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Date: 10th September 2014

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 18th September, 2014** at **5.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

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

Chris Burns
INTERIM CHIEF EXECUTIVE

A G E N D A

- 1 To Appoint a Chair and Vice Chair
- 2 Welcome to the New Tenant Representatives
- 3 To receive apologies for absence.
- 4 Declarations of interest.

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

To approve and sign the following minutes: -

- 5 Caerphilly Homes Task Group (WHQS) minutes held on the 3rd July 2014 (minute nos. 1-10 on page nos. 1- 5).

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To receive and note the following information items: -

- 6 Housing Improvement Partnership (HIP);
- 7 Housing Revenue Account Outturn Report 2013-14;
- 8 Complaints and Representations - Caerphilly Homes;
- 9 Older Persons Housing - Progress Report.
- 10 To receive any requests for an item to be included in the next available agenda.

Circulation:

Task Group Members: Mrs D. Moore, Ms G. Green, Mr M. McDermott, L. Ackerman, Mr C. Davies, R.T. Davies, K. James, Mrs B. A. Jones, G. Jones, Ms S. Jones, Ms A. Lewis (Chair), C.P. Mann, Mr J. Moore and Mrs D. Price (Vice Chair),

And Appropriate Officers



CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
(SIRHOWY ROOM) ON THURSDAY 3RD JULY 2014 AT 5:00 PM

PRESENT:

Ms. A. Lewis - Chair
Mrs D. Price - Vice Chair

Task Group Members:

C. Davies, G. Henderson, K. James, G. Jones, Mrs S. Jones, Ms. A. Lewis,
Mrs A. McConnell, C.P. Mann and J. Moore

Officers: N. Scammel (Acting Corporate Director and Section 151 Officer), P. Davy (Head of Programmes), S. Couzens (Chief Housing Officer), L. Allen (Principal Accountant, Environment Finance Group), R. Lewis (Systems and Performance Manager) and C. Evans (Democratic Services Officer), M. Betts (Community Participation Officer), D. Bishop (Area Housing Manager), P. Smythe (Housing Repair Operation Manager)

1. APOLOGIES

Apologies for absence were received from Miss L. Ackerman and Mrs B. Jones.

2. DECLARATIONS OF INTEREST

Ms. A. Lewis, Mr C. Davies, Mrs G. Henderson, Mrs S. Jones, Mrs A. McConnell and Mr J. Moore as Council Tenants declared a personal but not prejudicial interest in all agenda items.

3. MINUTES

RESOLVED that the minutes of the meeting held on the 22nd May 2014 be approved as a correct record and signed by the Chair.

4. REVISED BUSINESS PLAN FOR THE DELIVERY OF THE WHQS (WELSH HOUSING QUALITY STANDARD) BY 2019/20.

The report advised Members of a revised Business Plan in respect of the delivery of the WHQS programme, which required Council approval for the HRA (Housing Revenue Account) to prudentially borrow up to £55 m.

Members noted that on 11th October 2011, Council approved the Council's retention Business Plan that required £61.3m prudential borrowing to achieve the WHQS by 2019/20. This borrowing comprised £22 m relating to General Fund and £39.3 m to the HRA. The Plan was submitted to Welsh Government (WG) and endorsed.

This report outlined the need to change the profile of this borrowing requirement to ensure that the WHQS programme can still be funded and delivered by 2019/20. Council approval of the Business Plan and revised borrowing requirement will allow WG to release the Authority's Major Repairs Allowance (MRA) which totals circa £7.3 m per annum.

The Chair thanked the Officers for the report and a detailed discussion ensued.

Further information was sought on the repayment plan in place. Officers highlighted that, although borrowing over short-term period had benefits of a lower interest rate, a 50-year repayment plan was preferable due to the reduced risk.

Members noted that the change in the profile of the borrowing would not have an impact on the external environmental works, which are scheduled to be completed by 2019/2020.

Members endorsed the officers' recommendations and referred the report to Cabinet.

5. DISPOSAL OF HRA LAND ADJACENT TO FORMER GREENHILL PRIMARY SCHOOL

S. Couzens presented a report, which sought the views of the Caerphilly Homes Task Group, prior to seeking a Cabinet decision, on proposals to declare a parcel of land adjoining the former Greenhill Primary School site surplus to operational requirements, so it can be utilised to support the Council's Local Development Plan for the provision of new housing.

Members noted that the parcel of HRA land adjoins the former Greenhill Primary School site, which had been offered to United Welsh Housing Association for the purpose of developing new housing. The Planning Department had advised on the benefits of incorporating this parcel land into the development.

Members thanked the Officer for the report and sought further information on the types of housing anticipated on the development. It was highlighted that the Council intended to have an input into the project; 1 and 2 bedroom properties would be incorporated into the plans and nomination rights would remain with the Local Authority.

The Caerphilly Homes Task Group reported the officer recommendations that: -

1. That the site is declared surplus to requirements of the HRA;
2. That the Head of Performance and Property determine the terms of disposal pursuant to the approved protocol;
3. The report is submitted to Cabinet for approval.

6. RE-LET STANDARD

The report provided information regarding the Re-let Standard for all Council properties. The Re-let standard aims to ensure that all council properties are let to a good quality and consistent standard.

Members noted that the Re-let standard was last reviewed in January 2010. It resulted in a checklist being provided to all new tenants which set the property condition standard applied to all empty properties across the County Borough. This was developed in consultation with

the then Tenants and Residents Forum. This latest standard was agreed with Tenant Representatives in March 2014 following a series of Repairs and Improvement meetings and including site visits to view some voids before and following works of improvement.

The new standard now incorporates a number of changes that were proposed by Tenant Representatives and Officers. The main changes were to give an improved description of the works that will be undertaken when a property is void, but there were a few additions. Members noted that the standard would be reviewed bi-annually or sooner if circumstances require, and further reports will be submitted to the Caerphilly Homes Task Group when necessary.

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

Members expressed their gratitude that their views were taken into consideration when developing the new Standard, in particular that any improvements made to properties by tenants, such as new flooring, could remain at the property.

A Member requested clarification on the policy for the replacement of internal doors. The Officer explained that, if replacing over 50% of the internal doors per floor in a property, then all the doors on that floor should be replaced to the new specification type.

The Task Group commented on the high quality of improvements made to void properties and were happy to note the report and Standards.

7. HANDY PERSON SCHEME

The report provided information and sought support for the introduction of a Handy Person Pilot Scheme, which would provide chargeable maintenance/ DIY services to qualifying tenants.

The report outlined the proposal to introduce a Handy Person scheme on a pilot basis initially, by utilising the in-house workforce, in order to gauge the level of demand for such a service. The service would be monitored and reviewed on a regular basis to establish the volume and type of work being requested and to ensure that a satisfactory service is actually being delivered.

The service aims to provide support to qualifying tenants to carry out maintenance and DIY works, which are not covered within the tenancy agreement and therefore are not the Council's direct responsibility to undertake. It is accepted however that many tenants may not be physically able to carry out such works themselves and therefore this service will assist them to continue to live safely and independently within their own home.

The Task Group welcomed the report and scheme but raised concerns about the cost for the service. Officers explained that costs were considered and researched amongst local companies providing similar services and other local authorities and pricing is competitive. Members were assured that the scheme and pricing would be reviewed annually to ensure that it continues to meet the needs of the service users, remains affordable and value for money. Members also noted that Officers are considering all funding avenues, such as Supporting People and Social Services to look to reduce the fees.

A Member queried whether there would be any scope to expand the services provided within the scheme to include Garden Clearance and decorating services, and whether the service could be offered to other vulnerable groups in the future. Members noted that the Gardening and Decorating would be considered under a separate scheme and would be reported back to the Task Group when further information has been obtained.

The Task Group were happy that a Handy Person Scheme would be introduced and look forward to further information in the future about it's progress and developments.

8. LOCAL TENANT PARTICIPATION STRATEGY

M. Betts presented an overview of the report updating Members of the Task Group on the general progress made in implementing the Local Tenant Participation Strategy (LRPS), and also provided the requested information on the training provided to tenants and the expenditure of the participation budget in 2013/2014.

Members noted that there are two budget allocations for participation activities, a general budget for direct participation support and the additional resource of £150,000 identified in the Offer document to support increased and improved participation arrangements.

The report highlighted that within the projects budget approximately £30,000 had been earmarked for mainstreaming initiatives and £15,000 for development of the HIP neither of which has progressed sufficiently to incur the anticipated expenditure. Going forward to 2014/15 additional projects, which would require funding from this allocation are the CHTG elections, leaseholder information sessions, re-printing of the leaseholder handbook, three local area based events, mainstreaming and if agreed, the HIP project. Major projects under consideration, which will require funding, include a general tenant satisfaction survey and tenant profiling exercise to link in with the requirements of self-assessment. In addition, there is the possibility of progressing a time-banking initiative with Communities First and provision of more activity based training activities to encourage wider participation.

Members thanked the Officer for the report and discussion ensued.

Upon consideration of the report and General Participation Budget at Appendix 1, a Member queried whether there would be an under-spend at the end of the financial year. The Officer confirmed that an under-spend is anticipated, however, it has been greatly reduced with the allocation of funds to major projects, as highlighted in the report.

Members of the Task Group discussed the under-spend and suggested that Officers consider the implementation of Community Fun Days. Officers noted the suggestion and highlighted that collaborative work is underway with the Community First Team and the Community First mobile unit.

9. WHQS MONITORING REPORT 2013-2014 (END OF YEAR)

The report provided members of the Task Group with an overview of the performance of the WHQS team during the financial year 2013/14, details of the 2013-2016 Outcome Agreement and narrative on the expected progress to WHQS compliance.

Members noted that the original WHQS internal works programme for 2013-14 included 642 properties. The in-house workforce undertook work on those properties, supported by specialist sub-contractors. An additional 203 properties were added to the 2013-14 internal works programme in order to ensure that the in-house workforce had a sufficient throughput of work. At May 2014 657 of these 845 properties are compliant in respect of their internal elements.

The Task Group noted that a Tenant Satisfaction Survey had been introduced in order to gauge the level of satisfaction with the internal works being carried out. The survey indicated that the current level of overall satisfaction is 92%, which is above our target of 80%. The survey also identified that 85% of the service standards are being met, which is below the target of 90%.

The Chair thanked the Officer for the detailed report and performance data and Members questions were welcomed.

A Member raised concerns about the length of time taken to complete the internal works and as a result queried the 92% survey satisfaction rates, expecting more feedback on this aspect. The Officer explained that the Satisfaction Form is under review, however, where specific comments have been provided, these will be investigated and responses provided to the tenants where possible.

Members were pleased to note that meetings have been arranged between the Caerphilly Service Improvement Monitors and WHQS Project Managers to provide feedback on the issues raised by tenants on the survey forms.

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

10. TO RECEIVE ANY REQUEST FOR AN ITEM TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA

There were no requests received for reports to be included on the next available agenda.

The meeting closed at 18:22 pm.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 18th September 2014.

