

# Caerphilly County Borough Council Well-being Objectives 2020/21 Progress Update

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

EICH CARTREFI, EICH DYFODOL  
YOUR HOMES, YOUR FUTURE



### Overall Summary Statement

This update covers the first half of the 2020/21 financial year.

The overall aim of this Well-being Objective is to help improve people's wellbeing through a range of targeted housing-related interventions. Although a five-year objective, for some the improvement will be noticed sooner as some of our actions are annually repetitive in nature, e.g. the provision of adaptation or the building of new homes. There is a vast array of empirical evidence that shows good quality housing, located in sustainable communities is known to have a positive impact on the health and wellbeing of its occupants. Therefore, our objective, our aims and our actions are intrinsically linked to the seven wellbeing goals of the Well-being of Future Generations (Wales) Act 2015. As such we are increasingly using the five ways of working to ensure that we consider the impact of our intended actions on the wellbeing of future generations.

By using the 5 ways of working we know there should be a long-term positive impact on the well-being of Caerphilly residents. By completing these reviews, we can try to ensure that we make good progress to successfully achieving the intended outcome. The Well-being of Future Generations (Wales) Act 2015 provides an effective framework to review existing services, where required, and to implement new services.

The onset of Covid-19 was unforeseen and its impact on society to date has been far-reaching. As a result, the Council has had to change its model of service delivery; prioritising some services or others and deprioritising non-essential work. Refocusing our efforts to provide essential support to the vulnerable and communities, whilst ensuring that the workforce comply with Welsh Government Covid-19 guidelines, has meant that the way we have provided services during this period has needed to change. Consequently, we have not made the kind of progress in this 6-month period which we would have expected to make. Although, some aspects of the service have been able to maintain or even raise performance during this period. The updates below provide some context of the level of impact on our services.

## Evidence

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
No. of homes compliant with WHQS (fully, external and internal elements)	1	9,975	10,660	10,560	Full compliance was on target to be achieved by June 2020. Only 94.19% was achieved due to the Covid-19 lockdown. By Sept 2020, 97.59% of internals and 97.91% of externals have been completed. Progress has been significantly delayed (especially for internals) due to repeated lockdowns, tenants' refusals, illness or shielding, and reviewing risk assessments to adhere to social distancing guidelines, which has resulted in an elemental approach, thus taking longer to complete a property. WG have extended the deadline from December 2020 to December 2021. We project approx. 100 properties being outstanding at the end of 2020/21 financial year, with full completion being achieved by August 2021 (at this stage).
The percentage of tenants whose homes have been improved internally who are satisfied with completed WHQS works	1	92%	90%	91%	<p>Tenants are now approached in the first instance by telephone survey (instead of postal), which increased the response rate. The form was also been amended in consultation with WG, reducing the number of questions and to capture data that is more specific to the work, allowing tenants to feedback more effectively along with signposting to other areas, where necessary.</p> <p>Latest satisfaction data (note returns are staggered and delayed due to Covid-19) show for internal work, tenants are 91% satisfied where work was carried out by the in-house workforce and 83% where work was carried out by a contractor.</p>

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
The percentage of tenants whose homes have been improved externally who are satisfied with completed WHQS works	1	83%	90%	83%	Latest satisfaction data (note returns are staggered and delayed due to Covid-19) show for work, tenants are 90% satisfied where work was carried out by the in-house workforce and 75% where work was carried out by a contractor.
11 Outcome measures from the Supporting People programme based on wider determinants of homelessness prevention.	2, 7, 8	3 – 3,137 6 – 3,574	3 – TBC 6 – TBC	3 – 3,090 6 – 3,642	20 / 21 – Average of 3,090 individuals were supported to manage their accommodation between Jan – June 2020.  20 / 21 – Average of 3,642 individuals were supported to manage their money between Jan – June 2020.
Increased number/size/type of new, affordable homes delivered through the housing associations or the Council, including how the homes were delivered e.g. SHG	3	<i>Section.106</i> POBL – 24 UWHA - 15  <i>SHG/HFG2/Rent to Own/Grant Funded SO</i> POBL – 34 UWHA - 50	N/A	0	Data for housing associations not available until year end.  No properties purchased by the Council in this period.  An application by the Council for IHP funding to deliver 20 new Passivhaus certified homes on two sites was submitted and approved during the final quarter of 2020/21. Work will now begin on the planning, SAB and construction works necessary to ensure a start on site by April 2021.
Completion of the sheltered housing options appraisal and the number of sheltered housing schemes where the outcome has been implemented	3	Appraisal completed.	N/A	N/A	The options appraisal has been completed. The outcome was proposal for three schemes to be demolished following the development of a new scheme on an alternative site. A potential site has been identified and design options are being considered for a joint project with ABUHB. 1 scheme has been returned to the WHQS programme for completion by December 2021.

