

# Carmarthenshire Homes Standard Plus (CHS+)

## Business Plan - Appendices A-D

March 2020



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## Appendix A: *Well-being Priorities & Governance Structure*

We are committed to delivering the CHS+ in a sustainable way as outlined in the Well-being Act. We do this by:



Looking at the long term so that we do not compromise the ability of future generations to meet their own needs

We know from the recent STAR survey how important and valued our neighbourhoods are to tenants' lives. Examples of this are:

1. We will develop and deliver a three-year estates improvement programme to improve the environment. We will look at ways to improve the way we tackle anti-social behaviour through robust partnership arrangements, and preventative work on our estates.
2. Demand for our older person's accommodation remains high but we need to ensure that the right type of support is in the right schemes. During 2019/20 we started a pilot programme of improving our accommodation for older people through consultations with tenants. As part of our programme we will continue to challenge whether schemes will meet the expectations of future residents over the next 10 to 20 years. Once our vision for older person's accommodation has been agreed by Council, we will then produce a workstream plan for older person (HRA) accommodation. This will continue with existing work on improvements to our older person schemes, updating working practices, updating wi-fi provisions and ensuring tenants homes evolving with them during the lifetime of the tenancy.
3. The Business Plan contributes to this by planning for the next 3 years and also over the longer term of 30 years. We do this by analysing our asset data and market conditions to enable us to maintain our existing stock and plan our affordable housing delivery.



Understanding the root causes of the issues to prevent them reoccurring

We recognise that taking prevention action is key to the success of delivering CHS+ Business Plan. Examples of this are:

1. We know that maintaining our estates, through grounds maintenance, minor repairs to fences and keeping our communal areas clean and tidy are important to our tenants. Looking forward we think it is important that we have responsive team that will tackle estate environmental issues quickly and in a proactive way. We will be developing measures to improve estate inspections and overall neighbourhood appearance.
2. The continuation with Home checker will ensure we adopt a preventative approach in supporting our tenants by giving advice in looking after their homes, Universal Credit, and household budget management.



## Taking an integrated approach so that we look at all well-being goals and objectives of other services and partners

We believe by having a joined-up approach we can achieve much more for our tenants. Examples of this are:

1. Using the check and challenge approach to develop and implement any new projects.
2. Actively work with the Regional Partnership Board to deliver on the transition funded projects jointly with Social Care and Health.
3. Embedding Making Every Contact Count (MECC) into the roles of all home visiting staff and ensure that community staff are aware of partnership messages and processes for referral.
4. Upgrading our older person schemes to ensure they are compatible with assistive technology and wi-fi coverage.
5. Delivering adaptations to meet the needs of tenants and re-housing tenants through the adapted home register to more suitable accommodation.



## Collaboration - Working with others in a collaborative way to find shared sustainable solutions

We believe that working with others and strengthening our existing partnerships and relationships is essential in the delivery of our services. Examples of this are:

1. Working with Delta Wellbeing to ensure tenants are receiving a service that meets their assessed needs. This involves transferring lifelines to Delta Wellbeing which will give those tenants a person-centred service which can adapt to their needs in later years.
2. Encouraging shared responsibility to support tenant's wellbeing and reduce social isolation in schemes.
3. Tenant led collaboration to improve quality of their homes and to define the future standard and what it means.
4. The Business Plan is delivered in a partnership approach between a range of Council Services and external partners. It sets out our ambition to work on a local, regional and national scale to improve services and deliver real projects that have a significant impact.



## Involving a diversity of population in decisions that affect them

Our vision for tenant involvement published early this year aims to take forward better engagement with tenants but also to involvement is strategic issues. To do this we will:

- Give tenants a say through single-issue meetings, digital participation and challenge panel
- Using Planning for Real to involving tenants in shaping their communities
- Involve current tenants in our schemes to shape the future standards of their home
- Community events – to engage with tenants
- Using community events to understand satisfaction of the service
- Set up online tenant's forum so tenants can give their views on specific topics
- Develop tenant are on web page (linked to My Account encourage channel shift (how) make contact relevant and current

