



## **POLICY AND RESOURCES SCRUTINY COMMITTEE – FOR INFORMATION**

**SUBJECT: WELL-BEING OBJECTIVE 3 MID-YEAR UPDATE (APRIL - OCTOBER 2018)**

**REPORT BY: CORPORATE DIRECTOR - SOCIAL SERVICES AND HOUSING**

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### **1. PURPOSE OF REPORT**

- 1.1 To provide members with an update on progress made against Well-Being Objective 3 – Address the availability, condition and sustainability of homes throughout the County Borough and provide advice, assistance or support to help improve people's well-being.
- 1.2 To advise members of a minor change to the objective.

### **2. SUMMARY**

- 2.1 The objective seeks to improve people's well-being through the provision of good quality housing and related support services. It is underpinned by 8 priority aims.
- 2.2 This is the mid-year update for year 1. Performance is on track and there are no emerging risks at this time
- 2.3 A change in operational priorities has resulted in a slight change of emphasis to the priority aims which underpin this objective.

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

- 3.1 The underlying principles of this objective link clearly to 5 of the 7 well-being goals in the Well Being of Future Generations (Wales) Act 2015: A prosperous Wales; A globally responsible Wales; A healthier Wales; A more Equal Wales and A Wales of Cohesive Communities.
- 3.2 Improving Lives and Communities: Homes in Wales (Welsh Government, 2010), which sets out the national context for housing by improving homes and communities, including the energy efficiency of existing homes, homelessness, and housing-related support services.
- 3.3 The Caerphilly We Want (CCBC, 2018-2023) - Well-Being Plan Objective 4: Positive Places - Enabling our communities to be resilient and sustainable.
- 3.4 Corporate Plan (CCBC, 2018-2023).
- 3.5 Caerphilly Homes Service Plan (2018-2023).
- 3.6 Housing Asset Management Strategy (Sept 2018).

## 4. THE REPORT

- 4.1 Well-Being Objective 3 has been designed to address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being. It is underpinned by a series of priority aims:
- 1a. All council housing is improved to meet the Welsh Housing Quality Standard by 2020.
  - 1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020).
  2. Increase the provision of new, affordable homes to meet identified needs, promoting 'Lifetime Homes' principles for grant funded delivery, and, where appropriate, supporting Welsh Government's innovative housing programme.
  3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes.
  4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use.
  5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector.
  6. Prevent homelessness and tackle rough sleeping.
  7. Sustaining tenancies by providing a range of housing related services.
  8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.
- 4.2 Some minor amendments have been made to this objective since it was first published by the Council. The effects of the amendments have no material change on what we are attempting to achieve. They have been made to reflect a change in operational priorities, which have arisen since publication of the corporate plan. The changes include splitting aim one into two parts to reflect service priorities pre and post WHQS attainment, merging the two private sector housing related aims to form one more cohesive aim, revising some of the actions to achieve the 8 aims and amending the performance indicator framework as a result of the changes.
- 4.3 The objective is set within a 5 year timeframe and this is the mid-year update for year 1. Whilst some of the actions that we intend to carry out are either in their infancy and other actions are not due to commence until later in the timeframe performance is on track with no emerging risks at this time. There are no indications at this stage that the objective will not be successfully completed.
- 4.4 A number of actions have been successfully completed within this period including:
- a) Following consultation with tenants and consideration of any equality issues, an Asset Management Strategy was developed and approved by Cabinet in September 2018.
  - b) Cabinet approval was received in September 2018 on the preferred option for the remodelling of a small number of sheltered housing schemes.
  - c) Cabinet approval was received in September 2018 for proposals to increase the supply of Council Housing.