CHAIRMAN

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CAERPHILLY HOMES TASK GROUP – 18TH SEPTEMBER 2014

SUBJECT: HOUSING IMPROVEMENT PARTNERSHIP (HIP)

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To provide the Caerphilly Homes Task Group (CHTG) with an updated information report following discussions with tenant representatives on the introduction of the Housing Improvement Partnership (HIP) – the 'Caerphilly Homes approach to scrutiny'.

2. SUMMARY

- 2.1 As requested, the Tenant & Community Involvement Team has met with tenant members of the Task Group regarding the HIP project. A presentation on the project has also been provided to the Tenant Information Exchange (TIE).
- 2.2 This report outlines the issues raised by the CHTG tenant representatives and TIE members in relation to the HIP project, the discussions held and responses given.

3. LINKS TO STRATEGY

- 3.1 Tenant involvement most closely links with the current Local Housing Strategy aim of:-
- 3.2 *"providing good quality, well managed homes in communities where people want to live and offer people housing choices which meets their needs and aspirations"* Local Housing Strategy 2008-13, Aim 6:
- 3.3 The National Housing Strategy 2010 'Improving Lives and Communities' emphasises the need to:
- 3.4 *"Give tenants a clear voice in decisions that affect them"* and that
"Services should reflect the needs of those who use them, not the needs of the organisations that deliver them"
- 3.5 In terms of the Local Tenant Participation Strategy, tenant scrutiny is identified as Key Objective 2:
- 3.6 *To develop tenant scrutiny to improve services.*
- 3.7 Corporately, the Housing Improvement Partnership and tenant involvement in general will also link to the Council's Public Engagement Strategy, the Council's Strategic Equality Objectives 3 and 4, and also to themes in "Caerphilly Delivers", the Local Service Board single integrated plan.

4. THE REPORT

Background

4.1 The Local Tenant Participation Strategy (approved by CHTG in 2013) has 4 key objectives and the development of tenant scrutiny is identified in Objective 2. To deliver this commitment, a report was submitted to CHTG in March 2014 on the introduction and operation of the Housing Improvement Partnership (HIP) – the Caerphilly Homes approach to scrutiny.

4.2 At that meeting, a presentation was given by Central Consultancy on the introduction of the HIP. Whilst the Task Group accepted the principal of the HIP and noted the report, a number of issues were raised by tenant members of the CHTG on the proposal. As a result, it was agreed to hold a meeting with CHTG tenant representatives to further address the issues and provide a report back to CHTG on those discussions, along with any responses received from the Tenant Information Exchange.

Discussions with CHTG Tenant Representatives

4.3 The first meeting with tenant members of the CHTG took place on 30 April 2014. Five of the seven representatives attended the meeting. The concerns previously minuted at CHTG were listed and the meeting provided the opportunity to confirm whether these concerns still remained and to explore any further issues relating to the HIP project.

4.4 All issues raised at the meeting were recorded and copies sent to the tenant representatives to confirm accuracy. The main issues identified were:-

- HIP duplicating the work of the Caerphilly Service Improvement Monitors (CSIMs)
- Lack of consultation with tenants
- Tenant members of HIP to be independent of other tenant participation activities
- Reporting mechanism for HIP and whether preferences would be given to HIP findings
- Pilot timescale in relation to tenant training and HIP members being confident in their role
- Capturing the tenant experience with no direct interaction
- Officers accurately reflecting tenant requests (through transcribes) and HIP members ability to challenge (due to initial inexperience)
- Cost of project
- Independent facilitator required

4.5 Subsequently, a detailed written response paper was produced. It identified all the issues raised and views expressed by the CHTG tenant representatives, along with officer responses to each point raised. This paper was sent out to all CHTG tenant representatives and is attached as Appendix 1.

4.6 Following receipt of the written response, the CHTG chairperson requested a second meeting. This took place on 11th June and five tenant representatives attended. It provided an opportunity for additional clarification and explanation where needed and two additional points (to those answered previously) were raised. The additional points were:-

- Would tenants who have been involved with Caerphilly Homes and have detailed knowledge of the service be excluded from the HIP?
- Based on information given on the HIP, there was no need to involve tenants in the project as officers could undertake the work and implement changes based on findings.

4.7 Officer responses were:-

- Any tenant would be able to join the HIP as long as they were not involved in any other tenant participation activity.

- The HIP project had been designed to address a number of objectives in the LTPS. Caerphilly Homes is committed to working with tenants to improve services through a variety of tenant participation activities. The HIP will assist Caerphilly Homes by interpreting tenant requests from a tenant perspective and not from an officer viewpoint.

4.8 Following the second meeting, and to further explain that the HIP did not duplicate the work of the CSIMs, a comparison grid was sent to the CHTG tenant representatives outlining the differences between the HIP and CSIMs. See Appendix 2 for copy of the grid.

Tenant Information Exchange

4.9 This was held on 24th June 2014 and 22 tenants attended. As part of the session, Gayna Jones - Central Consultancy, provided a presentation on the HIP.

4.10 Following the presentation, a question and answer session took place. The issues/questions raised were:

- How the HIP would receive information from other tenants if not face-to-face?
- How would sensitive information contained within letters etc be managed?
- Duplication of the role of the CSIMs and therefore be a waste of money
- Ability of new tenants to interpret information and/or question the validity of the information given to the HIP.

4.11 A summary of the responses provided to the TIE by Central Consultancy and Tenant and Community Involvement Manager were:-

- Access to information relating to real tenant service requests would be through a variety of ways – transcripts of telephone calls, letters and emails. An independent facilitator will work with the HIP and Caerphilly Homes to ensure the information was recorded in the right way for the project.
- All information would be anonymous – no tenant details will be available.
- The CSIMs role involved monitoring and evaluating existing agreed standards and at the end of a service process. The HIP will look at a service at the first point of contact - when a tenant requests a service. The HIP has been developed to enable tenants to work with Caerphilly Homes to identify what is important to tenants and ‘test’ existing standards to ensure the right standards and measures are in place. The HIP will not be involved in monitoring or evaluating. Therefore there was no duplication of roles.
- Officers would not be part of the HIP. It was proposed that an independent person would act as a ‘critical friend’ to the HIP. Trust was needed by all parties for any tenant participation activity to be successful.

4.12 There were other contributions to the discussion. One related to clarification on an element of the HIP process and the second was a discussion on Caerphilly Homes governance arrangements. The majority of the TIE did not raise concerns relating to the HIP and one tenant expressed an interest in joining the group.

Conclusion

4.13 Prior to submission of the HIP report in March, careful consideration had been given to the right approach to the HIP project in order to address the aims of the LTPS, avoid the creation of a rigid and complicated process and duplication of roles. The chosen approach identified in the initial CHTG report reflected the needs of Caerphilly Homes, our current position in relation to tenant participation and our service improvement activities.

4.14 Officers have explained the reasons for this approach to CHTG tenant representatives - that it is based on fundamental principles vital to the success of the project. If these were to be amended or diluted, it would have an impact on the outcomes generated by the project – ultimately affecting the project’s ability to deliver service improvements and impacting on other aims that were agreed as part of the LTPS.

- 4.15 While some tenants still have concerns with the project, detailed discussions have taken place to clarify issues and alleviate concerns on the introduction of the HIP.
- 4.16 Officers have fully responded to all the issues raised and therefore propose no changes are made to the way in which the HIP project is piloted.

5. EQUALITIES IMPLICATIONS

- 5.1 A full Equality Impact Assessment has not been undertaken, however the National Housing Strategy 2010 (extract shown in 3.4) demonstrates the need to ensure that all tenants are allowed a voice and have their individual needs taken into account, regardless of their individual circumstances and backgrounds. Officers are committed to ensuring that this Housing Improvement Partnership will operate in accordance with these principles.

6. FINANCIAL IMPLICATIONS

- 6.1 There are one-off costs associated with the initial setting up the HIP and on going resourcing of its work (including consultancy costs for independent support) but this can be accommodated within the existing Tenant Participation budget.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications. The HIP will be supported through the Tenant & Community Involvement Team.

8. CONSULTATIONS

- 8.1 All views following consultation on the report have been incorporated.

9. RECOMMENDATIONS

- 9.1 Members are asked to note contents of report.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To inform members of the current position.

11. STATUTORY POWER

- 11.1 Local Government and Housing Acts.

Author: Elizabeth Bayliss, Tenant Participation Officer (Tenant and Community Involvement Team), Tel: 01495 235011, baylie@caerphilly.gov.uk

Consultees: Councillor Gerald Jones, Deputy Leader and Cabinet Member for Housing
Shaun Couzens, Chief Housing Officer
Phil Davy, Head of Programmes
Nicole Scammell, Acting Director of Corporate Services & Section 151 Officer
Graham North, Public Sector Housing Manager
Mandy Betts, Tenant & Community Involvement Manager
Gail Taylor, Tenant Participation Officer
David A. Thomas, Senior Policy Officer (Equalities and Welsh Language)

Gayna Jones, Central Consultancy
Kelsey Watkins, Communication & Tenant Engagement Officer

Background Papers:

Local Tenant Participation Strategy

Notes of second meeting with CHTG tenant representatives – 11 June 2014

Notes of Tenant Information Exchange – 24 June 2014

Presentation by Central Consultancy to TIE

Appendices:

Appendix 1 Written response to CHTG tenant representative concerns following first meeting –
30th April 2014

Appendix 2 Comparison Grid – HIP & CSIMs

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Issues raised by Caerphilly Homes Task Group concerning introduction of Housing Improvement Partnership – 30 April 2014.

Duplication

- *Tenants viewed the proposal as a duplication of effort given the remit of the established CSIMs.*
- *Pilot should be moved forward through the CSIMs rather than the HIP.*

Tenants confirmed that they still felt this way and that it was an adequate reflection of their view contained in the minutes of the CHTG meeting on 13 March 2014.

Additional queries/points

- Clearer understanding of the process of the HIP and how it would work in practice and what it would achieve?

The work of the HIP is different to that of the CSIMS and it will complement the work of the CSIMS - not duplicate it. The HIP will be a long standing Task & Finish group that will undertake a series of tasks but it will identify and work on one area before moving to another. The role of the HIP will be very specific – listening to tenant's service demands and identifying what the service should do based on what tenants want.

It will receive information in the form of transcripts of telephone calls or written communication such as e-mails or letters. It will follow the workflow of real service requests to understand what really happens when a tenant requests a service. The HIP will not rely on their own experiences but the experiences of tenants requesting that particular service (therefore capturing the views of a wider population). The HIP will be able to build up a real picture of actual service delivery. It will then pull together the key points being asked for by tenants to complete its report (handbook) – see example in appendix 2 of CHTG report in March.

The independent facilitator will support the HIP in this work and help them tease out the important issues to tenants. See appendix 3 for outline of HIP sessions.

- Clarification on two groups – HIP and CSIMS (do they need to be separate?)

Yes, there does need to be two separate groups. The HIP and CSIMS are two different projects with two different methodologies that produce two different outcomes. The role of the CSIMs is to 'test' out already set-down practices and standards already in place (currently this is in the form of surveys but could include other methods in the future), whereas the role of the HIP will be to identify the elements of service that are important to tenants - the HIP will

not measure satisfaction or performance but what tenants value from a service based on evidence. These are two completely different activities.