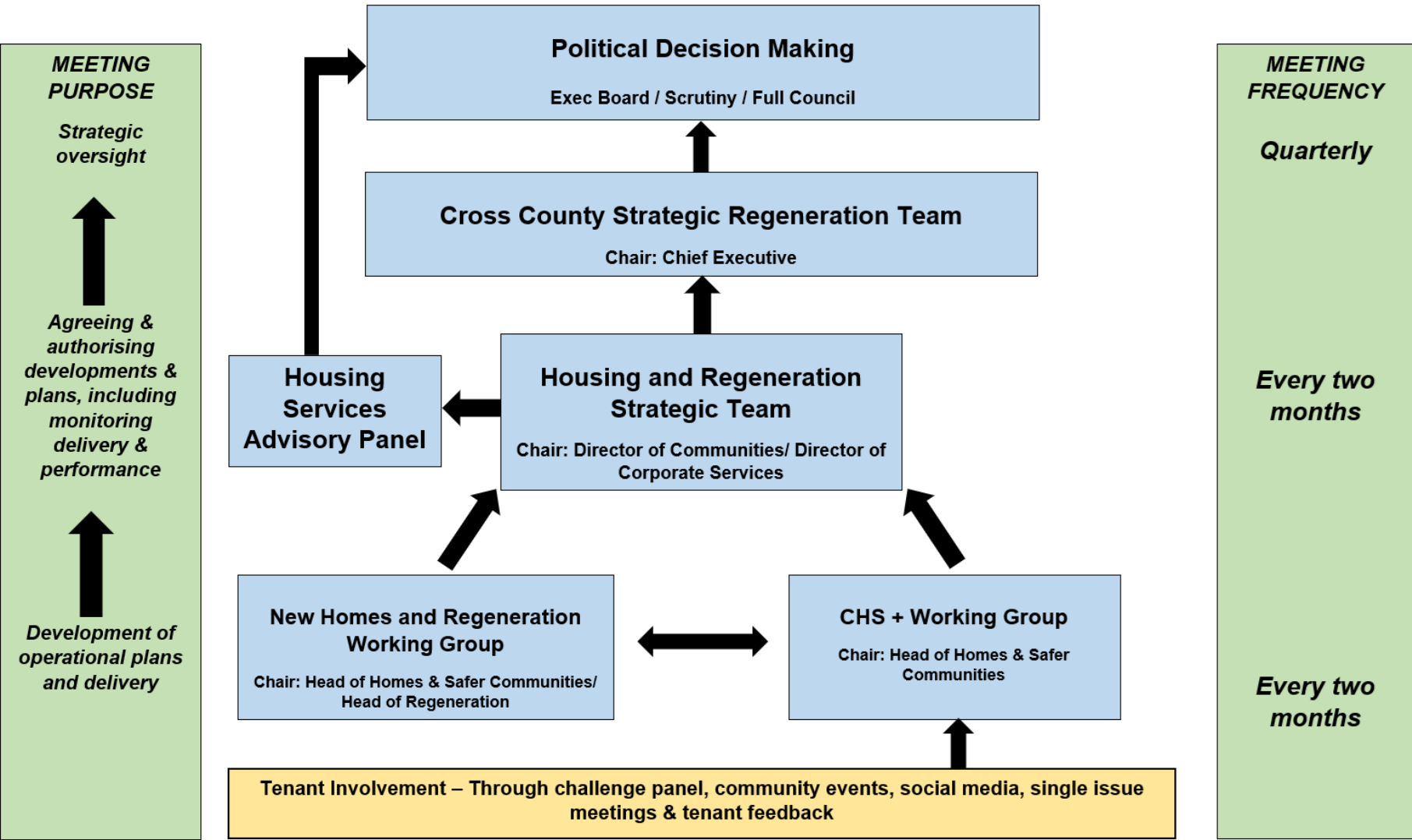
Tenant involvement in the delivery of the Business Plan is an overarching principle. We have set out our plans to produce a tenant engagement strategy and widen our support and advice services for both preventative services and to mitigate the impact of Welfare Reform. Tenants will continue to contribute to the development of both the CHS+ and the Environmental Improvement Programme.

