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AGENDA

Committee COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

Date and Time of Meeting WEDNESDAY, 9 MARCH 2022, 4.30 PM

Venue REMOTE MEETING

Membership Councillor Jenkins (Chair)
Councillors Ahmed, Carter, Gibson, Philippa Hill-John, Lent, Lister,
Mackie and McGarry

*Time
approx.*

1 Apologies for Absence

To receive apologies for absence.

2 Declarations of Interest

To be made at the start of the agenda item in question, in accordance with the Members' Code of Conduct.

3 Minutes (Pages 5 - 8)

To approve as a correct record the minutes of the previous meetings.

- 12 January 2022
- 21 February 2022 – to follow

4 Council House Repair & Maintenance Process (Pages 9 - 76) 4.35 pm

Committee Briefing.

5 Housing Revenue Account Business Plan 2022-23 (Pages 77 - 178) 5.15 pm

Pre-decision Scrutiny.

6 **Update on New Build Development Programme - Channel View & Future Direction** (*Pages 179 - 286*) 5.45 pm

Pre-decision Scrutiny.

Appendix 3,5,6b and 6d are not for publication as they contain exempt information of the description contained in paragraph 14 of Schedule 12A of the Local Government Act 1972

7 **Committee Business** (*Pages 287 - 298*) 6.15 pm

8 **Urgent Items (if any)**

9 **Way Forward** 6.20 pm

10 **Date of next meeting**

To be confirmed.

Davina Fiore

Director Governance & Legal Services

Date: Thursday, 3 March 2022

Contact: Andrea Redmond, 02920 872434, a.redmond@cardiff.gov.uk

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COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

12 JANUARY 2022

Present: County Councillor Jenkins(Chairperson)
County Councillors Carter, Gibson, Philippa Hill-John, Lent,
Lister, Mackie and McGarry

45 : APOLOGIES FOR ABSENCE

Apologies for absence had been received from Cllr Ahmed.
Cllr Lister had advised that he would be late joining the meeting due to work commitments.

46 : DECLARATIONS OF INTEREST

None received.

47 : MINUTES

The minutes of the meeting held on 8 December 2021 were agreed as a correct record.

48 : PREVENTING SERIOUS VIOLENT CRIME IN CARDIFF

The Chairperson welcomed:

For the Community Safety Partnership panel, Police and Crime Commissioner, Alun Michael and Cllr Lynda Thorne who are Co-chairs of the Community Safety Leadership Board, and Chief Superintendent Wendy Gunney, Co-Chair of the Community Safety Delivery Group,

From South Wales Police, Superintendent Tim Morgan.

From the Violence Prevention Unit, Deputy Director Daniel Jones

And Officers, Sian Sanders Operational Manager for Community Safety, Cohesion & Engagement and Jenny Rogers, Community Safety Manager.

The Chairperson invited Police & Crime Commissioner as Co-chair of the Community Safety Leadership Board and Cllr Thorne, as the other Co-chair to make statements.

Members were provided with a presentation on the local context.

The Chairperson invited Superintendent Tim Morgan to outline his presentation after which Members were asked to make any comments/observations or ask any questions.

The Chairperson opened up a Q&A session to discuss the impact of serious violent crime and welcomed:

- Charlotte Singleton, Victim Focus Manager at Victim Support;
- Bernie Bowen Thomson, CEX at Safer Wales and;

- Simon Borja, Director for Project Development at Safer Wales.

The Chairperson invited witnesses to make opening statements after which Members were asked to make any comments/observations or ask any questions.

Definitions and Impact of Violent Crime

Due to the broad nature of offences classified as violent crime, Members raised concerns that this would undoubtedly result in significant demand and excess pressure for responsible bodies. Which in turn, could impact their ability to effectively realise core responsibilities, and, most notably, hamper outcomes. In addition to the scope of offences classified as violent crime, certain offences in this category, which could be of the more low-level nature, may generate high levels of public interest. As a result, this could again, present subsequent pressure and demand for responsible bodies and potentially lead to a misallocation of resource. In line with this, Members explored how the Partnership manages potentially, low level offences to ensure they do not impact resources and core responsibilities.

Members noted this challenge was recognised by Witnesses, and it is managed through a collective, aligned working arrangement between all responsible bodies. In addition, Members also heard how this aligned partnership working is also supported by the insight offered by the Violence Prevention Unit, whose work helps to ensure the right focus and resource is applied by relevant bodies. Although the partnership working in place to manage this challenge is welcomed, Members did wish to stress the importance of remaining mindful to this challenge to ensure robust, effective outcomes are continually achieved, and responsible bodies resources are utilised effectively. Providing victims with high quality, accessible support is vital, and Members explored if there was a way of ascertaining data around individuals who have been through the criminal justice system but have not sought support. Although Members recognised this may be difficult to measure, Members noted, and welcomed, the comments made at the meeting regarding the approach organisations take to proactively identify and encourage individuals to access services. However, Members believed this was a particularly useful avenue to explore to understand baseline trends and provide initial indication into reasonings why individuals may not come forth for support. As such, Members strongly urged the Violence Prevention Unit to consider this further. In addition, Members were pleased to note organisations who offer support to individuals, proactively seek their satisfaction levels on how their case was dealt with, which is then shared with relevant bodies to inform future work.

Partnership Structure

Regarding the structure of the Partnership, reference was made to the Regional Partnership Board, which can be perceived as complex and difficult for members of the public to understand. In addition, it could also be argued that complexity within such structures inadvertently distributes accountability and responsibility to such an extent that it results in confusion around who's responsible for what. Members noted that partners within the structure feel the current arrangements are effective. However, Members wished to stress the importance in members of the public being able to understand the operations and working of the Partnership, and the need for it to remain accessible and transparent. Members also explored how the work of the Partnership is evaluated and noted evaluation of its work will be used to inform the

upcoming Violence Prevention Strategy. Members stressed the importance that in the interest of transparency, the Partnership's reporting arrangements, and detail of its evaluation process, is clearly set out within the upcoming Violence Prevention Strategy. In addition, Members welcomed the recognition provided at the meeting that to ensure no overlap or duplication occurs, a potential refresh of the Partnership's structure was being considered.

Decision making

With regard to decision making, Members explored how decisions toward tackling violent crime, may not always be informed by data, but may sometimes occur in response to a singular crime which had severe ramifications, particularly on public perception. During the discussion Members were interested to note that when decisions or responses have been made on the back of a particular incident, it has in turn led to an increase in reporting and subsequent data.

Prevention Work

Members found the work of the Partnership's early intervention programmes detailed at the meeting was interesting to note. Members were also assured that the Wales Police School Programme, which engages with over 90% of schools, includes topics such as the carrying and use of weapons in a bid to prevent such activity occurring. However, many of the schemes and initiatives referenced at the meeting, and in the meeting's papers, were not familiar to Members. This clearly indicates a need for the Partnership to strengthen its communication on the services available, and how such services are accessed. Members believe stronger direct communication with both Elected Members and the wider public, must be a key element of the upcoming Violence Prevention Strategy. In addition, communication between Elected Members and the police must also be improved for the benefit of both parties. As such, Members recommend streamlined processes are introduced to ensure regular and direct communication between Elected Members and their local policing inspectors. Along with providing information on serious instances, this communication must also include general updates, planned initiatives and staff changes. During the meeting, Members also explored the potential correlation between victims of violent crime and family breakdowns and, as they have done previously with Welsh Government, Members wished to reiterate the need to ensure that within the Welsh Government's, 'Resilient Communities' body of work, the concept of 'Resilient Families' is strengthened.

Police Operations

Members considered the information provided at the meeting on what can be achieved through police operations was notable, and found it interesting to explore how decisions around police operations are made. Members welcomed that horizon scanning is consistently utilised to inform operations, with potential, forthcoming, or emerging issues also escalated through the Partnership's framework. Further to this, Members noted the decision making around where operations are deployed tends to be intelligence and demand led. Though the achievements of police operations are reassuring, when a police operation, or intensified focus within a particular area disperses, the underlying issues and subsequent ramifications can remain in the community. Although resource constraints are recognised, Members wished to reiterate the importance of responsible bodies not mounting away infrastructure

immediately. As this provides the impression to residents, that a particular issue is no longer a priority, or being addressed. It is crucial that residents understand tackling the cause of an issue remains a priority and this must be clearly reiterated and displayed. Within the discussion it was interesting to note University research has shown “15-minute patrols” can reduce serious violence by 14%, and this is currently being piloted across the city.

Male Victims & Domestic Abuse

Within the meeting’s papers, Members were informed that men are most likely to be victims of violent crime in Wales, and on this basis, Members explored why ‘violence against men’ is not stipulated as a priority area for the Partnership. Within the response, Members noted this work was captured within the Partnership’s subgroups such as the Night-time Economy or Serious Violence and Organised Crime. Although this was noted, Members wished to reiterate the importance that the Partnership works to ensure no disparity occurs between the recognition, support, and services available for male or female victims and you continually demonstrate that services for both sexes are of equal importance. Members were aware that as part of the Cardiff & Vale of Glamorgan Violence Against Women, Domestic Abuse and Sexual Violence Strategy 2018-2023, a regional service for male victims was due to be launched by July 2021. However, at the Committee’s October 2021 meeting, Members were informed by the Council’s executive that the launch of this service had unfortunately been delayed. Domestic abuse is a serious crime and Members sought insight from the Community Safety Partnership on why this service has been delayed, along with its expected launch date.

RESOLVED: That the Chairperson writes to the Cabinet Member on behalf of the Committee expressing their comments and observations during the Way Forward.

49 : URGENT ITEMS (IF ANY)

None received.

50 : DATE OF NEXT MEETING - MONDAY 21ST FEB 2022, 1:30PM

The meeting terminated at 7.25 pm

**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 MARCH 2022

COUNCIL HOUSE REPAIR & MAINTENANCE PROCESS

Reason for the Report

1. To facilitate Committee Members' consideration of how the Council manages the quality of its existing housing stock through its repair and maintenance service.

Scope of Scrutiny

2. When considering the Committee's Work Programme for 2021/22, Committee Members agreed to undertake a piece of work to assess how the Council is managing the quality of its existing housing stock.
3. Members are to note that, in line with the information requests from Committee Members, the subsequent information provided in the Appendices, will be in relation to domestic properties that are occupied by Cardiff residents, and not properties that are vacant (voids).
4. The meeting will serve as an opportunity for Committee Members to:
 - Understand and explore the Council house planned maintenance and repairs service.
 - Examine the range of repair requests the Council receives from tenants, including their frequency.
 - Investigate the costings of repair and maintenance works.
 - Examine workforce management, including the use of external contractors.

- Determine if the Council is being proactive and preventative in its approach to managing the quality of existing Council stock.
- Assess the efficiency of the process for Council tenants and explore if any improvements are required.
- Provide observation and constructive feedback to support service delivery.

5. To inform their consideration, Members requested:

- Introductory detail on the Council's Responsive Repairs Unit. Including, how repairs are reported, how repairs are classified and timeframes for repairs classification to be complete.
- Confirmation on what is not classed as a repair.
- Brief overview of the Council's 'Responsive Repairs Standard'.
- Introductory detail on the Council's planned maintenance service. Including, how this service is initiated, its frequency and how work identified through this avenue is addressed.
- Detail on how repairs and planned maintenance work and service differ.
- Insight into recent performance surrounding repairs
- Insight into the costings of repairs and maintenance work.
- Confirmation on if tenants are allowed to carry out work themselves.
- An understanding of how work is allocated between the in-house team and external contractors.
- Insight into council tenants' satisfaction levels with the service.

