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Date: 22nd October 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, 30th October, 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 receive apologies for absence.
- 2 Declarations of interest.

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

To approve and sign the following minutes: -

- 3 Caerphilly Homes Task Group (WHQS) minutes held on the 18th September 2014 (minute nos. 1-10).
- 4 To receive a presentation by Robert Price Builders Merchants.

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

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- 5 Community Improvement Fund;
- To receive and note the following information items: -
- 6 WHQS Targeted Recruitment and Training;
 - 7 Equalities Guidance for Landlords Project.
 - 8 To receive any requests for an item to be included on the next available agenda.

Circulation:

Task Group Members: L. Ackerman, Mr C. Davies (Vice Chair), R.T. Davies, Ms G. Green, K. James, Mrs B. A. Jones, G. Jones, Ms S. Jones, Ms A. Lewis, C.P. Mann, Mr M. McDermott, Mrs D. Moore, Mr J. Moore and Mrs D. Price (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 18TH SEPTEMBER 2014 AT 5:00 PM

PRESENT:

Mrs D. Price - Chair
C. Davies- Vice Chair

Task Group Members:

L. Ackerman, R.T. Davies, K. James. Mrs B. Jones, G. Jones, Mrs S. Jones, Ms A. Lewis,
Mrs G. Green, C.P. Mann, M. McDermott

L. Allen (Principal Accountant, Environment Finance Group), M. Betts (Tenant and Community Involvement Manager) J. Carter (Senior Housing Officer), S. Couzens (Chief Housing Officer), P. Davy (Head of Programmes), V. Parsons (Supported Housing Manager), G. Taylor (Tenant Participation Officer), and C. Evans (Democratic Services Officer),

1. TO APPOINT A CHAIR AND VICE CHAIR

In accordance with the terms of reference for the Caerphilly Homes Task Group, that the role of Chair and Vice Chair alternate annually between Councillors and Tenants, Councillor Mrs D. Price was nominated and seconded as chair for the forthcoming year and by a show of hands this was unanimously agreed.

Mr C. Davies was nominated and seconded as Vice Chair for the forthcoming year and by a show of hands this was unanimously agreed.

In the absence of Councillor Mrs D. Price, the Chair, Mr C. Davies, Vice Chair presided over the meeting.

2. WELCOME TO THE NEW TENANT REPRESENTATIVES

The Chair welcomed the new Task Group Members, Mr Max McDermott and Ms Gemma Green to the meeting and introductions of the Task Group Members and Officers were conducted.

The group wished to pass on their thanks to Amanda McDonnell for her commitment and work for the Task Group and it was agreed that a letter of thanks would be sent.

3. APOLOGIES

Apologies for absence were received from Councillor Dianne Price, Mr J. Moore and Mrs D. Moore.

4. DECLARATIONS OF INTEREST

Ms. A. Lewis, Mr C. Davies, Ms G. Green, Mrs S. Jones, Mr M. McDermott and Councillor B. Jones as Council Tenants declared a personal but not prejudicial interest in all agenda items.

5. MINUTES

RESOLVED that the minutes of the meeting held on the 3rd July 2014 be approved as a correct record and signed by the Chair.

6. HOUSING IMPROVEMENT PARTNERSHIP (HIP)

M. Betts, Tenant and Community Involvement Manager, provided 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'.

It was noted that the Tenant and Community Involvement Team met with tenant members of the Task Group regarding the HIP project and a presentation was also provided to the Tenant Information Exchange (TIE). The CHTG tenant representatives and TIE members highlighted a number of issues and concerns in relation to the project.

Members noted that 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 project as a pilot.

The Task Group thanked the Officer for the report and added that the meeting was very productive, however, the views of the tenants had not changed.

The Task Group noted that the recruitment process had not yet begun. It was anticipated that recruitment would be concluded by Christmas, with training in January and February to April would be used to conduct reviews.

The Caerphilly Homes Task Group noted the contents of the report.

7. HOUSING REVENUE ACCOUNT OUTTURN REPORT 2013-14

L. Allen, Principal Accountant, provided the Caerphilly Homes Task Group (CHTG) with an overview of the Housing Revenue Account (HRA) outturn for 2013/14.

Members were asked to note 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.

The outturn of the Housing Capital Programme is included on the WHQS Monitoring Report, which has been submitted separately to this Committee.

Members thanked the Officer for the report and debate ensued. A Member queried whether the under spent balances could be used to contribute towards the environmental works. Officers explained that various changes had occurred over the last few months. In particular the HRA will now fully fund the WHQS programme and the Council had recently approved a revised business plan and agreed a new borrowing limit for the HRA. Assurances were given that the environmental programme had been included within the revised business plan and that all the WHQS works are to be completed by 2020 in accordance with the commitments given to tenants. The balances are required to help fund the business plan and need to be utilised to meet the programme requirements. The Task Group will continue to receive regular monitoring reports.

The Caerphilly Homes Task Group thanked the Officer for the report and noted its content.

8. COMPLAINTS AND REPRESENTATIONS – CAERPHILLY HOMES.

M. Betts, Tenant and Community Involvement Manager, and Janet Carter, Senior Housing Officer provided an overview of the report, which informed the Task Group 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.

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.

Members thanked the Officers for the report and sought further information on the complaints process, in particular around the reporting of complaints. Officers explained the Complaints process, the stages and that many are resolved as Service requests. It was highlighted that complaints can be reported by any means available to the complainant, although it is preferred for the complaint to be in writing, it is not essential. Members noted however that Ombudsman complaints are required in writing, however, support would be available to the complainant if there as a need.

A Member queried signposting and advertising the complaints process. Officers clarified that the process is clearly explained to each contact, the process followed would be dependent on the type of complaint and how a complainant wishes to proceed. Complainants are able to make direct complaints to the Ombudsman, in which case the Chief Executive would get notification. The process is clearly specified, along with contact details on the website and on leaflets provided to tenants and Members noted that a "learning from complaints" group has been corporately devised in order to identify any trends and look to manage the process more effectively.

It was noted that the monitoring of complaints and representations is carried out to provide information on the level of satisfaction with the service provided by Caerphilly Homes. The results enable Managers to focus on areas of concern to improve services and monitor performance and ensure that similar problems are avoided in the future.

The Caerphilly Homes Task Group thanked the Officers for the detailed report and noted its contents and Complaints data.

9. OLDER PERSONS HOUSING – PROGRESS REPORT

V. Parsons, Supported Housing Manager, provided the Task Group with an update on the progress made by the Older Persons Housing Team through the implementation of the new service model. The report highlighted the positive changes made in relation to the development of the service area.

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

The Caerphilly Homes Task Group thanked the Officer for the detailed report and discussion ensued, in which the levels of support to tenants, floating support and care packages were discussed.

The Task Group discussed the Hardwire Alarm systems within the Sheltered Housing Schemes. Officers confirmed that the hardwired alarm system within Sheltered Schemes has been retained although a decommissioning exercise has been completed e.g. Group Schemes and the systems have been replaced with a dispersed alarm system within all schemes across the County Borough, for those tenants wanting an alarm. In order to support the alarms, tenants are required to have a landline; members queried whether alternative "mobile" systems could be used, however, Officers stated that a similar system is available, using a Simcard, but this can be prone to signal difficulties and therefore were not a viable option in the Schemes.

A Member sought further information on the Sheltered Housing Utilities Charges. It was noted that a report was supported by the CHTG on 4th April 2014, which proposed new arrangements for the gas and electricity charges, as part of the sheltered housing review process. Officers confirmed that individual accounts have now been set up for tenants within the schemes, initially with one supplier, however tenants are able to change their suppliers as they wish. It was also noted that as all tenants continue to contribute towards the cost of electricity and gas consumption in communal areas within their service charge, savings are being made, as tenants are more conscious of their energy use.

The Caerphilly Homes Task Group noted 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.

