liaison officer and occupational therapist were drafted in to support the gentleman. Rapport building was imperative and as the trust and relationships developed WHQS works were able to continue uninterrupted.

Mr X had some physical issues which were not being addressed, as well as support needs for the short and longer term. The workforce had provided positive company to the tenant, and in the period of time that the work was undertaken he showed a vast improvement in his mood and humour. To address the physical needs the occupational therapist arranged a joint visit with Mr X's GP to discuss some ongoing health concerns, this resulted in a recommendation for weekly visits from the district nurses.

Mr X had very little in the way of furniture (he slept on a mattress on the floor), he was a heavy smoker and had some continence issues. With support the WHQS team secured funding for a bed frame, wardrobe and a washing machine. Supporting people were approached to provide some additional support and his property was cleaned up and the new furniture put in place. The fire brigade were then contacted to provide fire retardant coverings.

Mr X had never used a washing machine before and the task of teaching him fell to me. With task analysis and an understanding of his needs the occupational therapist was able to successfully set up a system whereby he was able to independently wash his clothes; this vastly improved his independence and personal appearance.

Mr X was also identified as a person living in fuel poverty, he had debts for gas and electric totalling almost £800, with some help from supporting people we were able to sort out the bills and it transpired that he was over £400 in credit. Following on from the positive relationships developed during the WHQS works Mr X started to engage with statutory services, and his care was handed to social services following the end of the WHQS works to his home.

Case Study 2

The tenant moved into their property and contacted the tenancy support team (TSO) for assistance as their Housing Benefit claim had not transferred to her new address and arrears were building up. The tenant was under the impression that a change of address was completed at the time of move but this was found not to be the case.

The tenant lives with her son and they both suffer with ill health. The tenant and her son are both in receipt of Employment Support Allowance.

During the visit the TSO completed a new Housing Benefit form as the tenant was out of time for a change of address and requested a backdate for Housing Benefit and Council Tax reduction. A full review of the tenant's finances was undertaken and found she was entitled to reduced water tariff an application was completed by the TSO resulting in an annual saving of £100. Fuel and energy advice was also provided by the TSO who discovered the tenant had very high fuel debts for gas and electricity. The TSO completed an application to the British Gas Energy Trust for assistance with these debts as the tenant was suffering financial hardship. The application was successful and a grant of £2,000 was awarded to pay off the fuel debt.

Case Study 3

A visit was requested by a tenant whose husband had recently passed away. The tenant's late husband had dealt with all of the finances and his wife had limited knowledge of the finances and no family was able to assist. The TSO visited and assisted the tenant to claim Universal Credit and made a claim for Council Tax reduction. During a 6 week period the TSO supported the tenant with budgeting and setting up other bills in her own name. A great deal of support was also needed to ensure the tenant could manage her Universal Credit journal. The tenant informed the TSO that she didn't know how she would have managed without her help and a very difficult time and it made all the difference to her mental health knowing there was someone there she could turn to for assistance.

Case Study 4

A Supporting People provider had been supporting a gentleman for approximately 3-months. His initial support needs were to support him to maximise his income as well as budgeting. He was struggling financially due to receiving no hours / works on his current zero hour work contract. He was at risk of losing his current accommodation due to limited finances.

The following supported was provided:

- He had already applied for Universal Credits and received an advanced payment.
- He was just about managing to pay his rent however struggling to buy food. As such food vouchers were provided.
- He was supported to apply for DHP, this was awarded for a 3-month period
- We managed to get his UC advanced payment deferred for a 3-month period
- He now has available money however this is a short term solution and he acknowledged that moving forward he would need to find full time employment
- He was supported with CV writing
- We supported him to apply for a 2-week fork lift training course which he successfully passed

Now that he is qualified he is applying for job roles and is looking certain to be back in employment soon.

Case Study 5

A referral was received for Ms X who is a homeowner. She has a history of mental health issues; she is schizophrenic and has attempted suicide twice. At a young age she suffered a stroke, which impacted upon her mobility. During the first visit, it became apparent that Ms X's support needs were much wider than just that of what was requested in the initial referral. The following issues were identified:

- There was a hole in the landing ceiling and the wall and floor below had significant water damage. There was mould and mildew where the rainwater had been coming in from the roof. The electric lights weren't working properly and there was a gap of around 2 inches between the toilet and bathroom extension, and the kitchen. The front room window had shards of glass around the edge where children, whilst playing football in the street, had smashed the front pane of her double-glazed window.
- Discussing her situation with her, Ms X also advised that she had run up a significant debt of over £3,000 in electricity arrears. This had happened when her gas boiler had broken down and she had been using old electrical fires to try and heat the front room.