Structure of Papers

6. In line with Committee Members requests detailed in point 5 of this report, the following Appendices are attached:

- **Appendix A** –Briefing note prepared by the housing team
- **Appendix B** - Responsive Repairs Standard
- **Appendix C** – A Scrutiny Research Report on the Council Housing Condition and Repairs Survey

Background

7. As stated in the Directorate's 2021-22 Delivery Plan, the Housing Service manages 13,723 Council homes. Teams within the service provide a full range of management and maintenance services for council tenants, including:
 - tenancy management and enforcement,
 - responding to anti-social behaviour,
 - responsive and empty property repairs, and;
 - compliance with all safety requirements.
8. The Council's Building Improvement team, and Responsive Repairs team, control all planned works to properties and ensure that the Welsh Housing Quality Standards are maintained across all stock¹.
9. Committee Members will be aware that Cllr Thorne's September 2021 Full Council statement, confirmed that there has been a 10% increase in the number of responsive repairs requested compared to the same period in 2019, with around 6,000 requests now being made each month².
10. During formal Committee meetings, Committee Members have also been made aware of the backlog and pressures facing the repairs and maintenance team due to the associated challenge of accessing properties during the pandemic.

Background - Cardiff Council's Building Maintenance Framework

11. The Council's previous Building Maintenance Framework (BMF) was in place since 1 January 2018 and ended on 31 December 2021.
12. In February 2021, Cabinet considered and agreed a new BMF to cover the period 1 January 2022 – 1 January 2024 (with the option to extend for a further 2 years). Within this framework, rates are to be adjusted on an annual basis using an appropriate financial index

¹ [Microsoft Word - Adults Housing and Communities - Directorate Delivery Plan 2021-22 \(modern.gov.co.uk\)](#)

Page 15. Accessed 14 Feb 2022

² [8 - Cllr Thorne Statement September 2021.pdf \(modern.gov.co.uk\)](#) Accessed 14 Feb 2022

13. The new framework, agreed in February 2021, is intended to improve previous arrangements and address the following issues found in the previous framework:
- Withdrawal of contractors due to their inability to complete works within their rates.
 - Withdrawal of one contractor due to a performance issue.
 - Problems with contractors' interpretation of Schedule of Rates
 - Specialist works being better delivered by specialist contractors
 - Recognition that it is easier to manage works through more refined models – which allows for quality ratings that are fully reflective of the nature of the work.

14. To address the issues listed above, Cabinet agreed the following new workstreams within the BMF:

• **Framework 1 – Repairs & maintenance to vacant domestic properties,**

estimated annual value £2.9M. Delivery will be undertaken through a combination of the inhouse team and a pool of two smaller contractors with one contractor delivering a larger portion of the work than the other contractor. Tender award weighting – 40% cost, 60% quality.

• **Framework 2 – Responsive repairs & maintenance to domestic properties,**

estimated annual value £2M. Two contractors, both delivering a similar volume and value of works to support the in-house workforce by completing works that the in-house team do not have the capacity or the specialist skills (e.g., asbestos works) to complete. Tender award weighting – 40% cost, 60% quality.

• **Framework 3 – Planned works to domestic properties,** estimated annual value

£5.9M. A maximum of 8 contractors would be appointed to this framework and the framework would have two award mechanisms. Direct award for the minor planned works such as kitchen & bathroom, and further competition as the second mechanism for unforeseen planned schemes such a sheltered scheme refurbishment. Tender Award weighting – 50% cost, 50% quality.

Members are advised the frameworks relevant to the information provided for this item are Framework 2 & 3. Detail on Framework 1 is provided to Members for contextual reasons.

15. Major planned works such as roofing and boiler installation are procured outside of the frameworks and individual trade-specific arrangements would be put in place, each would be subject to a separate procurement process.

Funding

16. The Council's landlord functions are managed within a ring-fenced Housing Revenue Account. Cardiff Council must present an 'acceptable' Housing Revenue Account Business Plan to the Welsh Government each year to facilitate the Welsh Government's assessment of how the Council is maintaining the Welsh Housing Quality Standard (WHQS). Committee Members are to note this must be done for the Council to be eligible for the Major Repairs Allowance Grant.
17. In 2021-22, following a successful submission of the Housing Revenue Account Business Plan, Cardiff Council received £9,557,000 Major Repairs Allowance³.

Tenant Satisfaction on the Repair & Maintenance Service

18. To provide initial insight into Council's tenants experience, and satisfaction, with the Council's repair and maintenance service, this Committee commissioned a survey with Council tenants. The Scrutiny Research Team has analysed the responses to that survey, and a summary of the findings is provided in **Appendix C**.
19. Committee Members should also be aware that the service area seeks feedback from Council tenants on the repair and maintenance service through the following routes:
 - Tenant Satisfaction Survey
Annual Survey, that goes to Council tenants once a year.
 - Repair Reporting Line Survey
Conducted via c2c call handlers once a repair has been completed.

³ [Welsh housing quality standard | GOV.WALES](#), Accessed 10 Feb 2022.

- Exit Survey

This survey is conducted when a tenant hands in their notice.

Insight into these surveys, and recent responses, is included in **Appendix A**.

Way Forward

20. At this meeting, the following witnesses will be in attendance:

- (i) Councillor Lynda Thorne (Cabinet Member for Housing & Communities)
- (ii) Sarah McGill (Corporate Director, People & Communities)
- (iii) Helen Evans (Assistant Director, Housing & Communities)
- (iiii) Ellen Curtis (Operational Manager, Housing Services)

21. At the start of this meeting, the Cabinet Member and officers will provide a presentation, providing an overview of the attached briefing note (**Appendix A**).

22. Following the service area's overview, Members will then enter a Q&A session to explore the current service and reflect on the information provided in the papers, and at the meeting.

23. Following the discussions, Members will be able to decide if they wish to feed any comments, observations or recommendations to the council's Cabinet for their consideration.

Legal Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to the Cabinet/Council will set out any legal implications arising from those recommendations. All decision taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirements imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g.

Scrutiny Procedure Rules; (e) be taken having regard to the Council's fiduciary duty to its taxpayers; and (he) be reasonable and proper in all the circumstances.

Financial Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the information set out in this report and its subsequent appendices;
- ii. Consider the information provided by witnesses to this meeting;
- iii. Decide whether it wishes to relay any comments or observations to the Cabinet;
and
- iv. Decide the way forward with regard to any further scrutiny of this issue.

Davina Fiore

Director of Governance & Legal Services

3 March 2022

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Appendix A

CASSC March 2022

The Responsive Repairs Unit (RRU) are responsible for the repairs and maintenance of the Council's housing stock. This includes a range of property types, from houses to flats, to high-rise blocks. When a new tenancy commences, tenants attend an appointment at a local hub to go through an in-depth sign-up process. This meeting includes a comprehensive walk through of the repairs process and it outlines the responsibilities of the tenant and the council in relation to effectively maintaining their home.

Tenants are asked to report repairs as soon as possible to the Repair Reporting line within Connect to Cardiff (C2C). This can be by telephone or email to C2C who then raise the appropriate works for RRU. Most works are completed by the in-house team of 140 skilled operatives. Repair types can range from minor repairs such as small carpentry and plumbing jobs, through to larger scale works such as roof replacements. The time in which a repair is completed can fall into 3 different categories:

Emergency

An emergency repair is classed as a threat to life or limb. An example of this is a dangerous electrical fault, an uncontrollable leak, or an unsafe structure. These should be completed within 24 hours, but to within 2 hours.

Urgent

An urgent repair would need to be done in short space of time but does not pose an immediate health and safety concern. An example of these type of repairs would be a plumbing fault or a follow up electrical repair after being made safe. The timescale for repairing these is 1-5 working days.

Routine

A routine repair is a repair that is required but is not a health and safety risk or damaging the property further whilst awaiting repair. An example of this type of work is plastering of walls, fencing and gate repairs or general carpentry works. The timescale for these works is 1-25 working days.

Appendix A

Confirmation on what we would not class as a repair

RRU are responsible for:

- maintaining the structure of the home, and
- ensuring that fittings for water, sanitation, gas and electricity are safe and in working order.

RRU will repair the following defects caused by fair wear and tear:

- roofs, walls, ceilings (defect not decorative), window frames, external doors, drains, gutters, outside pipes.
- electrical fittings, electrical wiring and gas and water pipes (if supplied or adapted by the Council).
- heating equipment and water heating equipment (if supplied or adapted by the Council)
- Any communal area around their home - stairs, lifts, landings, lighting, entrance halls, paving and rubbish chutes

Anything that falls out of these categories, we would not class as a repair

The tenant is responsible for:

- Glass (unless as a result of a crime)
- Keys and/or additional locks
- Toilet seats and covers, plugs and chains to sinks/baths/basins, choked internal pipes and traps
- Damage to sockets, switches, light bulbs (except in communal areas), and doorbells.
- TV aerial and sockets (houses)
- Fuses
- Ensuring that the smoke detectors that the Council have installed in their home are not tampered with.
- Frets, fireplace fittings, surrounds and hearth tiles
- Internal doors, interior hinges, locks and latches, roller blinds, curtain rails, hat and coat rails and hooks, shelving, internal decorations
- Rotary lines in houses.
- Repositioning of fixtures and household appliances

Appendix A

Brief overview of the 'Responsive Repairs Standard' *(Full detail of the Standard can be found at Appendix B).*

The Responsive Repairs Standard sets out the appropriate amount of work that should be completed for different types of repairs. The standard includes the inspections process and how much work is necessary to complete the repair in the most cost-effective way, ensuring unnecessary upgrades or improvements do not take place.

The standard details what repairs would not be completed and falls under tenant responsibility. It also sets out the process for exceptional circumstances where a larger repair may be required and the approval process surrounding this.

The purpose of the standard is to ensure that resources are not used unnecessarily, and that work is limited and prioritised appropriately.

The planned maintenance service is triggered by three different areas:

Component lifecycle

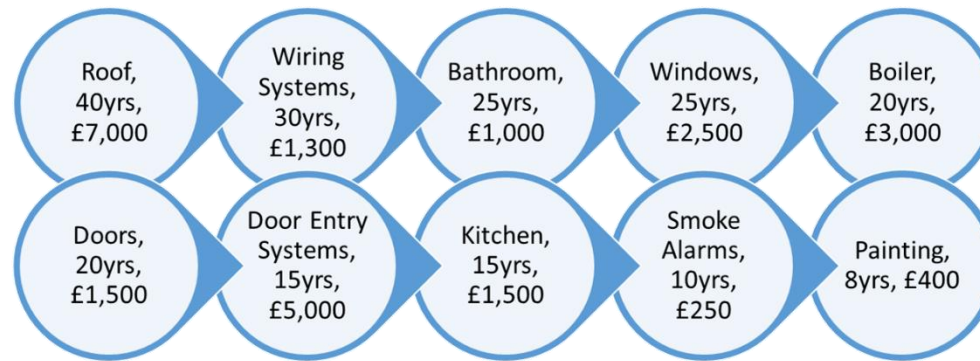
When the lifespan of an asset is reached. The frequency of replacement or upgrade varies across the different assets e.g., a boiler is replaced every 20 years, a roof every 40 years, as shown in the picture below.

The Council's stock condition database provides details of the improvements carried out to each property or block of flats/maisonettes and when they are due to be replaced. Using the information held in the database, programmes of work are generated, enabling the works to be planned, costed, and tendered accordingly. These programmes are always approached based on their urgency and cost effectiveness.

The Asset Management team carry out stock condition surveys to ensure replacement of assets are not carried out unnecessarily and if found to be in a good condition, their replacement is delayed.

The Council's 30-year plan incorporates life cycles of the main assets within properties. This ensures robust financial planning as well as an assurance that properties will remain well maintained. The picture below details the average cost to replace each asset and how often a replacement is generally required.

Appendix A



Repairs trends

Where a trend in requirement for repairs is identified and the cost of repairs is exceeding the cost/benefit of replacement or upgrade, in these cases, a referral is made from Responsive Repairs and the replacement or upgrade is completed by the Planned Maintenance Team.

Changes to legislation

This is where a change in legislation requires an asset to be installed/updated/replaced. An example of this would be the changes to over cladding legislation following the Grenfell Tower fire tragedy in 2017.

Detail on how response repairs and planned maintenance work and service differ – confirmation on what constitutes a repair and what would be seen as improvement or maintenance works:

Responsive repairs are responsible for repairing and maintaining the structure of the property and ensuring that fittings for water, sanitation, gas and electricity are safe and in working order.

