



## CAERPHILLY HOMES TASK GROUP – 18TH FEBRUARY 2016

**SUBJECT: WHQS MONITORING REPORT APRIL 2015 – SEPTEMBER 2015 (HALF YEAR)**

**REPORT BY: CORPORATE DIRECTOR COMMUNITIES**

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### 1. PURPOSE OF REPORT

- 1.1 This report provides members of the Task Group with an overview of the performance of the WHQS Team during the six months from April 2015 to the end of September 2015.
- 1.2 Details of the capital expenditure programme for 2015-16 for WHQS works are also included.

### 2. SUMMARY

- 2.1 The report describes the arrangements that have been put in place to monitor and manage the performance of the WHQS programme for 2015-16. Performance is monitored and managed formally via the WHQS Management Delivery Team meetings, which occur every month, and by the WHQS Project Board, which meets fortnightly.
- 2.2 The WHQS internal works programme for 2015-16 includes 1,837 properties which is a considerable increase from the 887 properties included in the 2014-15 programme. At the time of writing 70.1% of the 2015-16 internal works programme had been surveyed. Of these properties surveyed so far only 6 were found to require no works. Of the remaining 1,831 properties, work on 580 will be undertaken by the in-house workforce, supported by specialist sub-contractors. This leaves 1,251 properties which will be undertaken by the three main outside contractors; Keepmoat (Eastern Valleys); Contract Services (Lower Rhymney Valley); and Vinci (Upper Rhymney Valley). As of 13<sup>th</sup> January 2016, 544 properties within the internal works programme were compliant in respect of their internal elements (29.6%). Details of compliance levels within each community in the internal works programme 2015-16 are included in the report.
- 2.3 Arrangements have now been put in place to measure tenant satisfaction levels and compliance with service standards for the internal works contracts via surveys. The 155 surveys returned in the first half of 2015-16 reveal that the overall satisfaction level for internal works is 86%. They also reveal that we are achieving 83% of the standards that we measure within the Charter For Trust document. An external works survey has not yet been implemented in 2015-16 because of delays to contract completions.
- 2.4 The WHQS external works programme for 2015-16 includes 1,520 properties. Work on 31 of these properties is being completed by the in-house workforce in the Lower Rhymney Valley, supported by sub-contractors. They are also carrying out external works on 72 properties at Rowan Place in the Upper Rhymney Valley. This work has carried over from the 2014-15 programme. The majority of external works are being undertaken by outside contractors.

- 2.5 A performance dashboard for the surveying of external works has now been deployed. Not all the external works contracts for 2015-16 are contained within the Keystone system, but there are now 945 properties/blocks within contracts in the system, of which 829 have been surveyed (87.7%). All of the properties surveyed so far required some element of external works.

### **3. LINKS TO STRATEGY**

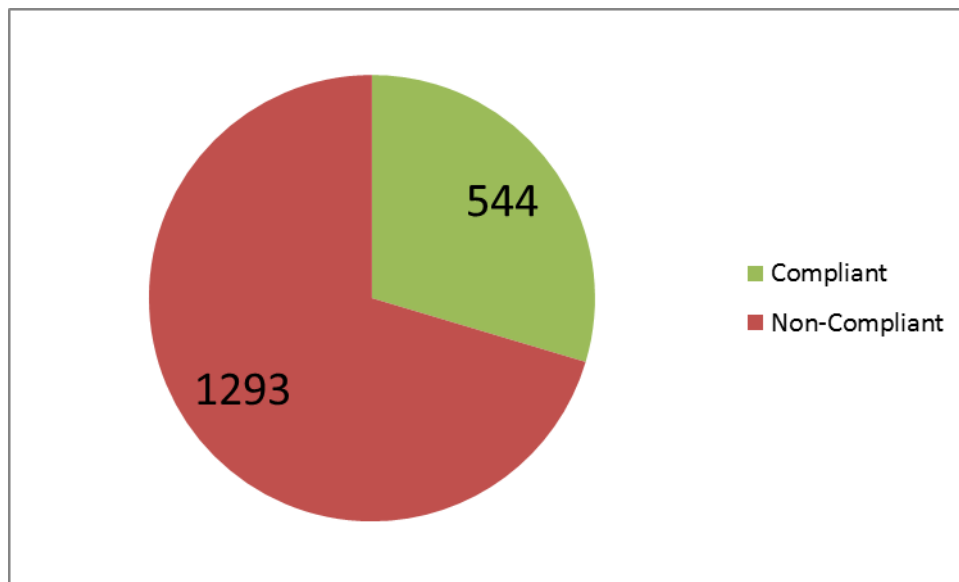
- 3.1 The Welsh Housing Quality Standard is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards. It is a Welsh Government requirement that the WHQS is achieved by 2020.
- 3.2 The Single Integrated Plan 2013-2017 has a priority to “improve standards of housing and communities, giving appropriate access to services across the County Borough”.
- 3.3 The Council’s Local Housing Strategy “People, Property, and Places” has the following aims:  
“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 Performance Monitoring and Management Arrangements**