The role of HIP is to identify what elements of the service are important to tenants. The HIP may from time to time look at services which CSIMs are involved with but their work will not duplicate that of CSIMs but will instead be complementary.

For example, the HIP may produce a recommendation from listening to tenants who make a complaint that may identify what is of value to tenants is that "my complaint is impartially reviewed", this could be accompanied by a proposal that the measure is "was my complaint handled impartially". It will not be the role of the HIP to measure the performance against that measure. This will be the responsibility of Caerphilly Homes who may work with CSIMs to undertake and analyse the performance.

The LTPS has a clear objective to involve more tenants and the HIP is one of the activities to assist with this objective. The HIP is an additional tenant participation activity that has been designed to make tenant involvement and our service improvement techniques stronger. The HIP is designed to support current service improvement activities and not duplicate existing tenant participation or officer activities. It will supplement our existing work because we are all committed to our shared goal to improve housing services through increased involvement.

- What would the HIP achieve that was different to CSIMs now and the future activities of the CSIMs e.g. when CSIMs look at service improvement in other areas e.g. allocations.

The HIP and CSIMs may look at similar areas of the housing services but the roles are different - as described above.

- How can the Council have a programme for the HIP to keep them busy if the Council can't currently keep the CSIMs busy?

It is not relevant to compare this as these are two separate activities and therefore the work programmes will be different. The HIP work programme will be set in consultation with HIP members on a timescale to achieve its task. The main role of tenant participation is to deliver service improvement and we don't want to create work to keep people busy in any tenant participation activity that doesn't work towards service improvements.

- When will the HIP start and what would happen if the Council don't get the numbers wanting to participate in HIP?

An outline implementation timetable for the HIP was included in the CHTG report. The dates will need to be amended as a result of the delay but the

timeframes previously stated remain unchanged – approximately 4 months for recruitment and initial training. It is Caerphilly Homes' responsibility to recruit. We have an outline plan for recruiting and delivering the project. If there are teething troubles, the project will be amended accordingly.

- Why was HIP not looked at as part of the CSIMS? Feel that the HIP was originally what the CSIMS was going to be called – which adds to concerns of duplication.

This is an additional activity to enhance tenant participation within Caerphilly Homes and designed to complement all other activities. There may have been confusion due to the plan to expand CSIMS activity into other service areas and not just WHQS. The LTPS identifies the overarching structure for the future of tenant participation in Caerphilly Homes and certain groups/activities were highlighted as part of that structure. The HIP and CSIMs are clearly listed as separate groups within the LTPS. The LTPS was presented to the TIE and endorsed by the CHTG.

See above for response to duplication.

Consultation

- ***Lack of consultation with tenants on the proposal***

A question was asked by staff on where the tenant members saw a lack of consultation? Tenants responded by saying they felt the project should have been discussed first with involved tenants - the established groups and the TIE - gather their thoughts and feelings.

Additional queries/Points

- All participation activities should be run past the TIE before being taken forward.

The HIP proposal was initially submitted to Project Board, where it was decided that a report would be submitted to CHTG prior to presentation to TIE. In addition, no other working groups or projects have been taken to our involved tenants (TIE) prior to inception. There was no consultation on the detail of the Older Persons or R&I Working Groups other than these were the two areas identified by involved tenants as a priority following the no vote.

Once set-up, each group worked with officers on devising its own Terms of Reference, Code of conduct, training and even membership. The same applies to the CSIMS project, which was suggested by the R&I group and was taken forward by tenants and officers involved in the R&I group only.

Therefore, the Council believes that the processes involved in setting up the HIP are no different to the way other working groups currently in place were set up. In fact, the HIP has gone further by consulting with the CHTG; neither of the existing working groups were discussed at CHTG prior to inception. In addition, as with the current working groups, members of the HIP will be the appropriate tenants to comment on the development of the group.

- Tenant members stated they felt out of the loop with Tenant participation. When Mandy stopped attending the R&I Working group, they were told she was busy so she couldn't provide the support. Now it has been realised that the TACI team were working on the HIP project. Felt HIP project was very secretive and was developed at the expense of the R&I Group.

Officers are working to deliver the LTPS priorities that have been agreed in consultation with tenants. It is not a secretive project. The LTPS was agreed and the work to deliver it is what we are undertaking. Caerphilly Homes has a responsibility to prioritise its workload and officers have to make decisions based on those priorities to deliver all of the LTPS and this project is part of it. The TACI Team will use the most appropriate methods to support all tenant participation activities.

- Feel that Council officers have taken own views on the project and not asked the tenants for their perspective.

Caerphilly Homes has a responsibility to develop tenant participation.

The HIP project was developed in order to address the commitment made in the LTPS. Tenants from the TIE and Tenants & Residents Associations were involved in shaping the Local Tenant Participation Strategy of which the HIP and CSIMs were identified. Once recruited, there will be further consultation with the tenant members of the HIP on its role, Terms of Reference, work programme etc. which is the detail.

In general, information reports on progress of all tenant participation activities (through the LTPS), will be submitted to CHTG.

Independence

- ***Tenants refuted that existing representatives could not retain independence (when assessing service contacts) if on the HIP.***

Tenants confirmed this was still the view and when asked they stated they still felt this way even after information that TPAS Cymru and Central Consultancy supported independence as best practice.

To undertake the HIP role effectively it is vital that the tenants involved are completely independent of any other tenant participation activities. This would include involvement in the Housing Task group and working groups currently in operation. In line with good practice, independence is key to effective scrutiny. HIP members would not be able to join other groups either.

An example given by the tenant representatives previously mentioned allocations. If the same tenants were involved in a group that looked at allocations e.g.; the Common Housing Register and the HIP, how can the tenant(s) on the HIP challenge themselves when they have made a previous decision that now conflicts with another finding? It's about a 'fresh pair of eyes'.

As well as the reasons outlined above, independence is also vital in order to protect the integrity of the HIP members and housing and facilitate a transparent and independent scrutiny process. It is not the intention to exclude our core group of tenants from being involved in the HIP but it may be that a decision would need to be taken by an individual to resign membership of current group(s) in order to be involved in the HIP. Also, existing tenants (by others) can be viewed as having a conflict of interest.

Additional queries/points

- What will the HIPs training cover?

The HIP will use their skills as tenants (consumers) to produce its report (currently called the 'handbook) and help us improve the services we provide. Our approach does not require the HIP members to have the knowledge or skills of officers but instead to utilise the skills they already have as tenants to help us define what the service should be achieving.

HIP members will require support to structure their work, manage their programme and produce their reports. Training should be focused on understanding their role on the HIP and working well in a team. Training will therefore cover areas such as:

- How groups work
- Equality & diversity
- Role of group – Terms of Reference
- Code of Conduct

- Tenants said they didn't understand why the HIP needed to be independent and why participation in other groups would cause a conflict of interest?

See responses above.

Reporting mechanisms

- ***Clarification over HIP reporting mechanism and whether its recommendations would take preference over CSIMs.***

Tenants asked for reassurance that it wouldn't and an explanation of the reporting routes for HIP & CSIMs.

The setting up of the HIP will not alter the governance/reporting arrangements within the Council. The HIP will produce reports that will be advisory in nature and these will be submitted to Public Sector Housing Management meetings (or appropriate Head of Service) for discussion. The work of the HIP will produce evidence and this evidence will be used by the decision-making structures within Caerphilly Homes. Any subsequent adopted recommendations will then be referred to the CHTG through an information report.

CSIMs currently report to the Repairs & Improvement Group only, although the new Terms of Reference for the CSIMs identifies an annual update will be sent to the CHTG and when CSIMs begin to look at other service areas, reports can be submitted through the most appropriate reporting routes (which may include officers, working groups etc).

The work of the CSIMs & the HIP (as with other groups) will be separate activities and the reporting routes are separate. The Council can reassure tenants that as a professional organisation it would not make decisions based on 'preferences'.

Additional queries/points

- Thought HIP was independent so why would the CSIMs feed into the HIP (and vice versa)?

Tenant scrutiny (or any other activity/group) should not duplicate the work of officers. The HIP is not a decision making body and it is vital that it remains independent. To this end, the HIP would not 'feed' anything to the CSIMs or vice versa. CSIMs could assist the work of the HIP by surveying tenants once they have received a service. They would be able to provide information at a later stage by surveying a service (where standards may have changed or new standards introduced as a result of HIP scrutiny) to ensure that those important issues to tenants are being met.

The HIP could receive a report on how well its recommendations are being implemented and if failing, it would be the responsibility of Officers and existing structures such as the Caerphilly Homes Task group to put in place mechanisms to ensure that what the HIP recommended happens on the ground.

- Concerns were raised about the structure diagram in the LTPS – the level at where activities were placed.

The overall LTPS structure was agreed by the CHTG. Activities are subject to review and the structure currently reflects the objectives of the LTPS to strengthen tenant participation.

Pilot Timescale

- ***Concerns that new tenants could find the initial process intimidating and given that HIP is a one-year pilot, it would not give them enough time to properly take on board the training and become confident in their role. Analysis and outcomes generated might not accurately reflect what was happening.***

Tenants confirmed this was still their view.

Recruitment to the HIP will be for a two-year period. The pilot will run for up to a year and if necessary, the process will be adjusted. This one-year pilot allows time for recruitment, training and scrutiny of a service area.

As previously stated, the HIP members will use their skills as tenants to produce its report(s). The HIP approach doesn't require tenants to have knowledge or skills of officers but use the skills they already have as tenants. The role of the HIP is very different to our existing tenant participation activities. In the same way as with the other groups we have set up, the HIP members will be supported during their learning process.

With regard to the statements that "outcomes generated may not accurately reflect what was happening" - Information/recommendations produced by the HIP will not be the views of the HIP tenants but an understanding of what other tenants are saying (evidence) based on its work.

Additional queries/points

- A lot for HIP to take in.

See response above.

- How often will the HIP meet/report?

As and when is necessary. For each report (the handbook) that the HIP produces, it is anticipated they will have 4-6 meetings over a timescale agreed with the HIP members themselves.

- What training would the HIP members receive?

See response under *Training* on page 5.

- Will TACI Team be working with the HIP?

Yes. In the initial stages, it is proposed that the consultant will work closely with the HIP until it is established but as in all other tenant participation activities/groups, support will be provided by the TACI Team. Although such support should reduce over time, as with other activities.

Tenant experience

- ***How the real experience of tenants during a service contact could be gauged without any interaction with tenants themselves.***

Tenant confirmed that this was still their view.

Additional queries/points

- Don't see how the HIP will work. How can it reflect tenants views if they don't have direct interaction with tenants – not actually talking to tenants?

The HIP will receive real service requests that have been captured accurately – it is not a survey of tenant opinions but a reflection of a real tenant asking a real officer for a service. It is based on listening to tenants when they request a service.

Face to face contact is one consultation technique – listening is another. It doesn't involve contacting tenants separately or after the event – the information is captured there and then when they request a service. The technique proposed for the HIP is deliberately different to avoid duplication of other activities.

