

## Part 6 ACTION PLAN 2014 - 2015

<b>Service Area:</b>	<b>Caerphilly Homes, WHQS Team</b>	<i>Please link priority and actions to, single plan, corporate priority and /or improvement objective where appropriate below:</i>
<b>A Priority (what do we want to achieve)</b>	<b>IO5: Investment in homes to transform lives and communities.</b>	<i>(As listed in Appendix C, D and E)</i>

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?																					
1	<p>Delivery of the 2014/15 capital investment programme in respect of internal and external repairs and improvements.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>The original external works programme for the Upper Rhymney Valley are delayed due to issues that have arisen with the Procurement process. The internal works contracts are anticipated to start in October 2014.</li> <li>Figures relate only to properties rescheduled to the 14/15 financial year.</li> </ol>	<p>Progress will be monitored on a regular basis via CHTG, WHQS Project Board and WHQS Management Group. Data will be collected via the Keystone system and a live position maintained via a number of dashboards that are specifically designed to monitor and manage the WHQS Programme. There will be a half-year and full year report presented to CHTG.</p> <p>Q1:</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><u>Internal compliance</u></th> <th style="text-align: center;">Nos</th> <th style="text-align: center;">% of full year</th> </tr> </thead> <tbody> <tr> <td>Eastern Valleys</td> <td style="text-align: center;">37</td> <td style="text-align: center;">6%</td> </tr> <tr> <td>LRV</td> <td style="text-align: center;">60</td> <td style="text-align: center;">12%</td> </tr> <tr> <td>URV</td> <td style="text-align: center;">31</td> <td style="text-align: center;">9%</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <th style="text-align: left;"><u>External compliance</u></th> <th></th> <th></th> </tr> <tr> <td>LRV</td> <td style="text-align: center;">11</td> <td style="text-align: center;">2%</td> </tr> </tbody> </table> <p>Q2: Internal works have been completed on 167 properties. External works have been completed on 57 properties. In respect of the overall 2014/15 programme, this represents 7.5%.</p>	<u>Internal compliance</u>	Nos	% of full year	Eastern Valleys	37	6%	LRV	60	12%	URV	31	9%	 			<u>External compliance</u>			LRV	11	2%	<p>Area Project Managers Systems &amp; Performance Manager</p> <p>Mar 2015</p>	<p>The WHQS Programme is funded by the HRA and is subject to large variances. Additional costs are being managed within the overall financial envelope set by the business plan.</p>
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		<p>Q3: See report to CHTG 11.12.14. Major slippage during 2014/15 financial year has necessitated a review of the investment strategy over the remaining five years of the programme. The slippage will cause additional pressure due to the increase in the volume of properties that will need to be completed over a shorter timescale.</p> <p>One of the three internal works contracts commenced in November 2014, the other two in January 2015. The externals works programme in the Upper Rhymney Valley is anticipated to commence in April 2015.</p> <p>Q4: Internal works have been completed to 599 properties. External works have been completed to 103 properties. (These figures are inclusive of Rowan Place). Together this represents 42% of the revised programme agreed for the 14/15 financial year.</p>		
2	Pursue external funding opportunities to support energy improvement measures (under the Energy Companies Obligation [ECO], Arbed or similar Government initiatives).	<p>Success will be assessed by the amount of external funding received and/or the number of homes benefiting from energy efficiency measures.</p> <p>Q1: An Arbed bid submitted for Phillipstown / Senghenydd was unsuccessful although Phillipstown has been put on the reserve list for funding.</p> <p>A specification has been prepared for ECO, which is currently with procurement services who are making the final preparations for tender. It is anticipated that the tender will be sent out in September.</p>	S Martin Energy Officer	Match funding may be necessary to secure ECO Grants due to reduction in the value allowed per carbon ton reduction. A £1m has been earmarked within the capital programme.