The CHS+ Business Plan contributes to the seven Well-being goals under the sustainable development principles in the following way:

<p><b>A more prosperous Wales</b></p>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"> <li>• Ensuring long-term economic and social benefits for Carmarthenshire through the Swansea Bay City Region and future European and external funding avenues.</li> </ul>
<p><b>1</b></p>	
<p><b>A resilient Wales</b></p>	<p><b>We are committed to:</b></p> <ul style="list-style-type: none"> <li>• Contributing to the social, economic and environmental well-being of the wider community;</li> </ul>
<p><b>2</b></p>	
<p><b>A healthier Wales</b></p>	<ul style="list-style-type: none"> <li>• Asking tenderers to deliver community benefits in our tendering activities through the delivery of the contracts or frameworks awarded;</li> <li>• Maximising the value for every pound we spend, applying a community benefits approach to any tender valued over £1million; and</li> <li>• Capturing and recording community benefits utilising WG's community benefits measurement tool.</li> </ul> <p><b>We will focus on:</b></p> <ul style="list-style-type: none"> <li>• Increasing the availability of rented and affordable homes to support the needs of local people by building new homes, bringing empty homes back into use and ensuring an allocation of affordable homes on new developments;</li> <li>• Mitigating the local impacts of welfare reform by supporting affected residents through the changes;</li> <li>• Providing homes better suited to tenants needs by investing in adapting homes and understanding the future investment needs for our sheltered housing stock.</li> </ul>
<p><b>3</b></p>	
<p><b>A more equal Wales</b></p>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"> <li>• Reducing anti-social behaviour by working in partnership with other agencies and communities to tackle local problems.</li> </ul>
<p><b>4</b></p>	
<p><b>A Wales of cohesive communities</b></p>	<ul style="list-style-type: none"> <li>• We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities.</li> </ul> <p><b>We believe we should:</b></p> <ul style="list-style-type: none"> <li>• Give our tenants the opportunity to influence decisions about their homes, the area they live and ensure the services they receive achieve value for money. Our vision is: -</li> </ul>
<p><b>5</b></p>	
<p><b>A Wales of vibrant culture and thriving Welsh language</b></p>	<p><i>"To make it easy and inviting for tenants to get involved in shaping strategic decisions and improve services through meaningful involvement by ensuring residents have the relevant skills".</i></p> <p><b>We will focus on what our tenants are telling us:</b></p> <ul style="list-style-type: none"> <li>• During the summer months we undertook a tenant satisfaction survey. In total, 2,087 tenants took part in the survey. This represented a 29% response rate overall. 82 surveys were completed in Welsh (4%).</li> <li>• We will carry out an in-depth analyse of results to get a better understanding of the differences in satisfaction rates by age, by ward and property type; and revamp our approach to the way we listen and act on tenant's views.</li> </ul>
<p><b>A globally responsible Wales</b></p>	<p><b>We will ensure that:</b></p> <ul style="list-style-type: none"> <li>• Our new build activities and retrofits of renewable energy technology to our tenants' homes are cost effective and meet our ambitions and obligations related to climate emergency (in particular its commitment to becoming a net zero carbon local authority by 2030)</li> </ul>
<p><b>7</b></p>	<ul style="list-style-type: none"> <li>• We meet our ambitions to save tenants money on their energy costs, support the vulnerable and stimulate a sustainable local economy.</li> </ul>

# Governance Structure

All actions in this Plan will be monitored on a bi-monthly basis by the CHS+ Steering Group. This group provides strategic direction and corporate leadership to ensure appropriate progression on the initiatives included.

