



## **POLICY AND RESOURCES SCRUTINY COMMITTEE – 2ND OCTOBER 2018**

**SUBJECT: YEAR END PERFORMANCE REPORT FOR CAERPHILLY HOMES**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND CORPORATE SERVICES**

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- 1.1 The attached report, which was considered by the Caerphilly Homes Task Group on 20th September 2018 ahead of its presentation to the Policy and Resources Scrutiny Committee, sought the views of Members on the performance of the services provided by Caerphilly Homes during 2017/18. It set out the key service priorities for the period 2018 to 2023 and highlighted any potential challenges that may affect the successful delivery of these priorities.
- 1.2 Officers highlighted that the performance of Caerphilly Homes for 2017/18 was considered overall to be good and continues to build on performance from previous years. Priorities for the period 2018 to 2023 will aim to deliver further service improvements and will ensure that Caerphilly Homes is able to respond proactively to the needs and aspirations of those who use these services.
- 1.3 Officers drew Members' attention to the performance of each of the following sections – housing repair operation, private sector housing, public sector housing and WHQS. Attention was also drawn to the list of key priorities for 2018 to 2023, details of which were set up in section 4 of Appendix 1 of the report.
- 1.4 Members queried the length of the 25-day response time to non-emergency repairs. Officers clarified that the average response time was 8 days, however the 25 days response time given is set as such due to some priority 3 repairs such as glazing taking longer to complete as the double glazed unit needs to be measured at the property and then manufactured in addition to making an appointment with the tenant to install glass.
- 1.5 Members raised concerns regarding the improvement of other areas of a property not covered under the WHQS programme such as landings and hallways, and in particular whether the issue of damp in properties was being addressed. If issues were apparent during the WHQS work which could potentially impact on the planned scope of work, then this would be addressed at the time. Officers explained that in some cases when improvements were made, further issues were not apparent and that tenants experiencing issues could report these to the housing repair team as usual.
- 1.6 A Member also asked officers why Caerphilly Homes was not delivering on the promises made in the offer document and felt that the scope of work had been reduced. Officers advised that the offer document included examples of the type and scale of work that was intended to be undertaken if the housing stock was retained by CCBC and that based on the current position the scope of work has increased in some areas and may have reduced in others.

- 1.7 The Task Group praised Caerphilly Homes for the excellent performance of the Housing Repair Operations in particular during 2017/18 and reported that tenants were generally happy with the service they receive.
- 1.8 Following consideration of the report and in noting the details of the Year End Performance Report for Caerphilly Homes, the Caerphilly Homes Task Group unanimously recommended to the Policy and Resources Scrutiny Committee that its contents be noted.
- 1.9 The Scrutiny Committee are asked to consider the report and the above recommendation.

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Appendices:

Appendix Report to the Caerphilly Homes Task Group on 20th September 2018 – Agenda Item 6