		<p>Q2: Welsh Government has provisionally approved the Arbed bid for Phillipstown. Full approval is dependant on the scheme managers (Melin Homes) surveying the properties. The scheme is expected to cover around 317 properties that include 92 Council properties. The funding estimated at £2.7m will meet the cost of external wall insulation and replacement of inefficient boilers.</p> <p>Q3: Arbed funding approved for energy efficiency measures to around 317 properties in Phillipstown both public and private sectors..</p> <p>Q4: At the end of March 2015, 40% of the energy efficiency works have been completed to the properties in Phillipstown. The scheme has been extended until the end of June 2015. Two energy providers have responded to an Eco tender which is subject to ongoing evaluation.</p>		
3	Adhere to the standards set out in the Charter for Trust. This applies to both the in house workforce and contractors.	<p>Responses received via the customer satisfaction surveys are recorded within Keystone. Issues raised by tenants will be investigated and where there is, justification will be rectified.</p> <p>Q1: Customer satisfaction in this quarter was measured at 92%.</p> <p>Q2: Due to the limited number of completed contracts data in respect of compliance with the Charter for Trust standards is not yet available for 2014/15. For 2013/14 the overall compliance figure was 92%.</p> <p>Q3: Customer satisfaction surveys to date show that the target for compliance with the Charter for Trust standards is being met.</p> <p>Q4: Compliance with the Charter for Trust standards has exceeded the target at 93%.</p>	Area Project Managers, Systems & Performance Manager	No

4	Achieve high levels of tenant satisfaction with the work undertaken to their homes.	<p>Responses received via the customer satisfaction surveys are recorded within Keystone. Tenant dissatisfaction will be investigated and where there is justification action will be taken to try to address the situation. Sample face-to-face surveys are undertaken by tenants.</p> <p>Q1: Customer satisfaction in this quarter was measured at 92%.</p> <p>Q2: Due to the limited number of completed contracts satisfaction data is not yet available for 2014/15. For 2013/14 the overall satisfaction rate was 92%.</p> <p>Q3: Customer satisfaction surveys to date show that high levels of tenant satisfaction are being maintained in excess of the target.</p> <p>Q4: Customer satisfaction for the year was 90% which exceeds the target.</p>	Area Project Managers, Systems & Performance Manager	No
5	Promote the Community Improvement Fund to benefit within communities across the county borough.	<p>Early applications to the fund have identified numerous practical difficulties that can arise from grant applications. Officers will signpost groups to sources of support in order to make successful applications to the fund. Information will be regularly disseminated to ensure there is awareness of the fund.</p> <p>Q1: 1 application approved. The Rhymney Allotments Society has been awarded £5,000 to improve access to the allotments including the installation of a handrail and ramp and the tarmacing/concreting of existing pathways.</p> <p>Q2: Four new applications under the Community Improvement Fund have been received. Two of these applications will be the subject of consultation with Caerphilly Homes Task Group on 30th October 2014.</p>	J Roberts-Waite Strategic Co-ordination Manager – WHQS Programme	No

		<p>Q3: Despite continued promotion of the Community Improvement Fund few applications have been received.</p> <p>Q4: Two Community Improvement Fund Applications have been approved during 14/15. Due to the low number of applications being received, the fund will be reviewed during 15/16 and consideration given to whether it should be discontinued.</p>		
6	Carry out adaptations to meet specific needs of individual households.	<p>Q1: No information provided.</p> <p>Q2: No information provided.</p> <p>Q3: The adaptations are a response to circumstances that arise when tenants are visited at the survey stage. To date 31 properties have had adaptations incorporated where this has been identified as a requirement for the tenants. This action will be ongoing as the need arises.</p> <p>Q4: Properties have had adaptations incorporated as part of the improvement work during 14/15. Note there is no target as such works are in response to need identified during the WHQS surveys. Total number completed adaptations during 14/15 has to be confirmed as various data sources have to be compared.</p>	P Davy Head of Programme	No

## Part 6 ACTION PLAN2014 - 2015

<b>Service Area:</b>	<b>Caerphilly Homes, Private Sector Housing</b>	<i>Please link priority and actions to, single plan, corporate priority and /or improvement objective where appropriate below:</i>
<b>A Priority (what do we want to achieve)</b>	<b>IO6: We want to prevent homelessness wherever possible by working collaboratively with a range of partners to provide a holistic homelessness prevention service.</b>	<i>(As listed in Appendix C, D and E)</i>

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?
1	Restructure the Housing Options & Homelessness Advice team functions to offer a person centred casework service.	<p>Q1: Action completed. Physical restructure has been completed with a relocation of several officers to form a Homelessness Prevention team. We have assessed the ability of our IT to ensure we can report the required data to comply with the new legislation.</p> <p>Further restructuring of the team to take place in 2015/16 on receipt of Welsh Government transitional homelessness funding.</p>	S Cousins Mar 2015	No
2	Provide mediation/early intervention support to households at risk of becoming homeless to remain in their homes.	<p>Q1: The success of this action is measured on the number of tenancies sustained for at least 6 months. Performance data will be reported from Q2 onwards.</p> <p>Q2: The success of this action is measured on the number of tenancies sustained for at least 6 months. To date we have handled 77 cases, providing a range of support to enable people to remain in their homes. This action is linked to PI 5 and will be reported on at the end of Q4.</p> <p>Q3: An additional 6 referrals were made in Q3.</p>	S Cousins Mar 2015	No