Planned maintenance are responsible for carrying out replacement, upgrade, or new installations as a program of works, usually involving multiple properties. This is to ensure the properties meet legislative requirements, meets the Welsh Housing Quality Standard (WHQS), ensures the property is sustainable and maintains its value where possible.

Appendix A

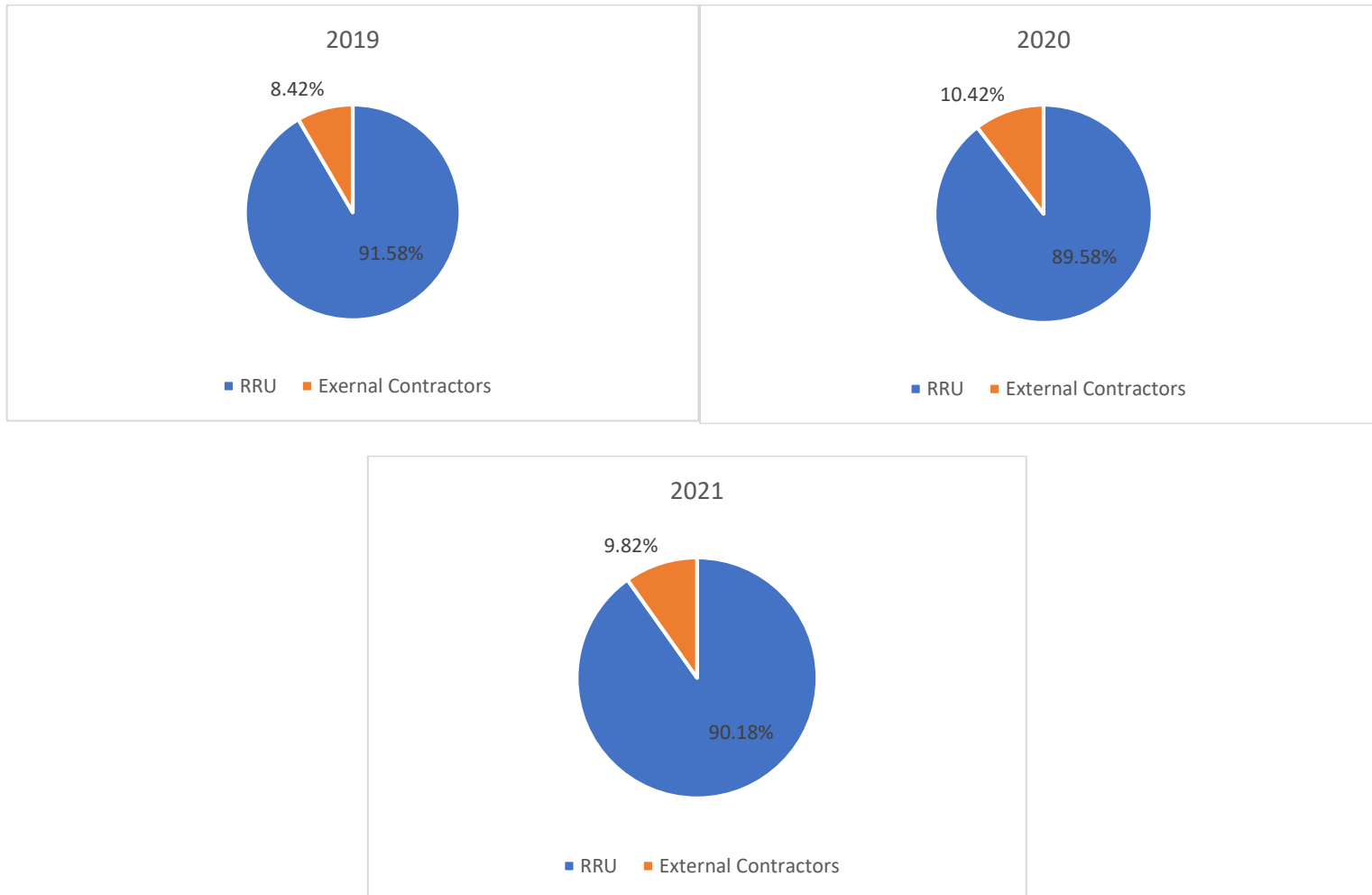
Insight into the different types of repair requests and performance:

Responsive Repairs receive a broad range of repair requests from fixing a boiler, plumbing or an electrical problem, to repairing roofs, windows or external doors. Below shows a breakdown of repairs the average volume of repairs raised over 3 calendar years. As can be seen in the table below, plumbing is the most popular category of repair, followed by carpentry.

Work Type	2019			2020			2021			Annual Average
	Internal	External	Total	Internal	External	Total	Internal	External	Total	
Plumbing	12923	660	13583	9778	552	10330	12786	1418	14204	38117
Carpentry	11693	548	12241	6575	88	6663	11620	373	11993	30897
Gas	8448	485	8933	5851	1673	7524	7493	692	8185	24642
Electrical	7376	539	7915	5933	335	6268	6932	359	7291	21474
Out of Hours	3911	66	3977	4421	90	4511	4755	272	5027	13515
Plastering	3226	497	3723	1634	222	1856	3112	401	3513	9092
Bricklaying	3243	111	3354	1528	43	1571	2672	109	2781	7706
Roofing	1311	195	1506	1182	114	1296	1364	203	1567	4369
Damp	1651	7	1658	972	2	974	1409	7	1416	4048
Door Entry Systems	0	1297	1297	1	1034	1035	2	1258	1260	3592
Drainage	890	12	902	809	0	809	1074	3	1077	2788
Glazing	861	47	908	335	1	336	829	38	867	2111
Boilers	39	332	371	2	316	318	11	529	540	1229
Scaffolding	215	131	346	157	115	272	218	235	453	1071
Recharge	190	8	198	77	1	78	102	2	104	380
Flooring	6	208	214	1	31	32	4	25	29	275
Total	55983	5143	61126	39256	4617	43873	54383	5924	60307	165306

Appendix A

As can be seen in the charts below, there is a huge difference in the number of jobs handled by the in-house team, with less than 10% on average being completed by external contractors:

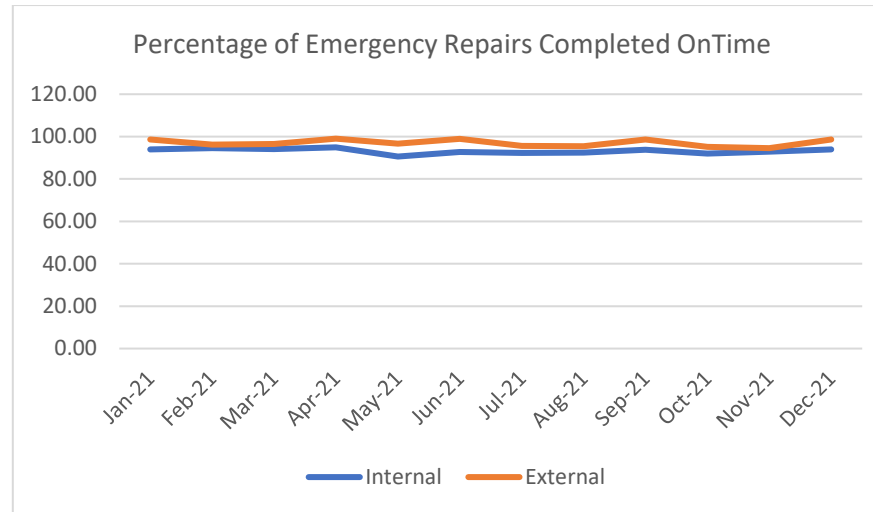


Appendix A

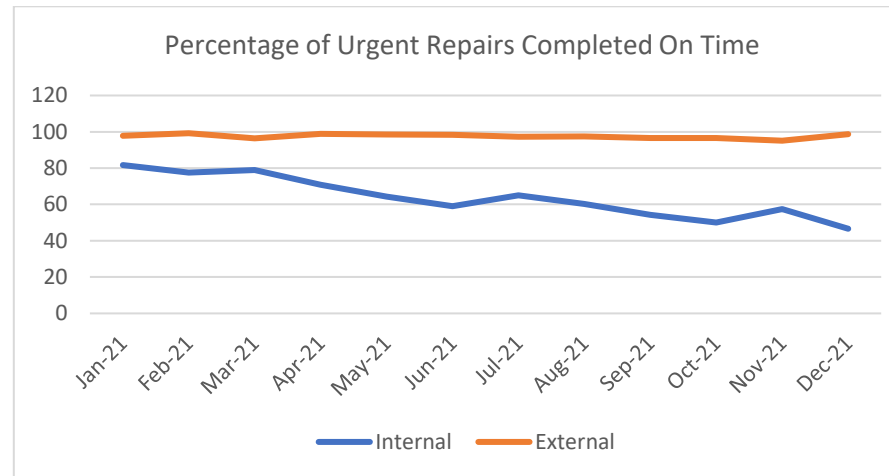
The table below shows the different priorities of work and the performance for both internal teams and external contractors in the last calendar year:

		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Emergency Internal Jobs	Total Jobs Completed	1293	1338	1293	632	532	536	595	530	593	591	802	671
	Completed on time	1214	1265	1216	600	482	497	549	490	556	544	745	630
	Completed late	79	73	77	32	50	39	46	40	37	47	57	41
	Percentage on time	93.89%	94.54%	94.04%	94.94%	90.60%	92.72%	92.27%	92.45%	93.76%	92.05%	92.89%	93.89%
Emergency External Contractor Jobs	Total Jobs Completed	150	131	88	105	89	92	91	66	76	82	92	73
	Completed on time	148	126	85	104	86	91	87	63	75	78	87	72
	Completed late	2	5	3	1	3	1	4	3	1	4	5	1
	Percentage on time	98.67%	96.18%	96.59%	99.05%	96.63%	98.91%	95.60%	95.45%	98.68%	95.12%	94.57%	98.63%
Urgent Internal Jobs	Total Jobs Completed	1571	1587	1665	1238	986	946	1082	1057	1097	1320	1256	976
	Completed on time	1283	1231	1314	877	635	558	703	637	595	661	721	455
	Completed late	288	356	351	361	351	388	379	420	502	659	535	521
	Percentage on time	81.67%	77.57%	78.92%	70.84%	64.40%	58.99%	64.97%	60.26%	54.24%	50.08%	57.40%	46.62%
Urgent External Contractor Jobs	Total Jobs Completed	271	254	253	181	256	317	360	281	264	319	306	309
	Completed on time	265	252	244	179	252	312	350	274	255	308	291	305
	Completed late	6	2	9	2	4	5	10	7	9	11	15	4
	Percentage on time	97.79%	99.21%	96.44%	98.90%	98.44%	98.42%	97.22%	97.51%	96.59%	96.55%	95.10%	98.71%
Routine Internal Jobs	Total Jobs Completed	98	214	446	1181	1807	2108	1824	1557	1867	1800	1847	1520
	Completed on time	67	187	398	1024	1535	1426	1044	1008	1163	1012	1028	869
	Completed late	31	27	48	157	272	682	780	549	704	788	819	651
	Percentage on time	68.37%	87.38%	89.24%	86.71%	84.95%	67.65%	57.24%	64.74%	62.29%	56.22%	55.66%	57.17%
Routine External Contractor Jobs	Total Jobs Completed	25	16	33	52	83	114	128	130	110	82	93	91
	Completed on time	23	16	33	51	83	113	126	129	107	81	89	90
	Completed late	2	0	0	1	0	1	2	1	3	1	4	1
	Percentage on time	92.00%	100.00%	100.00%	98.08%	100.00%	99.12%	98.44%	99.23%	97.27%	98.78%	95.70%	98.90%

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The above graph shows the performance against emergency repairs in the last calendar year. As can be seen by the trend lines, performance has remained relatively consistent in this area for both the internal and external teams. With the internal teams handling the vast majority of repairs in house, they have maintained a high performance against these targets despite the challenges that the pandemic has brought.