- What will they (HIP) do after listening to the telephone calls?

The HIP will not listen to telephone calls – see response one page one under *Duplication*. HIP members will pull together the key points being asked for by tenants to complete its report (handbook) – see example in appendix 2 of CHTG report in March. The facilitator will support the HIP in this work and help them tease out the important issues to tenants.

- 'Cherry picking' telephone calls to get result that the Council want. Tenants were concerned that it would be easy to manipulate the information provided to the HIP because the Council would provide the information through telephone calls etc. Tenants wanted reassurance that manipulation would not occur.
- Also concerns that 'new' tenants on the HIP would look to staff for support - could again manipulate tenants.

Mutual trust is vital for tenant participation to work. The common goal is improved services for all tenants and must be the focus of all activities.

The Council is keen to undertake exercises to improve the service and staff will be supportive of this. 'Cherry picking' good examples will not tell us where we need to improve and so will be a waste of time for everyone involved – tenants and staff alike. The HIP would also assist in supporting another objective in the LTPS, which is to mainstream tenant participation across

Caerphilly Homes by involving staff from different service areas.

In addition to trust in staff, trust also needs to be afforded to the new tenants on the HIP to query or question information as they see fit just in the same way as tenants on other groups.

- How will you gauge outcomes for tenants?

The HIP will use information from real service requests to understand what tenant outcomes are required at each stage of service delivery. An example could be that when a tenant makes a complaint, the evidence from the real complaint telephone call might show that the initial outcome requested by tenants is to be "kept informed throughout the process" – this is an outcome and will improve the service for all tenants. That is what the project is designed to do.

Informal Group

- ***How can HIP be considered an informal group when it required formal terms of reference and code of conduct?***

When asked tenants confirmed their definition of informal was:

- Pizza and participation/chips and chat
- Nothing would be recorded
- General chit chat – no chair
- Fun-days

Additional queries/points

- Need explanation of what council see as an informal group.

The HIP will work as a series of Task & Finish groups and its method of operation is appropriate to that. Its working activities will produce outcomes, which will be the in 'handbooks'. The working methods of the HIP have been designed to achieve what the HIP needs to be achieved. It doesn't need to have the same structures or working methods as the more formal groups. It will not need a formal chair because it is not necessary. It will record its work but it will not need formal minutes, ratified at each meeting because its role is to produce the 'handbook'.

- If someone starts off as a member of the HIP and then moves onto other groups would that be allowed (also what about being member of community group)?

No, the HIP members would always need to be independent of any other tenant participation activities. In the same way as tenants currently involved in existing groups would not be able to participate in the HIP, then the same would apply to HIP members if they wanted to join other groups.

Attendance at TIE and appropriate training courses will always be available to involved tenants.

With regard to Community groups, Caerphilly Homes does not see this as a conflict of interest in the same way. Community groups are not involved to the same degree as tenants on our formal working groups etc in shaping the policies, services of the housing service. Community groups/Tenants & Residents Associations etc are independent in their own right.

- Could a tenant leaving a group join the HIP?

Yes, providing they were not involved in any other tenant participation activities or groups within the Council.

- How will the HIP tenants be recruited?

Recruitment methods have yet to be finalised. Some considerations may include an advert, letter, information posted on our social media sites etc.

- Is the HIP long term or short term?

Tenant scrutiny is a long-term tenant participation strategy. All tenant participation activities are reviewed and the HIP will be no different to this.

- How easy would it be to join the HIP when established?

Providing that the tenant has no current involvement in any established groups and there is a vacancy on the HIP and the tenant(s) is willing to undertake necessary training, joining can be immediate.

Expense/Cost of Project

- ***Given commitment and investment made to CSIMs re: training and support – HIP seen as an unnecessary additional expense.***

Tenants confirmed this was still their view

Additional queries/points

- Tenant members requested a breakdown of the costs.

Estimated costs:	
• Recruitment	£5,000
• Training	£2,625
• Develop the framework/toolkit for service review	£2,250
• Review and evaluate pilot	£2,000
TOTAL	£11,875

- Queried why was a Consultant needed as the Council has experience in-house.

Yes, we do have certain skills in-house but this is a learning experience for us all and it was felt that the HIP and staff (at least in the initial stages) would benefit from an independent facilitator. Many landlords have used independent consultants extensively in scrutiny activities. If at a later date it is felt that facilitation can be undertaken in-house, then it will be considered.

Consultancy support will also retain a certain element of independence from routine operational activities. This support allows the tenants of the HIP to concentrate on their core activities of identifying what outcomes and experiences tenants can expect from each service and also demonstrates a genuine commitment to the HIP, wider body of tenants and staff that the scrutiny process is independent. It is felt that support from an independent consultant would be welcomed in the interim given the concerns that tenants raised that staff could manipulate the 'new' tenants on the HIP. However, there may always be the need for a 'critical' friend at key points in the process.

- Scrutiny only taking place in RSLs not LAs so concerns how would the HIP feed through (when there is no board?).

The work of the HIP will feed into our existing management and improvement framework, which includes the CHTG. Tenant scrutiny is a well-established engagement tool used by Housing Associations and Local Authorities. It's being undertaken because we believe it is an activity that will help us improve services and if Housing Associations can benefit from tenant scrutiny, then so can local authority tenants, regardless of the governance structure. The CHTG and P&R committees would be our equivalent reporting routes to that of various HA Committees.

- Need to be able to see an outcome that will benefit tenants (tenants felt the HIP was more beneficial for staff).

We believe that staff and tenants have the same goals/objectives, which is to improve the housing service. The HIP methodology has been proposed to assist us to deliver these goals. It is a technique to improve the effectiveness of tenant participation by learning from a wider group of tenants (in a specific service area), which is also another objective in our LTPS. Also see response under *Duplication* on page 1 & 2 and *Tenant Experience* on page 7 & 8.

Feedback

Tenants asked when they would have a response to their concerns.

Both activities have an overarching objective to support service improvement by identifying what tenants value		
	HIP	CSIMS
Purpose of Group (Role)	<ul style="list-style-type: none"> • To identify the reason for a service (its purpose) e.g.: Purpose of complaints service is to • To identify what tenants value from the service. Establish what they would expect to see at each point of delivery - the factors that are important to tenants e.g.: to be able to make a complaint via text, phone, e-mail etc. or “have my complaint impartially reviewed” • To identify the experience – how tenants expect to be treated when requesting a service, eg: aspects of customer service, politeness, being kept informed, professional, respectful etc. • Once put forward what tenants expect to receive (through the ‘handbook’), the group will move on to another service area. It will be the responsibility of Caerphilly Homes to decide if these are set down as ‘standards’ 	<ul style="list-style-type: none"> • To ‘test’ existing practices & standards • Monitoring performance against current statutory or local housing service standards • Assess whether services provided by Caerphilly Homes meet the current standards and suggest how services can be improved. • The group does not question what tenants expect to receive from a service. It does not go beyond the remit of the standard(s) they are testing. Tenant responses are confined to that standard. It records whether standards or measures have been met eg: “Were you given 10 days notice of works?” • Monitoring role is continuous.

	HIP	CSIMS
Output	<ul style="list-style-type: none"> • Produce a 'handbook' for the service area being scrutinised at that time – it will recommend what tenants expect to receive from a service. • Evidence based resource that will inform the service improvement activity of Caerphilly Homes • The output can be used by officers and other tenant groups that are involved in service improvement activities. • Help Caerphilly Homes to identify the relevant tenant measures so Caerphilly Homes can measure and understand how well we are doing in achieving the purpose, tenant values & tenant experience. • It will not measure performance. 	<ul style="list-style-type: none"> • Submit information gathered - surveys or other recorded information that measures the performance of existing activities and processes to the relevant service area e.g.: WHQS works. • Evidence based resource that will inform the service improvement activity of Caerphilly Homes • The output can be used by officers and other tenant groups that are involved in service improvement activities • Does not create measures. It measures performance and processes using agreed/existing standards and local PIs. • CSIMS could measure and analyse the performance based on proposed HIP tenant measures therefore complementing work of HIP

Role of tenant participation is to work with Caerphilly Homes to improve services. Both the HIP & CSIMS support service improvement but they employ different methodology and focus on different aspects of service planning (HIP) and monitoring delivery (CSIMS)		
	HIP	CSIMS
Outcomes	<ul style="list-style-type: none"> To identify what tenants value during a request for and when receiving a service. This information can be used to improve services 	<ul style="list-style-type: none"> Collating and recording performance and satisfaction (by measuring standards) after a service has been provided/delivered. This information can be used to improve services
Methodology	<ul style="list-style-type: none"> Listening to tenant's service demands & identifying what a service should do based on what tenants want through Customer journey mapping which is- information gathered through transcripts of telephone calls, e-mails or letters. Does not require contact to be made with tenant(s) separately as information is recorded as part of a service request. There will be no data protection issues Handbook format will record tenant outcomes & experience at each stage: <ul style="list-style-type: none"> Request- how tenant would like to contact a service Confirm – when we tell tenant what we will do Deliver – when we do what we said we would do After-service - support & feedback This is the methodology to be used in all tasks 	<ul style="list-style-type: none"> Currently, checking performance through completion of a survey form (either face- to -face or over telephone). Caerphilly Homes contact tenants to ask if CSIMS can visit or call & arrangements are made with tenant for CSIMS to complete survey. Other exercises listed for CSIMS which includes mystery shopping, do not identify the methodology to be used to gather information but the information gathered will still measure standards of performance and satisfaction
Reporting mechanisms	<ul style="list-style-type: none"> HIP 'handbook' will be submitted to Public Sector Management meetings. Any adopted recommendations will be referred to CHTG as information reports 	<ul style="list-style-type: none"> Currently reports to R&I Working Group New Terms of Reference identifies annual update on its work to be sent to CHTG
Membership	<ul style="list-style-type: none"> 5-15 members over a 2 year term 	<ul style="list-style-type: none"> No limit to numbers nor length of term on group

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CAERPHILLY HOMES TASK GROUP – 18TH SEPTEMBER 2014

SUBJECT: HOUSING REVENUE ACCOUNT OUTTURN REPORT 2013-14

REPORT BY: ACTING DIRECTOR OF CORPORATE SERVICES & SECTION 151 OFFICER

1. PURPOSE OF REPORT

- 1.1 To provide information to the Caerphilly Homes Task Group (CHTG) on the Housing Revenue Account (HRA) outturn for 2013/14.
- 1.2 CHTG will be aware of the distinction between the HRA, which is funded by rental income received from council tenants, and General Fund Housing and Private Housing, which fall under the General Fund and is funded via the Council taxpayer.
- 1.3 The Outturn of the Housing Capital Programme is included on the WHQS Monitoring Report which has been submitted separately to this Committee.

2. SUMMARY

- 2.1 The report shows the final outturn for the HRA within the Chief Executive Directorate, for the financial year 2013/14.