		Q4: A total of 128 new enquiries for homelessness advice and assistance received during the year. This included working proactively with tenants and landlords to maintain tenancies, which in turn has increased landlord confidence.		
3	Provide support to households to sustain new tenancies accessed through the Housing Allocations and Advice Centre	Q1: Two specialist support officers are in post and have succeeded in a number of cases to prevent a homelessness presentation being made. Q2: To date we have handled 77 cases, providing a range of support to enable people to remain in their homes. This action is linked to PI 5 and will be reported on at the end of Q4. Q3: An additional 3 referrals were made in Q3. Q4: A total of 50 cases of tenancy sustainability support have been opened in this quarter, ranging from rents arrears and evictions to benefits advice.	S Cousins Mar 2015	No – funding provided by supporting people
4	Work with private sector landlords to increase the level of affordable accommodation available through the development of a social lettings agency, accessible to any household regardless of benefit dependency.	Q1: Report to be considered at Policy & Resources Scrutiny Committee in Q2. Q2: The report went to Policy & Resources Scrutiny Committee on 30th September and will be considered by Cabinet in Q3 (1st October 2014). A draft business case has been produced and consideration of suitable office space has commenced. We can now progress receipt of transitional funding awarded to the authority from Welsh Government in April 2015 for homeless prevention measures. Action now deferred pending this funding.	S Cousins Mar 2015	Yes £114k (TBC)
5	Review and, where necessary, revise the existing pre-release prison protocol to empower prisoners to plan for their accommodation needs on release.	Q1: Participated in an all-Wales review of homelessness prison leavers and assessment of the impact of the change in priority need status due to be removed from the legislation in 2015.	S Cousins Mar 2015	No

		Q2: Initially this task was going to be undertaken on a local level but has since become a national issue. Therefore, progress is dictated by the homelessness network, which is now leading on this task. Some research, commissioned by Welsh Government, has been undertaken by the WLGA and is due to be considered. We will continue to play an active role in the completion of this task. Action consequently closed down.		
6	Produce guidance for all landlords (public and private) on the requirements of the Equalities Act 2010 to promote non-discriminatory practice by all housing providers.	Q1: Draft guidance produced, report going to P&R scrutiny committee in October. Q2: Draft guidance produced, report going to Policy & Resources Scrutiny Committee in October 2014. Draft guidance will be considered by the Caerphilly Homes Task Group prior to going to Policy & Resources Scrutiny in October 2014. Q3: Action completed – guidance published and circulated. Training for landlords is also being rolled out.	S Cousins Mar 2015	No
7	Host a specialist domestic abuse support worker to provide early intervention support, target hardening services and person centred support to prevent homelessness in relation to domestic abuse victims and their families.	Q1: Advice from procurement services requires that a tender process must be completed to progress this task. Tender process documents to be completed and submitted in Q2. Q2: Procurement process has been completed. We expect contract to be awarded in Q3 and commence in Q4. Q3: A 2-year contract, with an option to extend for 12 months, was awarded to Llamau Women's Service. Service to go live in Q4. Q4: Officer in post based at Housing Allocations and Advice Centre. Post holder commenced position on 9 <sup>th</sup> Feb 2015.	S Cousins Mar 2015	No – funding from existing budget ((£31.5k)



8	<p>Improve both the working relations with prison accommodation services to prepare prisoners for their release and the level of assistance provided to prison leavers by support agencies on their release.</p>	<p>Q1: In response to changes in legislation, we have established contact with prisons in the South Wales region in an attempt to improve pre-planning on release.</p>	<p>S Cousins Mar 2015</p>	<p>No</p>
		<p>Q2: No change from Q1.</p>		
		<p>Q3: A process is in place to deal with MAPPA cases. Processes need to be put in place to deal with other cases. We are considering the use of transitional homelessness funding (Welsh Government) to fund a regional prison coordination worker who will work with the prisons on our behalf. A meeting has been set up with partner authorities in Q4 to progress this.</p>		
		<p>Q4: The prison leavers pathway is still under development with WG. New processes introduced by WG who have engaged Prison Link Cymru and Community Resettlement Company to do all preparatory work with offenders. Housing and Supporting People leads in Gwent have met and have drafted a local protocol in partnership with Gwent Police and National Offender Management Service. Housing and SP leads within Gwent to meet in May 2015 to jointly fund a regional housing coordinator.</p>		