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
					2 schemes are planned to be remodelled, 1 of which is programmed for completion by December 2021.
The number of homes delivered through the Innovative Housing Programme	3	0	55 (including 38 rolled over from 18/19)	38	<p>The redevelopment of the former Caerphilly Magistrates Court into 38 units of Passivhaus standard was completed in August 2020 (Linc). In addition, the redevelopment of the former Cwm Ifor primary school to create 17 units (Beatty Passive) is on-going (UWHA).</p> <p>An application by the Council for IHP funding to deliver 20 new Passivhaus certified homes on two sites was submitted and approved during the final quarter of 2020/21. Work will now begin on the planning, SAB and construction works necessary to ensure a start on site by April 2021.</p>
Increase the percentage of social housing stock that has an accessibility code	4	5,295	N/a	5,295	The figure for the mid-year remains at 5,295. Unfortunately, no further progress has been made due to the outbreak of the Pandemic. No target was set for 20/21 as the focus of staff time has been on essential rather than proactive work (including the redeployment of staff to the buddy scheme). For most of quarters 1 and 2 the housing market was closed.
Increased number of accessible, social homes provided.	4	1	N/A	-	<p>Homes provided by housing associations in response to needs identified by the Occupational Therapist (Housing).</p> <p>Figures unavailable currently.</p>
The number of adaptations provided (Enable, major and minor works)	4	1,543	N/A	172	This figure includes adaptations undertaken to both private and public sector properties, based on applications and recommendations received.

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
					<ul style="list-style-type: none"> <li>• Enable 17 (15 RRAP+ C&amp;R - 2 CCBC)</li> <li>• Major - Public - 9</li> <li>• DFG - 13</li> <li>• Minor works – 133</li> </ul> <p>All but priority works of adaptation were suspended for most of the first 6 months of 2020/21 due to Covid-19 restrictions and the vulnerability of clients.</p>
The number of grants/loans provided to improve housing in the private sector (e.g. Houses into Homes, Home Improvement loans, conversion grants, Home Repair grants and HMO loans)	5 & 6	77	N/A	3	<p>2 Landlord Loans and 1 Home Repair Grant have been delivered.</p> <p>Loans and Home Repair Grants were not considered essential in the first lockdown and were not progressed until the guidance changed in August allowing staff to enter homes for routine work. The system re opened in September but obviously little progress was made before the end of September due to timescale, requirements of WG - contractor issues - supply issues - staff returning from informal redeployment.</p>
Increase the number of long-term private sector empty homes brought back into beneficial use	5	2.2%	2.5%	0% (1)	<p>1 private sector empty home was brought back into beneficial use during the period out of 1,441 (0 in Q1/ 1 in Q2). Empty homes work was initially considered non-essential; therefore, no work was permitted, and essential work prioritised. Much of this work often relates to grants and loans which had also been suspended. Nationally empty homes work relating to grants through Valley Taskforce recommenced in July 2020, however, Cabinet approval was not obtained until mid-September for CCBC to</p>