3. LINKS TO STRATEGY

- 3.1 The content of the report is in accordance with the budget strategy considered by the Council at its meeting of 27th February 2013. Cabinet approved the HRA estimates on the 5th February 2013.
- 3.2 Budget management itself is in accordance with the corporate theme of Delivering the Strategies.

4. THE REPORT

4.1 Introduction

- 4.1.1 The following paragraphs highlight the major budget variances.

4.2 HRA

- 4.2.1 The HRA outturn was a £8.5m under-spend, which represents just over 22% of the total HRA budget. A large proportion of this under-spend (£3.3m) was anticipated at the start of the financial year in relation to the Revenue Contribution to Capital (RCCO) budget linked to the WHQS programme, which will be explained further in the report.

4.3 Salaries & Mileage (£520k underspend)

4.3.1 Salaries within the HRA generated savings of some £597k, which represents around 6% of the total salary budget. There are a variety of reasons for this given the volume of staff, but the main causes are staff turnover £400k, and other savings such as long term sickness, opted out pension savings and vacant posts, offset by standby overtime which is a net £197k. This has been offset by an overspend of £77k for other salary related budgets such as mileage allowances and agency staff which is predominantly from the Housing Repairs Operations response service.

4.4 Income (£803k underspend)

4.4.1 An additional weeks rent was collected this year due to the week 53, that occurs every few years. Week 53 occurs because the year in question contains 52 weeks plus extra days. In rent terms this is an extra week's collection and is the reason more income was collected this year.

4.5 Service Specific Related and Office Related (£793k underspend)

4.5.1 Non pay related budgets (which include office running costs, one-off projects and tenant related expenditure) have spent £793k less than budgeted. There are numerous variances within this category but an example of some of the savings are, Utility Charges (£125k), Central Recharges and SLA's (£20k), IT systems and equipment (£188k), Tenants Projects (£85k), bad debt provision (£213k), Local Employment Fund (£30k), Tenancy Enforcement Projects (£38k), College fees and training (£45k), Energy Performance Certificates (£15k), and Area Office Maintenance (£12k).

4.5.2 At the start of the year a budget (£100k) was identified to supplement the discretionary housing payments (DHP's) that are allocated to this authority to support those tenants on housing benefit who may struggle due to the introduction of the bedroom tax. However the allocated DHP's for the authority was sufficient for those who were eligible and this budget was not required. However, as future DHP's are unknown and Universal Credit is on the horizon, the £100k has been earmarked for future use, to assist with any potential increase in demand.

4.5.3 A further £6k was also earmarked for an increase in CAB debt and money advice surgeries.

4.6 Building Maintenance (£400k under-spend)

4.6.1 The HRA is utilised to fund the maintenance of the public housing stock.

4.6.2 Response Repairs - In previous years this category would include the cost of response repairs which was charged via the Building Maintenance DLO. However, due to the merger of the DLO with the HRA, there is now an allocated budget for the Housing Repairs Operations (HRO) which also incorporates the cost of providing an internal stores service. These costs are now split over salaries and non-pay elements (as staff and materials are charged direct to the HRA) and are therefore shown elsewhere in this report. For information however, the HRO in total overspent by £395k in its first year of operating with a budget under the HRA. This represents just 6% of its total budget and can be attributed to additional repairs necessary during the inclement weather that occurred during November to February. There was also an increase of workload within the HRO in lieu of appointing external contractors within the Non-DLO budget that is held under the Revenue Projects budget (see below). This budget was transferred to the HRO manager as part of the merger and was therefore controlled more efficiently, with work being allocated in house where appropriate before seeking an external contractor.

4.6.3 Planned Maintenance – this was also an area within this category but no budgets were allocated this year due to the resources required for the WHQS programme. However, there were some planned works spent this year that were committed from the previous year but this

was fully funded from earmarked reserves. A residual balance of some £104k has been carried over into 2014/15 for some small unfinished planned programmes and funding for this has been identified

- 4.6.4 Revenue Projects (£200k under-spend) – this category mainly includes budgets that fall outside of the other budgets remits (i.e. not planned, cyclical or in house responsive). The under-spend mainly relates to the Non DLO budget which as mentioned in 4.6.2 above was not fully utilised due to the in-house response team having priority over some of the works allocated.
- 4.6.5 Planned Cyclical (£280k under-spend) – this relates to costs associated with our statutory servicing and maintenance obligations, e.g. heating, electrical, and legionella testing. Under-spends in this area relate to Alarm & Light Servicing (£123k), Gas & Solid Fuel Servicing (£96k), Legionella Testing (£34k) and Electrical Testing (£32k).
- 4.6.6 As part of the merger of the Building Maintenance DLO with the HRA, the WHQS holding account was set up to monitor the in house workforce costs that would be recharged to the WHQS capital programme. A budget of £7.7m was allocated along with an income recharge to the capital programme so that the HRA had a nil cost. The same principle applied to the WHQS management team responsible for delivery of the WHQS programme where £1.7m budget was allocated with an associated income recharge to capital.
- 4.6.7 The in house workforce for WHQS overspent its budget by some £440k (6%) and the WHQS delivery team costs were some £63k less than anticipated.

4.7. Revenue Contribution to Capital (£6m under-spend)

- 4.7.1 The HRA allowed for some £9.8m of revenue contributions towards the WHQS programme but the WHQS programme only required £6.5m at the commencement of the programme. The saving of £3.3m was earmarked for future WHQS works when the programme intensifies to include external works and external contactors.
- 4.7.2 During the year it became apparent that a high volume of work intended to be carried out had already been achieved in previous years (40% of the programme) and a further 5% of work was refused by tenants. Works from the following year was brought forward to address the underspend and maintain the in house workflow but as a result the WHQS programme did not require the full £6.5m of funding. Instead only £2.8m was required plus a further £1m for previous capital works committed from 2012/13. This resulted in an operational saving of £2.8m plus the £3.3m already identified for future works. The total under-spend of £6m will continue to fund the WHQS programme going forward.

4.8 HRA Working Balances

- 4.8.1 Working balances at the end of 2012/13 stands at £4.6m (unaudited). The 2013/14 under-spend for the HRA of £8.5m will therefore increase this to £13.1m. The majority of this funding is earmarked to fund the WHQS programme.

5. EQUALITIES IMPLICATIONS

- 5.1 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.

6. FINANCIAL IMPLICATIONS

- 6.1 This report deals with the financial implications.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel implications.

8. CONSULTATION

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

9. RECOMMENDATIONS

9.1 CHTG are requested to note the contents of this report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To inform CHTG of the financial position of the Housing Revenue Account.

11. STATUTORY POWER

11.1 Housing Act & Local Government Act

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Phil Davy – Head of WHQS Programme
Stephen Harris – Acting Head of Corporate Finance
Cllr G. Jones – Deputy Leader and Cabinet Member for Housing
Anna Lewis – Chair of Caerphilly Homes Task Group
Cllr D. Price – Vice Chair of Caerphilly Homes Task Group

Background Papers:
HRA closing file 2013/14, Housing Finance, Cherry Tree House



CAERPHILLY HOMES TASK GROUP – 18TH SEPTEMBER 2014

SUBJECT: COMPLAINTS AND REPRESENTATIONS – CAERPHILLY HOMES

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To provide information on contacts in relation to complaints and representations received by the Authority's Housing Customer Services Section from 1st April 2013 to 31st March 2014.

2. SUMMARY

- 2.1 The monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern to improve services and monitor performance and ensure that similar problems are avoided in the future. This year has seen a change in the complaints procedure with more emphasis on learning from complaints. There have been examples of complaints which have led to changes in policies and procedures and these are explained in the report.

3. LINKS TO STRATEGY

- 3.1 Corporately, Complaints and Representations will link to the Council's Strategic Equality Objectives 3 and 4, and also to themes in "Caerphilly Delivers", the Local Service Board single integrated plan.

4. THE REPORT

- 4.1 The annual report is based on information collected during the financial year 1st April 2013 to 31st March 2014. In April 2013 the Council implemented a new two stage corporate complaints policy for complainants to follow. If the complainant is dissatisfied with the outcome of their complaint it can be progressed to the Public Services Ombudsman for Wales. This policy was based on guidance issued by the Public Services Ombudsman for Wales and replaced the previous 3 stage policy.

4.2 Overall Numbers

In addition to recording Stage 1, Stage 2 and Ombudsman complaints, Caerphilly Homes Customer Services Section also records any service requests received directly by the Customer Services Section and any housing related correspondence received by the Chief Executive. Between 1st April 2013 and 31st March 2014 the Customer Services Section of Caerphilly Homes recorded a total of 437 contacts from the public and/or their representative. This is in comparison with 520 between 1st April 2012 and 31st March 2013.

4.3 The number of contacts received via an advocate was 148. Examples of the type of advocates used include MP, AM, Councillors, other tenants and family members.

4.4 Praise and Thanks

Records are also kept of any praise or thanks received by Caerphilly Homes. In 2013/14 there were 43 recorded. This is in comparison with 27 for 2012/13. These covered a number of service areas, as detailed below, with noticeable increases for rents, response, repairs and WHQS:-

<u>Praise or Thanks</u>		
Type of Contact	2012/13	2013/14
Rents	8	15
Allocation	3	0
Leaseholder Services	5	0
Housing Management	3	1
Responsive Repairs	4	13
Tenancy Enforcement	1	1
Tenant Participation	1	1
Sheltered Housing	1	4
WHQS	1	7

4.5 Stage 1 and Stage 2 Complaints

4.5.1 Stage 1 of the complaints procedure offers the opportunity for the complaint to be resolved at the point of service delivery. These complaints are referred to the appropriate manager for any necessary action and response. If the complainant is not satisfied with the outcome at Stage 1 they are advised how the complaint can be progressed to Stage 2. Alternatively, complainants can request their complaint is escalated straight to a Stage 2 investigation. In addition, where an appeals procedure is in place, this must be exhausted before progressing to a Stage 2 complaint. Stage 2 complaints are investigated by the Customer Services Section on behalf of the Head of Service.

4.5.2 During 2013/14 there was a total of 81 Stage 1 complaints and 28 Stage 2 complaints, recorded for Caerphilly Homes. Of the 28 Stage 2 complaints 13 had progressed from a Stage 1.

4.5.3 As detailed in the table below the majority of Stage 1 complaints related to response repairs. Only 1 of these cases was not resolved to the complainant's satisfaction and progressed to a Stage 2. An analysis of the Stage 1 response repair complaints shows that they were in relation to a variety of aspects of the service including quality of service provision, quality of workmanship, timescale involved in completing repairs, attitude of contractor and failure to keep appointments. However, to put these figures into perspective it should be noted that Housing Repair Operations completed 36,994 response repairs during the period 1st April 2013 to 31st March 2014.

4.5.4 The Stage 1 complaints recorded for WHQS (internal works) related in general to the quality of service provision, refusal to fit new kitchens and the size of the baths being fitted. The majority of these cases were resolved at Stage 1 and only 4 of these complaints progressed to Stage 2. Again, to put these complaints into perspective it should be noted that over 800 properties underwent improvements under WHQS during this period.