- 4.2 The performance of the WHQS Team is monitored using reports based on data within the Keystone asset management system. This system records information relating to the age of individual components within council homes, along with the estimated costs associated with replacing those components. The system is also used to monitor the contracts within the WHQS programme, and the actual costs associated with those contracts.
- 4.3 Performance is monitored continually via a number of bespoke dashboards that have been created by the Housing Systems and Performance team. The Internal Works Volume Metrics dashboard provides 'real time' information on the progress of all internal works contracts.. The Internal Works Financial Metrics dashboard provides up-to-date information on the costs incurred by all internal works contracts based on a Schedule of Rates used by Savills, as part of the stock condition survey carried out in 2008, together with an 'in-house' Schedule of Rates. All the dashboards allow staff to drill down to see individual property detail from a high level summary view.
- 4.4 Two new bespoke performance management dashboards have been deployed during 2015-16 which monitor the surveying of internal and external works. During 2016 it is anticipated that a further two dashboards will be deployed which will focus upon the monitoring of completed works for both internal and external works.
- 4.5 Performance is reported formally to the monthly WHQS Management Delivery Team Meetings.
- 4.6 A significant revision of the WHQS programme took place towards the end of 2015 that was the subject to a separate re-profiling report to CHTG on 10<sup>th</sup> December 2015.
- #### **4.7 Progress of the Internal Works Programme 2015-16**
- 4.8 Surveying of the 1,837 properties in the internal works programme for 2015-16 is 70.1% complete. There remain 148 kitchens; 228 bathrooms; 30 heating systems; and 198 electrical systems that are un-surveyed in a total of 549 properties. 223 of these properties are within the in-house contractor programme; and 326 within the outside contractor programme.

- 4.9 Work is continuing to ensure that target work start and target work end dates, together with actual start and end dates are entered into the Keystone system for the internal works programme for 2016-17. This will enable more robust performance monitoring.
- 4.10 Pie chart 1 (below) shows that at the time of writing 544 properties in the 2015-16 programme were compliant in relation to their internal elements. Note this report only looks at properties in the planned programme for 15/16 not cumulative compliance, or slippage between years. Upon surveying, 6 properties were found to be already compliant or were classed as acceptable fails – no works were therefore required in these homes. 'Compliance' indicates that a property meets the WHQS internally because:
- We have carried out works to renew one or more elements to achieve compliance.
  - One or more elements within a property were already compliant.
  - The tenant refused the renewal of one or more elements (this is classed as an acceptable fail – resident choice).
  - Or any combination of the above reasons.
- 4.11 Pie chart 1: Internal works compliance (2015-16)



- 4.12 Contract work is delivered and managed in three geographical areas; Eastern Valleys; Lower Rhymney Valley; and Upper Rhymney Valley. Table 1 (below) reports on compliance levels within each of the community areas within the 2015-16 WHQS programme. It reveals that overall 29.6% of the properties in the programme are now compliant. Where communities have a low level of compliance, typically it indicates that works have not yet commenced, or have not yet been completed, or have been completed but not yet entered into the Keystone system by WHQS Team staff.