The Task Group also wanted to pass on their gratitude to Val Parsons for all the hard work and support and wish her all the best in her retirement.

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

The following requests were received:-

- (i) Anna Lewis requested a report on what Housing Policies are in place to prevent offences against women.
- (ii) Anna Lewis requested a report on the Code of Conduct
- (iii) Councillor Lyn Ackerman requested a report highlighting the Vacant Posts within the department, the position and the department.
- (iv) Clive Davies requested that Robert Price be invited to an available meeting to provide an update on the showrooms promised to Tenants for the WHQS works.

Prior to the meeting closing, the Housing Task Group wanted to express their gratitude and congratulations to Kelsey Watkins and staff on the excellent and entertaining presentation evening. It was felt that the evening was well run and a huge success and hope to have another in the future.

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 30th October 2014.

CHAIRMAN

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CAERPHILLY HOMES TASK GROUP - 30TH OCTOBER 2014

SUBJECT: COMMUNITY IMPROVEMENT FUND

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report has been drafted for consultation purposes. Members of the Caerphilly Homes Task Group are requested to note the contents of the report and provide any comments or observations they may have to the report author / Head of Programmes (WHQS).
- 1.2 Funding decisions relating to the Community Improvement Fund will be made under delegated powers to the Head of Programmes (WHQS).

2. SUMMARY

- 2.1 Following the ballot in February 2012, the Council agreed that it would deliver the promises made in its Offer Document to tenants and deliver WHQS by 2019/2020. It also gave a commitment to delivering numerous additional benefits which were also outlined in the Offer Document, which would add value to the WHQS programme and help deliver the Council's ambition of using the £210 million WHQS investment as a catalyst to Transform Homes, Lives and Communities.
- 2.2 These additional benefits include the creation of a Community Improvement Fund that has been designed specifically to foster community development and cohesion by enabling community groups to bid for funding to support local initiatives and projects. It will fund projects that directly contribute towards the Council's aim of Transforming Homes, Lives and Communities and to one or more of the following Communities First priorities; developing prosperous communities, learning communities and healthier communities.
- 2.3 The Community Improvement Fund will provide a capital grant of up to £5,000 per project proposal. The grant must be spent within one year of the approval.
- 2.4 A maximum of £50,000 will be approved annually for multiple projects.
- 2.5 The Fund is intended to benefit community groups based within Caerphilly county borough and provide direct benefits to tenants and residents of the county borough.
- 2.6 Groups wishing to apply for funding need to be constituted and have a group bank account. New or emerging community groups need to partner with a constituted group / organisation who can apply for and administer any grant awarded on their behalf.
- 2.7 Groups also need to demonstrate that they have consulted with and engaged the local community in developing their project. The Community Improvement Fund will not support groups / projects that do not have the support of the community and will not benefit the wider community.

- 2.8 Grant funding awarded from the Community Improvement Fund can be used to improve the general appearance of estates, to provide new or improved parking, better lighting, planting, landscaping, or play areas. It could also be used by the local community to better increase their understanding of the needs of their area and to encourage greater participation in community activities.
- 2.9 Funding from the Community Improvement Fund is sought by Neuadd St Catwg Community Hall and the Friends of Navigation Colliery, Crumlin.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.3 Relevant policy documents include the National Housing Strategy “Sustainable Homes” WAG; the Council’s Community Strategy; Corporate Improvement Plan; Safer Caerphilly Community Safety Plan; Regeneration Strategy; Children and Young People’s Plan; Tackling Poverty Action Plan 2012-2016 and Building Resilient Communities.
- 3.4 The Council’s Local Housing Strategy “People, Property, and Places” has the following aim:
“To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”

4. THE REPORT

Neuadd St Catwg Community Hall

- 4.1 The CHTG is asked to consider an application to the Community Improvement Fund by Neuadd St Catwg Community Hall to enhance the appearance of and improve access to the Community Hall and surrounding area.
- 4.2 The application is made on behalf of the Neuadd St Catwg Community Hall Committee and Communities First by GAVO who are also a partner in the project
- 4.3 The community hall is located within Neuadd St Catwg Church and is currently surrounded by overgrown and unsightly areas. The Church and Hall are primary focal points for the community and are adjacent to a busy road.
- 4.4 The project aims to improve access to, and enhance the appearance of, the areas surrounding the Hall for the benefit of current users and to encourage new users. Detailed works will include removing all weeds, prune and trimming existing plants, laying new concrete slabs, adding garden furniture and garden games in order to increase the usability of the outside space for mother and toddler groups, birthday parties and environmental education.
- 4.5 Volunteers currently participating in Communities First projects will undertake the work to improve the gardens. Many of the volunteers are unemployed and seeking to improve their skills to increase their employability.
- 4.6 Materials and supplies will be procured via CCBC’s standing orders procedure. As per the requirements of the fund, two quotes will need to be received from independent suppliers before payments in arrears will be made.

- 4.7 Permission to undertake the improvements has been granted by the Neuadd St Catwg Community Hall Committee.
- 4.8 Evidence of community consultation and support for the project has been received.
- 4.9 Communities First and Gwent Association of Voluntary Organisations have endorsed the proposal and will be engaging with local people in order to provide support and undertake the work.
- 4.10 The total cost of the project is estimated to be £8,200.00. The Association have secured £3200.00 from partners including Communities First, GAVO, Groundwork and NIACE. Communities First are contributing £1000 towards refreshments and transport for volunteers. Groundwork are contributing £1500 towards the costs associated with volunteers undertaking LANTRA training whilst participating in the project thereby increasing their employability and skill levels. NIACE will contribute £800 to finance a garden design course that the volunteers will complete prior to starting the project.
- 4.11 The contribution requested from the Community Improvement Fund is £5,000.00.
- 4.12 The project is coterminous with the aims, objectives and award criteria of the Community Improvement Fund. Tenants living within the adjacent housing areas will benefit from the improvements undertaken as a result of the Community Improvement Fund.

Friends of Navigation Colliery, Crumlin

- 4.13 CHTG are also asked to consider a request for funding from the Community Improvement Fund by the Friends of Navigation Colliery, Crumlin.
- 4.14 The Friends of Navigation Colliery (consisting of 20 core volunteers) aim to regenerate the former colliery site in Crumlin in order to generate employment, sustainable green energy and improve the overall quality of life within the area.
- 4.15 The redevelopment of the site will require significant investment.
- 4.16 A £5,000 contribution from the Community Improvement Fund is sought to finance the estimated costs associated with undertaking a Refurbishment Asbestos Survey in accordance with HSE guidance note MDHS77.
- 4.17 Only one independent quote for the survey and testing work has been provided (Asbestos Safety Management Ltd). The quote is based on undertaking the survey work to two of the ten buildings within the site. The Friends of Navigation Colliery have made an assumption that to undertake a survey for all 10 buildings the cost (including VAT), would amount to £5400.00. £400.00 would be provided from the Friends of Navigation's own funds.
- 4.18 It is a requirement of the Community Improvement Fund that two independent quotes are provided.
- 4.19 A community consultation questionnaire template has been provided however copies of completed questionnaires have not been submitted hence there is no evidence to suggest that the wider community support the project proposal.
- 4.20 A letter of support has been received from the South Ebbw Fach Communities First Cluster Manager (Blaenau Gwent). There is no evidence to confirm that the Communities First Caerphilly Mid Valleys East Cluster have been involved or consulted.
- 4.21 The proposal does not directly comply with the aims, objectives and award criteria of the Community Improvement Fund. There is no evidence to suggest that tenants or residents living within the locality will benefit directly from the asbestos surveys proposed.

5. EQUALITIES IMPLICATIONS

- 5.1 An EqIA screening will be completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for low level or minor negative impact have been identified, therefore a full EqIA has not been carried out.