- d) A comprehensive assessment of the housing market was completed. The information from the assessment will be used to underpin the affordable housing delivery programme and the development of a Local Housing Strategy for the whole of Caerphilly Homes services.
- e) Cabinet approval was received in September 2018 to re-designate properties specifically identified for older people to general needs. This decision will allow the Council to address the lack of provision of 1 and 2 bed general needs accommodation throughout the borough.
- f) The Council worked in partnership with a housing association to bid for funding from the Welsh Government Innovative Housing Programme for planned new 'low carbon' housing association developments. Unfortunately we were unsuccessful on this occasion.
- g) Used Council Tax information to produce an up-to-date database of long-term empty properties in the private sector in the borough. This information will be used to facilitate targeting of the return to use of such properties.
- h) Reviewed and updated the information the Council provides to its tenants on Universal Credit to help mitigate the impact of the benefit, tackle poverty and to increase tenancy sustainability.
- i) In order to improve the energy efficiency of properties and reduce fuel poverty a bid was submitted to Welsh Government for funding through the Arbed programme to complete the remaining 98 private sector properties requiring external wall insulation on the Lansbury Park estate, Caerphilly. Feedback from Welsh Government is awaited.
- j) Completion of 188 major works of adaptation in public and private sector homes to increase residents' independence and safety at home.
- k) Worked with the other four local authorities in Gwent to undertake a review of homelessness services and produce a draft four year homelessness strategy to address the issues identified.
- l) CCBC is in the top quartile in Wales for the successful prevention of homelessness as a percentage of presentations.
- m) Housing staff have provided advice and supported 991 tenants with income maximisation and budgeting resulting in additional income of £226k.
- n) The majority of tenants/residents on the Lansbury Park estate have benefitted from energy efficiency works which have not only transformed the appearance of the estate, but will also contribute towards addressing poverty, reducing carbon emissions, thereby improving the environment and the community's wellbeing.
- o) In addition to the above, good progress has also been made in the delivery of the WHQS programme which is on track to be completed by the WG deadline of December 2020.
- p) The improved progress in the delivery of the WHQS programme has resulted in improved living conditions for tenants, positively impacting on their health, safety and wellbeing as well as enhancing the environment within communities, supporting the local economy and the creation of training and jobs.

## 5. WELL-BEING OF FUTURE GENERATIONS

- 5.1 The report outlines the contribution made towards the Well-being Goals as set out in the Links to Strategy section above. It is consistent with the five ways of working as defined within the sustainable development principle in the Act:-
- 5.2 **Long-term** - Since the Housing Ballot (2012) we continue to make substantial investments and improvements to both the internal and external environments of our social housing stock (Public Sector), including specialised adaptations in accordance with the needs of some of our tenants. Adaptations are also supported and implemented in the Private Sector (often referred to as Disability Facilities Grants).
- 5.3 These fundamental changes and improvements are being achieved through; the implementation of the Welsh Housing Quality Standards; housing adaptations in accordance with tenants and homeowners needs; enhancing the quality of product installations and repairs; improving environments around homes; all aiding the well-being of our communities, its infrastructure and citizens alike, providing homes and communities for now and the future.
- 5.4 **Prevention** - The works undertaken through Housing Services helps to improve lives and communities, by securing local employment either in-house or through supplier, contractor and partnership arrangements.
- 5.5 Works undertaken by our services make significant visual improvements to housing stocks and their surroundings environments (improved the look and feel) helping to prevent anti-social behaviour and enviro-crime.
- 5.6 By raising standards and conditions with improved quality materials and appropriate service response, should aide and ease future maintenance schedules and requirements, better controlling costs, levels of deterioration/depreciation, improve safety and accessibility, while also reducing disruption to our tenants in the future, and aiding quality of life in both Private and Public Sectors, through intervention and support actions that are fit-for-purpose.
- 5.7 **Involvement** - Through established governance and performance frameworks, tenants and local residents are consulted on proposed property and environment improvements works along with various initiatives, and they are periodically informed of progress as part of for example, the WHQS delivery programme.
- 5.8 Numerous working groups are established and well embedded with periodic reporting and feedback opportunities exploited. Welsh Government, Environment Standards, Regulatory Controls and Checks, Tenant Engagement are all part of our daily business.
- 5.9 **Collaboration** - The programme delivery focused on internal collaboration, wider partnership arrangements with suppliers and contractors, joint working with the community and various other interested parties/groups. The delivery of community benefits and tenant engagement by all involved with the WHQS programme is a key focus for the success and delivery of this objective.
- 5.10 **Integration** - The programme looks to integrate property and environmental improvements that will benefit and transform lives and communities throughout the county borough. It further brings together a variety of stakeholders to deliver long term sustainable benefits for lives and communities including Social Services & Health.
- 5.11 Housing Services and our outlined priorities, contributes to a minimum of 6 out of the 7 well-being goals within the *Well-being of Future Generations Act (Wales) 2015*, including:-
- A prosperous Wales
  - A resilient Wales
  - A healthier Wales
  - A more equal Wales
  - A Wales of cohesive communities
  - A globally responsible Wales

## **6. EQUALITIES IMPLICATIONS**

- 6.1 There are no equality implications at present. Caerphilly Homes carries out equality impact assessments in accordance with corporate guidelines.