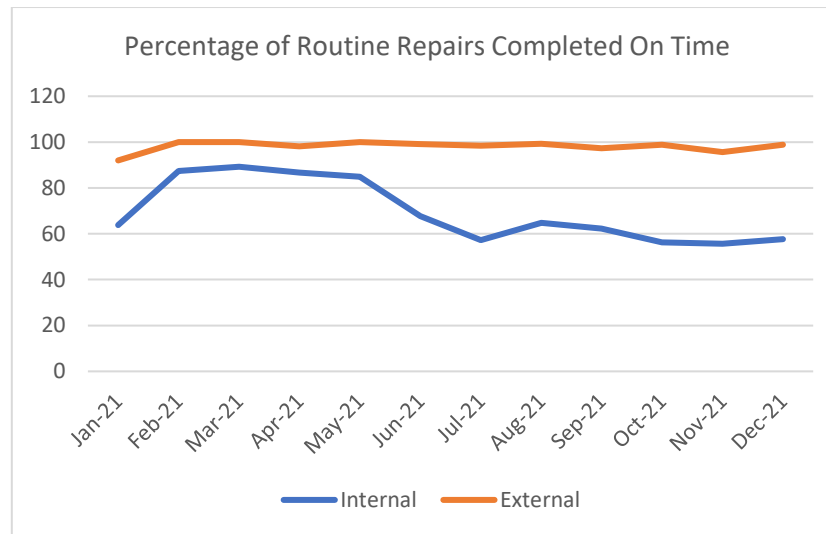


Appendix A

The second graph (above) shows the performance against urgent repairs completed. In this category, the performance against this priority has declined in this area for the internal team, this is due to them having a back log of repairs, resulting in the late completion of jobs. With lockdowns meaning only emergency repairs could be carried out, urgent repairs were still being raised during these times. This was alongside the usual number of urgent repairs not being completed.

Works completed by the external contractor for this priority has remained consistent, this is due to RRU only issuing jobs where the contractors had committed to meet the timescale for completion. The external contractors were issued a very small number of jobs in comparison to the job beings handled in house and this has meant that they were able to maintain a higher level of performance in this category.

In the year prior to the pandemic, the in-house team were achieving over 80% consistently in this category.



The final graph shows the performance against the routine repairs category. Performance by the internal team saw a decline earlier in the year, but this is starting to improve as the teams work through the backlog of jobs. Again, works completed by the external contractors for this priority has remained consistent due to works not being issued to them unless they could commit to meeting the targeted timescale. Again, the contractors were only issued a very small number of these jobs in comparison to the in-house team, with that and them only accepting jobs they could commit to completing, they were able to maintain their performance percentage.

Appendix A

During lockdown, routine repairs could not be raised or carried out at all. This meant that demand was still building and there was an influx of repairs raised when they were able to be raised and completed again. As routine repairs are the lowest priority, the back log in the urgent jobs were first to be addressed meaning a further delay and subsequent increase in the back log of routine repairs.

With all the issues combined, RRU are faced with a significant challenge to be able to complete the backlog of works created by the pandemic.

Prior to the pandemic, the internal team were achieving over 90% consistently in this category.

Where possible, Site Inspections and Post Inspections have been carried out and below shows the volume and performance in these areas. As can be seen in the data, quality of repair and adherence of safe working processes has been maintained:

INSPECTIONS		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total	Average
Site Inspections Totals and Percentage results	Internal Total	22	46	28	35	40	53	51	38	29	11	4	2	359	30
	Result	100.00%	99.95%	100.00%	100.00%	99.94%	100.00%	99.95%	100.00%	100.00%	100.00%	100.00%	100.00%		99.99%
	External Contractors Total	0	0	0	0	3	0	3	2	3	1	0	0	12	1
	Result	N/A	N/A	N/A	N/A	100.00%	N/A	100.00%	100.00%	100.00%	100.00%	N/A	N/A		100.00%
Post Inspections Totals and Percentage results	Internal Total	10	22	16	18	31	24	34	28	30	11	2	5	231	19
	Result	99.00%	95.91%	98.75%	96.11%	94.84%	98.33%	97.94%	99.64%	98.67%	99.09%	100.00%	100.00%		98.19%
	External Contractors Total	4	4	12	8	16	9	14	14	15	2	1	1	100	8
	Result	100.00%	95.00%	99.28%	100.00%	98.85%	97.50%	98.84%	98.18%	97.14%	100.00%	100.00%	100.00%		98.73%
Operative Review	Total Reviews	53	79	60	60	77	87	88	67	65	12	10	4	662	55
	% Satisfactory	98.11%	100.00%	100%	98.33%	98.70%	100.00%	96.59%	98.51%	100.00%	100.00%	100.00%	100.00%		99.19%

The table below shows the number of post inspections completed that have had no negative findings. Even with the high volume of repairs completed, the inspections are finding a very high quality of work with no faults present.

	Post inspections
RRU internal	202
External Contractors	88

Appendix A

The following table shows the number of repairs reported as defective by tenants. Again, when compared with the volume of repairs raised, this number remains low showing good quality of repair completed by both the in-house team and external contractors.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Internal	6	7	15	14	10	14	16	4	11	18	9	15	139
External Contractors	3	0	0	0	0	0	1	0	0	2	1	0	7
Total	9	7	15	14	10	14	17	4	11	20	10	15	146

The table below shows the number of complaints received and upheld in 2021. The total volume of complaints remains low and on average half of the complaints made are not upheld. This can be for a number of reasons, but is often due to the tenant making a complaint about the amount of work they wanted compared with what was provided e.g. plastering repairs when the tenant wanted the entire room replastered. In these cases, we would not count this as a complaint. As the data shows, RRU have maintained a high level of service that the tenants are mostly very satisfied with.

COMPLAINTS		Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Total	Average
Complaints received in the month	Internal	23	9	17	14	10	13	16	19	24	24	35	37	241	20
Complaints Upheld	Internal	17%	67%	29%	29%	40%	62%	69%	47%	45%	54%	57%	54%		47.50%
Overdue Complaints	Internal	3	1	1	6	4	9	16	13	19	23	33	35	163	14
Complaints received in the month	LCB	2	0	0	0	1	2	2	2	4	2	4	3	22	2
Complaints Upheld	LCB	50%	0%	0%	n/a	100%	50%	50%	100%	50%	50%	50%	67%		51.55%
Overdue Complaints	LCB	0	0	0	0	0	1	2	2	2	1	4	3	15	1
Complaints received in the month	Starlight	0	0	1	0	0	0	0	0	0	0	0	0	1	1
Complaints Upheld	Starlight	0%	0%	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		100.00%
Overdue Complaints	Starlight	0	0	0	0	0	0	0	0	0	0	0	0	0	0

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Insight into the costing for repair and maintenance works:

For work carried out by external contractors, each piece of work has a code associated with it; this is known as a Schedule of Rates (SOR) Code. An SOR code is a description and price for a piece of work. An example of this would be to repair a tap. This would have a full technical description of what work should be completed, and it would then have a price against it. This enables the service to keep a record of the different repairs carried out, the specific detail of that repair and how much it costs. Pricing forms the majority weighting in the procurement process to ensure competitive pricing. Having a specific cost against each element of work ensures that costs are managed effectively. This is also used to inform budgeting as the number of times the code is used help to estimate the number of times this type of repair occurs, this can then be used to forecast spend. When procuring a new contract for repairs, these codes and their usage form part of the evaluation process. By putting an additional weighting on the value of more common types of work, it is ensured that our contracts are competitively priced.

For the internal team, these codes are replicated, but have a minute value associated with them to enable the administration team to schedule a job with an estimation of how long the job will take to complete. As the operatives are paid a salary, the cost of the job is measured in time and materials used.

The spend on repairs is monitored closely by the management team. All HRA budgets, including responsive repairs are monitored monthly and meetings are held between finance and service area staff. Reports are provided to the Director and Assistant Director each month and the forecast position is reported to cabinet for Month 4, Month 6 and Month 9. Monitoring and reporting is against the budget approved by Council including the Housing Repairs Account. Meetings focus on key indicators and service data including number of void properties, number of jobs raised and completed in order to inform forecasts.

Detailed work is undertaken to review the month-to-month comparisons of volume and spend against each category of work. This informs decision making around resources within the internal team and the necessity of giving work to external contractors.

Breaking down the information into work categories enables the Responsive Team to understand spikes in repairs, so that resourcing can be planned appropriately. It also triggers the need to investigate those with higher spend associations to ensure The Repairs Standard is being complied with i.e., whether appropriate levels of repair are being carried out. Over longer periods of analysis, it provides the required information to enable the service to bring forward any planned schemes. By looking at the trends in spend, increased and costly repair in certain types of work can indicate the earlier need for a replacement of an asset such as a boiler or a roof.

The internal monitoring of spend looks at staffing costs and spend on materials made via operative P-Cards. P-cards are credit cards held by the internal operatives which are used to purchase materials for jobs from approved suppliers. Weekly and monthly data is provided by the suppliers and by our internal P-Cards team. This allows the Technical Managers to monitor what items are being purchased and the level of spend for each of the operatives. There are contractual agreements and set prices for items with our suppliers and this ensures a further control on the amount being spent on materials for repairs carried out.

Appendix A

The analysis of external spend looks at the level of costs charged by external contractors. This is further analysed to see the most expensive and most common areas of work that are passed to contractors. The three biggest categories of spend are plumbing, periodic maintenance (Legionella checks, etc) and gas, closely followed by door entry system repairs.

Plumbing is mostly commonly issued to external contractors when specialist disabled adaptation works are required or there is a lack of capacity in the plumbers' internal team. Periodic Maintenance is mostly a specialised activity and is programmed to be raised to ensure compliance with legislation. Repairs to door entry systems are also a specialist job and currently cannot be carried out by the internal team.

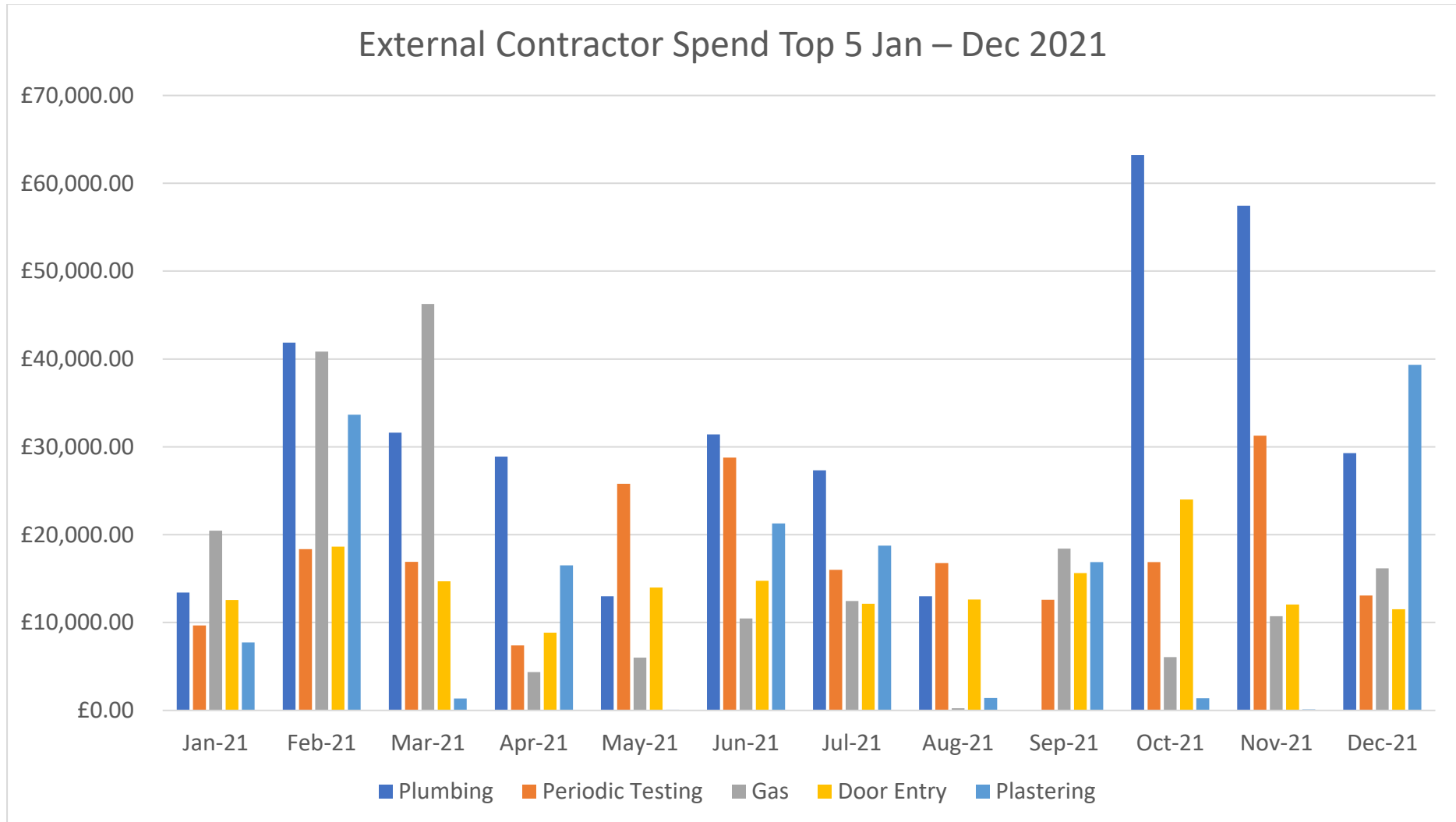
In some cases, work is passed to contractors as part of the work cannot be carried out inhouse and it is more cost effective for the whole job to be done by the contractor. For example, a plastering job will be passed to a contractor where a property has asbestos and requires a specialist contractor to remove it. In these cases, it makes sense both in cost and in time for the contractor to carry out the plastering work required at the same time.