6. FINANCIAL IMPLICATIONS

- 6.1 The Community Improvement Fund provides a capital grant to community groups of up to £5,000 to support community projects that meet one or more of the Communities First priorities and add value to the WHQS programme through improving the appearance of communities, amenities within communities and / or increasing participation by communities throughout the county borough.
- 6.2 An annual budget of £50,000 per annum is available.
- 6.3 Neuadd St Catwg Community Hall are seeking a grant of £5,000.00 from the Community Improvement Fund.
- 6.4 The Friends of Navigation Colliery are seeking a grant of £5,000.00 from the Community Improvement Fund.
- 6.5 Payments are made in arrears upon receipt of invoices.

7. PERSONNEL IMPLICATIONS

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

8. CONSULTATIONS

- 8.1 No comments received on the report.

9. RECOMMENDATIONS

- 9.1 Members of the CHTG are requested to consider the contents of the report and consider whether they wish to support either or both applications.

10. REASON FOR RECOMMENDATIONS

- 10.1 To deliver and meet the aims and objectives of the WHQS Programme.

11. STATUTORY POWER

- 11.1 Housing Acts and Local Government Acts.

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Consultees: Cllr. Gerald Jones, Deputy Leader & Cabinet Member for Housing
Phil Davy, Head of Programmes
Shaun Couzens, Chief Housing Officer
Nicole Scammel, Acting Director of Corporate Services
Lesley Allen, Principal Accountant



CAERPHILLY HOMES TASK GROUP - 30TH OCTOBER 2014

SUBJECT: WHQS – TARGETED RECRUITMENT AND TRAINING

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 The report provides an indication of the number of targeted recruitment and training opportunities created since September 2013 and the number of opportunities that have been included as a core requirement into the internal works contracts.

2. SUMMARY

- 2.1 Following the ballot in February 2012, the Council agreed that it would deliver the promises made in its Offer Document to tenants and deliver WHQS by 2019/2020. It also gave a commitment to ensuring that the capital investment of £200 million delivered social outcomes thereby contributing towards the transforming homes, lives and communities ambition.
- 2.2 The key outcomes expected to be delivered as a result of the investment during the lifetime of the programme relate to new employment opportunities, training opportunities, work placements, JGW / Passport placements and apprenticeships.
- 2.3 Opportunities have been created as a result of a combination of direct recruitment, agency opportunities, work placements, JGW and Passport placements, apprenticeships and targeted recruitment and training clauses built into the Single Source Supply Partner contract.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The WHQS Programme is coterminous with the Caerphilly Single Plan priority of creating 'Prosperous Communities' (P2).
- 3.3 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.
- 3.4 The Council's Local Housing Strategy "People, Property, and Places" has the following aim:
"To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations."

4. THE REPORT

- 4.1 Following the ballot in February 2012 the Council made a commitment to ensure that the £200m investment in its housing stock would deliver much more than simply new kitchens and new bathrooms.

- 4.2 At the outset of the programme the Council agreed that the investment would deliver new opportunities for local people largely as a result of the strategy to award 50% of the work to the Council's internal workforce and 50% to contractors.
- 4.3 By awarding 50% of the work to the internal workforce the Council committed to helping sustain the local economy and securing future employment for its employees. 90% of the workforce reside within the county borough and as a result will spend a reasonable proportion of their monthly salary within the county borough thereby again helping to sustain the local economy.
- 4.4 In order to manage the ambitious delivery programme the Council has recruited 5 apprentices between April 2013 and September 2014.
- 4.5 In addition 65 additional multi skilled agency staff have been engaged on the programme between April 2013 and September 2014. A further 29 agency staff will be sought this financial year. Of the 29, 15 opportunities will be offered on a permanent basis and 14 on a 3 year fixed term contract.
- 4.6 The internal workforce have employed two young people from the Jobs Growth Wales programme.
- 4.7 Since September 2013 the WHQS Administration Team have also provided four Jobs Growth Wales placements and recruited a member of staff from Remploy.
- 4.8 To date, 12 work placements have been provided within the WHQS team to participants on the Passport Programme.
- 4.9 In total, since April 2012, the Council have employed an additional 28 staff as a result of the WHQS investment programme. These opportunities range from new Tenant Liaison Officer's, additional foremen and supplier liaison staff.
- 4.10 Many of the office based staff have been recruited internally for the new positions however this has resulted in other vacancies within the organisation becoming available. Many of the additional staff employed by the internal workforce have previously been employed by local companies or recruited as apprentices.
- 4.11 The WHQS Team has recently reviewed the way in which they recruit apprentices and from November last year made a commitment to only recruit apprentices via the Council's flagship Passport Programme.
- 4.12 Three of the apprentices within the WHQS Team have been nominated for Passport Awards.
- 4.13 The continuation of the Council's Passport Programme is currently in question due to the reluctance of the Welsh Government to release any further Jobs Growth Wales placements and the delay relating to the next round of EU structural funds.
- 4.14 In order to create new opportunities as a result of the WHQS programme, community benefit clauses including targeted recruitment and training requirements were built into the Single Source Supply Partner and internal works contracts as a core requirement.
- 4.15 The Supply Partner contract worth an estimated £70m over a period of 10 years requires Robert Price to create the following minimum opportunities throughout the contract period as a requirement of the contract:
- 1,000 FTE person weeks of employment opportunities
 - 50 unwaged work experience opportunities for people aged 16+

- 10 six month Jobs Growth Wales opportunities
- 5 apprentice starts and completions
- 10 employment opportunities for people registered as long term unemployed (more than 26 weeks)
- 2 FTE opportunities for graduates

4.16 Since April 1st 2013 Robert Price have created the following opportunities

- 2 full time employment opportunities (equivalent over 12 months to 52 weeks)
- 3 Jobs Growth Wales opportunities
- 4 Unwaged work experience opportunities

4.17 In order for the targets to be achieved it is necessary to help facilitate a direct relationship between Robert Price, its supply chain and the Council's Passport programme. There is an on-going dialogue between the Council and Robert Price to ensure that community benefit targets are met throughout the lifetime of the contract.

Internal Works Contracts

4.18 The internal works contracts, worth an estimated £50m over 6 years require the contractors to deliver the following targeted recruitment and training opportunities over the lifetime of the contract:

	Minimum Permanent FTE Opportunities	Minimum Long Term Unemployed Opportunities	Minimum Apprentice Starts and Completions	Minimum Jobs Growth Wales (JGW) Opportunities	Minimum Unwaged work experience opportunities (16+)	Minimum Graduate Opportunities
Lot 1	18	12	24	4	120	6
Lot 2	6	6	12	2	60	6
Lot 3	6	6	12	2	60	6

4.19 The targets have been determined as a result of applying the Council's community benefits model which considers the size and length of each contract, to determine what outputs can be realistically delivered by contractor. Some targets have been purposely included to ensure integration with the Council's Passport Programme.

4.20 It is a requirement built into the contracts that the community benefit outcomes are delivered at nil cost to the Council. This is largely delivered by contractors through their ability to access CITB levies in order to finance the cost associated with training, support and employment of trainees and apprenticeships. Each of the contractors have submitted a Community Benefits Plan and through their experience of working elsewhere in the United Kingdom are ready and expecting to deliver community benefits as part of their contract with the Council.