## **7. FINANCIAL IMPLICATIONS**

- 7.1 There are no financial implications at present. The actions contained within the objective will be undertaken through a range of funding streams including Housing Revenue Account, General Fund and various Welsh Government grants. Several of the actions underpinning the successful achievement of this objective are wholly dependent on the continuing availability of Welsh Government funding.

## **8. PERSONNEL IMPLICATIONS**

- 8.1 There are no personnel implications at present. A reduction in the level of resources to satisfy medium term financial arrangements could potentially affect the success of this outcome.

## **9. CONSULTATIONS**

- 9.1 All consultation responses have been reflected in this report.

## **10. RECOMMENDATIONS**

- 10.1 That members note progress to date made by Caerphilly Homes against this objective.

## **11. REASONS FOR THE RECOMMENDATIONS**

- 11.1 To inform members of the progress to date made by Caerphilly Homes against this objective.

## **12. STATUTORY POWER**

- 12.1 Housing Acts 1985, 1996, 2004, Housing (Wales) Act 2014, Local Government Measures 2009 and the Well-being of Future Generations (Wales) Act 2015.

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Consultees:	Cllr. L. Phipps	- Cabinet Member for Homes & Places
	David Street	- Corporate Director of Social Services & Housing
	Shaun Couzens	- Chief Housing Officer
	Paul Smythe	- Housing Technical Manager
	Fiona Wilkins	- Housing Services Manager
	Jane Roberts-Waite	- Strategic Coordination Manager
	Lesley Allen	- Principal Accountant (Housing)
	Claire Davies	- Private Sector Housing Manager
	Sue Cousins	- Housing Solutions Manager
	Ros Roberts	- Performance Manager
	Ian Raymond	- Performance Management Officer

Background Papers:

Corporate Plan 2018-2023 (can be downloaded from CCBC website)

Appendices:

Appendix 1 Well Being Objective 3 Performance Report

# CORPORATE PLAN PERFORMANCE REPORT

## Well-being Objective 3

**Reporting Period - Mid-Year 2018/19 (April to September)**

<b>Performance Against Adopted Tracking Measures</b>	<b>Period</b>	<b>Priority</b>	<b>Actual</b>	<b>Target</b>	<b>Last Result</b>
No. of homes compliant with WHQS (fully, external and internal elements)	2018/19	1a	5,568	5,800	4,259
No. of homes compliant with WHQS in respect of internal elements.	2018/19	1a	8,534	9,136	8,218
No. of homes compliant with WHQS in respect of external elements.	2018/19	1a	6,505	8,618	4,259
Percentage private sector dwellings returned to occupation that had been unoccupied for more than 6 months due to direct action from CCBC. (Quarterly accumulative)	2018/19	4	1.40%	4.30%	4.69%
Cases who have had homelessness prevented. (Section 66)	2018/19	6	72.3%	N/a	76%
Cases who have had their risk of homelessness relieved by providing alternative accommodation. (Section 73)	2018/19	6	38.5%	N/a	33%
The number of people determined as unintentionally homeless, in priority need and eligible for assistance (Section 75)	2018/19	6	69.1%	N/a	71%
Value of financial savings (£) generated for council tenants as a direct result of support	2018/19	7	226,323	250,000	903,508

**1a. All council housing is improved to meet the Welsh Housing Quality Standard by 2020.**

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Delivery of the annual capital investment programme in respect of internal and external repairs and improvements.	WHQS senior management  March 2020	See progress update.	Annual targets up until the end of 2020 are successfully met.	<p>Up to 2020 has been costed in the 30-year housing business plan, which remains affordable throughout delivery. No borrowing has been undertaken to date but the first tranche of borrowing is anticipated in Q3 2018/19 of some £20m.</p> <p>Additional resource in relation to sheltered schemes has been approved and will be utilised as and when required during the year.</p> <p>£24.9m (45%) has been spent in the first 6 months of the year; against an annual spend of target £55.8m. Projected spend for this year is £48.7m.</p> <p>Projections indicate that 100% compliance remains achievable prior to the deadline of December 2020.</p> <p>Due to retirement and long-term sickness, addition resources are required to</p>