The following support was provided:

A £10,000 private housing grant was successfully applied for and over the next 10 months Ms X's property benefited from:

- A roof repair and renewal of insulation
- Hallway ceiling and walls repaired and decorated
- A full re-wire of the property
- A new roof put onto the extension
- Renewal of floorboards in the front room
- A new double-glazed window, and, (after I smelt gas at the property and her gas then cut off for safety reasons)
- A full gas service and renewal of old pipes that were condemned and identified as dangerous.

In addition, and after many weeks of discussions between SSE and the support worker, the electricity arrears of £3,000 were wiped clean. She was put back onto a standard meter after safety issues were raised with SSE regarding Ms X's total reliance upon care workers to put credit on her key fobs (and her supply had twice run out over the winter period). She was also put on to a much cheaper tariff. She was supported to migrate from DLA to PIP and although initially unsuccessful, after a Mandatory Reconsideration was completed she was awarded the higher rate for both mobility and daily care. As such, her money increased by approximately £248 every 4 weeks.

A water metre was installed and her monthly water rates costs were reduced to around a quarter of what she had been paying. She is now in a much better financial position. Family and friends are visiting more often, and are also talking about staying with her for extended periods during the summer. Her outlook on life is much

more positive and she hasn't shown signs of extended depression for the past two years. She has the odd day where she feels down, but these are very rare.

Case Study 6

The Sheltered Housing Officer noticed that one tenant regularly stored alcohol bottles to the side of their armchair, which later developed into the consumption of stronger alcohol substances.

The tenant began to look very unkempt and had lost a significant amount of weight; in addition they were suffering from frequent falls. Their flat was also becoming very untidy so the Sheltered Housing Officer provided further support with additional visits.

Whilst the property conditions improved for approximately 12 months the tenant continued to purchase alcohol at the local shop on a daily basis in addition to daily visits to the pub, which left him intoxicated. Unfortunately, the health and the mobility of the tenant deteriorated and as a result, they were admitted to hospital during which time the family worked with Council staff so that a property inspection could be undertaken. Property conditions were poor and the tenant had substantial rent arrears. The appropriate referrals were made by the Sheltered Housing Officer to enable the tenant to be fully supported following their discharge from hospital. The tenant's property underwent a deep clean and support was put in place for laundry, shopping and cleaning in addition to a payment plan to clear the rent arrears and a direct debit set up to ensure that future rent payments were made on time.

The tenant attended regular appointments with GDAS for a period of 12 months and was successfully discharged as being non alcohol dependant. 18 months on, the tenant continues to be non alcohol dependant and lives life to the full. The tenant regularly socialises with other sheltered housing tenants and enjoys attending day trips and holidays. The tenant has continued to look after their flat and has purchased new carpets and furniture. In addition, the tenant has given up smoking and no longer requires the high level of housing related support that they were previously receiving.

Case Study 7

A disabled tenant living at one of the Sheltered Housing Schemes was always very happy and content. However the Sheltered Housing Officer began to notice a change in the tenant as they became depressed and stated they were struggling with money. The tenant consented to the Sheltered Housing Officer looking at their bank statements and it was discovered that there were a significant number of transactions that the tenant claimed they hadn't consented to or made. A family member of the tenant was in control of the tenant's finances at the time and it was a clear that there was financial abuse.

The Sheltered Housing Officer completed a referral to Social Services and the Safeguarding Team, which triggered a safeguarding case with Police involvement. The tenant raised concerns with the Sheltered Housing Officer as they became anxious of their family member visiting in an aggressive state. The Sheltered

Housing Officer completed a support plan review and made regular visits. Target hardening equipment was also put in place to offer the tenant some reassurance. The police stopped the family member having contact with the tenant during the investigation and the tenant regained control of their own finances.

The Sheltered Housing Officer offered support with finances and assisted the tenant by completing application forms for additional benefits which were awarded to the tenant. The tenant's life began to improve and they were able to go forward controlling their own finances which increased their independence, improved their emotional wellbeing and allowed them to make their own decisions.