The table below and the graph that follows shows a breakdown of the categories of work and the spend each month for works carried out by external contractors. There are seasonal trends in the volume of gas jobs due to increased demand during the winter months. This creates pressure on the internal workforce and often capacity is reached, meaning more jobs need to be carried out by the external contractor. To reduce the pressure on the internal workforce, all gas servicing works are programmed to be completed before the winter season begins to ensure there is maximum availability in the internal team during the busier months. There is also a spike in Carpentry spend during the summer months, this is due to more work being done to repair fences. Replacement fences fall under capital spend, but where possible, a repair will be completed to minimise costs.

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	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average
Plumbing	£13,410.13	£41,872.56	£31,615.94	£28,880.49	£13,000.68	£31,422.21	£27,332.87	£12,981.11	74,157.38	£63,209.94	£57,441.59	£29,281.30	£350,448.82	£31,858.98
Periodic Testing	£9,679.65	£18,350.23	£16,898.55	£7,409.39	£25,788.29	£28,769.53	£16,001.02	£16,771.12	£12,607.43	£16,871.15	£31,263.23	£13,077.13	£213,486.72	£17,790.56
Gas	£20,456.20	£40,832.39	£46,277.18	£4,360.05	£6,024.12	£10,465.63	£12,446.01	£246.45	£18,429.38	£6,054.39	£10,727.57	£16,160.16	£192,479.53	£16,039.96
Door Entry	£12,573.43	£18,633.70	£14,698.64	£8,846.14	£13,992.56	£14,760.97	£12,154.53	£12,623.14	£15,637.20	£24,006.27	£12,045.41	£11,517.20	£171,489.19	£14,290.77
Plastering	£7,748.27	£33,668.61	£1,349.61	£16,522.23	£80.98	£21,294.83	£18,766.37	£1,413.60	£16,884.27	£1,389.52	£99.00	£39,332.37	£158,549.66	£13,212.47
Roofing	£2,435.62	£2,622.17	£24,510.05	£17,244.50	£3,834.88	£10,893.48	£21,396.68	£10,165.21	£22,118.61	£6,456.21	£16,760.20	£15,115.17	£153,552.78	£12,796.07
Lifts	£20,894.27	£13,824.98	£10,926.55	£11,335.49	£7,337.50	£6,248.98	£3,667.69	£8,967.50	£18,217.91	£8,633.87	£6,802.22	£10,150.00	£127,006.96	£10,583.91
Electrical	£12,158.13	£8,742.21	£8,990.25	£6,426.07	£6,843.45	£14,502.20	£6,782.14	£8,027.67	£20,707.13	£6,344.49	£12,352.96	£13,517.56	£125,394.26	£10,449.52
Bricklaying	£709.05	£5,271.53	£1,015.98	£3,410.63	£5,527.69	£28,653.87	£10,709.29	£5,334.62	£10,437.30	£5,858.02	£18,446.75	£15,705.25	£111,079.98	£9,256.67
Drainage	£3,493.50	£4,846.97	£11,915.00	£197.44	£9,794.47	£5,530.00	£11,609.70	£8,037.08	£5,745.00	£14,092.00	£4,830.00	£6,705.00	£86,796.16	£7,233.01
Flooring	£9,718.48	£9,811.35	£2,304.00	£0.00	£0.00	£12,126.52	£5,603.82	£564.84	£9,600.67	£8,552.73	£0.00	£27,576.53	£85,858.94	£7,154.91
Carpentry	£5,641.23	£2,404.79	£1,501.10	£927.97	£2,205.91	£11,723.01	£12,102.52	£11,545.58	£6,061.48	£6,466.68	£4,805.92	£20,425.80	£85,811.99	£7,151.00
Asbestos	£7.28	£3,791.42	£1,381.69	£1,679.50	£0.00	£7,813.58	£289.45	£0.00	£7,443.26	£2,966.10	£642.94	£14,710.23	£40,725.45	£3,393.79
Screening	£1,963.60	£1,078.57	£1,049.81	£1,092.71	£0.00	£6,556.13	£335.65	£3,884.94	£3,324.84	£3,538.93	£0.00	£2,637.86	£25,463.04	£2,121.92
Glazing	£0.00	£740.18	£0.00	£375.47	£166.77	£757.22	£954.40	£1,131.63	£573.69	£0.00	£0.00	£1,435.82	£6,135.18	£511.27

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Confirmation on if tenants are allowed to carry out repair works themselves:

Tenants are permitted to complete repairs to the properties themselves if they have the facility to do so, but they have the right to get repairs done by the Council. Tenants are not permitted to remove walls or take out any part of their home without the councils written permission. If they do this without permission, they may be asked to have the property returned to its original state at a cost to the tenant. Tenants are responsible for maintaining their own equipment/fittings/ appliances and any improvement that has not been carried out via the Responsive Repairs Unit.

Workforce:

Predominately RRU complete works via the in-house workforce of skilled operatives. Certain specialist works are subcontracted to framework contractors and raised periodically to cover legislative works. These are for example Legionella testing, dry riser inspections and commercial heating installation servicing. Specialist repairs such as door entry system, CCTV Installation repairs and passenger lift repairs are also subcontracted. Where possible, all other repairs are carried out by the in-house team. If there is not enough capacity to complete a job in house, jobs will be raised to external contractors. Decisions around this are made by the senior management team and are done so as a last resort.

Planned Maintenance works are carried out entirely by external contractors. As part of each scheme of work, a full procurement process is completed to ensure that the contract is awarded to the most suitable and competitively priced company.

The Housing Online-My Repairs project:

Work is taking place within RRU to improve its services and the access for tenants to report repairs. The Housing Online-My Repairs project will allow the Tenant the ability to remotely report, view and book repairs through a self-service system via mobile, PC, Laptop or Council HUB. This will enable the tenant to report a repair 24/7 – 365 days a year and to book their own appointments to suit. It also allows them to access the repair history on their tenancy, track the status of a repair and view information that may be of value to the tenant in regard to the repair being completed i.e. supplier issues. My Repairs allows accessibility and transparency to all tenants within Cardiff creating a better Repairs Service. It is intended that this new channel will be implemented in Spring-2023.

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Covid-19 Impact:

During the recent pandemic service delivery has been very challenging. During the first lockdown between March and June 2020, RRU were only able to carry out emergency works to properties. Moving onto the firebreak between October and November 2020, only emergency and urgent works were being provided during this time. Again, during the lockdown from Dec 2020 to Feb 2021 only emergency, urgent and any external works were being completed.

Although during these times tenants were very understanding of the predicament, routine work requirements were still building up. RRU had to ensure that COVID policies and procedures were followed and could not carry out this non-essential work. Over the duration of the pandemic there were staffing issues due to sickness and tenants isolating and unable to allow access to their properties creating a further challenge to getting work completed. The pandemic left many people in fear of letting people into their homes meaning many operatives were refused access to properties on the basis of tenants being concerned about the transmission of Covid 19.

Every effort is made to ensure jobs can be completed:

- Text confirmation at the point the visit is booked into a timeslot.
- Reminder sent day before for Urgent and Routine repairs
- Text sent when operative is on their way.
- Text confirmation if the work has had to be rescheduled for another day.

Even with all these measures in place, RRU have had a high level of refusal of access, which risen in the pandemic.

Steps to Resolve:

As mentioned above, a combination of all these issues has meant that a significant backlog of work that has developed and RRU are taking action to resolve this:

Task Force Group

A Task Force group of those in strategic roles has been put together and weekly meetings are taking place. Those attending are Assistant Direct Housing, OM Housing Services, Responsive Repairs Manager, District Managers, Scheduling Manager as well as the Project Manager for the Frameworks.

The Task Force group have reviewed the work outstanding by type and if the work is with the in-house team or contractors. The backlog has been data cleansed to ensure any duplicates have been cancelled and discussions have taken place with the contractors regarding their capacity. The contractors have agreed to assist with the back log and take on additional jobs. These are now ready to raise and will be passed to the contractors for completion imminently.

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The Task Force group also monitor the complaints and enquiries received, and with this in mind a specialised escalation process for these has been developed. There is an experienced team member who will investigate, check, raise jobs where necessary, respond to enquirer and ensure the work and response is followed up until completion. This is so internal Senior Management can be assured any repairs enquiries are being dealt with promptly.

As the work has been broken down into work types, the contractors will also receive the work which is classified as a follow on. This means that the work required has already been inspected by RRU and seen in most cases by one of the operatives or Technical Managers. This will make the task of completing these works easier for contractors as there is a clear breakdown of what needs to be done.

There will be close working arrangements with the contractors whilst dealing with the backlog so progress can be monitored closely and discussed if required.

Additional resources

Additional resources have been created within the Responsive Repairs Unit. During the review of the work, it was evident that some of the repairs which tenants raise do not require a fully skilled operative to complete the task e.g. letter box replacement, window handle replacement and unblock sink. Therefore, recruitment has taken place for Maintenance Persons who can carry out general repairs enabling our skilled workforce to be assigned to the more difficult works.