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
					<p>participate in Phase 2. No grants were completed within the remaining time period to the end of the quarter.</p> <p>Target - 20/21 - this would usually be a percentage that equated to 36 actual properties. There were 1,441 empty homes meeting the PAM definition on the 1st of April 2020. Therefore 36 properties would equate to 2.5%. Unfortunately, this will be unachievable due to the ongoing restrictions - loans remain suspended and the VTF grants although being actively progressed will not be completed and the property returned to use before the end of the financial year. The best news we can report is that we will focus on surveying all VTF requests for grant assistance in the latter quarters of the financial year which should result in many more properties being returned to use in 2021/22. In addition, it is anticipated that a new empty property team will be in place by April 21/22.</p>
The number of homelessness cases that had a 'successful outcome' (Section 66)	7	73.12%	Metric no target set	62%	WHO12 KPI data. Confirming that homeless duty was discharged where applicants are assisted under the 'prevention duty' (section 66) and have been discharged via section 67.3 (as the applicant is no longer homeless and has suitable accommodation available that is likely to last 6 months).
The number of homelessness cases that had a 'successful outcome' (Section 73)	7	22%	Metric no target set	21%	WHO12 KPI data. Confirming that homeless duty was discharged where applicants are assisted under the Section 73 'duty to secure.' Cases where applicants are assisted under the relief duty section 73 and discharged via section 74.4

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
					(as the applicant is no longer homeless and has suitable accommodation available that is likely to last 6 months).  It should be noted that the outcome maybe lower as Section 73 cases may present as a section 75 case whereby the homeless would be discharged this stage
The number of homelessness cases that were positively discharged (Section 75)	7	76%	Metric no target set	67%	WHO12 KPI data. Confirming that homeless duty was discharged where applicants are assisted under the Section 75 'final duty to secure.' Cases where the applicants who have been assisted under the 'final' duty (section 75) have been positively discharged via sections 76.2a and 76.2b. The homelessness has been successfully relieved.
The number of mortgage rescue cases completed	8	1	N/A	1	1 mortgage rescue case completed in this period.
Number of tenants visited and provided with support and advice to help mitigate the effects of welfare reform	8	2,080	2,100	1,737	No home visits have been carried out since March 2020 due to Covid-19 restrictions. Instead telephone support has been provided to tenants, which has enabled us to support a larger number of tenants. There has been a huge demand for support.  We want to ensure the service we deliver is accessible and valued by our tenants. The Rents and Tenant & Community Involvement Teams have developed a questionnaire survey, which will be undertaken for a sample of these engagements. We will then use this intelligence to ensure our remote service is tailored and developed taking tenants' views into account.



Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
Number of council tenants supported to access the benefits they are entitled to	8	895	800	450	The figures refer to tenants supported to access additional welfare benefits and water savings through reduced tariffs. Although the total numbers have remained static, the numbers supported to access the welfare benefits elements have more than doubled, hence the realisation of higher financial benefits for our tenants this year. The appointment of an additional member of staff has had a huge positive impact for our tenants
Value of financial savings (£) generated for council tenants as a direct result of support	8	£1,048,168	£1,000,000	£1,076,260	The additional financial savings are split between additional welfare benefits and water savings through reduced tariffs. Although the total numbers of tenants supported has remained static, the numbers supported to access the welfare benefits elements have more than doubled hence the realisation of higher financial benefits for our tenants this year. The appointment of the additional member of staff has had a huge positive impact for our tenants
Number of council tenants visited and provided with advice regarding energy saving measures and energy use	9	447	N/A	N/A	Energy advice and support has over the past 5 years been provided to our tenants by the support team. Although low-level energy advice can be provided over the telephone the real impact is from the home visits. Therefore, it is not intended to report on this performance measure until home visits can recommence following easing of Covid-19 restrictions.
Number of council properties provided with energy efficiency measures as a result of external grant funding by type of measure	9	0	0	0	Funding unsuccessful from Welsh Government for completion of a number of council properties at Lansbury Park. Alternative funding sources being explored along with potential ECO funding sources for EPC D, E, F and G rated council

Performance Against Adopted Tracking Measures	Outcome	19/20 Actual	20/21 Target	20/21 Actual	Comment
					properties. This will generate further energy efficiency programmes moving forward with our planned PAMS programmes in 2021/22.
The amount of external funding (£) accessed by the council for home energy efficiency improvements	9	0	0	0	Arbed scheme being developed for Blackwood/Cefn Fforest (private properties only), which is accessed by owner occupiers rather than the Council. Scheme development ongoing
The number of residents referred to the Nest scheme for energy efficiency advice	9	28	N/A	Data currently unavailable	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. Welsh Government's Nest scheme).