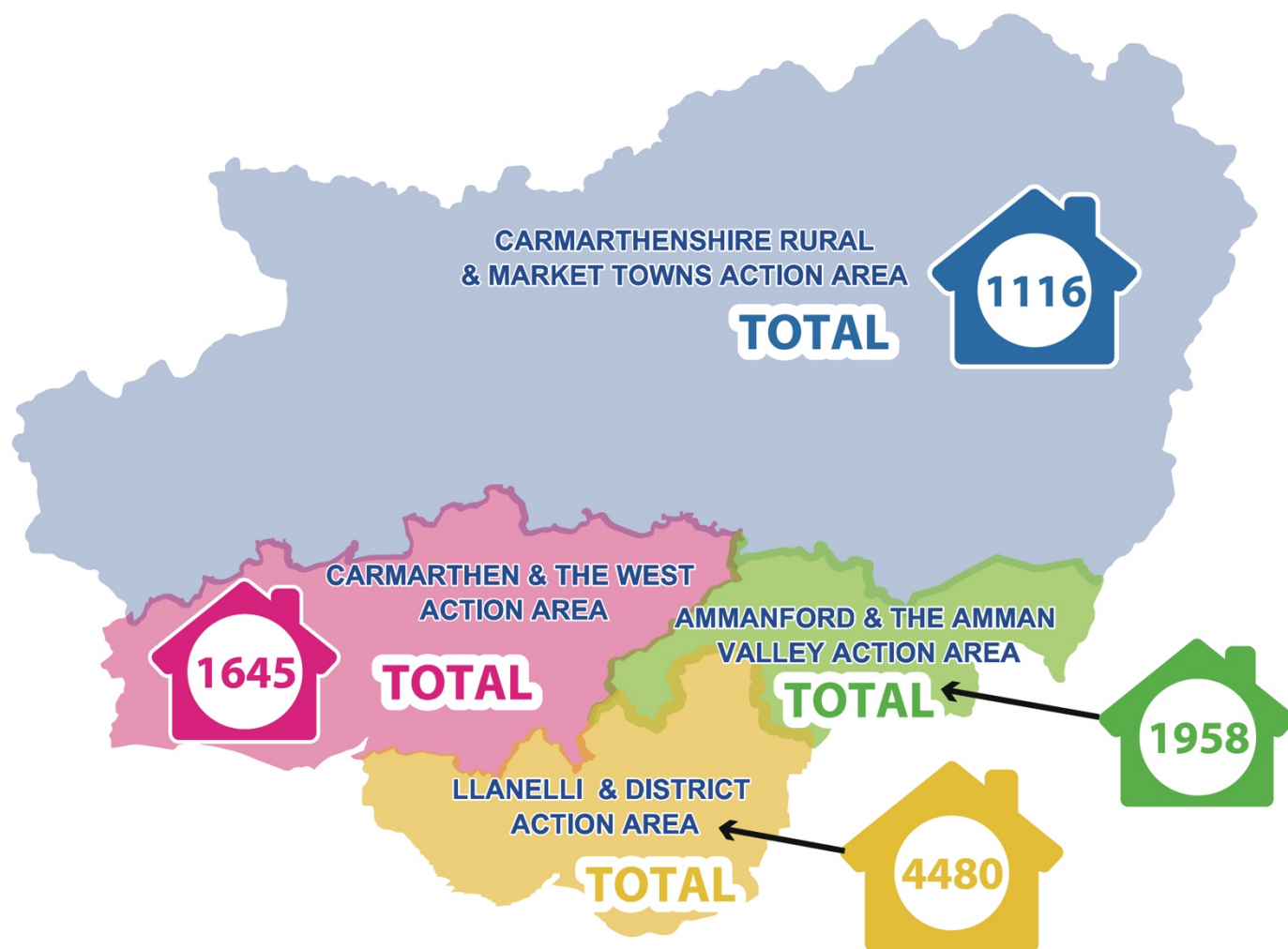


## Appendix B: Stock, Tenant and Housing Choice Register Profile

### Stock Make Up

Carmarthenshire County Council's HRA stock (as set out below) comprises 9,199 homes, including 519 sheltered homes, and an additional 220 leasehold homes.

The housing stock comprises 5,036 houses and 2,183 bungalows, with the remainder made up of 1,980 flats (including sheltered), bedsits and maisonettes. The majority of the stock is 2- and 3-bedroom homes.