4.21 Community benefits over and above those which relate to targeted recruitment and training have also been included in the external works contracts as a core requirement. To strengthen the Welsh supply chain and support local SME's requirements include:

- The need to hold a minimum of 6 'meet the buyer' events
- Pay all supply chain partners within 10 days of invoice

- Advertise tier 2 supply chain opportunities via Sell2Wales
- Provide training and transfer business acumen to the supply chain

4.22 Requirements also include, primary and secondary school visits to raise awareness of careers and employment opportunities within the construction industry, raise aspirations and showcase achievement:

	Minimum Number of School Visits	Volunteer to attend a Minimum Number of Secondary School / College events
Lot 1	18	18
Lot 2	18	18
Lot 3	18	18

**To be delivered over the lifetime of the contract*

4.23 Additional community benefit requirements include:

- Work with local schools and colleges to develop bespoke qualifications
- Add value to existing community initiatives
- Add value to existing CCBC community funds
- Minimise the amount of waste sent to landfill
- Minimise and avoid movements and associated business mileage

4.24 The Council has also built into each contract a request for each contractor to adopt the Living Wage so to help address the incidence of in work poverty and increase spend within the borough. Unfortunately the Council can only encourage its contractors to adopt the Living Wage.

5. EQUALITIES IMPLICATIONS

5.1 The report is for information purposes only so the Councils' EqIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications arising from the report.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel implications arising from the report.

8. CONSULTATIONS

8.1 All comments received as a result of the consultation have been incorporated into the report.

9. RECOMMENDATIONS

9.1 Members are asked to note the contents of the report.

10. REASON FOR RECOMMENDATIONS

- 10.1 To inform the Caerphilly Homes Task Group of progress in delivering community benefits as part of the WHQS Programme.

11. STATUTORY POWER

- 11.1 Housing Acts and Local Government Acts. This is a Cabinet Sub Committee function.

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Consultees: Cllr Gerald Jones, Deputy Leader & Cabinet Member for Housing
Chris Burns, Interim Chief Executive
Nicole Scammell, Acting Director of Corporate Services & S151 Officer
Shaun Couzens, Chief Housing Officer
Phil Davy, Head of Programmes
Liz Rogers, HR Service Manager (Strategy & Operations)

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CAERPHILLY HOMES TASK GROUP - 30TH OCTOBER 2014

SUBJECT: EQUALITIES GUIDANCE FOR LANDLORDS PROJECT

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

1. PURPOSE OF REPORT

- 1.1 To inform members of a project being undertaken between the Council's Housing Division, the Council's Equalities and Welsh Language Team and local social and private landlords.

2. SUMMARY

- 2.1 The planned Common Housing Register in the county borough, together with the growing case law around tenancy issues that have equalities/discriminatory aspects to them, led the Council's Housing team to contact the Equalities and Welsh Language Team, to work with them to develop guidance to help all those who have landlord responsibilities (whether council, social or private) to understand the issues involved.

3. LINKS TO STRATEGY

- 3.1 The guidance links to the following areas:

- The development of the Common Housing Register and common allocation policy,
- The Council's current Housing Allocations Policy,
- Caerphilly Delivers - the LSB single integrated plan
- The Council's Strategic Equality Plan and Objectives
- Community Cohesion and Hate Crime issues

- 3.2 The project also links to "Part 1 : Regulation of Private Rented Housing" of the Housing (Wales) Act 2014, which introduces a mandatory training element for all private sector landlords, operated by the licensing authority.

4. THE REPORT

- 4.1 Caerphilly CBC's Council's Housing team contacted the Equalities and Welsh Language for advice following a number of recent examples of case law around tenancy issues that have equalities/discriminatory aspects to them.
- 4.2 Producing equalities guidance is a target for the Equalities and Welsh Language Team each year and so it was a natural progression following the meeting that Equalities and Discrimination Guidance was developed for all Council Housing, Social and Private Landlords in the county borough.

- 4.3 Landlords, whether council, social or private are provided with support and information on legal matters relating to building regulations, health and safety issues and a range of other practical matters that have an impact on their role. Little has been offered in the past however around this kind of Equalities-related guidance and the relationship between landlords, tenants and even neighbours.
- 4.4 This guidance document has therefore been developed to help landlords understand that the greater the level of understanding and information they and their tenants share in terms of Equalities issues, the better the business relationship will be. Further, any potential problems or issues, if known about from the very beginning of the business relationship, can be used to the advantage of all parties and can avoid simple things developing into costly legal action.
- 4.5 The document developed between May and September 2014 is attached as Appendix A for information and contains the legal background of Equalities issues in Wales and how it relates to the landlord/tenant relationship, a case law example, practical suggestions and links to local support and training.

5. EQUALITIES IMPLICATIONS

- 5.1 The guidance will provide landlords with greater access to Equalities information and support when dealing with tenants from different backgrounds, or if issues arise between their tenants and neighbours for example.
- 5.2 It is also meant to support the relationship between different landlords, tenants and neighbours by potentially improving or avoiding dispute resolution between people of different backgrounds.

6. FINANCIAL IMPLICATIONS

- 6.1 As producing Equalities guidance is a target for the Equalities and Welsh Language Team each year, initially the costs of producing and publishing this guidance document was part of core costs for the Council, met from the existing corporate budget.
- 6.2 In this case however, additional funding has been secured via a successful bid to the TDS Charitable Foundation for £5,000 to both expand the print run and allow landlords in the county borough to access the Council's Equalities and Welsh language training for free until March 2015.
- 6.3 Caerphilly County Borough Council is one of only five bodies from around the UK (and the only one in Wales) to share in grants from this first round of national funding.
- 6.4 £35,000 was available in the first round however the Foundation received bid applications worth over £500,000, making Caerphilly CBC's success even more significant.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications to this report.

8. CONSULTATIONS

- 8.1 Consultation with officers and stakeholders took place on the guidance document between May and September 2014 via email and hard copy, and the final version is attached as Appendix 1. The consultees on this committee report are shown below.
- 8.2 All relevant comments received have been included in the final versions presented here.

9. RECOMMENDATIONS

- 9.1 That members note the content of the report and guidance document.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 The guidance document will provide useful legal and practical information for landlords on an area they may not be as familiar with as other legal requirements.

11. STATUTORY POWER

- 11.1 Housing Act 2004, Housing (Wales) Act 2014, Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

Author: David A. Thomas - Senior Policy Officer (Equalities and Welsh Language)
thomada@caerffili.gov.uk ext. 4353

Consultees: Phil Davy - Head of Programmes
Councillor Gerald Jones - Deputy Leader and Cabinet Member (Housing)
Councillor James Pritchard - Equalities Champion
Nicole Scammell - Acting Director of Corporate Services and Section 151 Officer
Shaun Couzens - Chief Housing Officer
Suzanne Cousins - Principal Housing Officer
Mark Jennings - Housing Strategy Officer
Mandy Betts - Community Participation Officer
Howard Rees - Programme Manager (Partnership Development and Collaborative Improvement)
Jackie Dix - Policy and Research Manager
John Elliot - Senior Research Officer
Anwen Rees - Equalities Training and Promotion Officer

Appendices:
Appendix 1 Equalities Guidance for Landlords
Appendix 2 TDS Foundation Press Release

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produced and funded through
the kind assistance of the



Charitable Foundation
www.tdsfoundation.org.uk

Equalities Guidance for Landlords





EQUALITIES GUIDANCE FOR LANDLORDS

This guidance document has been produced to provide information and advice on where Equalities and Welsh Language matters should be considered when dealing with tenants. It is aimed at social and private landlords in Caerphilly county borough and the council's Housing staff, but can be also be of use to tenants themselves.

The guidance is split into five sections and two appendices.

• Section 1	-	Introduction and Background	1
• Section 2	-	Case Law Example	3
• Section 3	-	Know your Tenant - a Practical Guide	4
• Section 4	-	Community Cohesion and Hate Crime	6
• Section 5	-	Training Opportunities	8
• Appendix A	-	Model Tenant Monitoring Form	i
• Appendix B	-	List of Contact Organisations	iii

It is issued under the Council's current **Strategic Equality Plan** and **Welsh Language Scheme** and carries their full authority. It should also be considered alongside any training or guidance available from the Council, Welsh Government and partner housing associations.

The guidance has been produced and funded with the kind assistance of the TDS Charitable Foundation, which provides education and training resources to tenants, landlords and agents and give grants to projects working towards the same goal.