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<b>Service Area:</b>	<b>Caerphilly Homes, Private Sector Housing</b>	<i>Please link priority and actions to, single plan, corporate priority and /or improvement objective where appropriate below:</i>
<b>A Priority (what do we want to achieve)</b>	<b>3. Following the adoption of a revised Private Sector Housing Renewal Policy, there is a need to develop an administrative base for the provision of Home Improvement Repayment Loans, HMO Loans and Loans provided via the proposed National Loan Scheme.</b>	<i>(As listed in Appendix C, D and E)</i>

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?
1	Creation of a suitable database to facilitate home improvement repayment loans.	<p>Q1: No progress during Q1 – still awaiting more details of National Loans Scheme that will form the basis of the CCBC model.</p> <p>Meeting organised for September with Powys CC to share good practice with an authority who are already experienced in the field of loans. Will assist the setting up of administrative processes.</p> <p>Q2: Meeting with Powys took place to share good practice and consider possible administrative processes.</p> <p>Received update/training from WG (29/9) on proposals for National Loans Scheme that will form basis of the CCBC model. Proposed launch date delayed until Q3/Q4.</p> <p>Initial consideration to use of existing Civica systems for data recording for loans following confirmation from Civica that no bespoke package available for loans.</p>	F Wilkins Dec 2014	No

		Q3: Action completed. Corporate consideration being given to long-term future of Civica. Decision taken to manage HIRLs using Ms Excel and use of grant system in Civica in short-term.		
2	Enter into discussions with Credit Union in respect of outsourcing certain aspects of loan administration.	Q1: Initial discussions undertaken at a meeting held on 9 <sup>th</sup> June. Agreement in principle now in place with the Credit Union regarding administration. Further information by way of a loans report to scrutiny committee in Q3.	K Williams & F Wilkins Jun 2014	No
		Q2: Following National Information Event, Regional meeting held which supported the use of a Credit Union or similar organisation for elements of Loan administration. Procurement issues now need to be investigated in respect of securing a suitable external Service Provider.		
		Q3: Agreement reached with procurement services to operate a pilot scheme with Smart Credit Union. SCU to prepare scheme and provide indication of costs.		
		Q4: Meeting with Credit Union to be held on 14 <sup>th</sup> April 2015 with a view to effecting practical implementation of the local scheme in conjunction with National Loan scheme.		
3	Adoption of National Loan Scheme to operate alongside In-house schemes.	Q1: No progress to date – National Loan Scheme unlikely to be operable until October 2014. Report to Policy & Resources Scrutiny Committee intended for Q3.	F Wilkins Oct 2014	No
		Q2: National Information Event held on 29 <sup>th</sup> November that now suggests formal launch will be January 2015. Report being prepared for Policy and Resources Committee on 12 <sup>th</sup> November 2014. Launch date delayed until Q.4.		
		Q3: Further meeting with Credit Union 1/12/14 – on target for commencement of loans in line with national launch on 29/1/15.		

		Q4: Meeting with Credit Union to be held on 14 <sup>th</sup> April 2015 with a view to effecting practical implementation of the scheme.		
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## Part 6 ACTION PLAN 2014 - 2015

<b>Service Area:</b>	<b>Caerphilly Homes, Public Sector Housing</b>	<i>Please link priority and actions to, single plan, corporate priority and /or improvement objective where appropriate below:</i>
<b>A Priority (what do we want to achieve)</b>	<b>4. Development of Older Persons Service following Sheltered Housing Review</b>	<i>(As listed in Appendix C, D and E)</i>