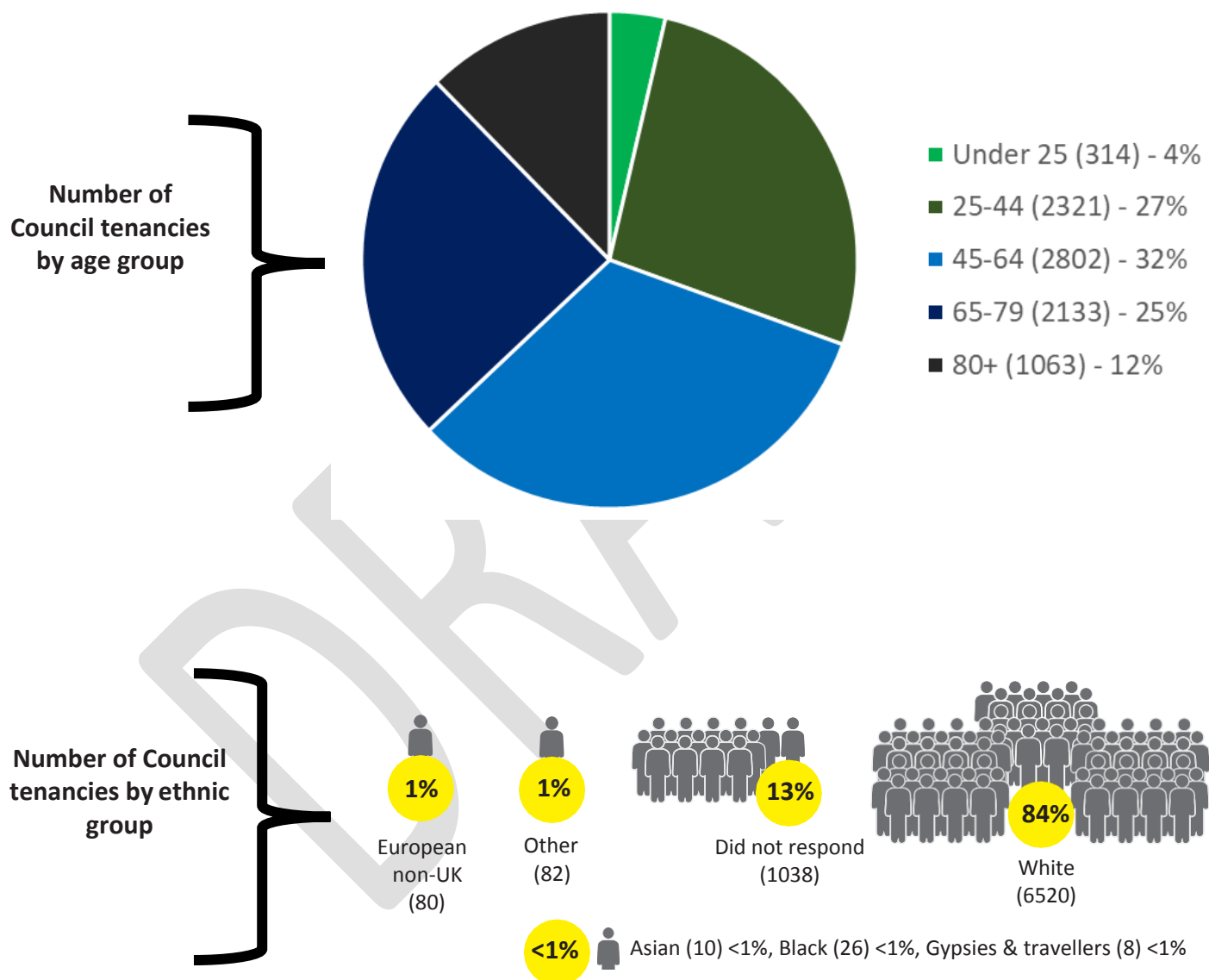
Property Type	Carmarthenshire Rural & MKT Town	Carmarthen & The West	Ammanford & the Amman Valley	Llanelli & District
Bedsit	0	19	0	3
Bungalow	540	497	502	644
Flats (Inc Sheltered)	182	330	509	897
House	394	781	946	2915
Maisonette	0	18	1	21



## Tenant Profile

We know that 12% of our lead tenants are aged 80 or over and a further 25% are aged 65 to 80. As a result, 37% of our lead tenants are 65 or above. Only 4% of our lead tenants are under 25, the remaining 59% are aged 25 to 65.