**This publication is available in other languages and formats on request.
Mae'r cyhoeddiad hwn ar gael mewn ieithoedd a fformatau eraill ar gais.**

Section 1 - Introduction and Background

Tenancy agreements can be viewed as a straightforward business transaction between landlord and tenant and so gathering Equalities information might be seen as unnecessary, and simply a tick box exercise to comply with legal requirements with no practical value.

This guidance aims to show how knowing and providing Equalities information can actually support a better relationship between landlord and tenant, and if things unfortunately do go wrong, how the information can strengthen the position of either party in a dispute.

Gathering this information is a legal requirement on the Council under the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 but increasingly, as we move towards a Common Housing Register, the legal requirements placed on organisations are being overtaken by the rights of individuals.

A Common Housing Register has been defined simply as a list of all those registering their housing need in a local authority area in one place. In essence, the local authority housing provider and all associated housing associations within a local authority combine their housing waiting lists into one database, which is accessible by all the local housing providers.

Common Housing Registers are promoted as good practice by Welsh Government in the '*Code of Guidance for Local Authorities - Allocation of Accommodation and Homelessness 2012*'.

Whilst there is no legal requirement placed on local authorities to develop common housing systems, Welsh Government and the housing charity Shelter Cymru recognise that there are benefits of regional working, not only in terms of costs to the various organisations, but for the simplification of the housing allocation system for potential tenants.

The Common Housing Register would create a single point of access and the common policy would create a single set of rules and procedures to assess applicants and allocate housing.

Working in partnership with consistent approaches to the provision of social housing also promotes equality and fairness of allocation within housing provision services.

Within Caerphilly county borough, the local authority is the main social housing provider with the largest housing stock, however when combined with the several housing associations in the area, the social housing supply is substantial.

The customer experience when applying for social housing however can be confusing and frustrating, as they are currently likely to be on several housing providers' waiting lists, and each of those providers will have varying allocations schemes and policies.

The Council and the local housing associations within the county borough have therefore agreed to adopt the good practice supported by Welsh Government and develop a Common Housing Register and common allocations policy for customers in the county borough.

As part of that partnership working, a need for Equalities guidance was identified, especially following recent case law, but guidance that provided practical help to landlords and tenants that explained why having this information to hand can be hugely important and makes good business sense.

Section 2 overleaf gives a summary of a 2012 legal case where a landlord failed in an attempt to gain a possession order, due to the learning disability issues of the tenant, and **Section 3** then gives some practical examples of how knowing your tenant can make a difference to the landlord/tenant relationship and avoid problems. **Section 4** covers issues of hate crime and **Section 5** offers landlords a huge range of training opportunities in Equalities, Welsh Language and Human Rights matters, which they may not have access to normally.

Section 2 - Case Law Example

The Ralph and Irma Sperring Charity v Tanner 16th October 2012 Bristol County Court

In 2002 the claimant charity granted Ms Tanner an assured shorthold tenancy. In 2009 the landlord began receiving complaints about the condition of the property and the garden. A number of inspections were carried out and the landlord wrote to the tenant explaining the works required of her.

The landlord was informed in December 2011 that the defendant had a learning disability. A clinical psychologist report later confirmed this and stated that the condition of the property and garden were attributable to this.

The landlord served a notice under s21 Housing Act 1988 and issued accelerated possession proceedings. The defence relied upon s15 and 35 Equality Act 2010. The landlord conceded that the defendant had a disability and it was this that had led to the condition of the property and garden.

The issue was whether the eviction was a proportionate means of achieving a legitimate aim. There was evidence of improvement over time and support being in place.

The court refused a possession order on the basis it was not proportionate to evict the defendant. The judge found that some complaints by the landlord were not legitimate (e.g. failure to put clothes away) and that there was no damage to the property itself.

He took into account the fact that he felt there was low risk of the tenancy terms and conditions not being met in the future. The property was in a reasonable state of repair and the past breaches of tenancy had been addressed.

The judge also concluded that the eviction would cause considerable distress to the defendant's 11 year old daughter.

(from Shelter Cymru)

Section 3 - Know your Tenant - a Practical Guide

Equalities legislation covers a number of different groups of people and of course, different individuals need different things. A person whose first language isn't English or Welsh, or someone who is Deaf, would need an interpreter for face-to-face meetings, or translated correspondence, whereas a person with physical mobility issues could need structural changes to a property to be able to live there.

The list of what are called "protected characteristics", along with other related issues includes the following:

- Age
- Disability
- Ethnic Origin
- Gender Reassignment
- Gypsies and Travellers
- Marital Status
- Nationality
- Pregnancy or Maternity
- Religious Beliefs or non-belief
- Responsibility for any dependents
- Sex (gender)
- Sexual orientation
- Use of Welsh, BSL or any other language

The following quick examples are meant to be a guide to show how knowing some basic details of your tenant/client/customer could help smooth over situations at an early stage, before the need for escalating the problem.

Example 1

- As part of a tenancy agreement, tenants could be required to maintain the front or rear garden or pathways. But if the tenants have a long term illness, or are an elderly couple, or have a physical or learning disability, they may not be able to maintain the property to your satisfaction.
- But if you know that this could be the case from when the tenancy agreement is signed, you can agree for a gardener to visit and do the work, and for the tenant to pay directly, or maybe for a small charge to be added to the rent.

Example 2

- If one family member in a property of yours is Deaf, or hard of hearing, you will of course find that you don't get an answer by ringing a mobile, or knocking the door loudly.
- But if you know that this is the case from when the tenancy agreement is signed, you will know to email them, or send them a text or letter, and if you need a face-to-face meeting then suitable arrangements can be made.

Example 3

- If any of your tenants are from different ethnic minority backgrounds and have different religious beliefs, certain days of the week and different festivals could mean they aren't available to meet with you.
- But if you know this from when the tenancy agreement is signed, you'll know that they can't be contacted on certain days or at certain times, which can avoid unnecessary delays in dealing with simple issues between you.

Example 4

- Similar to the above, this is also true for people who have caring responsibilities for other people (children, older people or relatives with long term illness etc) and even people who can't be contacted during their work hours, or who work shifts.
- By knowing this information from when the tenancy agreement is signed, you'll know that they can't be contacted at certain times and why, and you can agree to correspond by email for example as both landlord and tenant can ask questions and provide replies at convenient times with very little delay.

Section 4 - Community Cohesion and Hate Crime

Community Cohesion sounds a complicated issue but in simple terms all it means is the way that people across and within all communities in the county borough get on together. A key contributor to community cohesion is integration which is what must happen to enable new residents and existing residents to adjust to one another. This is hugely important in the case of tenants moving in to new locations and can have an effect on the tenant/landlord relationship as well as the landlord's long-term relationship with residents who are neighbours to the property being let.

A hate crime is defined as any incident which is perceived by the victim or any other person (such as a witness to an incident) to be motivated by a hostility or prejudice based on a person's actual or perceived disability, race, religion and belief, sexual orientation and transgender.

A hate incident is equally based on prejudice but is non-crime related. Hate crime can have a lasting effect on individuals and communities and is something Caerphilly County Borough Council will not tolerate. Targeting someone specifically because of a hatred towards their race, religion, sexual orientation or disability is something that is continually being monitored.

A hate crime or incident can be physical, verbal or written and covers the following:-

- Threatening a person
- Touching or assaulting a person
- Offensive language
- Isolation from social events or activities
- Offensive graffiti
- Hate mail and offensive symbols
- Harassment, bullying and victimisation

The Home Office defines Hate Crime as "*Any incident, which constitutes a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.*"

The most common forms of hate crime are racism, disability and homophobia.

Racism:

When a person commits a crime against someone because of the colour of their skin, their ethnic background, their accent or use of a foreign language, that is racism - a hate crime.