4.5.5 The 11 Housing Management Stage 1 complaints related to a number of issues such as landlord consent, gardens, housing land and successions.

Function Area	Stage 1	Stage 2	Progressed
Response Repairs	23	2	1
WHQS (Internal)	16	4	4
Housing Management	11	13	4
Allocations	6	3	1
Leaseholders	7	1	0
Grants	3	1	0
Planned Maintenance	3	1	1
Anti Social Behaviour	2	0	0
Heating	2	1	0
Sheltered Housing	2	1	1
WHQS (External)	2	0	0
Adaptations	1	0	0
Enforcement Action	1	1	1
Homelessness	1	0	0
Rents	1	0	0
Total	81	28	13

4.5.6 The majority of Stage 2 complaints related to the Housing Management function. These included issues involving gardens/trees, recharges, kitchen layout, succession, refusal to grant landlord's consent and housing land.

4.5.7 The 4 WHQS (internal) Stage 2 complaints all related to requests for new kitchens to be installed, which had previously been refused on the basis the current kitchen met the WHQS.

4.5.8 Of the three Stage 2 complaints recorded against Allocations, two related to the length of time applicants had been on the Council's Housing Waiting list and the remaining case related to the type of property allocated to an elderly couple.

4.6 Outcome of Stage 1 and Stage 2 Complaints (Feb to March 2014)

4.6.1 As of 1st February 2014 it is a requirement that the outcome of Stage 1 and Stage 2 complaints must be recorded as not upheld, partially upheld or upheld. The table below shows the outcomes recorded for the 17 Stage 1 complaints and 3 Stage 2 complaints recorded between 1st February 2014 and 31st March 2014.

Function Area	Not Upheld	Partially Upheld	Upheld
Stage 1			
Response Repairs	4	1	1
WHQS (Internal)	0	0	7
Anti Social Behaviour	1	0	0
Sheltered Housing	1	0	0
Grants	0	1	0
Stage 2			
Response Repairs	1	0	0
Grants	0	1	0
Housing Management	1	0	0

- 4.6.2 There were seven WHQS (internal) Stage 1 complaints upheld. Five of these related to the installation of new kitchens, which resulted in new kitchens being fitted. One related to the size of the bath that had been fitted which resulted in the bath being changed. The remaining case was in relation to the way operatives parked their vehicles while carrying out WHQS works, which resulted in operatives being reminded to park legally and safely. The response repair Stage 1 complaint upheld was in relation to a chimney repair which resulted in an apology for an administrative error.
- 4.6.3 The Stage 1 response repair partially upheld was in relation to the replacement of windows, which resulted in some windows being renewed. The partially upheld stage one complaint for grants related to corrective works required by the contractor who returned to carry out some remedial works.
- 4.6.4 There were no Stage 2 complaints upheld during this time. The Stage 2 complaint partially upheld related to the standard of works undertaken through a disabled facility grant. Some remedial works were carried out and an apology given for any inconvenience caused, however, this case has now been referred to the Ombudsman and the outcome will be reported in next year's annual report.

4.7 Ombudsman Complaints

- 4.7.1 There were five cases referred to the Ombudsman during 2013/14. This is in comparison with seven during 2012/13. In four of these cases the Ombudsman decided not to investigate. The remaining case is currently being investigated by the Ombudsman and the outcome will be reported in next year's report. The case is in relation to the length of time an applicant has been on the waiting list without receiving an offer of accommodation.

4.8 Response Target Times

- 4.8.1 The Customer Service Section monitors the performance in responding to all contacts recorded by the section, within the corporate timescales. In 2013/14, 88% of complaints and representations were responded to within the agreed timescales compared with 90% in 2012/13. An analysis of the figures shows the reduction is due to the introduction of the new corporate complaints system, with shorter response deadlines for both Stage 1 and Stage 2 complaints. Stage 1 complaints have a response target of 10 working days and Stage 2 complaints have a response target of 20 working days, compared with the previous timescale of 28 working days. Officers are now more aware of the new timescales involved and it is hoped this percentage will increase next year.

4.9 Learning from Complaints

- 4.9.1 Complaints are used as a means of analysing the service provided by Caerphilly Homes and highlighting any areas for improvement or any necessary changes in existing policies and procedures. During 2013/14 the following changes were made:
- 4.9.2 One of the Housing Management complaints resulted in an amendment to one of the standard letters within the Recharge procedure. A further Housing Management case resulted in a review of the standard letters within the succession procedure.
- 4.9.3 In relation to WHQS works, some of the changes to date include tenants being provided with an Improvement Guide booklet, at the start of the process, which details the extent of the works to be carried out and exactly what tenants can expect to experience. In addition, when the works are completed a visit is carried out by the Tenant Liaison Officer to undertake a final "sign off" of the works to ensure there are no outstanding issues. Tenants are also now provided with an "aftercare" booklet providing useful tips including how to look after their new kitchen and bathroom.

5. EQUALITIES IMPLICATIONS

- 5.1 Any complaints received by Caerphilly Homes that contain alleged discriminatory aspects to them are dealt with jointly by Caerphilly Homes and the Equalities and Welsh Language Team to ensure that the allegations are investigated thoroughly and appropriately in line with both the complaints process and the requirements of the Strategic Equality Plan and Welsh Language Scheme.

6. FINANCIAL IMPLICATIONS

- 6.1 None.

7. PERSONNEL IMPLICATIONS

- 7.1 None.

8. CONSULTATIONS

- 8.1 Consultation responses have been considered within this report.

9. RECOMMENDATIONS

- 9.1 This report is for information purposes only.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 The monitoring of complaints forms part of the process to monitor performance and continuous improvement for Caerphilly Homes.

11. STATUTORY POWER

- 11.1 Local Government and Housing Acts.

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CAERPHILLY HOMES TASK GROUP – 18TH SEPTEMBER 2014

SUBJECT: OLDER PERSONS HOUSING – PROGRESS REPORT

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To update on the progress made by the Older Persons Housing Team through the implementation of the new service model. This report highlights the positive changes made in relation to the development of this service area.

2. SUMMARY

- 2.1 The options report presented to the Caerphilly Homes Task Group in September 2013 identified a new model of service delivery to ensure that older persons' needs are met through tenure neutral, needs assessed services.
- 2.2 Significant changes have been made to the former sheltered housing service to encompass the housing related support needs of older people across the stock within Caerphilly Homes.

3. LINKS TO STRATEGY

- 3.1 This report continues from the report of 5th September 2013 and meets the aims of local, regional and national strategy to enable older people to live well and independently for as long as possible.
- 3.2 The documents, plans and strategies that drive the strategic direction for the new service and/or which supports the aims of the new service delivery are:-
- Single Integrated Plan
 - The National Housing Strategy
 - The Local Housing Strategy
 - Health, Social Care and Wellbeing Strategy
 - Corporate Improvement Plan
 - Strategic Equality Plan – Objectives 3,4 and 5
 - Welsh Housing Strategy – April 2010
 - The Older Persons Strategy
 - Supporting People Programme Grant Guidance – July 2012
 - Supporting People Caerphilly – Planning for the future, 2013- 2015
 - In One Place – Aneurin Bevan Health Board/Five Local Authorities, 2013

4. THE REPORT

4.1 Background

- 4.1.1 The Sheltered Housing Review-Final Update reported to the Caerphilly Homes Task Group on the 5th September 2013 provides the background to this progress report. The report covered a number of areas in which progress was being made following a strategic review of the service area.
- 4.1.2 All changes made within older persons' accommodation included consultations with tenants and other affected stakeholders. Where personnel implications have been identified staff have worked closely with personnel and the trade unions to ensure changes have been implemented as agreed at the time.
- 4.1.3 A new service delivery model was identified to ensure that older people, regardless of where they lived had the opportunity to receive housing related support should they need it. In sheltered this is in the form of the cluster model, and for other accommodation with Caerphilly Homes the service is provided through Floating Support. This new type of service delivery ensures older people get the support they need, when they need it but also enables independence and community cohesion.

4.2 Sheltered Housing

- 4.2.1 Following the independent consultants report and full consultation with tenants and stakeholders, option 4 – a cluster service delivery model was agreed and implemented. There are currently six clusters, and staff members working within a cluster are required to support each other to ensure all schemes have a visit from an officer every day, Monday to Friday. Staff have met the challenges head on and are adapting to the new ways of working. Staff were consulted, and it was agreed to change their job title from Warden to Sheltered Housing Officer, they are line managed by Sheltered Housing Team Leaders, formerly Sheltered Housing Officers. Appendix 1 shows the new cluster arrangements.
- 4.2.3 All staff are responsible for ensuring that cover arrangements are in place before taking leave. There appears to be less short-term sickness in the clusters as a result of this. The new cluster model has proved very successful and there has been 100% cover since its introduction.
- 4.2.4 Housing related support is offered to tenants through the banding system and all tenants will receive support at the level that is needed. Sheltered Housing Officers are able to make a judgement in discussion with the tenant if more or less assistance is required. Appendix 2 explains the banding system.
- 4.2.5 Throughout May and June 2014 'Meet and Greet' sessions were organised in all schemes, including the Extra Care scheme. These gave tenants the opportunity to meet all staff working in their area and to understand the direction of travel for the new service. Out of the meetings it was identified that further engagement was needed with tenants and monthly meetings have been set up. This gives tenants the opportunity to express their views on the area in which they live and work together to identify any areas that improvements are needed or would make life better. Initial feedback from the tenants meetings has been positive. Sheltered Housing Officers have been able to make progress on some outstanding issues that they were not party to before the introduction of the meetings. Tenants have reported that they feel that the meetings are really useful and that their voices are heard.
- 4.2.6 An Activities Coordinator will commence work in the Older Persons Team in the Autumn of 2014 and will work with Sheltered Housing Officers to introduce a range of activities and events that will enable people with different interests to engage in their community. This could be through things that are happening in communal areas or in the wider community. The Activities Co-ordinator will also be working closely with the Floating Support Team to encourage people in designated Older Persons Accommodation and general needs housing

to join activities in sheltered schemes and in the wider community. In addition, the Activities Coordinator will be working with other key partners to develop services across the borough that older people can participate in.

- 4.2.7 As part of the review it was identified that the cleaning methods needed reviewing. In conjunction with Cleaning Services a rota was agreed within current costs to clean all sheltered schemes across the borough. The new service was fully implemented by the end of April 2014 and there has been no adverse reaction to the new delivery of this service to date. The service will continually be reviewed to ensure that high standards of cleanliness are maintained in all communal areas.

4.3 Sheltered Housing Utilities Charges

- 4.3.1 As part of the sheltered housing review process, a report on gas and electricity charges was submitted to Caerphilly Homes Task Group on 4th April 2014 recommending that:

- In schemes where tenants have their own gas and electricity meters installed that they should pay their own bills directly to the gas and electricity utility providers.
- In schemes where one gas and electricity meter supplies the whole scheme, that the actual usage for each scheme be charged retrospectively based on the previous year's charge.
- All tenants should continue to contribute towards the cost of electricity and gas consumption in communal areas within their service charge

- 4.3.2 A similar report was submitted on water charges recommending that:

- In schemes with single meters, the actual usage be charges retrospectively based on the previous year's charge
- In all other schemes tenant would be responsible for the payment of water rates based on the rateable value of their properties

- 4.3.3 Tenants were fully consulted on these changes and with support from the Sheltered Housing Team and the Rents Section's Tenancy Support Officers, a smooth transition to the new arrangements were achieved and are working well. The Housing Revenue Account is no longer cross subsidising these costs.