					<p>ensure programme milestones are met, e.g. quantity surveyors.</p> <p>To ensure that sufficient resources are in place, foremen in HRO team will be providing assistance with mopping up contracts.</p>
2.	To meet the requirements of Part 7 of WHQS by undertaking adaptations where these are identified.	<p>Project managers advised by Occupational Therapists (OT)</p> <p>Mar 2020</p>	A temporary increase in OT resource will be required to address additional OT assessments identified.	Improved quality of life for tenants, ensuring that they are able to remain in their homes, independently for longer.	OT assessments continue to be made in relation to both internal and external work in order to meet the specific needs of our tenants. Sickness absence has resulted in resources being utilised from private sector housing and an element of overtime working.
3.	Implement the environmental improvements to meet Part 6 of the standard of attractive and safe communities.	<p>J Roberts-Waite &amp; environmental officers.</p> <p>Mar 2020</p>	Resources in place. Additional consultancy support may be required for detailed scheme design.	The local environment within which tenants live is improved aesthetically and provides a safer community in which to live.	Resources to undertake engagement are fully deployed across the borough. However, additional resources have been made available to Parks and Engineering in order to expedite delivery of outstanding projects by the March 2020 deadline. To date, 36 projects have been completed, 23 are ongoing and 23 are outstanding.



**1b. Implement an asset management strategy to maintain the condition of the housing stock following WHQS attainment (December 2020.)**

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1	Develop a draft Asset Management Strategy.	S Couzens Sept 2018	No.	Draft strategy developed.	Strategy prepared in readiness for consultation exercise.
					Action completed. Strategy report completed and approved by Cabinet.
2	Carry out a EIA screening exercise on draft Asset Management Strategy.	S Couzens Aug 2018	No.	Establish whether a full equality impact assessment is required.	Action completed. An EIA will be considered for the individual elements of the Strategy.
3	Consult tenants on the draft Asset Management Strategy.	S Couzens Aug 2018	No.	Consultation exercise completed. Feedback considered and, where appropriate, incorporated into the final report.	Consultation documentation prepared and in the process of being issued in Aug 2018.
					Action completed. Consultation exercise undertaken via tenant' newsletter. The consultation responses were supportive of the strategy proposals.
4	Present finalised Asset Management Strategy to Cabinet for approval.	S Couzens Sept 2018	No.	Cabinet approval provided.	Strategy and report prepared in readiness for meeting in Sept 2018.
					Action completed. Strategy and report approved by Cabinet in September 2018.
5	Ensure that our asset management systems inform the delivery plan by identifying key component replacement needs based on life cycle estimates.	P Smythe Dec 2019	No.	The systems produce accurate information to inform the delivery plan.	Following completion of B3.
					Validation process ongoing to ensure Keystone database accurately informs the delivery plan.

6	Produce a delivery plan detailing future planned maintenance programmes and the development of new council housing.	P Smythe / S. Couzens  Mar 2020	No.	The plan details the economic and efficient delivery of the following services: <ul style="list-style-type: none"> <li>• Void properties;</li> <li>• Asset management programme;</li> <li>• Remodelling of sheltered housing schemes;</li> <li>• Accessible housing;</li> <li>• Energy improvements; and</li> <li>• New council housing.</li> </ul>	Surveys to inform the delivery of the planned maintenance programme will commence in 2019. Options being considered for increasing council house supply, which includes purchasing empty properties, via section 106 agreements and new build. Resources also being reviewed.
7	Undertake a review of the existing WHQS procurement strategy.	P Smythe  Mar 2019	No.	Review completed and the revised strategy supports the delivery plan, ensures value for money and maximises community benefits.	Dynamic Purchasing System (DPS) arrangement now implemented in the North area following loss of main contractor (Vinci). Consideration also being given for the remaining contractor Engie (East area) to move into the North area to support the DPS arrangement.
8	Options for remodelling of sheltered schemes to be determined.	F Wilkins  Sept 2018	No.	Cabinet decision made to enable projects to progress post 2020.	Approval of remodelling report awaited Cabinet meeting September 2018. Action completed. Cabinet approval obtained in September 2018 to enable proposed projects to proceed. 1 scheme to be brought back into main programme for completion in 2020.

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8	Ensure that the HRA business plan remains financially viable.	L Allen & S Couzens  Quarterly (ongoing)	No.	The business plan demonstrates financial viability of the service as identified by the delivery plan.	Monitoring of business plan ongoing. New model recommended by WG has recently been procured. New model has been tested in year and will be submitted as part of the 2019/20 MRA application (March 2019).
9	Review resource and contract arrangements for delivery of asset management strategy.	Housing Management Team  Dec 2019	Yes.	Adequate resources in place to deliver all aspects of the strategy	Review of resources to be undertaken following approval of the strategy. Action commenced. Process on-going.

