

Recommendations	Actions	Owner	Progress/ Due Date
<p><b>Recommendation 1</b></p> <p>Develop a comprehensive, overarching, financial and operational programme setting out how the Council will achieve WHQS by 2020.</p>	<ol style="list-style-type: none"> <li>1. Ensure that the Keystone Asset Database provides up to date survey information.</li> <li>2. Review projected programme costs by replacing Savill’s estimates with more accurate actual costs based on recently completed contract information.</li> <li>3. Amend existing programme in order to reflect communities where work has been completed, is currently ongoing or is planned. Programme to also incorporate a breakdown of the communities to clarify which streets are included.</li> <li>4. Ensure adequate resources to enable surveys to be completed at the earliest opportunity in order to better inform future investment requirements and budget forecasting.</li> </ol>	<p>MRL</p> <p>LA</p> <p>MRL</p> <p>MRL</p>	<p>Sept 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>Sept 2017</p> <p>Ongoing</p>
<p><b>Recommendation 1a</b></p> <p>Review procurement arrangements to ensure value for money.</p>	<ol style="list-style-type: none"> <li>1. Ensure adequate procurement arrangements are in place to cover all aspects of the programme.</li> <li>2. Undertake an independent benchmarking exercise in relation to the single source supply arrangement to assess value for money.</li> <li>3. Undertake an exercise to compare costs of the in-house workforce to those of external contractors, whilst also considering quality and performance to determine value for money.</li> <li>4. Introduce a flexible Dynamic Purchasing System for the external works in the lower Rhymney valley, whilst also providing options to deliver contracts for internal and external works throughout the borough.</li> </ol>	<p>MRL</p> <p>KRW</p> <p>MRL</p> <p>MRL</p>	<p>April 2017/ Completed</p> <p>March 2018</p> <p>March 2018</p> <p>April 2017/ Completed</p>

	<p>5. Contracts for internal works are in place until 2020 and were procured in open competition. External work packages are tendered individually from existing frameworks and more recently the D.P.S. Tenders are evaluated on receipt and if deemed to be uncompetitive, the work is re-tendered in an attempt to improve value for money.</p>	MRL	Ongoing
<p><b>Recommendation 1b</b></p> <p>Provide clear and transparent information to members and tenants about the current position of the programme and a commitment to stakeholders with accurate projected completion dates.</p>	<p>1. Review existing programme information being provided to members and tenants and amend this to ensure it is accurate, easily understood and timely.</p> <p>2. Review the way performance information is presented to all stakeholders to ensure that this provides a good overview on the progress of the overall programme is easily understood and timely.</p>	MRL  SC/MRL	March 2018  Dec 2017
<p><b>Recommendation 1c</b></p> <p>Secure the resources needed to deliver the programme by 2020.</p>	<p>1. Business case approved for the appointment of additional staff and operatives to support the in-house team in view of the additional work they will be undertaking to deliver WHQS works to our sheltered housing schemes.</p> <p>2. Business case approved for the appointment of Surveyors/Clerks of Works to support the delivery of the external works programme following the implementation of the DPS.</p> <p>3. Use of agency workers ongoing to supplement directly employed staff as workforce will need to reduce post 2020.</p> <p>4. Introduction of DPS has provided an additional pool of contractors to deliver all aspects of the programme and to act as a contingency in case any issues are encountered with existing contracts.</p> <p>5. Use of other in-house teams, both within and outside Caerphilly Homes, has been implemented to provide further assistance and resources for the delivery of the programme, e.g. Housing Repair</p>	MRL  MRL  MRL  MRL  SC/MRL	April 2017/ Completed  April 2017/ Completed  Ongoing  April 2017/ Completed  Ongoing

	<p>Operations, Network Contracting Services, Highways Operations Group, Grounds Maintenance.</p> <p>6. Additional financial resources being sourced to assist with the delivery of the programme and to provide additional improvements to the housing stock and communities, e.g. ECO, Arbed, V.V.P.</p>	MRL/JRW	Ongoing
<p><b>Recommendation 2</b></p> <p>Assure itself that the Council is meeting its statutory landlord responsibilities in relation to gas servicing.</p>	<p>1. The Council's performance in relation to gas servicing averages 98% which results in approximately 200 properties not having a valid gas safety certificate, which has been identified as an issue with no access. A review of the no access procedure has been undertaken.</p> <p>2. To improve compliance the gas servicing cycle will be changed to operate on a 10 month cycle rather than the existing 11 months.</p> <p>3. To reduce issues with no access, a charge will be introduced for tenants who fail to provide access at the appointment time.</p> <p>4. The timescales for issuing letters to tenants seeking access will be reduced and if required a Notice of Seeking Possession will be issued prior to the expiry of the gas certificate.</p> <p>5. Failure to provide access during the NOSP period will result in arrangements being made to force entry, with the tenant being provided with advanced notice of such action.</p>	<p>SC</p> <p>PS</p> <p>PS</p> <p>Housing Managers</p> <p>Housing Managers/ PS</p>	<p>July 2017/ Completed</p> <p>Sept 2017/ Completed</p> <p>August 2017/ Completed</p> <p>August 2017/ Completed</p> <p>Sept 2017/ Completed</p>
<p><b>Recommendation 2a</b></p> <p>Ensure that arrangements for undertaking asbestos surveys and recording the results of these surveys, is robust.</p>	<p>1. Review the accuracy and timeliness of asbestos information being recorded within the Keystone Asset Database.</p> <p>2. Ensure that all relevant staff have access to asbestos records to ensure these are checked prior to commissioning surveys.</p> <p>3. Submit a business case to appoint a Technical/Admin Officer to input surveys and cleanliness certificates into Keystone in a timely manner, and also act as a central point of contact.</p>	<p>PS</p> <p>PS</p> <p>PS</p>	<p>August 2017/ Completed</p> <p>Dec 2017/ Completed</p> <p>August 2017/ Completed</p>

<p><b>Recommendation 3</b></p> <p>Ensure the Council has sufficient project management capacity to deliver the WHQS programme by 2020.</p>	<ol style="list-style-type: none"> <li>1. Business case approved for the appointment of additional resources, allowing recruitment to take place as and when required.</li> <li>2. Project management of the sheltered housing programme being carried out by the in-house team following consultation with tenants.</li> <li>3. Project management of various aspects of the programme is being undertaken by other services to spread workload and maximise use of existing resources, e.g. work to leaseholder properties being managed by Private Sector Housing, WHQS work to voids and statutory maintenance being undertaken by Housing Repair Operations Team, environmental programme being progressed by utilising services of Grounds Maintenance, Highways Operations Group, Network Contracting Services.</li> <li>4. A restructure of Caerphilly Homes to be undertaken to further improve integration and better align key functions with the aim of improving capacity to support the programme.</li> </ol>	<p>MRL</p> <p>MRL</p> <p>SC/MRL</p> <p>SC</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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**Shaun Couzens**  
**Prif Swyddog Tai/Chief Housing Officer**

October 2017