Disability:

When a person is victimised because of their disability or perceived disability, whether mental or physical – this is a hate crime. Other kinds of hate crime: Violence or harassment against people because of their religion, refugee or asylum seeker status is also a hate crime.

Homophobia:

When someone is victimised because of their sexuality, because they are (or the attacker perceives them to be) gay, lesbian, bisexual or transsexual - that is a hate crime.

If you as a landlord or any of your tenants have experienced any of these issues, you can contact Victim Support **free** on **0300 30 31982** 24 hours a day, 7 days a week to report the incident anonymously or confidentially and to access support, or you can visit their website at **www.reporthate.victimsupport.org.uk** for more information

Support includes Emotional Support, Advocacy, Practical Support, Personal and Home Security and Restorative Justice Facilitation.

In an emergency of course, you should ring the Police on **999** or for non-emergency issues you can ring **101**.

Section 5 - Training Opportunities

Caerphilly County Borough Council offers its staff a comprehensive range of Equalities training sessions, as the variety of issues to consider is so huge. As part of the development working on the Common Housing Register, the Council can offer places on our training to Housing Association staff and private landlords as well.

You can either access individual places on current training courses when they are advertised, or if there is enough demand for landlords and housing staff from any sector to know about a specific issue, we can arrange a specific training session exclusively for you.

There would be a small charge for the courses, normally this is £25 for a half day session (including teas/coffees and an attendance certificate) and £40 for a full day session (including teas/coffees, lunch and an attendance certificate).

Thanks to a grant from the TDS Foundation however, until 31st March 2015, the Council can offer all landlords in the county borough this training for free.

The topics we can currently offer are as follows:

- Age Awareness
- Autism Awareness
- Basic Skills Awareness
- British Sign Language Taster courses
- British Sign Language Introduction and Foundation level classes
- Deaf Awareness
- Deafblind Awareness
- Debt and Mental Health
- Dementia Awareness
- Disability Awareness
- Disfigurement Awareness
- Dyslexia Awareness
- Easy-Read Awareness
- Equality Act 2010 - Employment Law
- Equality in Policy Development (Consultation, Engagement and Impact Assessments)
- Financial Capability - Helping your clients
- Forced Marriage and Honour Based Violence
- Gender Awareness
- General Equalities Awareness
- Gypsy, Roma and Traveller Awareness

- Hard of Hearing Awareness
- Hate Crime Awareness
- Human Trafficking
- Intergenerational Working
- Involving Older People
- Learning Disability Awareness
- Lesbian, Gay, Bisexual and Transgender (LGBT) Awareness
- Post-Traumatic Stress Disorder Awareness
- Prevent WRAP Awareness (Understanding and recognising vulnerable people/groups open to radicalisation)
- Race Equality Awareness
- Religious Awareness
- Sensory Loss Awareness
- Sophie Lancaster Foundation Hate Crime Awareness Training
- The True Cost of Credit
- Visual Impairment Awareness
- Welfare Reform Act – Implications on Clients
- Welsh Language History and Awareness Course
- Welsh Language - Taster Courses
- Welsh Language - 30 week courses (Mynediad 1 and 2, Sylfaen 1 and 2)
- Welsh Language - One-day and Weekend Schools
- Welsh Language - Magu Hyder (*Improving Welsh Language Skills and Confidence - for Welsh speaking classroom assistants and other Education staff who may be lacking in practice in a professional environment*)

Contact equalities@caerphilly.gov.uk for more information and to make enquiries about any courses you might like to attend, or arrange specifically for groups of landlords if enough are interested in a specific area or subject.

Appendix A - Model Tenant Monitoring Form

Please tick all boxes that apply to you or choose the “unwilling to declare” option if that is your choice. If you have completed this form in the last 2 years, you do not need to do so again now, unless your circumstances have changed.

ARE YOU ...	Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
	Transgender	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

AGE	18-25	<input type="checkbox"/>	26-39	<input type="checkbox"/>
	40-49	<input type="checkbox"/>	50-65	<input type="checkbox"/>
	66+	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

SEXUAL ORIENTATION	Heterosexual (Straight)	<input type="checkbox"/>	Gay	<input type="checkbox"/>
	Bisexual	<input type="checkbox"/>	Lesbian	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare	<input type="checkbox"/>		

MARITAL STATUS	Single	<input type="checkbox"/>	Married	<input type="checkbox"/>
	Separated	<input type="checkbox"/>	Divorced	<input type="checkbox"/>
	Civil Partnership	<input type="checkbox"/>	Widowed	<input type="checkbox"/>
	Living With Partner	<input type="checkbox"/>	Surviving Civil Partnership	<input type="checkbox"/>
	Dissolved Civil Partnership	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

DISABILITY	I am not Disabled	<input type="checkbox"/>	Mobility Impaired	<input type="checkbox"/>
	Hearing Impaired	<input type="checkbox"/>	Speech Impaired	<input type="checkbox"/>
	Learning Difficulties	<input type="checkbox"/>	Visually Impaired	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare	<input type="checkbox"/>		

WELSH LANGUAGE SKILLS		A Little	Moderately	Quite Well	Fluently	
	Speak	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Write	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>		
	No Welsh Language Skills		<input type="checkbox"/>	Unwilling to Declare		<input type="checkbox"/>

BRITISH SIGN LANGUAGE SKILLS	Use	<input type="checkbox"/>	Understand	<input type="checkbox"/>
	No BSL Skills	<input type="checkbox"/>	Unwilling to Declare	<input type="checkbox"/>

OTHER LANGUAGE SKILLS	Please state, if willing to declare:
------------------------------	--------------------------------------

Appendix A - Model Tenant Monitoring Form

NATIONAL IDENTITY	British	<input type="checkbox"/>	Welsh	<input type="checkbox"/>
	English	<input type="checkbox"/>	Scottish	<input type="checkbox"/>
	Northern Irish	<input type="checkbox"/>	Cornish	<input type="checkbox"/>
	Other (Please state)			
	Unwilling to Declare		<input type="checkbox"/>	

ETHNIC ORIGIN:				
WHITE	British	<input type="checkbox"/>	Irish	<input type="checkbox"/>
	Gypsy or Irish Traveller	<input type="checkbox"/>		
	Other White (Please state)			
MIXED / MULTIPLE	White & Black Caribbean	<input type="checkbox"/>	White & Asian	<input type="checkbox"/>
	White & Black African	<input type="checkbox"/>		
	Other Mixed (Please state)			
ASIAN / ASIAN BRITISH	Indian	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH	Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>
	Other Black (Please state)			
OTHER ETHNIC GROUP	Arab	<input type="checkbox"/>		
	Any other Ethnic Background (Please state)			
UNWILLING TO DECLARE	Please tick <input type="checkbox"/>			

RELIGION OR BELIEF	Christian (All Denominations)	<input type="checkbox"/>	Jewish	<input type="checkbox"/>
	Buddhist	<input type="checkbox"/>	Muslim	<input type="checkbox"/>
	Hindu	<input type="checkbox"/>	Sikh	<input type="checkbox"/>
	Humanist	<input type="checkbox"/>	No Religion	<input type="checkbox"/>
	Any other Religious Background (Please state)			
	Unwilling to Declare		<input type="checkbox"/>	

PLEASE NOTE IN WHICH LANGUAGE OR FORMAT YOU WISH US TO CONTACT YOU	Please state, noting which language and also if you prefer telephone, in writing by letter or email, texting, or in person.
---	---

ARE THERE ANY DAYS OR TIMES OF DAY THAT YOU CAN'T BE CONTACTED?	Please write in.
--	------------------

This information will be held, along with your tenancy agreement so that we can make sure that we are fully aware of your needs as tenants, and can work with you as individuals or families to make our relationship work more smoothly for us all. The information on this form will be kept strictly confidential, along with all the other personal and financial details you have provided in your tenancy agreement.

