

## Welsh Housing Quality Standard Scrutiny Working Group

**SUMMARY:** This is an agenda pack for a meeting for the Welsh Housing Quality Standard Working Group taking place on 3<sup>rd</sup> February. The main item is the Council's progress towards achieving the Welsh Housing Quality Standard by 2020

**Date:** 3 February 2016                      **Time:** 3pm-5pm

**Venue:** Committee Room 3b Guildhall

**Members of the Working Group:**

Councillor Terry Hennegan (Convener) Councillor David Cole Councillor Gloria Tanner Councillor Uta Clay Councillor Lynda James Councillor Graham Thomas	Councillor June Burtonshaw Councillor Mike White Councillor Linda Tyler-Lloyd Councillor Peter Black
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**Attending:**

Councillor Andrea Lewis – Cabinet Member for Next Generation Services  
 Peter Williams – Strategic Planning & Enabling Manager  
 David Evans – Housing Business Manager

**Copy of agenda for information to:**

Lee Morgan – Head of Housing and Public Protection  
 Martin Nicholls – Chief Operating Officer  
 Phil Roberts – Director of Place

### AGENDA

No.	Item
<b>1.</b>	<b>Apologies</b>
<b>2.</b>	<b>Presentation: Welsh Housing Quality Standard</b> Peter Williams and David Evans
<b>3.</b>	<b>For information</b> Issues/questions raised by Working Group members on 30 November 2015
<b>4.</b>	<b>Next Steps</b> Discuss conclusions arising from this session for inclusion in the Convener's letter to the Cabinet Member and for your report back to Scrutiny Programme Committee, including: <ul style="list-style-type: none"> <li>a) What you want to say about this service to the Cabinet Member in the Convener's letter (what are your conclusions arising from this session?)</li> <li>b) Do you have any specific recommendations for the Cabinet Member arising from this session?</li> <li>c) Are there any further issues/topic for further scrutiny you wish to highlight to the Scrutiny Programme Committee arising from this session?</li> </ul>

**\*\*\*Please note members should declare personal and prejudicial interests and party whipping in the usual manner\*\*\***

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## Scrutiny Working Group

### Welsh Housing Quality Standard

3<sup>rd</sup> February 2016



## Legislative Background

- WHQS is a key component of the Housing Act 2014
- It is now a legal requirement that the standard is met by 2020
- Welsh Government have requested that Authorities produce WHQS Compliance Policies
- Policies should be in place by April 1<sup>st</sup> 2016

## **Main Components of the Strategy**

All properties should be:-

- In a good state of repair
- Safe and secure
- Adequately heated, fuel efficient and well insulated
- Contain up to date kitchens and bathrooms
- Well managed
- Located in attractive safe environments
- As far as possible suit the specific requirements of the household

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## **WHQS and Other Social Landlords in Swansea**

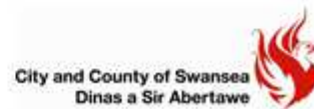
- All social landlords including RSLs have to meet the standard by 2020
- The Council has no role in ensuring local RSLs meet the standard.

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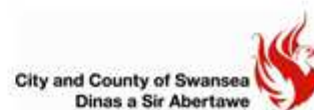
## **Which Services are Responsible for the WHQS**

- Housing & Public Protection
- Corporate Building & Property Services
- Key staff from both services meet each month to discuss issues and progress
- Only HRA funds are used to meet WHQS

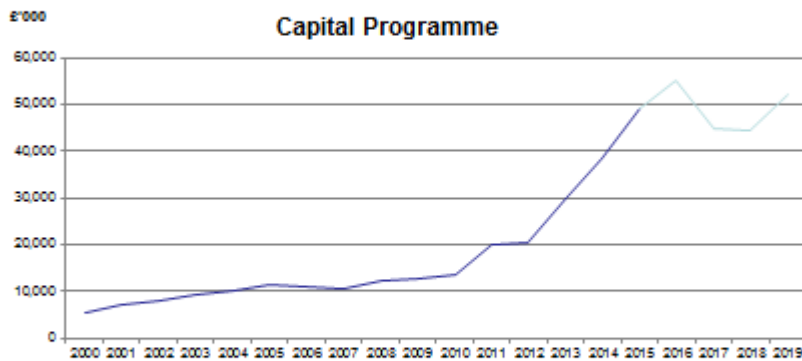


## **Developing a Programme of Works**

- Stock Condition Surveys every 5 years
- Last Survey 2012 – Savills Surveyors
- 13% sample of properties
- £310 m investment needed (2012 – 2020)