## Tracking Progress – Our Steps to Deliver (2018-2023)

Outcome	Progress 2020/21	Dates/Status
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### 1. All council housing is improved to meet the WHQS by 2020

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>Develop a WHQS Housing Strategy.</li> </ul>	Action successfully completed.	Action completed.
<ul style="list-style-type: none"> <li>Deliver the annual capital investment programme for both internal and external works.</li> </ul>	<p>The programme was on track to be completed by June 2020 in advance of the deadline set by Welsh Government of December 2020. Due to the pandemic, Welsh Government have extended the statutory deadline to December 2021.</p> <p>The impact of Covid-19 means the target completion date has been extended to August 2021. External works are expected to be completed before this date.</p>	Ongoing
<ul style="list-style-type: none"> <li>Ensure compliance with Charter for Trust standards.</li> </ul>	Confirmed that both contractors and the in-house workforce have complied with the Charter.	Ongoing
<ul style="list-style-type: none"> <li>Comply with Part 6 of the WHQS by undertaking environmental improvements to make communities attractive and safe.</li> </ul>	The WHQS environmental programme engagement and consultation schedule including 82 communities throughout the borough was completed as required by March 2020. The focus of the programme since has been on the delivery of projects identified as a result of the community engagement undertaken. There are several projects that are scheduled for delivery that have been on hold due to Covid-19, however, a delivery plan is now in place with Engineering to ensure that the remainder of the projects are delivered prior to the revised WHQS deadline of 2021.	Ongoing
<ul style="list-style-type: none"> <li>Comply with Part 7 of WHQS by undertaking adaptations where a need is identified.</li> </ul>	During pre-survey works the occupational therapists are on hand to ensure tenants medical needs are met both internally in relation to kitchens and bathroom adaptations (walk-in showers to sheltered and general needs properties) and externally via handrails to foot paths, foot path gradients and widening.	Ongoing

<ul style="list-style-type: none"> <li>• Agree a planned maintenance programme to ensure the WHQ Standard is maintained for the future post 2020.</li> </ul>	<p>A Post Asset Management Strategy has been adopted by dedicated officers from key areas. Surveys were already underway for the new PAMS programme in advance of the WHQS programme being completed. Unfortunately, the delay in completing the WHQS programme has delayed the progression of the PAMS programme. However, it is still progressing and committed to be in place to maintain the investment programme.</p>	<p>Ongoing</p>
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## 2. Provide support to improve housing conditions in the owner-occupied sector

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>• Administering assistance to home owners via loans and grant aid.</li> </ul>	<p>Unfortunately, due to the requirement to comply with WG guidance during this period no Owner Occupier Loans and only 1 Home Repair Grant was completed - totalling £10,614. Loans and Home Repair Grants were classed as non- essential, the related home visits could not be carried out and staff were redeployed to the buddy scheme.</p>	<p>Ongoing</p>
<ul style="list-style-type: none"> <li>• Working in partnership with credit unions to ensure loans for homeowners are affordable.</li> </ul>	<p>Note Smart Money (our Credit Union partner) was temporarily closed for several months due to the Pandemic.</p>	<p>Ongoing</p>
<ul style="list-style-type: none"> <li>• Provide assistance and raise awareness of homeowners as to the availability of financial assistance, via the Arbed scheme and other grant funded. Opportunities, to install external wall insulation and associated measures, boiler replacement and loft insulation if required.</li> </ul>	<p>Funding unsuccessful from Welsh Government for completion of a small number of council properties at Lansbury Park. Alternative funding sources being explored along with potential ECO funding sources for EPC D, E, F and G rated council properties. This will generate further energy efficiency programmes moving forward with our planned PAMS programmes in 2021/22.</p>	<p>Ongoing</p>

## 3. Increase the provision of new, affordable, social housing that meet the 'Lifetime Homes' principles and identified needs, whilst supporting the governments' innovative housing programme.