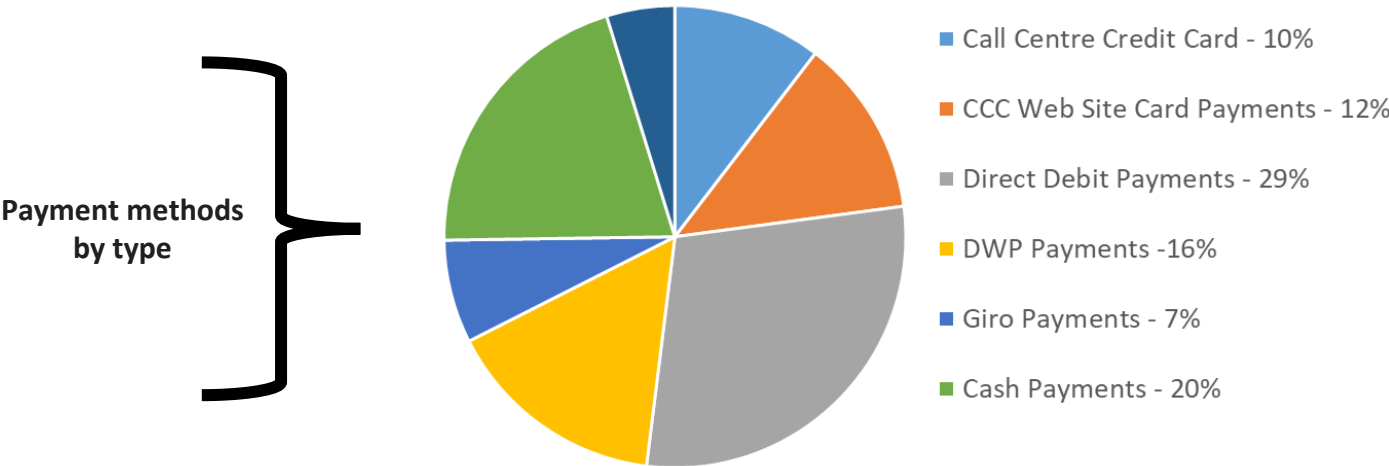
We know that 84% of our lead tenants are white British. A further 13% did not provide information about their ethnic group.



# Universal Credit Tenant Payment Profile

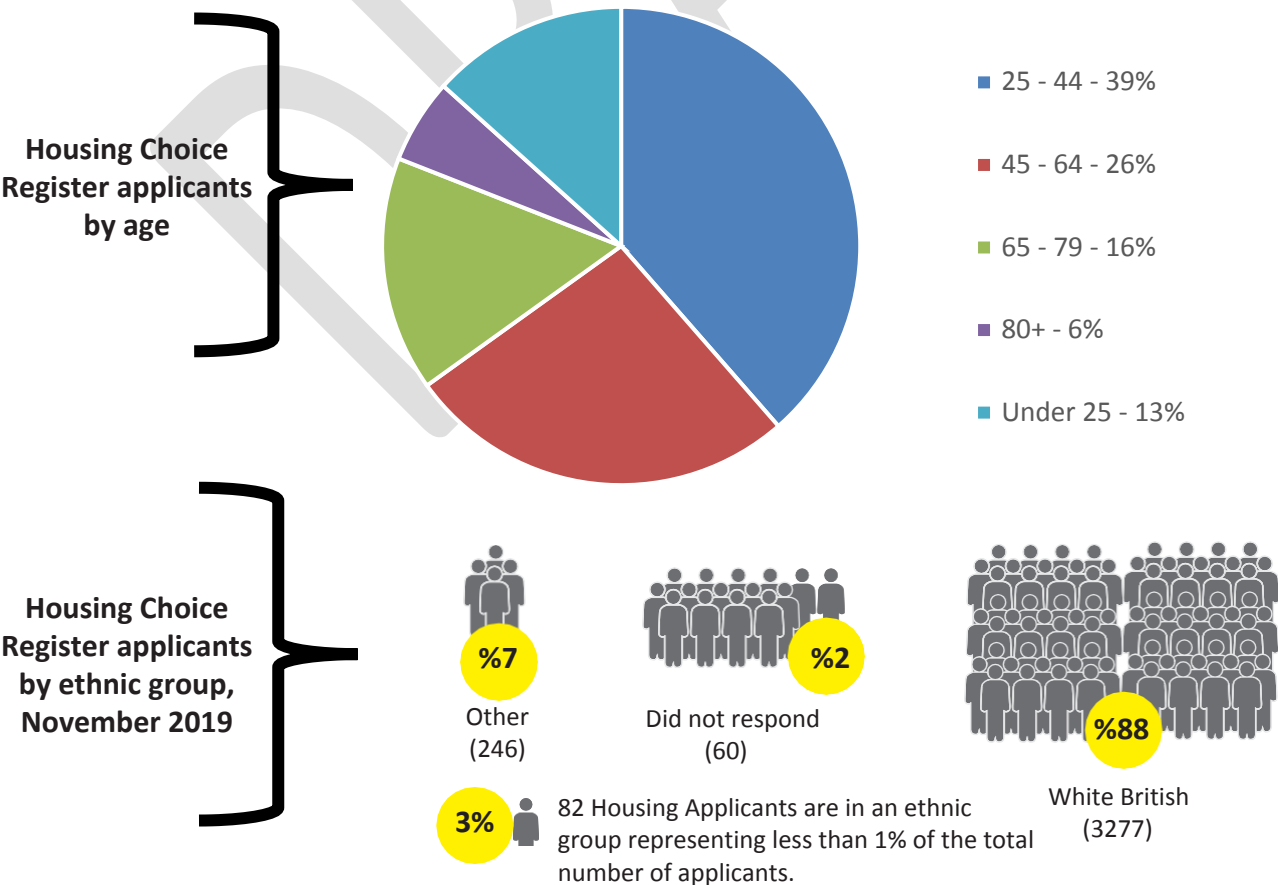
For tenants currently claiming Universal Credit, we know that 29% are paying their rent by direct debit. A further 16% are receiving Universal Credit Payments direct to CCC.