Signed (Landlord)	Dated:
Signed (Tenant)	Dated:

Appendix B - List of Contact Organisations

i) GENERAL

Caerphilly County Borough Council has an Equalities team within the Policy Unit in Corporate Services - contact equalities@caerphilly.gov.uk and also a dedicated Disability Access Officer based in Corporate Property - contact dixons@caerphilly.gov.uk.

The Equalities team are responsible for providing support to all council service areas on matters such as:

- equality impact assessments
- equalities in service planning
- providing equalities training
- providing a Welsh translation service and advice on other language translation issues and BSL interpretation
- general advice and guidance on the implementation of the Council's Strategic Equality Plan and Welsh Language Scheme as required by legislation

Many related documents and plans such as the [Strategic Equality Plan](#), [Welsh Language Scheme](#), and others can be found on the Council's website at www.caerphilly.gov.uk/equalities.

Equality Advisory Support Service

The **Equality Advisory and Support Service (EASS)** was commissioned by Government in 2012 to replace the EHRC Helpline, which is now closed. Contact the EASS if you need expert information, advice and support on discrimination and human rights issues and the applicable law, especially if you need more help than advice agencies and other local organisations can provide.

EASS

FREEPOST

Equality Advisory Support Service

FPN4431

Telephone: 0808 800 0082

Textphone: 0808 800 0084

Fax: 02920 447712

Website: <http://www.equalityadvisoryservice.com/>

ii) AGE

Older People

The Development Officer for Older People within the Council is Mandy Sprague - spragm@caerphilly.gov.uk or telephone 01443 864277.

She also liaises with the 50+ Positive Action Partnership who have many contacts with that age group in the community: http://www.caerphilly50plus.co.uk/default_site.asp.

Age Cymru have a number of specific networks that cover Age and other protected characteristics, namely the Older Minority Ethnic Network and the Older LGBT network. To contact them, please get in touch with Age Cymru.

Age Cymru

Tŷ John Pathy,
13/14 Neptune Court,
Vanguard Way,
Cardiff,
CF24 5PJ.

Telephone: 029 2043 1555 (Age Cymru Office)

Website: www.ageuk.org.uk/cymru

For information and advice contact **Telephone:** 08000 223 444
Age UK Advice in Wales

Younger People

The Caerphilly County Borough Youth Forum has a strong structure and presence and can be contacted via the Youth Participation Manager on 01443 863033. For consultation with 0–10's please contact the Children's Participation Officer on 01443 866721 or at ewingc@caerphilly.gov.uk. The general email address is youth@caerphilly.gov.uk.

Yr Urdd are the Welsh youth movement who provide many activities and events in Welsh for pupils from both the Welsh and English medium sectors.

The local contact details are -

Yr Urdd

Swyddfa'r Urdd,
Ysgol Gyfun Cwm Rhymni,
Stryd Bryn Gwyn,
Gelli-haf,
Blackwood,
NP12 3JQ.

Morgan Roberts - Caerphilly Youth Officer
01443 829714
morgan@urdd.org

Elin Huxtable - Development Officer Caerphilly
01443 829714
elinhuxtable@urdd.org

iii) DISABILITY

Caerphilly County Borough Access Group

Caerphilly County Borough Access Group is a registered charity that works closely with the Council on a range of issues, such as carrying out audits of workplaces, scrutinising planning applications and investigating complaints about pavement obstructions throughout the county borough. For more information about the Group or any requests for advice, services or membership of the group, please contact:

Caerphilly County Borough Access Group
c/o The Secretary,
5 Pen-y-cae,
Mornington Meadows,
Caerphilly,
CF83 3BS.

Telephone: 029 2086 5657

e-mail: CCBAGsecretary@hotmail.com

Disability Can Do

The Disability Can Do Organisation was set up to work with physically disabled and sensory impaired adults and their carers within Caerphilly County Borough. They deliver information services by way of a volunteer manned disability and carers information line, a website inclusive of live web-chat updated by volunteers and a fully maintained information library is available at their office base.

Disability Can Do
1 Bryn Lane,
Pontllan-fraith,
Blackwood
NP12 2PG.

Telephone: 01495 233555

e-mail: info@disabilitycando.org.uk

Website: www.disabilitycando.org.uk

Deaf Community Contacts

The link officer for the British Deaf Association is Jeff Brattan-Wilson - contact jeffbw@bda.org.uk and the Council works with Sarah Lawrence who runs a website that could contain useful information and contacts - www.deaf-friendly.co.uk. They also have Deaf contacts in the community such as in the Deaf Clubs in Caerphilly and Bargoed and would be an ideal initial point of contact for advice and signposting.

Other contacts for Deaf and Hard of Hearing matters are -

Action on Hearing Loss Cymru
Tudor House,
16 Cathedral Road,
Cardiff,
CF11 9LJ.

Textphone: 029 2033 3036

Telephone: 029 2033 3034

Fax: 029 2033 3034

(This is the former RNID)

e-mail: rnidcymru@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk

British Deaf Association (BDA)

BDA Wales,
British Sign Language Cultural Centre,
47 Newport Road,
Cardiff,
CF24 0AD.

Textphone: 0845 1302853**Telephone:** 0845 1302851**Fax:** 0845 1302852**e-mail:** bda@bda.org.uk**Website:** www.bda.org.uk**Gwent Hearing Impairment Service**

Brecon House,
William Brown Close,
Llantarnam Business Park,
Cwmbran,
NP44 3AB.

Telephone: 01633 645458**People with Visual Impairments**

The Gwent Visual Impairment Service works across the five LEAs that make up Greater Gwent and supports children and young people who have a significant visual or multi-sensory difficulty. The Service is hosted by Caerphilly C.B.C. They may be able to provide you with advice if you consult with young people who fall under their remit.

Gwent Visual Impairment Service

Brecon House,
William Brown Close,
Llantarnam Business Park,
Cwmbran,
NP44 3AB.

Telephone: 01495 841226

Nationally, further advice and support can be obtained from:

**Royal National Institute of Blind People
(RNIB) Cymru**

Trident Court,
East Moors Road,
Cardiff,
CF24 5TD.

Telephone: 029 2045 0440**Fax:** 029 2044 9550**e-mail:** cymruevents@rnib.org.uk**Website:** www.rnib.org.uk

People who are Deafblind

Deafblind UK is a national charity offering specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives.

Deafblind Cymru,
Jones Court,
Womanby Street
Cardiff,
CF10 1BR

Telephone/Textphone: 01733 358 100

Fax: 01733 358 356

e-mail: info@deafblind.org.uk

Website: <http://deafblind.org.uk/>

Disfigurement

Changing Faces is the leading UK charity that supports and represents people who have disfigurements to the face, hand or body from any cause. The psychological effects of disfigurement, whether acquired from birth, an accident, disease, or the aftermath of surgery, can last a lifetime if not dealt with early on. Changing Faces helps people to face the challenges of living with a disfigurement and equips them with the appropriate tools to build self-confidence and self-esteem.

Changing Faces
The Squire Centre,
33-37 University Street,
London,
WC1E 6JN.

Telephone: 0845 4500 240

Fax: 0845 4500 276

e-mail: cymru@changingfaces.org.uk

Contact: Simon Boex

Website: www.changingfaces.org.uk/

iv) RACE

Black and Minority Ethnic People

The Valleys Regional Equalities Council (VALREC) has a database of contacts of individuals and groups from different ethnic minorities in the county borough and regionally, which they use to distribute information. They may be able to offer advice to both landlords and tenants and help in cases where disputes have arisen. VALREC cover many other Equality issues as well as Race (as they became a Regional Equality Council after many years specialising in Race issues only) however in terms of Race issues, they remain a vital point of contact.

VALREC

Valleys Regional Equality Council,
Venture House,
Navigation Park,
Abercynon,
CF45 4SN.