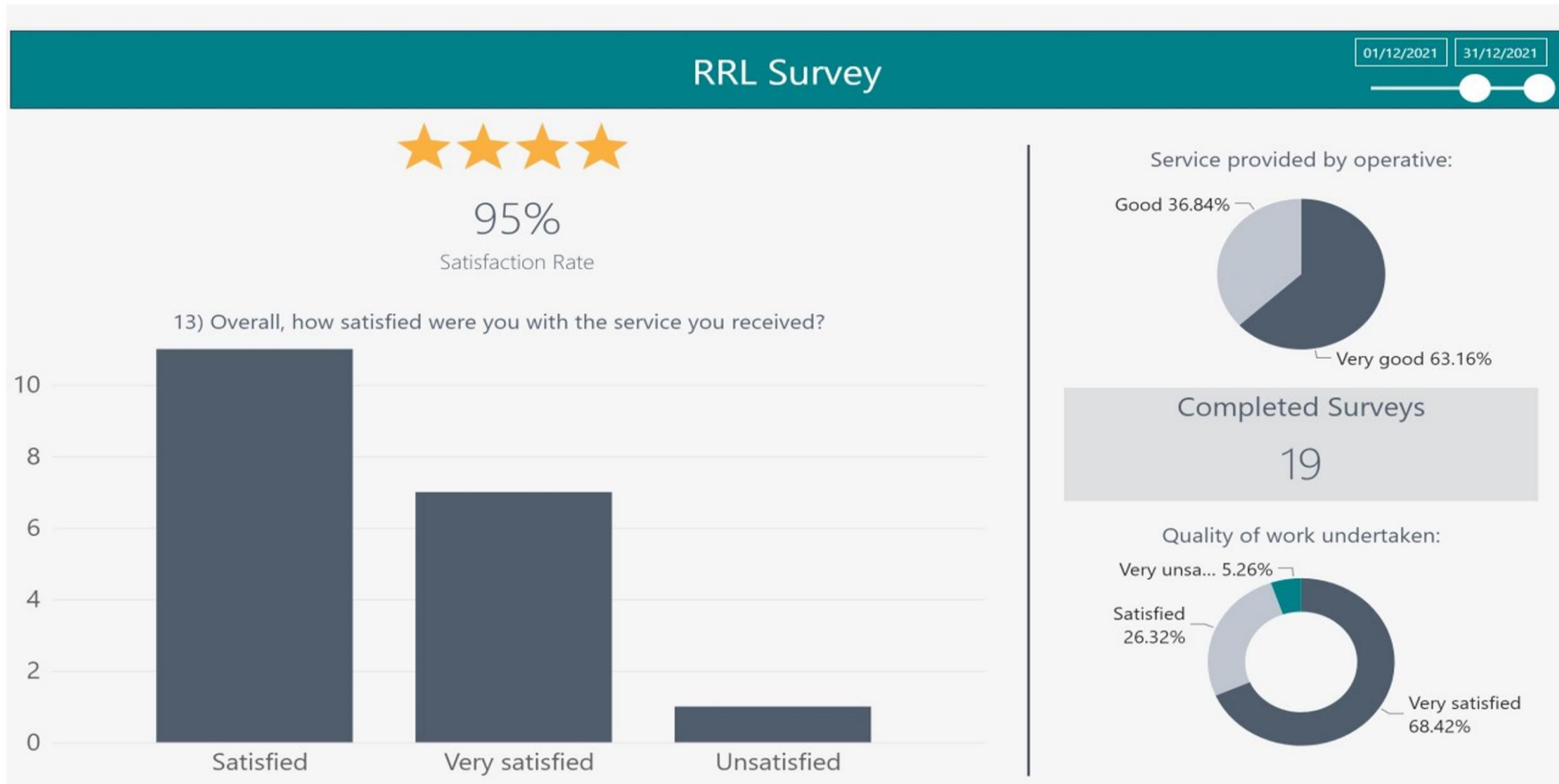
The 2nd generation Building Maintenance Framework commenced in January 2022 and as mentioned above there are now 2 contractors on hand to assist with the in-house capacity issues. An additional framework is also being created to procure a pool of small contractors to assist with these types of work. This will mean that RRU will have several contractors both large and small to call upon when required.

All these measures in place will mean that the backlog will be dealt with as quickly as possible.

Appendix A

RRU Customer Satisfaction

In the last calendar year, a total of 61 customer satisfaction surveys were completed on behalf of the Responsive Repairs Unit. The results of this survey showed that 93% of tenants were satisfied with the service they received. In the last month and shown below, 95% of customers were satisfied overall. These surveys are related to a specific job where the tenant has had work completed and their level of satisfaction surrounding that.



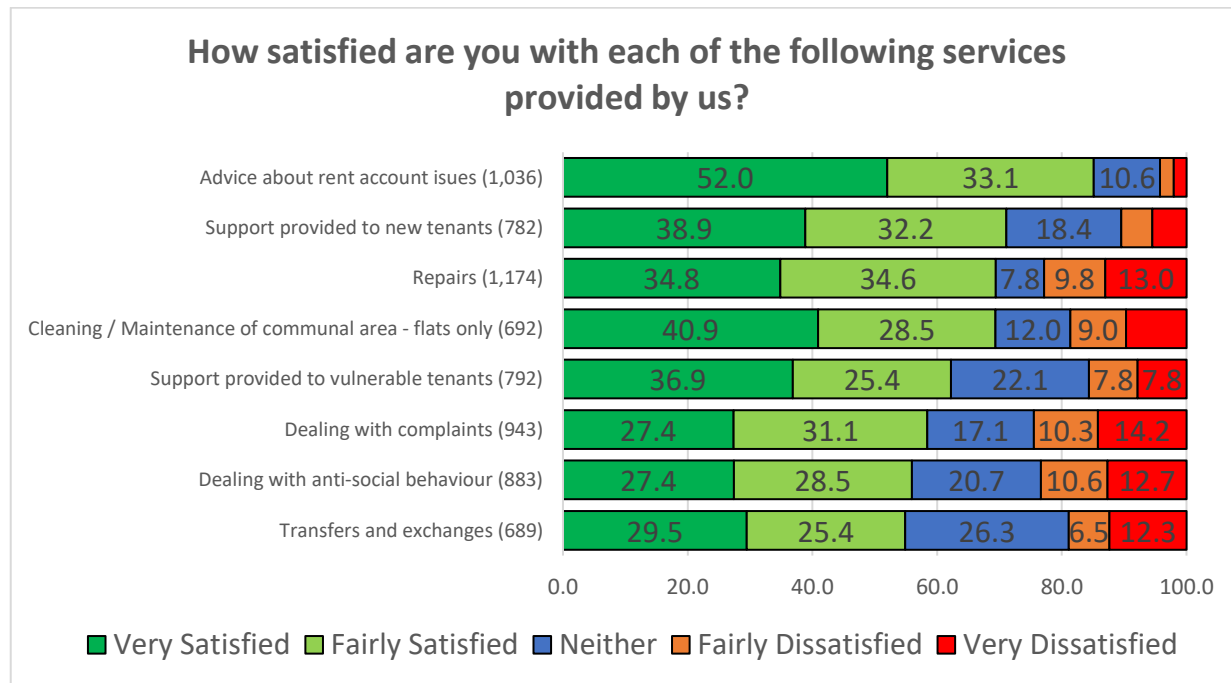
Appendix A

Results from Tenants Satisfaction Survey 2021

Below are the results for questions in the 2021 Tenants Satisfaction Survey, which relate to the Council's repairs system. Different to the above, this survey relates to the tenant's level of general satisfaction in relation to their home and the services provided to them.

1. How satisfied are you with each of the following services provided by us?

Tenants were most satisfied with advice on rent account issues (85.1%), with 52.0% being very satisfied. This was followed by support provided to new tenants (71.1%), repairs (69.4%) and cleaning / maintenance of communal area – flats only (69.4%).

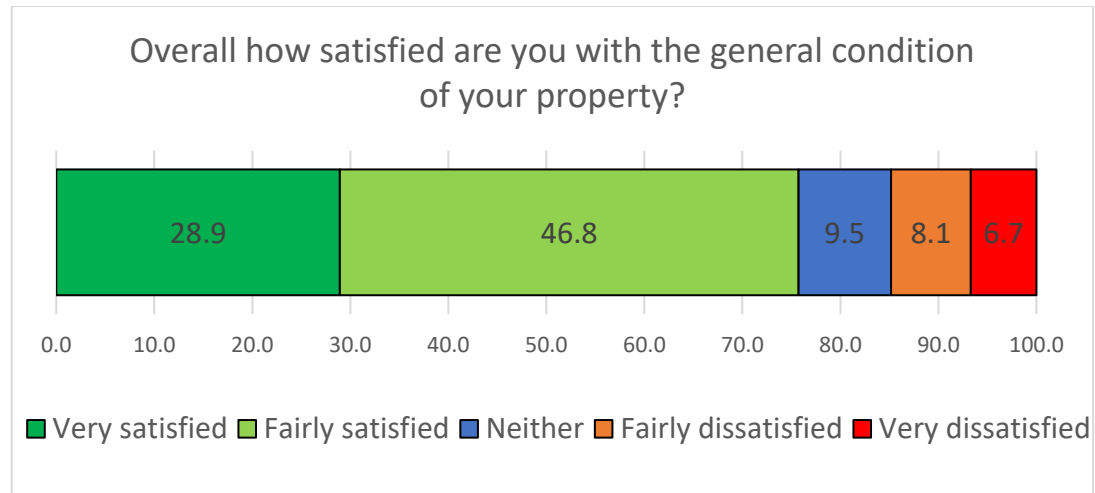


NB. Percentages do not total 100% as respondents' comments could fall under more than 1 theme

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2. Overall how satisfied are you with the general condition of your property?

Three in four (75.7%) respondents were satisfied with the general condition of their property, this included 28.9% that were very satisfied.



3. Does your property meet your needs?

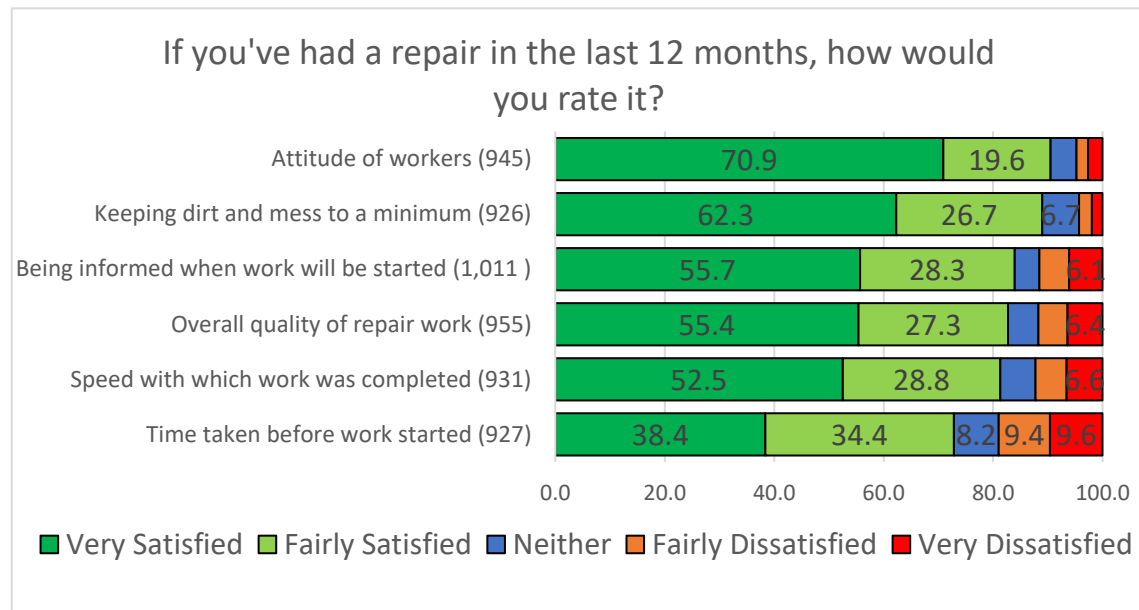
Around four in five (81.4%) respondents claimed they were happy that their property meets their needs.

	No.	%
Yes	1,011	81.4
No	231	18.6
Total	1,242	100.0

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4. If you've had a repair in the last 12 months, how would you rate it?

The figures below show that over seven in ten respondents were either very or fairly satisfied with each aspect of the repairs process. Satisfaction levels were highest regarding the attitude of workers with 90.5% of respondents highlighting this, this included 70.9% who were very satisfied. This was followed by keeping dirt and mess to a minimum (89.0%) and being informed when work will be started (84.0%). This question relates to a tenant that has had a repair completed in the last 12 months, which is why the result differs from the repairs service result in question 1.