## Tenant Payment methods



## Housing Choice Applicants

We know that 39% of our lead applicants are aged 25 to 44 with a further 13% aged under 25. 6% are aged 80+ and the remaining 42% are aged 45 to 79. We know that 88% are white British and a further 2% of our lead applicants did not provide information about their ethnic group.



## Appendix C: How Happy Tenants are with the Services we Provide

During 2019 we have continued to engage with tenants and other stakeholders in a number of ways. We have recently received feedback from a STAR Resident Satisfaction Survey that provided us with an overall summary for how satisfied tenants are with the overall services we provide as a Council.

The results are provided below:



Neighbourhood Services

85%

Satisfied with  
neighbourhood as a  
place to live

66%

Satisfied with the  
grounds maintenance  
service

Communication

58%

Satisfied with the way  
the Council deals with  
ASB

Rural areas such as Cynwyl Elfed, St Ishmael and Gorslas has almost unanimous satisfaction

Satisfaction was significantly lower in urban areas of North and West Carmarthen, Eastern Llanelli and Ammanford

Ground maintenance satisfaction was on par with other landlords

Dealing with ASB was a secondary key driver of satisfaction

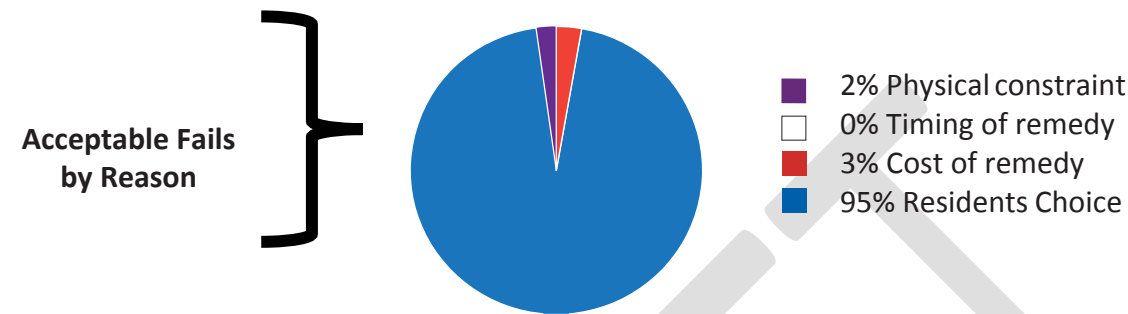
Satisfaction was lowest for 35-49-year olds

Some correlation between ASB satisfaction and rating for the neighbourhood overall