Telephone: 01443 742704

e-mail: info@valrec.org

Website: www.valrec.org

Contact: Elaine Clayton

GEMS: Gwent Education Multi-Ethnic Service

GEMS provides support to those pupils in nursery, primary and secondary education in Gwent for whom neither English nor Welsh is their first language, by working closely with the schools, parents and Governors in order to help pupils to improve their English language skills.

In addition to supporting pupils, GEMS provides:

- Advice, support, guidance on race equality for schools and governing bodies;
- Bilingual assessments to establish language support requirements;
- Home visits to ensure that good communications between minority ethnic parents and the school are established.
- Essential school information is passed to the parents in their home language and their concerns and questions are passed back to the school.
- Help with the provision of interpretation and translation in the main community languages of Gwent.

GEMS

c/o Newport City Council,
Stow Hill,
Newport,
NP20 4UR.

Telephone: 01633 255473

e-mail: gemss@newport.gov.uk

v) RELIGION AND BELIEF

There are many Christian chapels and churches in the area, with both English and Welsh services being held, but few physical locations for any other religions as often, those who do follow other faiths may have to go to Cardiff or Newport to worship. One useful contact may be Ffion Williams at the Siloh Christian Centre in Ystrad Mynach as she may have many chapel and other contacts in the area. The Centre's number is 01443 813617 or e-mail: ffionwilliams@btconnect.com.

There is one faith school in the county borough - St Helen's RC Primary. The Council's Starting Schools Booklet has details of this school and all other education establishments in the county borough, available from the Directorate of Education at the council in hard copy or as a pdf by emailing education@caerphilly.gov.uk.

There is a Buddhist temple located in Rhymney and they can be contacted via VALREC. VALREC are also able to provide feedback on religion and belief issues, as often these issues are closely linked with race and cultural matters.

vi) SEXUAL ORIENTATION

There are no LGBT (Lesbian, Gay, Bisexual and Transgender) groups in the county borough that we are aware of, as many people would travel to Cardiff or Newport to socialise and possibly to seek advice. Stonewall Cymru and Bi CymruWales work on LGB issues (the organisations do not cover Transgender matters).

Stonewall Cymru
Transport House,
1 Cathedral Road,
Cardiff,
CF11 9SB.

Telephone: 029 2023 7744

Fax: 029 2023 7749

e-mail: cymru@stonewallcymru.org.uk

Website: <http://www.stonewallcymru.org.uk>

Bi CymruWales
Bi Cymru/Wales,
c/o Diverse Cymru,
3rd Floor, Alexandra House,
307-315 Cowbridge Road East,
Cardiff,
CF5 1JD

SMS: 07982 308812

e-mail: bicymru@yahoo.co.uk

LGBT Groups in the Region

Rainbow Group

17 Clarence Street
Pontypool,
NP4 6LG

Telephone: 01495 752333

Fax: 01495 750333

e-mail: rainbowtorfaengroup@yahoo.co.uk

Contact: Helen Watkins

Website: www.lgbtdevelopment.org.uk/consortium2/node/210

Umbrella Gwent

e-mail: umbrellagwent@gmail.com

Facebook: facebook.com/umbrellagwent

vii) WELSH LANGUAGE

Welsh speakers

There are 11 Welsh medium primary schools in the county borough and one comprehensive school split over two sites. The Council's Starting Schools Booklet has details of these schools and all other education establishments in the county borough, available from the Directorate of Education at the council in hard copy or as a pdf by emailing education@caerphilly.gov.uk.

In addition, **Menter Iaith Caerffili** is a voluntary language initiative organisation that runs a number of Welsh-medium childcare settings outside school hours, and events for children and adults throughout the year.

They have a database of contacts to distribute information quarterly through an email system called **e-chlysur** that they use to send out an electronic flyer Welsh speakers and learners.

The Menter Iaith also have distribution contacts for all the other Welsh language groups in the area such as the **Canolfan Iaith i Oedolion** (the adult education centre for Welsh learners), **Merched y Wawr** (the Welsh language equivalent of the Women's Institute), **Mudiad Meithrin** (the Welsh nursery group association) and the **Urdd**.

They also arrange a **Welsh Language Forum** of Welsh medium organisations in the county borough that meets quarterly.

Menter Iaith Caerffili

St Margaret's Park
Aberbargoed,
CF81 9FW.

Telephone: 01443 820913

e-mail: menter@caerffili.org

Website: www.mentercaerffili.org

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TDS Charitable Foundation announces funding for PRS projects

The TDS Charitable Foundation has announced the successful recipients of its first round of funding for educational projects in private rented sector.

Launched this year by The Dispute Service, the UK's leading provider of insurance based tenancy deposit protection, the Foundation invited bids of up to £20,000 each and was overwhelmed by applications from charities, tenant and landlord groups, local councils, and other organisations.

Commenting on the first round of funding for the Foundation, Chairman Professor Martin Partington said:

“The demand for funding exceeded even our wildest expectations. Despite a limit of £35,000 per round of funding, we received bids totalling almost £500,000. The Trustees endorsed those that were particularly innovative, or had greater reach.”

The Foundation works to advance education amongst landlords and tenants about private rented housing rights and obligations and has £35,000 available in each quarter to fund projects which support this aim. Applications are now open for the second round until 9th September 2014.

Trustee of the TDS Charitable Foundation, Martin Blakey, the Chief Executive of Unipol Student Homes in Leeds said; “It has been a great pleasure to distribute much needed funding to some excellent initiatives in the first round. Many of these projects simply would not have started without the support of the TDS Charitable Foundation. I am looking forward to seeing the progress of each project in the coming months.”

The successful Round 1 bidders and the projects to be funded are as follows:

National Union of Students

Awarded £20,000

The grant is for the delivery of a tenant training programme for students, rolled out through students' unions across the UK. The training will equip students with the knowledge and understanding they need to make a success of their time in the private rented sector, both during their student careers and beyond; develop a cohort of 'pathfinders' in the sector whose knowledge and understanding will spread to others they live and have contact with; improve communication between landlords and tenants; and improve the confidence of student tenants in advocating their rights.

Chartered Institute of Housing

Awarded £6,300

The funding will support a complete revamp of the CIH online information service www.housing-rights.info/ to fully cover the private rented sector aimed at both existing and prospective tenants and their advisers. It will be of particular benefit to recent migrants who are often forced into poorer parts of the sector and are unaware of their rights and find it difficult to access advice services.

Caerphilly County Borough Council - Equalities and Welsh Language Team

Awarded £5,000

The project is to produce models of equalities/discrimination guidance for private landlord groups, the National Landlords Association, housing associations, Welsh local government and Citizens Advice Bureaux, which can be adapted to local circumstances.

Guidance document covers the Common Housing Register and equality laws, landlord and tenant case law examples, a 'know your tenant' guide, a list of contact details for local and national equalities organisations that landlords and tenants can access for further advice and support.

Wansbeck Citizens Advice Bureau

Awarded £2,500

Wansbeck CAB will be holding sessions with up to two thousand young people and adult learners at around twenty sites in Northumberland, including the secondary schools, academies and colleges which either have young people who will be shortly thinking about their housing options or young adults who may already be holding a tenancy. The course will enable them to be a better tenant by understanding how to conduct a tenancy and by being better informed as to what they are responsible for and what issues they can raise with their landlord.

Generation Rent

Awarded £2,500

The grant will pay for the production and distribution of an engaging “Know Your Rights & Responsibilities” poster and a guide to renters’ rights and responsibilities. The information will communicate current rights and responsibilities under the law and list resources for further help, with space for each local area to list local resources.

ENDS

Media contact

Chris Kendall
Communications Officer
01442 780560
Chris.Kendall@tds.gb.com

Information for Editors

- Professor Partington is available for interview on request
- Full information on the TDS Charitable Foundation, and how to bid, can be found here: <http://tdsfoundation.org.uk/>