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?
1	Implementation of new service model for Older Persons Services, following approval of the Sheltered Housing Review Report 09.09.13.	<p>New clusters working well and all schemes receiving daily (Mon-Fri) cover. Meet and Greets organised for May and June 2014.</p> <p>Q1: All 'meet and greet' meetings completed. All 32 sheltered schemes and Tredegar Court extra care scheme had visits. Pleasant Place was held back until Q3 and major works had been completed. Attendance at each 'meet and greet' varied from 20% to over 90% depending on the nature of the scheme.</p> <p>Q2: Additional pressure experienced by staff to cover all schemes through the summer period. This was managed successfully with all schemes receiving Sheltered Housing Officer presence. Needs assessments undertaken for every person in a sheltered scheme. Regular tenants meetings started in all schemes.</p> <p>Q3: Six monthly reviews commencing. No concerns being raised by tenants. Older Person Working Group ended as 'task and finish' exercise complete.</p> <p style="background-color: yellow;">Q4: Action completed.</p>	Mar 2015 G North/ J Green	No

2	All posts in the new service model for Older Persons Services to be filled as agreed.	Posts for Floating Support Officer and Activities Coordinator currently at advert stage.	Sept 2014 G North/ V Parsons/ J Green	No
		Q1: 3 x Floating Support Officers in post.		
		Q2: Senior post filled. Activities post re-advertised as post holder resigned for personal reasons. Expected to be completed by Dec 2014.		
		Q3: Activities Coordinator appointed and will be in post Jan 2015.		
		Q4: Action completed.		
3	Handyman service to be further explored.	Proposal has been discussed at R&I group. To be submitted to OPWG in June/July 2014 for consideration.	Dec 2014 G North/J Green	No
		Q1: Reported to and supported by OPWB in June.		
		Q2: Handyman service developed and due to go live in Q3.		
		Q3: Action completed. A handyman service available across all areas.		
4	Consider WLGA proposals for transparent service charges and implementation. Consider in line with whole service area.	Service charges have been reviewed and details have been included in the annual HRA account. This action will continue this work further.	Mar 2015 G North/ J Green/ V Parsons	No
		Q1: No specific progress to report.		
		Q2: Work has continued on identifying scheme specific utility charges to be applied in Q3. Costs for service charge have been investigated and further works are required in some areas.		
		Q3: JG due to meet with Lesley Allen after year-end to look at how they can split the figures down further.		
		Q4: Service charges for grounds maintenance and cleaning being broken down to be charged on a scheme basis. This work will continue into 2015/16.		

5	Develop reporting procedures for Supporting People to meet the requirements of the funding.	<p>Procedures in place to manage and monitor supporting people costs based on the use of the CSM module - Housing Academy system.</p> <p>Q1: CSM module and procedures implemented.</p> <p>Q2: Procedures in place – action completed during Q2.</p>	Sept 2014 G North/ V Parsons	No
6	Review of Tredegar Court, Extra Care Housing	<p>Review of Extra Care Housing in context of changes within social services and whether the scheme is fit for purpose in relation to others in Caerphilly and surrounding areas.</p> <p>Q1: No specific progress to report.</p> <p>Q2: Officer responsible for review has been redirected to decommissioning of hard-wired alarms. This work will commence post Dec 2014 to be completed Mar 2015.</p> <p>Q3: No further progress made in Q3. Hindered by long-term sickness of Senior Sheltered Housing Officer.</p> <p>Q4: Review now fully underway and will be complete by summer 2015.</p>	Nov 2014 G North/ J Green	No
7	Explore improvements to the existing sheltered housing accommodation by producing designs/plans and conduct a feasibility study (detailed plans to be prepared for consideration)	<p>Work is ongoing around major refurbishments to one scheme but other major refurbishment requirements will be aligned to the WHQS programme. Plans have been produced for one sheltered housing scheme and discussions are ongoing about the preparation of a full set of plans for all other schemes.</p> <p>Q1: No specific progress to report.</p> <p>Q2: No further progress made in Q2.</p> <p>Q3: Discussion on-going in relation to redevelopment of certain schemes that will now sit outside the WHQS schedule. Discussion taking place with the private sector housing team and UWHA on developments in Deri area.</p>	Mar 2015 G North/ J Green/ V Parsons	Additional funding is required. Final costs are subject to quotations.