Appendix D: Acceptable Fails

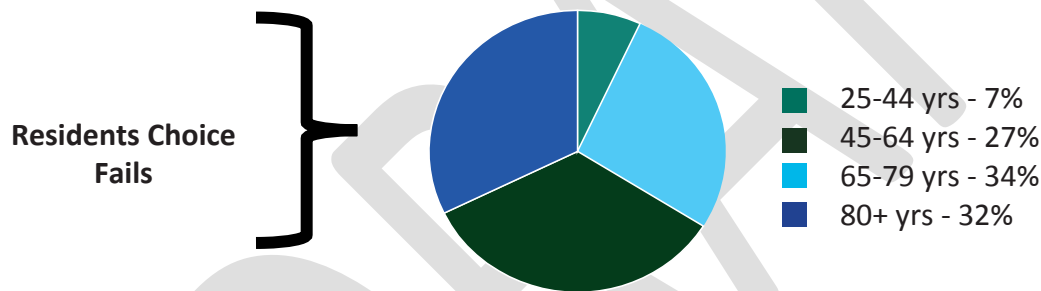
The Welsh Government Outlines ‘acceptable fails’ as a home which meets the standard but has not had all works carried out to make it full compliant. There are different reasons for why these acceptable fails would occur.

Some tenants have chosen not to have the work done (Residents’ choice) because they were happy with their homes, have made their own improvements or some, particularly older tenants, do not want the disruption. This is, by far, the main reason why homes do not currently meet the standard.



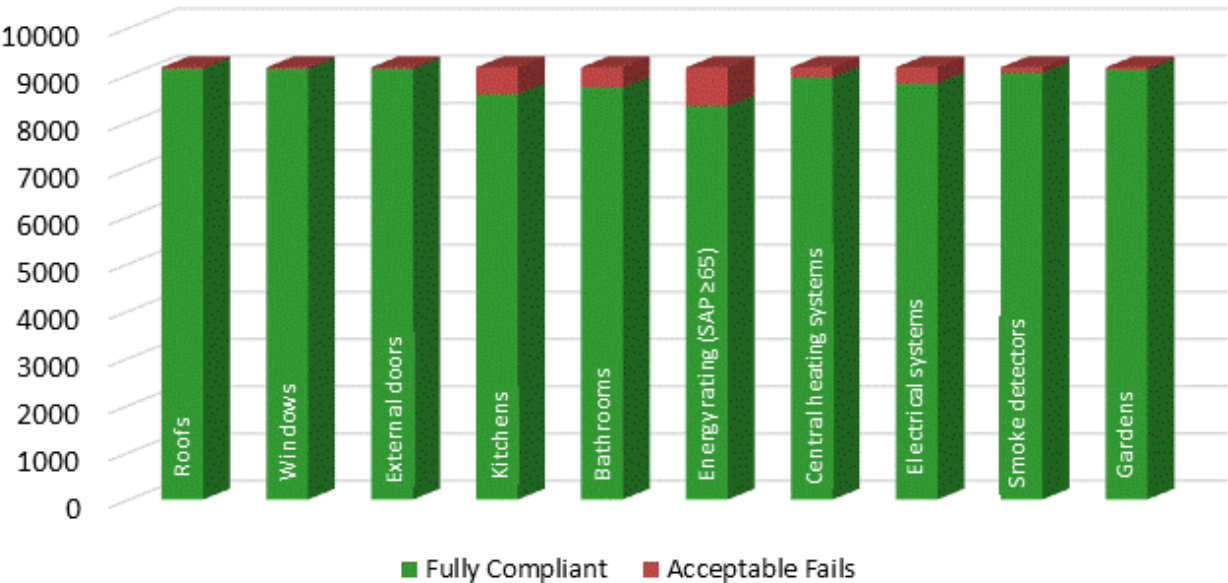
We know that 95% of our acceptable fails are as a result of residents’ choice. The remaining 5% being the cost of the remedy or physical constraints.

We also know that 32% of the residents who chose not to have the CHS+ works completed are aged 80 or over and a further 34% are between the age of 65 and 79.



WHQS Compliance

The following tables set out our achievement of meeting the CHS+ in 2015 by components, together with the annual programme to maintain compliance of the CHS+.



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