- 4.3.4 In the Meet and Greet sessions, tenants reported that they were satisfied with the new arrangements. It was reported in a meeting that tenants had seen a reduction in their costs as a result of the changes.

4.4 Floating Support

- 4.4.1 Two Floating Support Officers were appointed to their roles in March 2014 and immediately started to prepare for the changes to the Older Persons Service. A third Floating Support Officer was appointed in June 2014. All tenants of the four declassified former sheltered housing schemes have received an opportunity for an assessment and further provision of individualised housing related support. Tenants that have taken up this opportunity where support has been identified have reported better outcomes. This includes reducing social isolation, being supported to maintain their tenancies, access to other agencies for assistance with aids, adaptations and financial assistance.
- 4.4.2 The Floating Support Officers are currently undertaking the initial needs assessment in all sheltered schemes. This was identified as good practice to ensure that tenants are assessed on an impartial, consistent basis. On-going housing related support needs would then be met by the Sheltered Housing Officer.
- 4.4.3 On completion of the Sheltered Schemes, Floating Support Officers will turn their attention to older persons designated accommodation and identify individuals to support on a regular basis as their needs dictate.

- 4.4.4 As with Sheltered, outcomes for older persons will be recorded through the assessment and support process to report to Supporting People the positive difference the housing related support is making to people's lives. This is a requirement to ensure the funding for the Floating Support Team continues to be provided.
- 4.4.5 Between 1st April and 17th July 2014, the Floating Support Officers completed assessments in the four former sheltered housing schemes in Caerphilly and in 28 sheltered housing schemes throughout the borough. They will have completed all remaining sheltered housing scheme assessments by early August 2014.
- 4.4.6 In April 2014, the assessment banding for support was set at bronze level as a default for all tenants in sheltered housing schemes and the four former sheltered housing schemes. This was pending the Floating Support Officers visits when some assessments were upgraded to the higher levels of silver and gold. As at 17.07.14, the outcomes of the support assessments are as follows:-

Band	Floating Support (4 x former sheltered housing schemes)	Floating Support Provision %	Sheltered Housing – Housing Related Support	Housing Related Support %	Percentage of overall total
Default			205 (awaiting assessment)	21.32%	205 (18.72%)
Bronze	118	88.72%	516	53.64%	634 (57.90%)
Silver	15	11.28%	186	19.33%	201 (18.36%)
Gold	0	0%	24	2.49%	24 (2.19%)
Void	0	0%	31	3.22%	31 (2.83%)
Total	133	100%	100%	100%	100%

4.5 Designated Older Persons Accommodation

- 4.5.1 Designated older persons accommodation is described as housing for older people that is not sheltered; declassified sheltered or extra care. Everyone within designated older persons' accommodation has received information in relation to the removal of the hardwired alarm systems. The full decommissioning of all properties will be completed by the end of 2014. The new delivery of emergency lifelines, accessed through social services, will now be targeted at people who need it.
- 4.5.2 All older persons in this accommodation and older people in general needs housing will be offered a Floating Support Service. In addition, Area/Neighbourhood Housing are going to introduce an annual visit to older persons' accommodation to ensure the voice of the older person is heard. We are also working with Customer First to investigate the use of the mobile communications unit to further enhance our links to older people.
- 4.5.3 The Activities Coordinator will work with the Floating Support Team to identify the options for assisting older persons affected by, for example, the effects of bereavement, social isolation or depression.

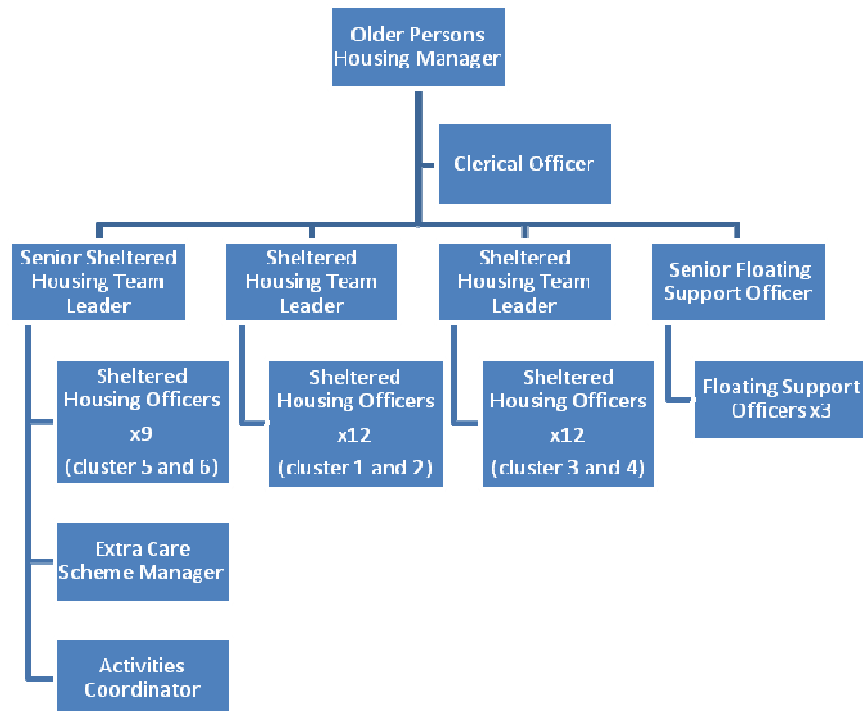
4.6 Declassified Sheltered Housing

- 4.6.1 Four Sheltered Schemes in Caerphilly (Denscombe, Waunfach, Nantddu and Grange Close) have been de-classified as part of the review process as these schemes have no communal facilities. The hardwired alarm systems in these schemes are being maintained and tenants in receipt of concessionary television licences prior to 1st April will continue to have preserved rights. Every person within these schemes has been offered a needs assessment by the Floating Support Team and initial feedback has been extremely promising. One tenant reported feeling more engaged with now more than at other times and was extremely grateful for the assistance the Floating Support Officer was able to give through a silver service.

Another tenant reported great satisfaction in the service because as a new person to the area the Floating Support Officer helped her to join a new group and make a new friend.

4.7 Staffing Structure

4.7.1 An Older Persons Housing Manager was recruited in March 2014 to provide the strategic and operation management of all older persons services including sheltered, floating support, extra care and alarm services. The appointment was shortly followed by the Senior Sheltered Housing Team Leader who has responsibility for the day-to-day management of the alarm service, the extra care scheme and part of the sheltered housing service.



4.7.2 The Activities Coordinator post has been offered and the start date is awaited.

4.7.3 The Senior Floating Support Officer is likely to be in post by the end of October 2014.

4.8 Other issues raised as part of the consultation process

4.8.1 Concessionary Television Licences

Tenants have been advised that most sheltered housing schemes may no longer be eligible for concessionary television licences. However, those tenants who were living in the schemes prior to the changes introduced from 1st April 2014, have been informed that they have preserved rights unless they move from their current property. Once they reach the age of 75 years, they will be entitled to a free licence.

4.8.2 Handyman Services

This proposal has been developed and approved. The older persons working group were very pleased with the proposed service to assist older people with small works, such as fitting curtain rails. Plans are now being put in place for the implementation of the service.

4.8.3 Improvements

Issues around safety and security, scooter storage and car parking arose through the consultation process. These issues will be aligned to WHQS works on a scheme-by-scheme basis. However, a draft mobility scooter policy is been prepared and will be issued for consultation once complete.

4.8.4 Following concerns about access for wheelchair users, a decision was taken to carry out improvements at Pleasant Place Sheltered Housing Scheme including works that would meet

the RNIB 'Visually better' standards.. These works have recently been completed as a pilot project and similar works may be undertaken in other schemes when improvements are carried out. Such improvements will be aligned, where appropriate, with WHQS works. RNIB carried out an informal audit of the scheme on 18th July 2014 and were satisfied that the Council had met all their requirements. The communal facilities will re-open at this scheme on 28th July 2014 with an official re-opening for the tenants scheduled in August 2014. There will be an opportunity for the Older Persons Working Group members to visit this scheme in September 2014 and to meet with tenants to share their views on the improvements carried out.

4.9 Partnership Arrangements

- 4.9.1 The work of In One Place, the Aneurin Bevan Health Board special purpose vehicle to allow further collaboration between health, social service and housing has provided an environment for Housing to undertake closer working with these service areas.
- 4.9.2 Housing will continue to explore potential opportunities to work with Health and Social Care to identify whether any older persons stock can be used more effectively to help deal with the integration agenda and any progress will be subject to a separate report.

5. EQUALITIES IMPLICATIONS

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

6. FINANCIAL IMPLICATIONS

- 6.1 The full year costs of the new service have yet to be realised. There could continue to be deficit on the basis of the current service charge model (as reported in the September 2013 report). There is a commitment to investigating these figures further in line with the Government paper on transparent service charging.

7. PERSONNEL IMPLICATIONS

- 7.1 Since the September 2013 report, recruitment into the new team has included a Housing Manager – Older Persons Services, a Senior Sheltered Housing Team Leader, three Floating Support Officers and a Clerical Officer.
- 7.2 An offer of employment has been made for the Activities Co-ordinator post and the recruitment process for the Senior Floating Support Officer is underway.
- 7.3 The situation with staffing levels in the cluster arrangements remains under review as the new model and ways of working beds in.

8. CONSULTATIONS

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

9. RECOMMENDATIONS

- 9.1 To note the positive progress made to date in the development of Older Persons Services within Caerphilly Homes following the robust and comprehensive review of the service area.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure the Caerphilly Homes Task Group is satisfied with the progress made by Caerphilly Homes in implementing the outcome of the review of Sheltered Housing.
- 10.2 To provide a fair, consistent and improved service to older persons within sheltered and other housing across Caerphilly Homes.

11. STATUTORY POWER

- 11.1 Housing Acts and Local Government Acts.