**2. Increase the provision of new, affordable homes to meet identified needs, promoting ‘Lifetime Homes’ principles for grant funded delivery, and, where appropriate, supporting Welsh Government’s innovative housing programme.**

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Complete the local housing market assessment, which will identify the number, type and location of homes, required and will help look at solutions.	M Jennings  2018/19 then every 2 years	No.	Production of approved Local Housing Market Assessments, within 2 yearly set timeframes.	Action completed. A comprehensive and robust assessment was completed in 2018/19, approved by the head of service, and will be proactively used to inform key decisions over the next 2 years.
2.	Produce a local housing strategy (LHS), which provides a framework in the borough for the provision of housing and related support.	M Jennings  Sept 2019	No.	Strategy implemented within timescale following a stakeholder and public consultation exercise and approval from council.	Work on development of the LHS is not due to start until 2019.
3.	Produce and submit quarterly to Welsh Government a Programme Delivery Plan (PDP), which is based on accurate assessment of housing need.	K Fortey  Quarterly recurring	No.	A PDP, based on accurate assessment of housing need, is produced and submitted within specified deadlines.	PDP (Q2 18/19) produced and submitted within timeframe. All available funding for next three years allocated.
4.	Review designation of council accommodation for smaller households in light of changing demands.	F Wilkins  December	No.	Cabinet decision made to support re-designation of properties identified	Approval of re-designation report awaited - Cabinet meeting September 2018.

		2018		following an initial review and to delegate decisions on further re-designations to officers. Re- designation of properties identified in Cabinet report completed.	Action completed. Cabinet approval obtained in September 2018 to re-designate specific identified older people's properties for general needs, and approval given for officers to re-designate additional older persons accommodation to general needs in future, in consultation with the Cabinet Member.
5.	Housing associations complete bid for innovative housing programme (year 2 programme).	K Fortey July 2018	Yes. Welsh Government IHP funding.	The bid is produced and submitted within specified deadlines, an award of funding is received from Welsh Government, the planning applications have been submitted and Phase 1 has commenced on site.	Action completed. Pobl submitted a bid for Coronation Road, Blackwood and St Mary's Church, Pontllanfraith but unfortunately were unsuccessful in both cases.
6.	<p>Start on site for innovative housing programme (year 1 programme):</p> <ul style="list-style-type: none"> <li>Develop 38 units to Passivhaus standard at the former Caerphilly Magistrate's Court (Linc Cymru).</li> </ul>	K Fortey 2019/20	Yes. Welsh Government IHP funding.	The developments progress in accordance with the individual project management plans.	The demolition of the former Court building was completed in June. Piling works also completed and the laying of ground beams in progress. The programme is currently on track to deliver the units in early December 2019.

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	<ul style="list-style-type: none"> <li>Develop 19 units to Passivhaus standard at the former Cwm Ifor primary school (United Welsh)</li> </ul>				The project is behind target due to a number of challenges around risk, requiring a tender process to be undertaken to ensure best value. Tenders are due to be returned early in the new year, with exchange of contracts before the end of the financial year.
7.	Complete an evaluation of the Passivhaus and Beattie Passive schemes.	K Fortey 2022/23	TBC.	Evaluation completed, providing detailed information to inform future provision.	This action is not due to commence until 2022.
8.	Commencement of the Local Authority Build Programme:  Yr. 1 acquisition of empty properties; and Yr. 2 acquisition of empty properties and new build programme.	K Fortey  Mar 2020	Yes. WG Grant allocation.	Grant funding has been accessed to acquire empty properties and to develop new build properties.	Year 1 is 2018/19. The aim this year is to complete between 4-8 acquisitions that will be refurbished to WHQS. Applications for funding to be made by the end of Dec 2018.