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>Produce a Housing Strategy which provides a framework for the provision of housing and related support.</li> </ul>	Arc4 was appointed by the Council to produce a Local Housing Strategy. Work is currently on-going with a draft strategy anticipated to be ready in the first quarter of 2021.	2020
<ul style="list-style-type: none"> <li>Complete the Local Housing Market Assessment which will identify the number, type and location of homes required and will help look at solutions.</li> </ul>	Delayed due to Covid-19. Welsh Government issued guidance to Local Planning Authority regarding timetables for Local Development Plan Submission, which impacts on the development of the LHMA.	2020
<ul style="list-style-type: none"> <li>Produce and submit quarterly to Welsh Government the programme delivery plan, based on the evidence of housing need.</li> </ul>	The Programme Delivery Plan was submitted in line with WG requirements. £8.4m of grant will be accessed in 2020/21 to deliver new affordable housing (social housing grant, shared ownership & recycled capital grant).	Ongoing
<ul style="list-style-type: none"> <li>Obtain a decision by the Council in support of the development of new affordable homes.</li> </ul>	Cabinet approval received for the establishment of a development team to bring forward proposals for new affordable homes.	Completed.
<ul style="list-style-type: none"> <li>Review designation of council accommodation for smaller households in light of changing demands.</li> </ul>	<p>The re-designation of a sheltered housing scheme as older persons accommodation has been completed with others in progress, and several older persons units have been re-designated for general needs accommodation.</p> <p>A former extra-care scheme has been decommissioned and re-designated as sheltered accommodation.</p> <p>The situation is continually being reviewed to identify additional properties that may be suitable for re-designation.</p>	Ongoing
<ul style="list-style-type: none"> <li>Housing associations to complete bid for innovative housing programme Phase 1 and submit planning applications.</li> </ul>	Bid submitted and successful, with work ongoing to deliver energy efficient affordable housing in the Caerphilly area to help meet housing demand.	Completed
Develop 38 units to Passivhaus standard at the former Caerphilly Magistrate's Court (Linc Cymru).	Action successfully completed in August 2020.	Completed
Develop 17 units to Passivhaus standard at the former Cwm Ifor primary school (United Welsh)	Development commenced. Work ongoing, although, initially delayed due to abnormal ground conditions.	Ongoing
Housing associations complete bid for innovative housing programme Phase 2.	Action completed. Applications submitted. No applications successful.	Completed

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

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>Provision of appropriate minor works of adaptation across all tenures by expenditure of the available Social Services budget.</li> </ul>	<p>Total spend in this period was £32,108.44, consisting of 133 individual adaptations (excluding WHQS programme). Between April and August only priority minor works of adaptation were processed. Routine minor works of adaptation recommenced in September. Most staff in this area of work were redeployed to the Buddy Scheme.</p>	<p>2018-2023</p>
<ul style="list-style-type: none"> <li>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.</li> </ul>	<p>Total spend in this period was £107,563.48 (DFG - £63,902.82. Public sector - £43,660.66- excluding WHQS) consisting of 22 adaptations. Only priority major works were undertaken during this time period. Most staff were redeployed to the Buddy Scheme.</p>	<p>2018-2023</p>
<ul style="list-style-type: none"> <li>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.</li> </ul>	<p>There was no demand for discretionary relocation grants during this period.</p>	<p>2018-2023</p>
<ul style="list-style-type: none"> <li>Continued partnership working with Care and 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.</li> </ul>	<p>A Total spend in 2020/21 up until end of Q2 of £3,168.10 consisting of 15 RRAP+ individual adaptations. Care and Repair were also subject to lockdown restrictions limiting their ability to provide routine adaptations.</p>	<p>2018-2023</p>
<ul style="list-style-type: none"> <li>Complete the ongoing categorisation exercise to identify accessibility levels of the social housing stock owned by the council and its partner landlords.</li> </ul>	<p>5,295 Council properties are medically categorised in Abritas and subject to review via the mandatory void process.</p> <p>The Housing OTs (HOT) and Housing IT have completed the development of a central repository that to store the details of stock and medical categories for all social housing stock in the borough. Proactive involvement from the housing partners is required to assist with gathering information on the current stock profile; partners will begin to update their stock profile list with the medical codes as soon as the pandemic restrictions and pressures allow. Most Council staff who would be expected to progress this work were informally</p>	<p>2018-2023</p>