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Cllr. D. Price – Vice Chair of Caerphilly Homes Task Group
Phil Davy – Head of Programmes WHQS
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Graham North – Public Sector Housing Manager
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Gail Taylor – Tenant Participation Officer
Malcolm Topping – Supporting People Manager
Gareth Hardacre - Head of People Management and Development
Lesley Allen - Group Accountant (Housing)
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Background Papers:

Sheltered Housing Review – Final Update, Caerphilly Homes Task Group – 5th September 2013

Appendices:

Appendix 1: Cluster Arrangements
Appendix 2: Banding information for Sheltered Housing
Appendix 3: Banding information for Floating Support

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SHELTERED HOUSING CLUSTER GROUP ARRANGEMENTS

CLUSTER GROUP 1	POST CODE	SHO NAME	AM/PM	TELEPHONE NUMBER	TEAM LEADER
Ty Isaf	NP11 6NB	Douglas Bloor	AM	01633 613995	Christine Francis
Castle Court	NP11 7DY	Douglas Bloor	PM	01495 271273	Christine Francis
Waunfawr House	NP11 7AN	Lesley Godfrey	PM	01495 270994	Christine Francis
Hafod-y-Bryn	NP11 6QR	Lesley Godfrey	AM	01663 612796	Christine Francis
Britannia Court	NP11 6BL	Paula Davies	PM	01663 613320	Christine Francis
St Marys Court	NP11 4HB	Paula Davies	AM	01663 612121	Christine Francis
CLUSTER GROUP 2	POST CODE	SHO NAME	AM/PM	TELEPHONE NUMBER	TEAM LEADER
Gwyddon Court	NP11 5GW	Steven Jarrett	AM	01495 248700	Christine Francis
Maesteg	NP11 4HH	Steven Jarrett	PM	01495 254939	Christine Francis
St Peters Close	NP11 5GF	Jane Verlander	PM	01495 243969	Christine Francis
Highfield Court	NP11 4GS	Jane Verlander	AM	01495 248008	Christine Francis
Ty Melin	NP11 3BX	Sandra Baker	PM	01495 247454	Christine Francis
Horeb Court	NP11 3HZ	Sandra Baker	AM	01495 214498	Christine Francis
CLUSTER GROUP 3	POST CODE	SHO NAME	AM/PM	TELEPHONE NUMBER	TEAM LEADER
Grove 1	CF83 8DH	Jeanette Rowe	AM	02920 851794	Alyson Colman
Grove 2	CF83 8DH	Jeanette Rowe	PM	02920 851366	Alyson Colman
The Willows	CF83 8BB	Caroline Williams	AM	02920 851933	Alyson Colman
Greenacres	CF83 8HG	Caroline Williams	PM	02920 851556	Alyson Colman
Pleasant Place	CF83 2NX	Bethan Hallett	AM	02920 851315	Alyson Colman
Glynderw	CF83 3EZ	Bethan Hallett	PM	02920 851217	Alyson Colman
CLUSTER GROUP 4	POST CODE	SHO NAME	AM/PM	TELEPHONE NUMBER	TEAM LEADER
Ty Mynyddiswyl	NP12 2JE	Pat Rowlands	AM	01495 229404	Alyson Colman
Ynyswen	NP12 2GW	Pat Rowlands	PM	01495 223044	Alyson Colman
Alexandra Court	NP11 7JF	Glynis Waite	PM	01495 201494	Alyson Colman
Woodland View	NP11 7QE	Glynis Waite	AM	01495 270263	Alyson Colman
Ty Bedwellty	NP12 3JJ	Mair Jones	AM	01443 835889	Alyson Colman
Bryn Road	NP12 1WN	Mair Jones	PM	01495 225950	Alyson Colman

CLUSTER GROUP 5	POST CODE	SHO NAME	AM/PM	TELEPHONE NUMBER	TEAM LEADER
St Clares	NP22 5JH	Susan Lerwill	AM	01685 841182	Ben Ollier
Prospect Place	NP22 5AB	Susan Lerwill	PM	01685 841818	Ben Ollier
Glynsyfi	NP24 6DE	Wayne Vowles	PM	01443 875079	Ben Ollier
Ysgwyddgwyn	CF81 9HY	Wayne Vowles	AM	01443 875051	Ben Ollier
CLUSTER GROUP 6	POST CODE	SHO NAME	AM/PM	TELEPHONE NUMBER	TEAM LEADER
St Gwladys Court	CF81 8UG	Cheryl Jones	PM	01443 875757	Ben Ollier
Y Glyn	CF82 7PY	Cheryl Jones	AM	01443 813708	Ben Ollier
Oaklands	CF81 8QE	Joanne Winston	AM	01443 875971	Ben Ollier
Waurhydd	CF82 8HY	June Williams	AM	01443 875096	Ben Ollier
Heol Islwyn	CF46 6HG	June Williams	PM	01443 450066	Ben Ollier

HOUSING RELATED SUPPORT IN SHELTERED HOUSING



Housing Related Support for Sheltered Housing Tenants

As a tenant living in one of our sheltered housing schemes your support needs will be assessed and you will be placed in one of three bands – Bronze, Silver or Gold.

We provide a Housing Related Support Service that aims to work with you as a tenant over time to enable you to:

- Maintain your independence
- Enjoy a fulfilled life in your own home
- Feel secure in the knowledge that emergency help can be summoned 365 days per year whenever required.

There is a weekly charge for housing related support as follows:

Bronze Band Assessment (Standard level charged)	£4.60 per week
Silver Band Assessment (Bronze Band plus some additional services)	£7.00 per week
Gold Band Assessment (Bronze and Silver Band plus some additional services)	£10.50 per week

If you are a tenant receiving Housing Benefit you will not have to pay for this service. You are automatically entitled to Supporting People Funding, which will cover your full support costs.

HOUSING RELATED SUPPORT FOR SHELTERED HOUSING TENANTS

BRONZE BAND SERVICE		£4.60 per week
	Help in an emergency through the community alarm service 365 days a year	
	A personal six monthly review and well-being check	
	Access to a dedicated Activities Coordinator who can support you in arranging activities or taking part in social events in your scheme and in the wider community	
	General housing information and support advice alongside signposting to other appropriate services	
	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)	
	Fortnightly pull cord and pendant checks in your home	
	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required	
	Service upgrade to silver or gold upon request subject to a review of your support needs	

HOUSING RELATED SUPPORT FOR SHELTERED HOUSING TENANTS

SILVER BAND SERVICE	£7.00 per week
	Help in an emergency through the community alarm service 365 days a year
	A personal six monthly review and well-being check
	Access to a dedicated Activities Coordinator who can support you in arranging activities or taking part in social events in your scheme and in the wider community
	General housing information and support advice alongside signposting to other appropriate services
	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)
	Fortnightly pull cord and pendant checks in your home
	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required
	Service upgrade to silver or gold upon request subject to a review of your support needs
	A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need
	One face-to-face visit per week from your Sheltered Housing Officer who will work with you to achieve positive outcomes in meeting your identified support needs
	Up to 2 intercom calls a week from your Sheltered Housing Officer to maintain or to increase your independence
	Crisis intervention to avoid, if possible, the need for you to receive higher levels of support on a longer term basis
	Support Service upgrade to Gold upon request and subject to a review of your support needs

HOUSING RELATED SUPPORT FOR SHELTERED HOUSING TENANTS

GOLD BAND SERVICE	£10.50 per week
	Help in an emergency through the community alarm service 365 days a year
	A personal six monthly review and well-being check
	Access to a dedicated Activities Coordinator who can support you in arranging activities or taking part in social events in your scheme and in the wider community
	General housing information and support advice alongside signposting to other appropriate services
	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)
	Fortnightly pull cord and pendant checks in your home
	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required
	A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need
	Up to 5 visits / intercom calls per week from your Sheltered Housing Officer who will work with you to ensure positive outcomes to your identified support needs. This level of support is aimed at helping you to maintain and regain independence to remain in your own home and, if practicable, a move back to a lower band
	Liaison with other agencies on your behalf, where appropriate, and to arrange joint planning meetings to ensure all of your needs are met
	Crisis intervention to avoid, if possible, the need for higher levels of support on a longer term basis

FLOATING SUPPORT FOR OLDER PERSONS LIVING IN GROUP SCHEMES WITH HARDWIRED ALARM SYSTEMS



Floating Support for Older Persons living in Group Schemes with Hardwired Alarm Systems

As a tenant living in one of our group schemes with hardwired alarm systems, your support needs will be assessed and you will be placed in one of three bands – Bronze, Silver or Gold.

We provide a Floating Support Service that aims to work with you as a tenant over time to enable you to:

- Maintain your independence
- Enjoy a fulfilled life in your own home
- Feel secure in the knowledge that emergency help can be summoned 365 days per year whenever required.

There is a weekly charge for floating support as follows:-

Bronze Band Assessment (Standard level charged)	£4.60 per week
Silver Band Assessment (Bronze Band plus some additional services)	£7.00 per week
Gold Band Assessment (Bronze and Silver Band plus some additional services)	£10.50 per week

If you are a tenant receiving Housing Benefit you will not have to pay for this service. You are automatically entitled to Supporting People Funding, which will cover your full support costs.

FLOATING SUPPORT FOR OLDER PERSONS IN GROUP SCHEMES WITH HARDWIRED ALARM SYSTEMS

BRONZE BAND SERVICE		£4.60 per week
•	Help in an emergency through the community alarm service 365 days a year	
•	A personal six monthly review and well-being check	
•	Access to a dedicated Activities Coordinator who can support you in taking part in social events in sheltered housing schemes and in the wider community	
•	General housing information and support advice alongside signposting to other appropriate services	
•	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)	
•	Service upgrade to silver or gold upon request subject to a review of your support needs	

FLOATING SUPPORT FOR OLDER PERSONS IN GROUP SCHEMES WITH HARDWIRED ALARM SYSTEMS

SILVER BAND SERVICE		£7.00 per week
•	Help in an emergency through the community alarm service 365 days a year	
•	A personal six monthly review and well-being check	
•	Access to a dedicated Activities Coordinator who can support you in taking part in social events in sheltered housing schemes and in the wider community	
•	General housing information and support advice alongside signposting to other appropriate services	
•	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)	
•	Service upgrade to silver or gold upon request subject to a review of your support needs	
•	A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need	
•	One face-to-face visit per week from your Floating Support Officer who will work with you to achieve positive outcomes in meeting your identified support needs	
•	Crisis intervention to avoid, if possible, the need for you to receive higher levels of support on a longer term basis	
•	Support Service upgrade to Gold upon request and subject to a review of your support needs	

FLOATING SUPPORT FOR OLDER PERSONS IN GROUP SCHEMES WITH HARDWIRED ALARM SYSTEMS

GOLD BAND SERVICE		£10.50 per week
•	Help in an emergency through the community alarm service 365 days a year	
•	A personal six monthly review and well-being check	
•	Access to a dedicated Activities Coordinator who can support you in taking part in social events in sheltered housing schemes and in the wider community	
•	General housing information and support advice alongside signposting to other appropriate services	
•	Short-term support and assistance when you are ill or following your discharge from hospital (4 – 6 weeks)	
•	Fortnightly pull cord and pendant checks in your home	
•	The presence of a Sheltered Housing Officer on site (a.m. or p.m.) to provide general support, if required	
•	A detailed 6 monthly assessment of your support needs and completion of a Support Plan identifying any additional support you need	
	Up to 5 visits per week from your Floating Support Officer who will work with you to ensure positive outcomes to your identified support needs. This level of support is aimed at helping you to maintain and regain independence to remain in your own home and, if practicable, a move back to a lower band	
•	Liaison with other agencies on your behalf, where appropriate, and to arrange joint planning meetings to ensure all of your needs are met	
•	Crisis intervention to avoid, if possible, the need for higher levels of support on a longer term basis	