Appendix A

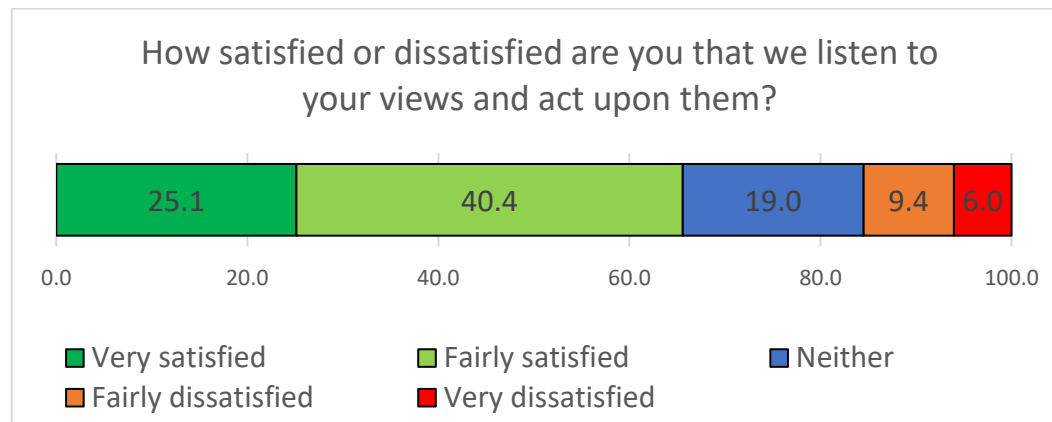
5. Generally how satisfied are you with the way we deal with repairs and maintenance?

Three in four (74.7%) respondents were satisfied with the way their repairs and maintenance are dealt with, this included 38.6% who were very satisfied.

	No.	%
Very satisfied	470	38.6
Fairly satisfied	439	36.1
Neither	113	9.3
Fairly dissatisfied	101	8.3
Very dissatisfied	94	7.7
Total Respondents	1,217	100.0

6. How satisfied or dissatisfied are you that we listen to your views and act upon them?

Almost two thirds (65.6%) of respondents were satisfied that we listen to their views and act upon them, this included 25.1% who were very satisfied. In contrast just over one in six (15.4%) were dissatisfied.



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APPENDIX B

Responsive Repairs Standard

Inspections

- In most cases initial inspections will be carried out by in house operatives as first point of contact and if works can be carried out in allotted inspection time (30 minutes) as a “first fix” this will be completed. Any inspections of more complex work will need to be “followed on” and a suitable time and date will be arranged with the tenant by the scheduling team.
- Technical Managers will carry out inspections to “followed on” works to ensure prescribed work is suitable and the allotted times are acceptable.
- Exceptions to this process are damp inspections which are completed by the Technical Managers. Also where works are deemed at first point of contact to be “specialist” works e.g. door entry, certain compliance works, TV aerials etc. These “specialist” works will be issued straight to contractors and no inspections will be completed on this type of work.

Asbestos

- All property Asbestos Records are held on the Cardiff Asbestos Checker website which tenants and operatives can access. All records show asbestos at low levels but tenants are advised to contact the council if they have cause for concern.
- Any asbestos noted will be checked to ensure it is on the property asbestos survey and if not the Compliance Team informed so that the survey can be updated.
- Any asbestos containing materials noted while carrying out responsive work will be assessed and will only be removed if damaged.
- If asbestos is damaged or needs to be removed to undertake works, this will be completed by a licenced contractor and the Compliance Team informed so that the asbestos survey can be updated to show asbestos has been removed.

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Structural Works/Surveys

- If structural problems are suspected by tenants initial inspection will be carried out by a Technical Manager. Minor structural work will be completed by the Responsive Repairs Unit. Major structural work will be co-ordinated by the Planned Maintenance Section and require the tenant to be decanted.
- In either of the instances above a structural survey will be arranged and the details will be discussed with the tenant to agree best course of action.
- Any immediately dangerous structural defects will be classed as an emergency and dealt with by Responsive Repairs to make the area safe in the first instance. The above process will then be followed.

Fire Safety

- All fire safety works will be carried out by trained and competent operatives.
- The Compliance Team will complete all communal Fire Risk Assessments.
- Communal fire safety work will be carried out as outlined in compliance risk assessments using approved materials and processes.
- The Compliance team will complete Type 4 surveys to a sample of properties in high rise blocks. An in-house Fire Safety Team will complete works as specified in Type 4 surveys as a co-ordinated scheme and will notify tenants of time scales and work needed when on site.

Kitchens

- Damage to kitchen units to be repaired if caused by wear and tear or if unsafe, repairs will not be carried out for cosmetic reasons.
- Individual items will be renewed in matching colour or if not available nearest colour/shade
- Any kitchens that have not been upgraded to be passed to Planned Maintenance for inclusion on the WHQS upgrade list
- Extra kitchen units will not be provided.
- Cooker spaces to be standard width as specified in WHQS. Openings will not be altered to accommodate larger appliances.
- Fans to be installed where none is already fitted
- Flooring that is replaced is to be slip resistant

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- Damaged tiles to be matched to nearest colour / shade and only those affected to be replaced if possible. Tiles will not be matched in areas that are not visible such as under appliances.
- Repairs required due to damage caused by the tenant will be recharged.

Bathrooms

- Bathroom fittings to be repaired where due to wear and tear or required for safety reasons. Fittings will not be repaired for cosmetic reasons.
- Any damage caused by tenant to individual sanitary items to be rechargeable
- Chips in bath enamel will be repaired
- Where bathrooms have not been upgraded, these are to be passed to planned maintenance for inclusion on WHQS upgrade list
- DFG showers that are fitted for a previous tenant are not to be replaced with baths at new tenants request if in serviceable condition.
- Tenants requesting walk in showers to replace baths will need to be advised to proceed through DFG process.
- Flooring that is to be replaced is to be slip resistant
- Significant damage to flooring is to be renewed in sheet type flooring rather than tile.

Walls/Decoration

- Where the tenant discovered damage to walls whilst decorating they will need to remove wallpaper on all affected areas before an inspection takes place. Operatives will only specify works on areas that are visible.
- Large cracks and blown render/plaster will be repaired in patches as required. Whole walls will not be skimmed at tenant's request.
- Walls are to be of a standard that is suitable for paper to be hung. They will not be repaired to a standard that will allow them to be painted.
- If decoration damage is caused by property issues the council will redecorate the areas affected and this will be matched to existing decoration as closely as possible.
- Only areas of walls or ceilings that have been disturbed / re-plastered will be decorated.
- In all other instances decoration is the tenants' responsibility

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Gardens

- The maintenance of the garden is the responsibility of the tenant.
- Fencing is only to be repaired with like for like materials and only damaged sections are to be repaired.
- Any complete fencing that is damaged or beyond repair can be made safe and, if there are no immediate Health and Safety issues, this will be added to a planned list to be completed at a later date.
- All fencing will be sited on the boundary between properties.
- New fencing will not be installed where there was none previously
- Garden paths will be repaired in sections - only sections that are damaged will be repaired.
- Cracks in paths will only be repaired if they could cause tripping hazard.
- If patios or decking are installed repairs will only be undertaken if there is a Health and Safety hazard. In this case repairs will be carried out to remedy the hazard only. Each case will be dealt with on an individual basis, where it is more cost effective the patio or decking will be removed and the area reinstated.

Boilers/Heating

- Servicing of gas boilers will be carried out annually and any required repairs will be completed at that time.
- Boilers/Heating controls will be repaired rather than replaced where possible.
- If an upgrade is needed a gas engineer will decide if it is urgent or if it can be added to upgrade list for completion as a planned upgrade
- Boilers will not be moved at tenants request
- Boilers will not be exchanged due to tenants advising of high costs to run them if that boiler is "A" rated. Tenants can be advised on more efficient way to control their heating systems. Radiators will not be repositioned at the tenant's request.
- Radiators are only to be replaced if they are not working or leaking, if there are health and safety reasons or following a damp inspection. They will not be replaced for cosmetic reasons.

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Condensation/Damp

- Damp inspections will be completed by Technical Managers who will give advice and prescribe works where necessary.
- Condensation and damp that occurs in an occupied property will be inspected and the appropriate works raised.
- Tenants should be encouraged to use fans if fitted and a fan should be installed if none is present.
- Tenants are to be given advice at first point of contact on how to alleviate signs of condensation
- Outhouses and outbuildings are not liveable spaces and should not be used as such e.g. used for tumble dryers, fridges and freezers.
- No work to insulate or make outhouses into a habitable space will be carried out by RRU

Electricals

- Electrical condition tests will be completed when required as per compliance database.
- No extra sockets will be provided at tenant's request, unless noted by Electrical Lead Operative on a detailed inspection that there would be a health and safety risk to the tenant.
- Broken electrical fittings will be replaced but if damaged will be recharged to the tenant
- All works will comply with current legislation.

Floors

- Flooring in the kitchen and bathroom will be renewed if damaged through wear and tear or where there is a safety concern. Only affected areas will be repaired and matched as closely as possible to existing flooring.
- Flooring in other areas will not be renewed as this is the tenant's responsibility.
- Laminate flooring should not be fitted in flats above ground floor.
- Any flooring containing Asbestos will be left if it is in good state of repair as it is low risk.

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- It will be the tenant's responsibility to remove any laminate flooring or carpeting before works are carried out. No liability for damage will be accepted by the council.
- Any flooring replaced in kitchens and bathrooms will be slip resistant.

Woodwork/Joinery

- All woodwork decoration will be tenants responsibility
- Staircases will be repaired if due to wear and tear through normal use or damage due to timber rot. Repairs to damaged staircases or alteration by the tenants will be recharged
- Doorframes will be replaced if due to usual wear and tear through normal use or damage due to timber rot. Existing doors will be rehung.

Disabled Adaptations

- Work to any adaptations will be assessed and if specialist equipment has been installed for existing tenant this will need to be referred to DFG Team for works to be carried out.
- Non specialist equipment can be repaired when required by RRU operative.

Buy Backs

- The Council has purchased some properties from the open market.
- A decision may have been made to leave non-standard items which are in good condition in these properties. In most cases these items, such as carpets /cookers will have been gifted to the tenant and will become their responsibility.
- Any replacement of non-standard items should be discussed with the appropriate Technical Manager.

Exceptions in special circumstances

In special circumstances additional repair works may be agreed. Any such cases should be agreed by the appropriate Technical Manager. Where the cost of any such works would exceed £3000 this should be referred to the Responsive Repairs Manager for approval.

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Responsive Priorities

At present Responsive repairs complete work under 3 priorities. These are:

- Emergency – Attend within 2 hours and complete works within 24hrs.
- Urgent – Complete within 5 working days
- Routine – Complete within 25 working days

It has been recognised that some works do not fall into any of these categories as they involve planned upgrades. A longer timescale can be allowed as they would not have a detrimental effect to the tenant or property. In future these works will be outside the normal repair timescales. The type of work included in this could be

- Fencing
- Boiler upgrades
- Large garden works

It is proposed these planned upgrade works would be completed within 6 calendar months. This would allow for the more efficient use of the in house work force and reduce the amount of work issued to contractors.



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A Research Report for the Community and Adult Services Scrutiny Committee

A Research Report on the Council Housing Condition and Repairs Survey

March 2022



Cardiff Council

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1. Background and Introduction

The Community and Adult Services Scrutiny Committee is undertaking an in-depth review of Council tenants' access to the housing repairs and maintenance services. Research was commissioned by the Committee to specifically look into Council tenants' views and satisfaction with their current housing condition and their access to the Housing Directorate's maintenance and repairs services.

To collect tenants' views, the survey method was used. A short questionnaire was formulated with input from managers in the Housing Directorate. The survey was made available on-line in English and in Welsh and a limited number of hardcopy questionnaires were distributed in all Council Hubs in Cardiff.

In total 304 completed responses were collected by the survey. This research report presents the findings of the survey and also includes some relevant information in its appendix.

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2. Summary of Findings

Satisfaction with condition in their housing unit

The survey results showed that a substantial proportion of tenants are generally dissatisfied with the conditions of the housing unit they occupy. Most respondents (62% of 304 total) are dissatisfied with the interior conditions (walls, floors, ceiling and windows). A total of 180 respondents specified various aspects and features of their housing unit that are in poor condition and would need updating or repairs. A substantial proportion (32% of 180) identified damp conditions and mould as well as some significant deterioration to walls (17%) and ceilings (11%) in their home.

More than half (52% of 304 total) are also dissatisfied with the external appearance and maintenance of the building unit including walls, roof, gutters and downpipes. A 145 respondents provided various reasons why. As many as 39% (of 145) highlighted the need for external maintenance including cleaning, painting and repairs of the building walls. A substantial proportion (37%) also expressed concerns over the condition of the guttering in their roof and highlighted the need for cleaning and repairs including its downpipes.