		Q4: Six schemes have been identified as requiring further investigation and will be subject to a report in September 2015.		
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<b>Service Area:</b>	<b>Caerphilly Homes</b>	<i>Please link priority and actions to, single plan, corporate priority and /or improvement objective where appropriate below: (As listed in Appendix C, D and E)</i>
<b>A Priority (what do we want to achieve)</b>	<b>5. Reduce the number of long-term empty properties and bring existing empty properties back into beneficial use.</b>	

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?
1	Deploy additional staff resources towards the Empty Homes Initiative	<p>Consent secured from Head of Service, enquiries currently ongoing regionally as to comparable staffing levels/pay structures.</p> <p>Q1: Limited success as a result of regional enquiries. Job Description and Person Specification for assistant post to the Housing EHO Team will be prepared during Q2. Funding for post, however, not yet confirmed.</p> <p>Q2: Job description/person specification now prepared and awaiting evaluation. Funding for post still being sought.</p> <p>Q3: We have been unable to identify sufficient revenue to fund the post. Retirements during 2015 may assist us in this process but, due to future MTFP pressures (20% savings for 16/17 and 17/18), at this time we cannot give an absolute guarantee this will transpire</p> <p>Q4: Task abandoned for 2014/15 – however annual PI target has been surpassed within existing resources.</p>	K Williams September 2014	TBC by Sept 2014
2	Continued promotion of national “Houses Into Homes” scheme	Funding still available for interest-free loans that will continue to be offered to prospective owners whilst regional funds remain available.	I Burgess (Scheme ongoing – recyclable	No

		<p>Q1: The council currently has first call on regional funding so Houses Into Homes Loans continue to be offered to demand.</p> <p>Further loan funding totalling £34,549.02 has been drawn down from the central pot in anticipation of the completion of 2 further loans, which will provide 2 further units of accommodation.</p> <p>Q2: Funding is still available for the Houses Into Homes Loan scheme and will continue to be offered to owners and prospective owners whilst this remains the case.</p> <p>We have currently paid out on 6 separate loans valuing in total £316,893.52 and which will provide 14 units of accommodation.</p> <p>Further loan funding totalling £63,424 has been drawn down from the central pot in anticipation of the completion of 3 further loans, which will provide 3 further units of accommodation.</p> <p>Q3: Funding is still available for the Houses Into Homes Loan scheme and will continue to be offered to owners and prospective owners whilst this remains the case.</p> <p>We have currently paid out on 7 separate loans valuing in total £341,893.52, which will provide 15 units of accommodation.</p> <p>Further loan funding totalling £63,424 has been drawn down from the central pot in anticipation of the completion of 3 further loans, which will provide 3 further units of accommodation.</p>	funding)	
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		<p>Q4: Funding is still available for the Houses Into Homes Loan scheme and will continue to be offered to owners and prospective owners whilst this remains the case.</p> <p>We have currently paid out on 7 separate loans valuing in total £341,893.52 and which will provide 15 units of accommodation.</p> <p>Further loan funding totalling £88,424 has been drawn down from the central pot in anticipation of the completion of 4 further loans, which will provide 4 further units of accommodation.</p>		
3	More challenging PI Targets – raised from 3.6% to 4.0%	<p>Will be monitored quarterly via Ffynnon</p> <p>Q1: Performance for Q1 is in excess of target despite extra staff resources having yet been secured.</p> <p>Q2: As can be evidenced by the PI for empty properties (C1), returns up to Q2 of 2014/15 show that we are on target to meet the annual target for returning empty properties back into use.</p> <p>Q3: As can be evidenced by the PI for empty properties (C1), returns up to Q3 of 2014/15 show that we are on target to exceed the annual target for returning empty properties back into use.</p> <p>Q4: PI target surpassed (Target 36) – 42 long term empty homes brought back into beneficial use during 2014/15 as a result of direct action by the private sector housing team.</p>	I Burgess 31 <sup>st</sup> March 2015	No

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<b>A Priority (what do we want to achieve)</b>	<b>6. Improve &amp; increase access to affordable housing to include the development of a Common Housing Register, Common Allocations Policy and Social Lettings Agency.</b>	

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?
1	1.1 Work in partnership with housing associations and tenants to prepare a draft common allocation policy for consultation.	Q1: A series of meetings were held with the housing associations and tenants to prepare a draft document. Writing of the draft will take place in Q2.	M Jennings Aug 2014	No
		Q2: Action completed – draft policy finalised for external consultation. Two rounds of internal consultation completed before the external consultation commences.		
	1.2 Carry out a 12-week consultation on the policy (Aug-Oct 2014).	Q1: Action linked to the completion of B1.1. It is scheduled to commence in Q2.	M Jennings Oct 2014	No
		Q2: Commencement of consultation exercise delayed until Q3. Project timescales have changed and the requirement to commence consultation in Q2 has been relaxed.		
Q3: Consultation exercise commenced in Q3 and will close in Q4. An on-line survey has been produced, letters sent to applicants on all waiting lists and a letter sent to identified stakeholders.				
		Q4: Consultation completed on 23 <sup>rd</sup> February 2015. 115 on-line surveys completed and a small number of responses received from stakeholders.		