	redeployed to assist in welfare check calls to all vulnerable council tenants during this time.	
<ul style="list-style-type: none"> <li>Develop enhancements to the common housing register in relation to the medical coding of properties available for social rent via both our own stock and that belonging to our partner landlords.</li> </ul>	A new repository is complete. Housing IT contacted all partners in March 2020 and are currently awaiting receipt of the information from the partner landlords regarding their properties and their associated medical codes -Unfortunately this work has been postponed due to the requirement for staff to assist with essential work as a result of the pandemic.	2018-2023
<ul style="list-style-type: none"> <li>Improve accessibility of current stock that lends itself to meeting demand for accessible housing.</li> </ul>	The current number of properties categorised for accessibility remains at 5,295. Also, WHQS, Enable and works to sheltered schemes have contributed to improving accessibility levels of the current stock.	2018-2023
<ul style="list-style-type: none"> <li>Work with housing association partners and the occupational therapist (housing) to deliver accessible housing.</li> </ul>	Funding set aside in the Programme Development Plan to purchase properties in the private sector. No suitable properties identified by the OT.	2018-2023

## 5. Increase the supply of housing by bringing long-term, empty homes back into use

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>Provide assistance to support bringing long-term empty homes in the private sector back into beneficial, use including loans.</li> </ul>	Empty homes work was initially considered non-essential and, therefore, no work was permitted during the first few months of the pandemic. This work can often relate to loans and grants which had ceased due to them being deemed not essential. Nationally empty homes work relating to grants through Valley Taskforce recommenced in July 2020, however, Cabinet approval was not obtained until mid-September for CCBC to participate in Phase 2. No grants were completed within the remaining time period to the end of the quarter.	As and when need arises
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<ul style="list-style-type: none"> <li>• Provide grant assistance to convert non-residential properties into residential properties in certain circumstances.</li> </ul>	<p>No conversion grants were delivered during this period. The grants were deemed non-essential and therefore staff were redeployed to the buddy system.</p>	<p>As and when need arises</p>
<ul style="list-style-type: none"> <li>• Demolition of empty homes in the private sector where the renovation of the property is no longer the most appropriate course of action.</li> </ul>	<p>No properties were demolished during this time.</p>	<p>As and when need arises</p>
<ul style="list-style-type: none"> <li>• Engagement and enforcement action against owners of long-term empty homes in the private sector, where appropriate, in order to return them into beneficial use.</li> </ul>	<p>Currently due to limited staffing availability and the limitations of the pandemic very little progress has been made in relation to proactive engagement and enforcement action. Cabinet approval was obtained in mid-September 2020, to create an empty property team. This team is anticipated to be place for April 2021.</p> <p>In September 2020, the Council also agreed to participate in the Welsh Government, Valley Taskforce, Phase 2 initiative. Approximately 111 enquiries have been made and it is hoped they will be progressed during the second half of this financial year and completed in 21/22.</p>	<p>As and when need arises</p>
<ul style="list-style-type: none"> <li>• Target the owners of empty properties with ad hoc initiatives such as letter drops and private sector leasing.</li> </ul>	<p>The Caerphilly Keys project has been actively developing a pool of accessible quality, affordable private rented accommodation since August 2018. To facilitate this, we have agreed to co-ordinate tenancies through engagement with landlords. This enables the Council to meet its obligations under part 2 of the Housing (Wales) Act 2014 to discharge the homeless duty by offering this accommodation to homeless or potentially homeless people.</p> <p>Caerphilly Keys continues to develop working relationships with Supporting People, DWP, DPS and Rent Smart Wales.</p> <p>All tenancy support is provided by Pobl housing association and is funded by the Welsh Governments Housing Support Grant.</p>	<p>As and when need arises</p>



	<p>We are currently working in partnership with DWP and have successfully completed an application to deliver flexible support to all Caerphilly Keys Tenants.</p> <p>We are also actively working in connection with the PRS to develop the Caerphilly Landlord Forum.</p> <p>In line with the Welsh Government we are also working in connection with other local authorities to re-establish a PRS information sharing network.</p>	
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## 6. Promote the development of a healthy and vibrant private rented sector as a viable housing option