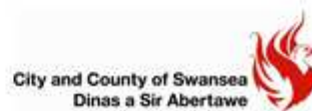


# WHQS Investment



## Where Does the Finance Come From ?

	2016/17	2017/18	2018/19	2019/20
	£'000	£'000	£'000	£'000
<b>Budget</b>	<b>55,000</b>	<b>45,500</b>	<b>44,500</b>	<b>52,000</b>
<b>Financed By:</b>				
Welsh Govt Grant (MRA)	9,100	9,100	9,100	9,100
Revenue Funding (RCCO)	25,700	21,200	22,200	23,700
Borrowing	20,000	15,000	13,000	19,000
Other Income	200	200	200	200
<b>Total</b>	<b>55,000</b>	<b>45,500</b>	<b>44,500</b>	<b>52,000</b>



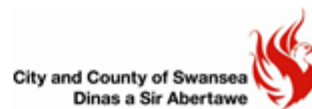
## **Links with the Local Housing Strategy**

- Strategy outlines how the Authority will tackle main housing challenges between 2015 - 2020.
- Strategy approved by Council October 2015
- Significant coverage of the WHQS in the strategy



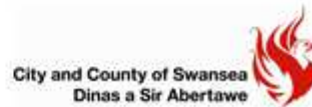
## **The Housing Revenue Account Business Plan**

- Submitted to the Welsh Government Annually
- Financial Forecast of income & expenditure
- Illustrates how WHQS will be achieved by 2020
- Plan covers 30 year time frame
- Plan based on key assumptions (rental income, inflation etc)



## Feedback From Tenants

- Utilise the Tenant Participation Framework
- Information/questionnaires in Open House
- Via the Tenant Consultative Panel /tenant groups
- Buildings and Repairs Group/Sheltered Reps group
- Feedback from Tenants Survey 2011
- Survey indicated, kitchens and bathrooms, boilers and external doors most important to tenants



## The Major Works Agreement

- An Agreement between Council/Tenants/Contractors
- Is signed by Tenants before work commences
- The arrangement has worked well
- A variation of the Agreement has been produced for the kitchen and bathroom programme



## The Role of the Housing Improvements Team

- Advise tenants of proposed works to their homes
- Act as the tenants focal point and advocate when the work is underway
- Act as a link between technical staff, the contractor and the tenant
- Contact other Council services if they are required during the works eg Social Services, Occupational Therapists etc
- Undertake satisfaction questionnaires once the work is complete

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## Measuring & Reporting Progress

- Housing Stock database updated when works completed
- Progress reported to Welsh Government Annually
- WHQS Compliance Policy going to Council in February
- New Policy Proposing Members are updated on progress annually
- Tenants continue to receive updates via Open House/Council Website/ Tenants Groups
- New tenants to receive WHQS information

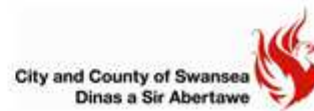
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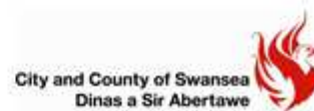
## Future Planned Work to Meet WHQS (Number of Properties)

	2016	2017	2018	2019	2020	Total
<b>Kitchens &amp; Bathrooms</b>	1941	2521	2364	2511	1832	<b>11,169</b>
<b>Boilers</b>	1000	800	800	500	500	<b>3,600</b>
<b>Wind &amp; Weatherproofing</b>	584	556	348	404	215	<b>2,107</b>
<b>Roofing</b>	819	703	348	414	175	<b>2,459</b>



## Conclusions

- We are on target to meet the standard by 2020
- Significant economic impact on tenants and the local economy



### ITEM 3

#### Questions identified by Working Group

At their pre-meeting on November 30th the Working Group identified a number of relevant questions, possible topics and responsible officers that could present information to them for consideration at their meeting. These included:

1. Which officer oversees the Welsh Housing Quality Standard programme?  
*Martin Nicholls, Peter Williams and David Evans were identified as the responsible officers that could present information to the group members at their meeting.*
2. What is the scope of the WHQS programme and the work being carried out?
3. Updates on the HRA Business Plan and Local Housing Strategy
4. The most up to date Cabinet report on WHQS
5. Feedback from tenants/tenant survey
6. Major/minor works agreement – how is it working?
7. How does the authority measure the progress of the WHQS?
8. Housing Partnerships/Different levels of housing - how does this work in term of the WHQS?
9. What is the timescale for the WHQS programme?
10. How is the programme being resourced?