	1.3 Consider consultation responses and amend policy where appropriate.	Q1: Action linked to the completion of B1.2. It is scheduled to commence in Q3.	M Jennings Oct 2014	No
		Q2: This action is linked to 1.2 and will now commence in Q4.		
		Q3: No progress in Q3 – see 1.2 above.		
		Q4: Currently in progress. Expected to be completed by the end of May 2015.		
	1.4 Carry out an equality impact assessment on the finalised policy.	Q1: Action linked to the completion of B1.3. It is scheduled to commence in Q3.	M Jennings Nov 2014	No
		Q2: This action is linked to 1.2 and 1.3 and will now commence in Q4.		
		Q3: No progress in Q3 – see 1.2 and 1.3 above.		
		Q4: Currently in progress. Scoping exercise completed. Data requested from partners to complete full EIA. Task expected to be completed by the end of June 2015.		
	1.5 Council to formally approve the policy.	Q1: Action linked to the completion of B1.4. It is scheduled to commence in Q4.	M Jennings Apr 2015	No
		Q2: Will commence in Q4.		
		Q3: Now likely to commence after Q4 due to the delay in starting action 1.2 above.		
		Q4: Awaiting the completion of 1.3 and 1.4.		
	1.6 Assess and plan for the ICT requirements of the common housing register and common allocation policy.	Q1: The assessment is currently on-going. Four systems demonstrations have taken place with the main CHR IT providers. The next stage is to produce a list of system requirements in order to carry out the assessment.	R Lewis Aug 2014	TBC
		Q2: Action completed – assessment completed. Decision taken to procure a new IT system. Work commenced on producing a detailed IT specification.		
2	Work with private sector landlords to increase the level of affordable accommodation available through the development of a social lettings	Q1: A report proposing the development of a social lettings agency will be considered by Cabinet in Q2.	S Cousins Mar 2015	Yes £114k (TBC)

	agency, accessible to any household regardless of benefit dependency.	Q2: The report went to Policy & Resources Scrutiny Committee on 30th September and will be considered by Cabinet in Q3 (1st October 2014). A draft business case has been produced and consideration of suitable office space has commenced. We can now progress receipt of transitional funding awarded to the authority from Welsh Government in April 2015 for homeless prevention measures. Action now deferred pending this funding.		
3	Seek members' approval on the agreement of the details a leasing model and permission to progress a pilot site(s).	<p>Q1: Two sites have been identified. A report has been drafted and is currently with property services prior to wider internal circulation. The report is expected to go to Cabinet before October 2014.</p> <p>Q2: Report is out for wider consultation and is expected to go to Cabinet in late November 2014.</p> <p>Q3: A report seeking members' approval will be presented to Cabinet on 21<sup>st</sup> January 2015.</p> <p>Q4: Action completed. Cabinet approved the delivery of the leased model on two sites within the county borough at Watford Road, Caerphilly and Windsor Colliery, Abertridwr. Officers are currently working on the delivery of the scheme.</p>	K Fortey Oct 2014	No

## Part 6 ACTION PLAN 2014 - 2015

<b>Service Area:</b>	<b>Caerphilly Homes</b>	<i>Please link priority and actions to, single plan, corporate priority and /or improvement objective where appropriate below:</i>
<b>A Priority (what do we want to achieve)</b>	<b>7. Improve the quality and standards of the response maintenance and voids service.</b>	<i>(As listed in Appendix C, D and E)</i>

B	Actions/Tasks	Progress	Owner & Completion Date	Additional resource required?
1	Introduce an appointment system for Housing Surveyors for Pre/Post repair inspections.	<p>Appointment system will form part of the Total Mobile 5 upgrade currently with IT/Legal and Procurement to agree.</p> <p>Q1: Total Mobile 5 upgrade has been agreed and an order has been placed so that the upgrade can commence, incorporating the electronic appointment system for both pre/post inspections. A manual appointment system has been introduced as a pilot within one housing area.</p> <p>Q2: Following the placement of the order, the project group agreed to concentrate on going live with the basic solution (Transfer from V4 to V5 on existing mobile solution) by the end of the year. The electronic appointment system will then follow on in the new year. The manual appointment system has however been extended to include all areas.</p>	P Smythe Nov 2014	Yes 1 x Planner (Grade 6)