4.13 Table 1: Internal works compliance by community (WHQS Programme 2015-16)

Contractor	Area	Community Area	Compliant	Non-Comp.	Grand Total	% Compliant
In-House	Eastern Valleys	MORRISVILLE	0	12	12	0.0%
In-House		PERSONDY	20	9	29	69.0%
In-House		TY-SIGN UPPER	0	79	79	0.0%
In-House		WATTSVILLE	4	24	28	14.3%
In-House		WESTEND	9	3	12	75.0%
In-House	Lower Rhymney Valley	GRAIG Y RHACCA	109	14	123	88.6%
In-House		TRETHOMAS	10	73	83	12.0%
In-House	Upper Rhymney Valley	CASCADE	0	18	18	0.0%
In-House		CEFN HENGOED	24	80	104	23.1%
In-House		NELSON	0	48	48	0.0%
In-House		TIRYBERTH	0	44	44	0.0%
<b>In-House Contractor Sub Total</b>			<b>176</b>	<b>404</b>	<b>580</b>	<b>30.3%</b>
Outside Contractor	Eastern Valleys (Keepmoat)	ARGOED	0	30	30	0.0%
Outside Contractor		BRITANNIA	0	83	83	0.0%
Outside Contractor		CEFN FFOREST	131	197	328	39.9%
Outside Contractor		FAIRVIEW	0	31	31	0.0%
Outside Contractor		FLEUR-DE-LYS	0	46	46	0.0%
Outside Contractor		MARKHAM-HOLLYBUSH	0	54	54	0.0%
Outside Contractor		PENGAM	0	28	28	0.0%
Outside Contractor	Lower Rhymney Valley (Contract Services)	LANSBURY PARK	236	189	425	55.5%
Outside Contractor	Upper Rhymney Valley (Vinci)	PONTLOTTYN	1	231	232	0.4%
<b>Outside Contractor Sub Total (including 6 homes that were already compliant)</b>			<b>368</b>	<b>889</b>	<b>1257</b>	<b>29.3%</b>
<b>Grand Total</b>			<b>544</b>	<b>1293</b>	<b>1837</b>	<b>29.6%</b>

#### 4.14 **Progress of the External Works Programme 2015-16**

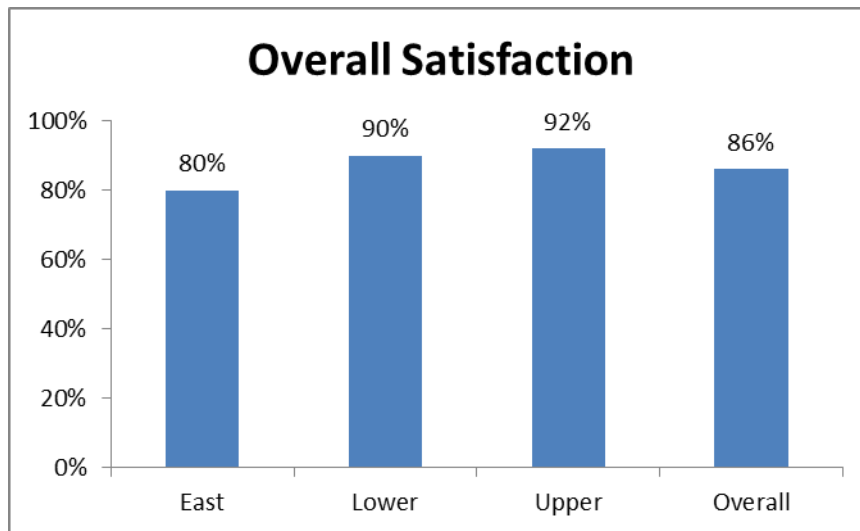
- 4.15 The WHQS external works programme for 2015-16 includes 1,520 properties. Work on 31 of these properties is being completed by the in-house workforce in the Lower Rhymney Valley, supported by sub-contractors. They are also carrying out external works on 72 properties at Rowan Place in the Upper Rhymney Valley which has carried over from the 2014-15 programme. The majority of external works are being undertaken by outside contractors.
- 4.16 Significant progress has been made in 2015-16 in terms of the management and monitoring of external works contracts. All new contracts are now being entered into the Keystone system. The majority of contracts are now being surveyed using hand-held tablet devices. This has significantly improved the efficiency of the surveying process as data collected in the field is automatically loaded into the Keystone system. The implementation of an external works Schedule of Rates (SOR) has also improved the efficiency of the surveying process as surveyors now select SOR items from a list whilst in the field rather than carrying out that task on return to the office.
- 4.17 Entering SOR items into contracts within the Keystone system allows contract progress to be monitored using automated management reports. In 2015-16 a new survey status dashboard was introduced for monitoring the progress of external works surveying (see screenshot in Appendix 1).
- 4.18 The dashboard for the external works programme for 2015-16 reveals that 829 of the 945 properties/blocks (87.7%) have been surveyed in the external works programme 2015-16. All of these contracts are to be completed by outside contractors via a variety of procurement frameworks.
- 4.19 Performance information relating to the completion of external works is not yet available, but arrangements are underway for Clerk of Works to use mobile technology (tablets) to undertake contract variations and completions for external works contracts in the Keystone system. This will facilitate the development in 2016 of a new external works dashboard which will be used for monitoring contract completions.