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>• Provide assistance to and raise awareness of private sector landlords as to the availability of assistance, via the Arbed scheme and other grant funded energy initiatives, to install external wall insulation and associated measures, boiler replacement and loft insulation if required.</li> </ul>	<p>This Council continues to work with private landlords ensuring they are able to maximise funding opportunities for energy saving measures, we are currently working with Rent Smart Wales in order to target the most fuel inefficient homes in the PRS and at present over 250 homes have been identified.</p>	<p>Reoccurring annually</p>
<ul style="list-style-type: none"> <li>• Administering financial assistance to landlords via loans and conversion grants.</li> </ul>	<p>2 landlord loans were delivered at a total cost of £26,814.42. Unfortunately, enquiries for assistance were suspended due to the pandemic. Loans were determined as a non-essential service.</p>	<p>Reoccurring annually</p>
<ul style="list-style-type: none"> <li>• 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.</li> </ul>	<p>Proactive inspections of Houses in Multiple Occupation were suspended due to the ongoing pandemic.</p> <p>Reactive work in respect of enforcement of housing conditions has continued in line with WG guidance during lockdown with cases being triaged in relation to urgency.</p> <p>1 abatement notice has been served in relation to statutory nuisances in the PRS to rectify a leaking joint chimney stack.</p>	<p>Reoccurring annually</p>

<ul style="list-style-type: none"> <li>Working in partnership with Rent Smart Wales to drive up standards in the private rented sector.</li> </ul>	<p>We are continuing to work closely with RSW to improve housing conditions.</p> <p>Approximately 91% of rented properties in the borough are now registered. (As per RWS, estimated 9,730 PRS dwellings, 8,869 of which are registered).</p> <p>No Nest referrals were received during this period.</p>	<p>Reoccurring annually</p>
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## 7. Prevent homelessness and tackle rough sleeping

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>Work in partnership with local authorities in the region to produce a Regional Homelessness Strategy and local action plan.</li> </ul>	<p>Action completed. A regional homelessness strategy has been developed and approved by Cabinet with action plan being implemented.</p>	<p>2018/19</p>
<ul style="list-style-type: none"> <li>Provide tenants with floating support to assist with tenancy sustainment.</li> </ul>	<p>Tenant Support Officers in place with many tenancies sustained resulting in no increase in evictions.</p>	<p>2018/19</p>
<ul style="list-style-type: none"> <li>To undertake a Church's night shelter project between (December to March) each year to help tackle rough sleeping.</li> </ul>	<p>Reports are only provided in the reporting period October to March, given the project only operate during the winter months.</p>	<p>ongoing</p>
<ul style="list-style-type: none"> <li>Work in partnership with the Rough Sleepers Coordinating group to provide support for rough sleepers through tackling underlying needs e.g. substance misuse.</li> </ul>	<p>Ongoing support is being provided to reduce the numbers of rough sleepers within the borough through engagement, referrals and the offer of temporary accommodation.</p>	<p>2018/2023</p>
<ul style="list-style-type: none"> <li>Run the Emphasis and Family Safety/ Emphasis projects which focuses on elements of housing outcomes of both family support and preventing 13-19 year olds becoming homeless.</li> </ul>	<p>Action terminated. This emphasis service is no longer commissioned; however, Supporting People commission several services that provide Housing Support to this cohort of people.</p>	<p>Action terminated</p>
<ul style="list-style-type: none"> <li>Pilot a shared housing project for single people under 35 and evaluate its success.</li> </ul>	<p>Action terminated. Pilot implemented but did not prove successful.</p>	<p>Action terminated</p>

**8. Prevent tenancies from failing by providing a range of housing related support  
(including those affected by financial hardship and mental health issues or physical disabilities)**