		<p>Q3: Testing is currently ongoing regarding basic solution of V5 upgrade , the electronic appointment system will follow once fully tested and implemented. Anticipated date to go live on electronic appointment system June 2015.</p> <p>Q4: Testing on the surveying solution to commence testing in May/June 2015. The system will go live when testing has been completed.</p>		
2	Upgrade Housing Repair Operations, Repairs Management system to Total Mobile 5.	<p>Meetings ongoing with IT/ Legal/Procurement to agree upgrade requirements in line with the contract. Currently the cost of the upgrade is in dispute</p> <p>Q1: Total Mobile 5 upgrade has been agreed and an order has been placed.</p> <p>Q2: IT have had to build new servers to receive the upgrade, these have since been completed. A project manager has been appointed and will be preparing a project plan confirming timescales for the upgrade. Looking to go live on the basic solution by December 2014.</p> <p>Q3: Delays in IT with uploading V5, system has now been uploaded into a test environment and we aim to go live at the end of January 2015.</p> <p>Q4: System went live in February 2015. There have been delays with rolling out the new devices resulting from network issues, which is on-going. All devices are in the process of being replaced. If network issues persist then roaming sim's may need to be considered in order to receive better network coverage (mainly Rhymney area).</p>	P Smythe Oct 2014	No
3	Introduce new Relet Standard for Void Properties.	Draft Relet Standard currently with Tenants representatives of the Repairs & Improvement group as part of the consultation process before the Relet Standard is agreed.	P Smythe/G North/D Bishop (R&I Group)	No



		<p>Q1: The Relet Standard report was agreed at the Caerphilly Home Task Group on 3<sup>rd</sup> July 2014. Procedures are now being developed in order to implement the new standard.</p> <p>Q2: New procedures have been developed including workshops held with relevant staff in order to go live in October 2014. A further report will now be submitted to Policy &amp; Resources scrutiny committee regarding voids costs.</p> <p>Q3: Action completed. A revised relet standard was introduced in October 2014.</p>	Aug 2014	
4	Introduce Sub -Contractor Schedule of Rates for Housing Repair Operations.	<p>All rates are currently been checked for accuracy of detailed specifications and costs before sending out to tender</p> <p>Q1: Tender document is in the process of being finalised in order to go out to tender in September 2014.</p> <p>Q2: A number of changes had to be made to the tender documents in consultation with Procurement to ensure contract compliance before going out to tender.</p> <p>Q3: Due to WHQS taking priority with contracts, Procurement have requested an extension on timescales. Tender is now anticipated to go out in February 2015.</p> <p>Q4: In line with Q3 we are still awaiting confirmation from procurement when the contract can go out to tender.</p>	P Smythe/JF/AJ/NA Oct 2014	No
5	Implement Robert Price Single Source Supply arrangement for Response Maintenance resulting in future closure of in house stores.	To undertake bench marking exercise of material costs before commencing with first of the transfer process for RP to supply consignment stock to stores before proceeding any further with the arrangement	K Webb July 2014	No

		<p>Q1: Bench marking exercise still ongoing. First stage of the transfer process with the supply of consignment stock commenced on 16<sup>th</sup> June 2014. The next stage will be looking at delivering materials to void properties.</p>		
	<p>Q2: Following the transfer of all consignment stock into the main stores, the collection order and direct purchase order process was deemed as a priority by the Head of Procurement in order to comply with the terms of the contract. Procedures are currently being developed for both of these ordering elements.</p>			
	<p>Q3: Stores procedures still being developed with a view to closing stores once all procedures have been completed.</p>			
	<p>Q4: In line with Q3, procedures are still being developed. A date to close stores has been agreed for November 2015.</p>			
6	<p>Measure customer satisfaction performance to all the above tasks.</p>	<p>20% telephone customer satisfaction surveys currently recorded for all small type works completed without a pre-inspection, the next stage is to start recording 100% face-to-face customer satisfaction surveys when post inspecting larger types works that have required a pre-inspection.</p>	<p>P Smythe Sept 2014</p>	<p>No</p>
<p>Q1: Pilot exercise of face-to-face customer satisfaction surveys commenced in the east of the borough. Currently still developing the system before extending out to the rest of the borough.</p>				
<p>Q2: Pilot exercise was extended to include all areas within the borough in September 2014.</p>				
<p>Q3: Action completed. System now operational and extended borough wide.</p>				