#### 4.20 **Tenant Satisfaction with the Internal Works Programme 2015-16**

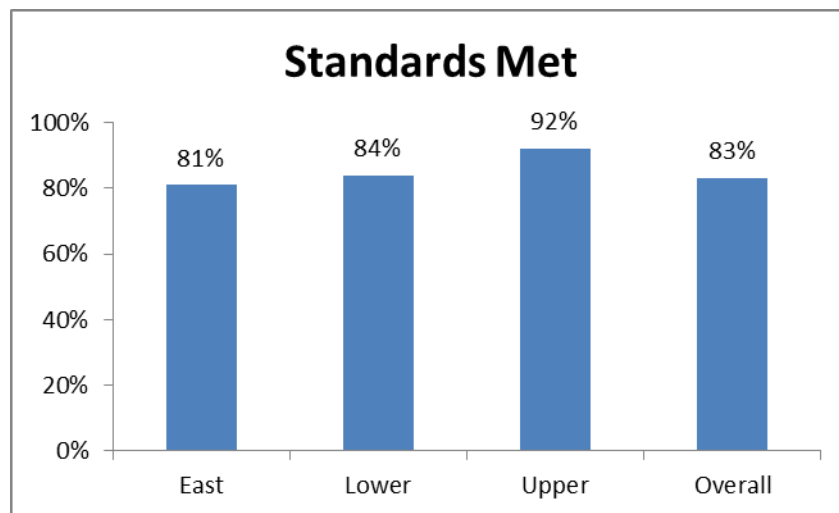
- 4.21 Tenant satisfaction levels and compliance with service standards for internal works are measured via surveys which are sent to tenants after a contract has been completed. The Housing Systems and Performance section administer this service. A total of 385 surveys were produced for 2015-16 internal works contracts of which 155 were completed, which represents an overall return rate of 40.2%. Of the 155 completed surveys, 27 were completed by tenants within their homes with the assistance of tenant representatives (CSIMs).
- 4.22 Table 2 below provides a summary and breakdown of the returned surveys for each of the WHQS Team operational areas within the County Borough. It shows that the overall satisfaction level for internal works is 86%. It also shows that we are achieving 83% of the standards that we measure within the Charter For Trust document. Charts 1 and 2 display these two measures for each of the WHQS Team operational areas.
- 4.23 Table 2: Satisfaction levels and standards met by WHQS Team operational areas (2015-16).

<b>Area</b>	<b>Surveys Returned</b>	<b>Overall Satisfaction</b>	<b>Standards Met</b>
East	62	80%	81%
Lower	81	90%	84%
Upper	12	92%	92%
<b>Overall</b>	<b>155</b>	<b>86%</b>	<b>83%</b>

4.24 Chart 1: Overall satisfaction levels by WHQS Team operational areas (2015-16).



4.25 Chart 2: Standards met by WHQS Team operational areas (2015-16).



4.26 Table 3 below summarises internal works satisfaction levels and standards met by the in-house contractor. Table 4 below summarises internal works satisfaction levels and standards met by the outside contractors. Table 5 below summarises the internal works satisfaction levels and standards met for individual contracts within the internal works programme for 2015-16.