### 3. Deliver adaptations to support the health and well-being of people in their homes and maximise the delivery and appropriate use of accessible homes.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Provision of appropriate minor works of adaptation across all tenures by expenditure of the available Social Services budget.	C Davies  Annually recurring	Dependent on Social Services funding.	People are able to live independently as a result of the adaptations to their home, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £80,216, consisting of 487 individual adaptations, which included handrails, grab rails, small ramps, steps, shower seats etc.
2.	Provision of appropriate major works of adaptation in public and private sector housing via the spending of available capital funding and Welsh Government ENABLE funding.	C Davies  Annually recurring	No however some adaptations are dependent on ENABLE funding.	People are able to live independently as a result of the adaptations to their home, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £766,563 (£458,754 - private, £307,809 public), consisting of 188 individual adaptations, which included showers, ramps, stair-lifts etc.
3.	The provision of discretionary relocation grants in cases where the existing property is not suitable to adapt to meet the needs of the disabled resident.	C Davies  Annually recurring	No.	People are able to live independently as a result of relocating to a more appropriate property, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £34,000, which included an extensive major works of adaptations.
4.	Continued partnership working with Care & Repair enabling the elderly and infirm to receive additional assistance via a range of initiatives including the Rapid Response Adaptations Programme and Independent Living Grant.	C Davies  Annually recurring	Dependent on ENABLE funding.	People are able to live independently as a result of the adaptations to their home, thereby contributing to the health and wellbeing agenda.	Total spend in this period of £64,449, consisting of 201 individual adaptations (194 RRAP and 7 ILGs), which included those adaptations listed in B1 and B2 above.

5.	<p>Complete the ongoing categorisation exercise to identify accessibility levels of the social housing stock owned by the council and its partner landlords:</p> <ul style="list-style-type: none"> <li>• Establish a baseline by landlord;</li> <li>• Agree reasonable proportionment and timescales for each landlord; and</li> <li>• Monitor landlord performance.</li> </ul>	<p>S Cooper</p> <p>Annually recurring</p>	No.	Exercise completed and detailed information available on accessibility levels within the social housing stock.	<p>6,112 Council properties (10,772) are medically categorised and being updated via the mandatory void process through Abrisas.</p> <p>Housing Occupational Therapist (HOT) is actively working with Housing IT in order to develop a central repository that will update stock and medical categories for all social housing stock. Proactive involvement from the housing partners is required to assist with the current stock profile; partners will update their stock profile list with the medical codings.</p> <p>HOT to contact all partners by January 2019. Updated profiles to be provided by landlords quarterly. Housing OT to monitor ongoing progress. Currently the percentage of partner landlord properties that are coded is not known.</p>
6.	Improve accessibility of current stock that lends itself to meeting demand for accessible housing (categorised as either A1 or A2).	<p>C Davies</p> <p>Annually recurring</p>	Dependent on ENABLE funding.	Demand for accessible housing is met, partially or fully, by improvements made to the existing stock.	One bungalow in Caerphilly will change to a category A from category B by improving outside access and some internal modifications.



7.	Work with housing association partners and the occupational therapist (housing) to meet the high supports needs of identified clients through the delivery of bespoke adapted housing.	K Fortey  Annually recurring	WG grant funding.	Bespoke adapted housing needs are considered as part of the Programme Delivery Plan.	One property has been purchased by First Choice Housing Association to meet an identified accessible housing need. Total funding for acquisition and works of £321,212 (Recycled Capital Grant and Social Housing Grant). Date of completion expected December 2018.
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#### 4. Increase the supply of housing by supporting opportunities to bring long-term, empty homes in the private sector back into use.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Providing financial assistance to support bringing long-term empty homes in the private sector back into beneficial use, including loans.	C Davies & I Burgess  Annually recurring	WG recyclable funding.	Long-term empty homes in the private sector brought back into beneficial use as a result of the support provided.	1 House into Homes loan has been awarded to date totalling £25k (3-bed end of terrace property).
2.	Targeting the owners of empty homes with two ad hoc initiatives.	C Davies	No.	Targeting the owners of empty homes with two ad hoc initiatives.	This action is not due to commence until 2019/20.
3.	Update the empty homes database using information from Council Tax.	C Davies & I Burgess  Annually recurring	No.	The database will contain up-to-date information, which will assist in the undertaking of a baseline analysis.	Annual update of database for 18/19 completed - 1,575 properties recorded.
4.	Undertake a baseline analysis of the empty homes database.	C Davies & I Burgess  Mar 2019	No.	The baseline analysis provides update-to-date and accurate information to inform operational activities.	Risk assessment of all empty properties ongoing with assistance from 2 additional staff resources. 520 out of the 1,575 risk assessment completed.