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>• Provide training for all frontline housing staff in mental health training and to support people sustaining their tenancies.</li> </ul>	<p>Training of staff has continued however the inability to provide face to face training has had a significant impact, e.g. 2-day Mental Health First Aid training. Some courses are being restructured to enable virtual training to take place.</p>	Ongoing
<ul style="list-style-type: none"> <li>• As part of the review our housing management policies and procedures take into consideration of mental health issues.</li> </ul>	<p>Action completed. Policies and procedures have been reviewed to consider mental health issues.</p>	Action completed
<ul style="list-style-type: none"> <li>• Work with mental health organisations to review signposting arrangements.</li> </ul>	<p>Ongoing work with Mental Health via Supporting People.</p>	Ongoing
<ul style="list-style-type: none"> <li>• Work closely with the Supporting People Team to identify additional support services.</li> </ul>	<p>Work ongoing with the Supporting People team to ensure the correct type and level of support is provided to those in need whilst also avoiding duplication.</p>	Ongoing
<ul style="list-style-type: none"> <li>• Coordinate advice offered to ensure that there is no duplication or gaps.</li> </ul>	<p>Work ongoing with the Supporting People team to ensure the correct type and level of support is provided to those in need whilst also avoiding duplication.</p>	Ongoing
<ul style="list-style-type: none"> <li>• Review the information we provide on our website to ensure it is up to date.</li> </ul>	<p>Work ongoing to ensure information provided is up to date and accurate.</p>	Ongoing
<ul style="list-style-type: none"> <li>• Provide help to tenants to enable them to budget effectively, to claim the correct welfare benefits and to mitigate the consequences of welfare reforms.</li> </ul>	<p>COVID has led to a huge increase in housing support needs from our tenants and residents. An additional Welfare Benefits Officer was recruited in 19/20 and an additional Tenancy Support Officer in 20/21. In addition, 4 staff are being recruited to offer the same support offered to council tenants to other residents via Caerphilly Cares using the Caerphilly Homes support model.</p>	Ongoing
<ul style="list-style-type: none"> <li>• Refer tenants in need of money and debt advice to the right agencies.</li> </ul>	<p>We have continued to refer tenants in need of debt and money advice to the CAB. The Council also funds a specific debt advisor to work solely with tenants at threat of homelessness due to rent arrears.</p>	Ongoing

<ul style="list-style-type: none"> <li>Provide advice to tenants on energy usage and other measures to help save money.</li> </ul>	All relevant staff are trained to City & Guilds standard to provide energy advice. Over the past 5 years key advice has been provided to residents. Since March 2020, home visits have been suspended therefore it has proven difficult to provide tailored energy advice.	Ongoing
<ul style="list-style-type: none"> <li>Run the 'Confident with Cash' project (provided by Citizen's Advice) to provide finance / debt management and welfare benefit to families who have disabilities or are part of 'team around the family' projects. Run similar projects to support those families with housing related needs.</li> </ul>	The Confident with Cash project is funded by Supporting People. We continue to refer cases to CAB for onward referral into the project if eligible.	Ongoing
<ul style="list-style-type: none"> <li>Explore potential model of 'Housing First' to reduce the level of homelessness for people who are unable to maintain tenancies due to mental health, substance misuse or chaotic lifestyles.</li> </ul>	A pilot project is planned for 2020/21 with support from Supporting People to assist those with complex needs in sustaining a tenancy.	Ongoing
<ul style="list-style-type: none"> <li>Continue to commission specific agencies to assist those with benefit claims and appeals including Employment Support Allowance and Personal Independence Payment.</li> </ul>	Action terminated. Housing don't commission directly however they continue to refer to Supporting People for Housing Support.	Action terminated

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

To achieve this outcome, we said we would:

<ul style="list-style-type: none"> <li>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.</li> </ul>	Funding unsuccessful from Welsh Government for completion of a small number of council properties at Lansbury Park. Alternative funding sources being explored along with potential ECO funding sources for EPC D, E, F and G rated council properties. This will generate further energy efficiency programmes moving forward with our planned PAMS programmes in 2021/22.	Ongoing
<ul style="list-style-type: none"> <li>Provide advice to tenants on energy saving measures and energy usage and installations.</li> </ul>	Ongoing advice being provided by officers based in public and private sector housing as well as Tenant Support Officers.	Upon request