4.27 Table 3: Overall satisfaction levels and standards met by the in-house contractor (2015-16).

In-house Contractor	Surveys Returned	Overall Satisfaction	Standards Met
East	16	100%	88%
Lower Rhymney Valley	17	100%	91%
Upper Rhymney Valley	12	92%	92%
<b>Overall</b>	<b>45</b>	<b>98%</b>	<b>90%</b>

4.28 Table 4: Overall satisfaction levels and standards met by the outside contractors (2015-16).

Outside Contractors	Surveys Returned	Overall Satisfaction	Standards Met
Keepmoat(East)	46	73%	78%
Contract Services (Lower)	64	87%	82%
Vinci (Upper)	0	N/A	N/A
<b>Overall</b>	<b>110</b>	<b>81%</b>	<b>80%</b>

4.29 Table 5: Overall satisfaction levels and standards met for individual contracts (2015-16)

Contract	Surveys Returned / Produced	Overall Satisfaction	Standards Met
INT15C-EC04 DYLAN AVENUE/PWLLGLAS ROAD	15 / 31	73%	80%
INT15C-EC05 ST MARGARETS AVE/FAIRVIEW	9 / 28	63%	77%
INT15C-EC06 CEFN FFOREST AVE/TYNYCOED CRES	11 / 21	73%	75%
INT15C-EC07 DAVIES ST/BRYNGOLEU ST/BRYN RD	5 / 15	60%	74%
INT15C-EC08 GREENWOOD RD/WHEATLEY PL	1 / 5	100%	83%
INT15C-EC09 ADDISON ST/BEVAN CRES	5 / 11	100%	81%
INT15C-LC04 ALEXANDER COURT	21 / 47	85%	83%
INT15C-LC05 BUXTON COURT	19 / 38	78%	75%
INT15C-LC06 GRAHAM COURT	12 / 43	92%	90%
INT15C-LC08 WEDGEWOOD COURT	4 / 17	100%	81%
INT15C-LC09 HARTSHORN COURT	8 / 20	100%	86%
INT15D-E23 ACACIA/LABURNAM/MAPLE/PERSONDY/SYCAMORE	8 / 23	100%	87%
INT15D-E24 RAILWAY TERRACE/TROEDYRHIW	8 / 11	100%	90%
INT15D-L18 DICKENS COURT ODD NUMBERS	9 / 24	100%	88%
INT15D-L19 DICKENS COURT EVEN NUMBERS	3 / 8	100%	90%
INT15D-L20 GRAYS GARDENS ODD NUMBERS	3 / 16	100%	96%
INT15D-L21 GRAYS GARDENS EVEN NUMBERS	2 / 8	100%	97%
INT15D-U23 HEOL Y FELIN/GELLIGAER RD/DERWENDEG AVE	12 / 19	92%	92%
<b>Overall</b>	<b>155 / 385</b>	<b>86%</b>	<b>83%</b>

4.30 A survey to measure satisfaction levels and service standards for external works has been prepared. However, the contracts in the external works programmes have been delayed. It is therefore anticipated that external works surveys should be produced during the last quarter of 2015-16.

4.31 **The Capital Expenditure Programme for WHQS Works (2015-16)**

4.32 The Housing Capital Programme has spent £13.3m in the first seven months. The full year budget of £36m is based on the Savills cost plan. Included in this spend is works slippage from the previous year

4.33 Current projections based on information received to date suggest that the programme will spend £300k short of its full budget allocation. However given the position with a number of contracts and the impact of adverse weather on external works a much higher underspend is more likely at the out turn.

- 4.34 Valuations from the early contract packages given to the internal works contractors have given mixed results, and there is an indication of increasing costs based on trends emerging from the earlier external works tender prices so an accurate forecast of costs is difficult. The external works specifications have now been reviewed but full tender information has yet to be collated. All WHQS works are projected on Savills costs until actual contract costs are available, furthermore the full budget is assumed per contract until the properties have been surveyed which will identify any previously achieved or acceptable fails.
- 4.35 Any variation to the capital programme will affect the funding stream committed from the HRA.

## **5. EQUALITIES IMPLICATIONS**

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

## **6. FINANCIAL IMPLICATIONS**

- 6.1 There are no financial implications that arise directly from the report.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 The Housing Systems and Performance Team is part of the IT Service Area. Staff within the team are responsible for the development and maintenance of the database to generate management information.

## **8. CONSULTATIONS**

- 8.1 Comments received have been incorporated within the report.

## **9. RECOMMENDATIONS**

- 9.1 That the report is for information.

## **10. REASONS FOR THE RECOMMENDATIONS**

- 10.1 To provide the Caerphilly Homes Task Group with information on progress with the WHQS Programme.

## **11. STATUTORY POWER**

- 11.1 Housing Acts 1985, 1996, 2004, 2014.

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Appendices:

Appendix 1 A screenshot of the new external works surveying dashboard that was introduced during 2015-16.