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5.	Set up and maintain a corporate empty homes working group.	C Davies & I Burgess  Annually recurring	No.	The group meets regularly on a quarterly basis with appropriate actions to address empty homes arising out of the meetings.	Corporate working group established. First meeting held.
6.	Use the information from the empty homes database to produce a GIS layer of empty homes in the borough, thereby informing strategic action.	C Davies & I Burgess  Mar 2020	IT support.	Information on empty properties in the borough is displayed on a GIS.	This action is not due to commence until 2019/20

## 5. Tackle the determinants of poor health and wellbeing by improving housing conditions in the private sector.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Undertake a publicity exercise to increase awareness of NEST scheme to private sector landlords.	K Rivers Mar 2020	Subject to the availability of external funding.	Completion of action within timeframe.	This action is not due to commence until 2019/20.
2.	Administering financial assistance to landlords via loans.	C Davies Annually recurring	No.	Funding is accessed by landlords to remedy disrepair in the private rented sector.	No landlord loans awarded to date. 5 enquiries for assistance outstanding.
3.	Enforcement of housing legislation to ensure minimum standards are met in the private rented sector both in properties in single and multiple occupations, including repair, prohibition and demolition, where appropriate.	C Davies Annually recurring	No.	Disrepair in the private rented sector is addressed and remedied.	5 enforcement notices have been served in relation to the PRS to remove category 1 and 2 hazards including damp, mould and excess cold.  10 HMOs inspected in Q1 &2.

4.	Working in partnership with Rent Smart Wales to drive up standards in the private rented sector.	C Davies  Annually recurring	No.	Standards of management in the private rented sector are improved.	We are continuing to work closely with RSW to improve housing conditions. Approximately 98% of rented properties in the borough are now registered. Records show that complaints about the PRS have reduced this year, although, it is too soon to attribute this to RSW yet.
5.	Help vulnerable people, living in properties in an EPC band E, F or G, get funding towards heating and insulation upgrades in their homes, under the Flexibility Eligibility ECO3 fund, by issuing declarations qualifying households.	K Rivers  Mar 2022	No.	Alleviation of fuel poverty for those people accessing this funding stream and an improvement in health and wellbeing as a result of the condition of housing in the sector being improved.	Work in progress. Awaiting a procurement exercise. It is anticipated that the <i>Statement of Intent</i> will be in place by March 2019.
6.	Following receipt of a referral from British Gas, as part of the Welsh Government Nest scheme, carry out inspections of properties to assess whether they meet the requirements of the housing health and safety rating system (HHSRS) to be able to access a package of free energy efficiency improvements.	K Rivers  Mar 2023	No.	Alleviation of fuel poverty for those people accessing this funding stream and an improvement in health and wellbeing as a result of the condition of housing in the sector being improved.	To date we have received 6 Nest referrals. All properties have been assessed as satisfactory in terms of hazards and Nest has been notified.

## 6. Prevent homelessness and tackle rough sleeping.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1.	Work in partnership with local authorities in the region to produce a regional homelessness strategy and local action plan.	S Cousins Dec 2018	No. The region has jointly funded a resource to facilitate the development of the strategy.	A regional homelessness strategy and local action plan prepared and introduced within timescales, which provides a strategic framework for the provision of homelessness services both regionally and locally.	The homeless review has been completed and the strategy and action plan documents have been prepared and submitted to member for formal approval.
2.	Pilot a shared housing project for single people under 35 and evaluate its success.	S Cousins Dec 2018	No	The pilot has been in place for a sufficient period of time to allow for a robust evaluation of its operation.	The pilot house share project has been reviewed and will continue subject to various amendments to the partnership agreement, including more definition on partner roles.

3.	Work in partnership with Cornerstone to provide the Church's night shelter project between each year (typically December to March) to provide relief for street homeless.	S Cousins  Annually recurring	No.	Street homeless are supported to access a range of health, well-being and housing services.	Preparations are in place to complete the annual rough sleeper count (Nov 2018).  Continued partnership arrangements are in place with Cornerstone Support Services and the Church partnership to provide winter night shelter provisions.
4..	Work in partnership with other LAs to examine the need for a Gwent 'Housing First' model to reduce the level of homelessness for people who are unable to maintain tenancies due to mental health, substance misuse or chaotic lifestyles.	S Cousins  Apr 2018	Yes - WG funding (via bidding process)	The partnership receives funding from Welsh Government to pilot the model.	This action links to an action contained in the Gwent Homelessness Strategy 2018-22 - objective 4.  This action is identified in the Homelessness Strategy: to develop and deliver models in partnership with RSL partners to deliver Housing First projects. A regional working group will be established with a target date of Feb 2019.

## 7. Sustaining tenancies by providing a range of housing related services.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1	Provide mental health training for key housing staff.	F Wilkins April 2020	No.	Training completed. Staff awareness of mental health issues and how they can relate to their service area are increased and staff are well equipped to support tenants who have mental health problems.	Meeting held with Workforce Development to scope training requirements and obtain their agreement to facilitate the training. WD to identify training provider.  Consideration given to identifying key staff that would most benefit from the training.
2	Undertake a review of housing management policies and procedures to ensure that they take into consideration mental health issues.	F Wilkins Ongoing to 2021/22	No.	The relevant policies have been reviewed and, where applicable, take into consideration mental health issues.	Ongoing. 12 procedures reviewed to date.
3	Work with disability organisations to review signposting arrangements.	F Wilkins April 2019	No.	Signposting arrangements reviewed and, where necessary, updated.	Identified DEWIS Cymru as primary source of local information or advice about well-being or how to help somebody else. Representative of organisation to attend Managers Briefing in Q3 to raise awareness amongst staff.



## APPENDIX 1

4	Review the financial advice and welfare benefit information provide on the council's website to ensure it is up-to-date.	S Isaacs & K Watkins  March 2019	No.	The information has been reviewed and, where necessary, updated.	Action successfully completed. Universal Credit links and information has been added and this will be continuously reviewed and where necessary updated.
5	Provide help to tenants to enable them to budget effectively, to claim the correct welfare benefits and to mitigate the impact of welfare reforms.	S Isaacs  Annually recurring	No.	Tenants are able to budget effectively and, where applicable, are in receipt of the correct benefits.	All tenants moving to Universal Credit are offered a visit to provide assistance to enable them to budget effectively. The numbers will be monitored and reviewed to ensure resources are effectively distributed.
6	Refer council tenants in need of money and debt advice to the right agencies.	S Isaacs & S Cousins  Annually recurring	No.	A clear process is in place to ensure that tenants are referred to the right agencies for money and debt advice.	38 council tenants referred to Citizens' Advice.  A referral process is in place which responds to the threat of homelessness in council held tenancies where a Debt Relief Order or bankruptcy order could be considered. This project is only aimed at tenants at specific threat of homelessness, i.e. in breach of a current possession order.
7	Provide advice to tenants on energy usage and other measures to help save money.	S Isaacs  Annually recurring	No.	Tenants' income is maximised through the receipt of energy usage and money saving advice.	The tenancy support officers continue to provide energy advice supporting 132 tenants in the first 6 months.

## 8. Help reduce fuel poverty by making homes more energy efficient and providing people with advice on how best to heat their homes.

Key Actions / Tasks		Owner & Completion Date	Additional resource required?	Success Criteria	Progress update
1	Submit bids to the Welsh Government under Arbed or other energy efficiency initiative funding to carry out energy efficiency improvements in the private and public sector.	S Martin & K Rivers  Subject to funding opportunities	Yes. This action is dependent on the availability of external funding.	Energy efficiency improvements are carried out to homes in the private and public sectors.	A bid has been submitted to WG to complete the remaining 97 private properties in Lansbury Park. We are awaiting the outcome of the submission.
2	Provide advice to council tenants on energy saving measures and energy usage and installations.	S Martin  Annually recurring	No.	Tenants receive advice on energy saving measures and energy usage and installations.	Ongoing. Type of advice given is to sign post residents to appropriate grant agencies that could assist the resident that may qualify for energy grant funding (e.g. Nest).
3	Roll out EPC surveys to the councils housing stock to establish level of existing energy ratings.	S Martin  Annually recurring	No.	Use information to compare energy efficiency of CCBC against WG targets.	Contract in place and commenced to establish EPC to all Council properties following completion of WHQS works.
4	Roll out contract for upgrading loft insulation to all council owned properties.	S Martin  Apr 2020	No.	Improved insulation is completed resulting in lower energy bills for our tenants.	Progress relatively slow to date due to access issues. New arrangements now being put in place to continue via an appointment system.
5	Publish a 'statement of intent' for ECO (Energy Company Obligation) Flexible Eligibility funding to direct assistance towards private sector homes at risk of fuel poverty.	C Davies & K Rivers  Mar 2019	No.	Energy efficiency improvements are carried out private sector homes at risk of fuel poverty.	The Statement of Intent will be published once the procurement exercise has been finalised (anticipated Mar 2019).