Other respondents (41% of 304) also expressed their dissatisfaction with the 'cleanliness and appearance of outside spaces including common or shared areas with neighbours'. A total of 105 respondents have provided comments on this issue. As many as 42% (of 105) indicated that these communal spaces including corridors and bin areas are often not cleaned, foul smelling and dominated by litter and rubbish. Others expressed concern over the maintenance of outside green spaces (21%) including fences and gardens and cited issues such as flytipping (5%), dog fouling (4%) and drug related litter (2%).

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Nearly half (47% of 304) are satisfied with the locks and safety features of their home with a comparatively a much smaller proportion (37% of 304) who expressed dissatisfaction with this aspect of their housing. A total of 116 respondents provided various reasons why. The majority of the concerns raised (in total 60% of 116) relate to the overall condition or state of repair of the windows in their homes. Nearly a third (28%) cited that window locks are either broken or missing. Others (22%) were less specific in stating that their windows need updating or repaired (22%) and around a fifth (21%) who felt that windows and doors in their homes are unsecure and would need repairs or replacement.

Just over a quarter (26% of 304) of respondents are dissatisfied with parking facilities available. A total of 83 respondents have made specific comments on this issue. Nearly half (45% of 83) cited that there are limited parking spaces available. Problematic street parking was raised by almost a quarter (22%) of respondents. Others (14%) highlighted improvements in driveways and the need for disabled parking bays (5%).

On contacting the Council's repairs and maintenance services

The survey results have also shown that the majority of the respondents (in the range of >50% - up to 79%) know how and when to access the Council's housing repairs and maintenance service. Nearly three quarters of the respondents (73%) are fully aware of the various ways of contacting the Council. Most respondents (79%) confirmed that they 'understand the types of responsive maintenance work and repairs' that they can access while nearly two thirds (60%) also 'understand what they 'can and cannot do' in making minor repairs and improving their homes.

A comparatively smaller proportion (51%) confirmed that they find it easy to contact the Council to report repairs and maintenance issues. A lower proportion (41%) 'fully understand how long it will take... to start and complete' various type of repairs and maintenance work requested.

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When asked about improvements in the current service, more than half of the respondents (51%) stated that they would benefit from 'being kept informed during the process of delivering the repair service'. A substantial number cited improvements in: 'quality of repair and maintenance work' (44%) and 'having work completed in target time' (49%).

'Other' improvements or additional support needed from the service include (24%) a reduction in waiting times on the telephone when contacting the repairs service and the long waiting times for the repairs to be undertaken. Receiving confirmation on when repairs will be undertaken as well as updates on the scheduling or any delays on repairs were also cited as desirable improvements.

Likelihood of using the on-line portal for reporting repairs

When asked whether they will be using the proposed on-line portal for reporting repairs and maintenance work, more than half (52%) of total respondents indicated that they are 'likely' to use this system. The vast majority of respondents (94%) cited that 'Having an easy format for reporting and booking a repair' should be a useful feature. More than three quarters of respondents (84% - 88%) cited that that information on types of repairs, emergency repairs, the ability to upload photos as well as information on the rights and responsibilities of tenants would be useful features in the online portal. The provision of a telephone service for those who are unable to use the online system (86%) was also considered useful by many.

A comparatively smaller proportion (31%) stated that they are unlikely to use the proposed on-line portal. The majority of these respondents (95% of this group) prefer to speak to someone so that they will have an understanding of what needs to be done and when this will be fixed and would like to be kept informed of when repair operatives will be coming (91%). Others believe that (70%) they will have a 'better service when speaking to someone of the

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phone'. It should be noted that there is a small proportion of respondents who have no access to smart technology (17%), don't know how to use it (20%) or are not confident enough or have the skills due to a disability (26%).

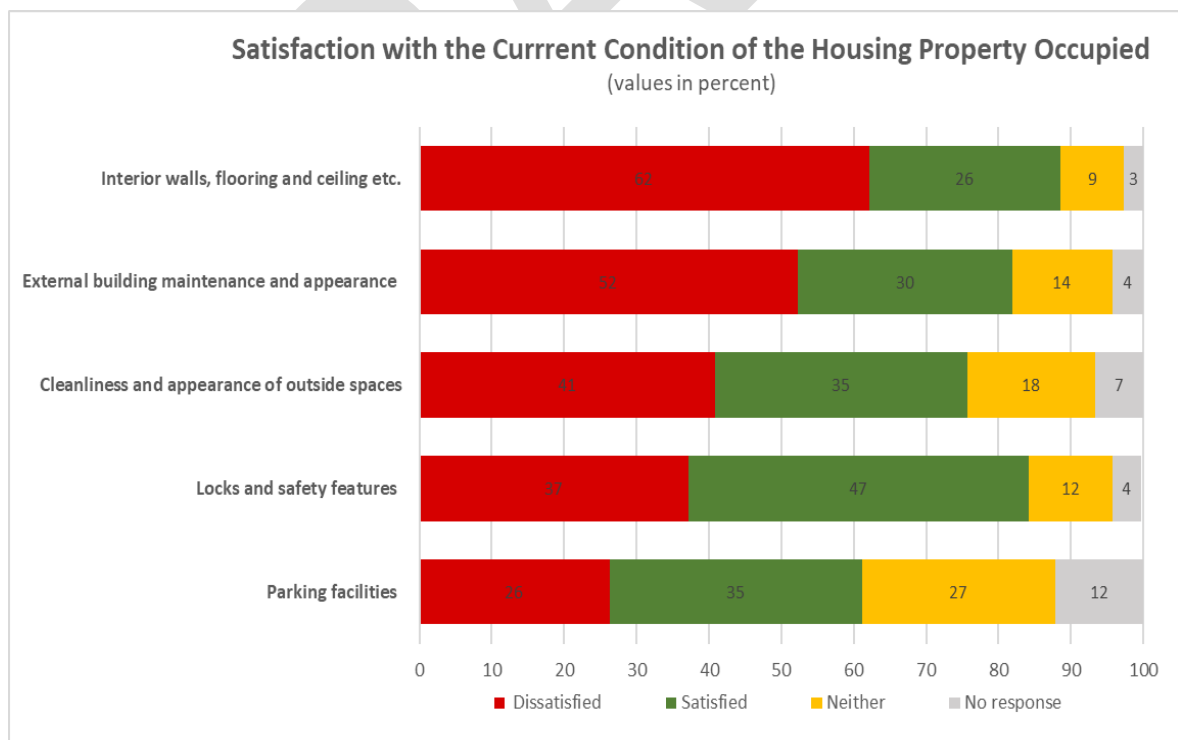
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3. Respondents' profile

A total of 304 existing Council tenants responded to the survey. The biggest proportion of these respondents occupy either a flat or a maisonette (42%) with more than a third (34%) of them living in semi-detached houses. A much lesser proportion occupy a terraced house (20%). Over half (53%) of respondents stated that they are single with just more than a quarter indicating that they are either married (21%) or living together/cohabiting (6%) with a partner.

4. Tenants' satisfaction with the current condition of the housing property occupied



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The results in the chart above show that a substantial proportion of tenants are generally dissatisfied (in the range of 41% - 62%) with the overall interior and exterior conditions and space around the housing unit they occupy.

Nearly two thirds (62%) indicated that they were either 'dissatisfied or very dissatisfied' with the interior walls, floor and ceiling and inside of the home and windows and only around a quarter (26%) stated that they were either 'satisfied or very satisfied' with this aspect of their home. More than half (52%) indicated similar views regarding the external appearance and maintenance of the home including walls, roof, gutters and downpipes. Furthermore, two fifths (41%) stated that they were also 'dissatisfied or very dissatisfied' with the 'cleanliness and appearance of outside spaces including common or shared areas with neighbours.

Overall, a comparatively lower proportion of respondents (in the range of 26% - 35%) have indicated that they are either 'satisfied or very satisfied' with internal and external conditions in their housing unit.

Although nearly half (47%) were satisfied with the locks and safety features of their home, there is more than a third (37%) are dissatisfied with these features in their home.

4.1. Reasons for dissatisfaction with the different aspects of their house

The results that follow are based on the unstructured responses provided by respondents on the topics presented in this section.

4.1.1. Interior Walls, flooring and ceiling inside the house

Reasons for dissatisfaction with interior walls flooring and ceilings	Total	Percent
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Damp	57	32
Walls in poor condition - replastering	30	17
Walls and ceiling bad condition	19	11
Poor overall conditions inside the house	18	10
Poorly insulated	16	9
Floors, windows need replacement - repair or updating	9	5
Better quality repair and maintenance	8	4
Repairs need to be undertaken - waiting	8	4
Water damaged	8	4
Ceiling poor condition - replastering / rendering	7	4
Doors need replacement or unsafe	3	2
Damaged by previous tenant	1	1
Difficult to decorate	1	1
Stair unsafe	1	1
Subsidence	1	1
Grand Total	180	100

A total of 180 respondents provided various reasons why they are dissatisfied with the interior condition of their home. They identified specific aspects and features in their house that are in poor condition and would need updating or repairs. Nearly a third (32%) identified that 'Damp' was a problem in their house. A number of those who gave this response specifically expressed their concern over the mould developing their house due to damp conditions and its implications to their health. Others were also concerned that the continual damp conditions have resulted in the disintegration of plastering, cracks in the walls and had led to the deterioration of the overall conditions in their home. Several respondents have specifically cited the poor condition of the walls (17%) or the walls and ceilings together (11%). A tenth (10%) did not specify any reason but have indicated that they were dissatisfied with the overall conditions of the interiors of their home.

4.1.2. External building maintenance and appearance

Reasons for dissatisfaction with external building maintenance and appearance	Total	Percent
External building maintenance needed walls cleaned and repaired	57	39

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Guttering need cleaning and repair including downpipes	53	37
Roof maintenance and repair needed	14	10
Damp	6	4
Dissatisfied	4	3
Cladding falling off and need repairs	3	2
Fascia broken	2	1
Need a better wall for privacy and security	2	1
Litter clean up outside	1	1
Need job to be completed	1	1
Subsidence	1	1
Grand Total	145	100

A total of 145 respondents have provided additional comments why they are dissatisfied with the external maintenance and appearance of the housing unit that they occupy. Nearly two fifths (39%) highlighted the need for external maintenance of their building including cleaning, painting and repairs of the walls. More than a third (37%) expressed concerns over the condition of the guttering in their roof and the need for cleaning and repairs including its downpipes. Other issues relate to the condition of the roof (10%) including leaks or the need of repairs.

4.1.3. Cleanliness and appearance of outside spaces

Reasons why dissatisfied with cleanliness and appearance of outside and shared spaces with neighbours	Total	Percent
Shared communal areas corridors, bins, are dirty and not maintained - e.g., smell of urine and litter in shared spaces.	44	42
General building maintenance and cleaning needed - e.g., outside walls gutter and fences, garage	26	25
Cleaning and maintenance pruning of shared green spaces or gardens	22	21
Flytipping	5	5
Dog fouling	4	4
Dissatisfied	2	2
Drug paraphernalia, needles	2	2
Grand Total	105	100

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A total of 105 respondents have made provided comments why they are dissatisfied with cleanliness and appearance outside spaces that are shared with their neighbours. Around two fifths (42%) indicated that the communal spaces such as corridors and bin areas are not cleaned, foul smelling and are dominated by litter and rubbish.

A quarter (25%) raised concerns over the general building maintenance of their housing unit as well as the maintenance of outside green spaces (21%) including fences and gardens. Other issues cited are flytipping, dog fouling and drug related litter.

4.1.4. Locks and safety features and alarms inside the home

Reasons why dissatisfied with locks and safety features	Total	Percent
Window locks broken - missing	32	28
Windows need updating - repair	25	22
Door need replacing or repair, broken, unsecure	25	22
Locks need replacing or repair	10	9
Door and windows need updating or repaired	9	8
Unsecure, not safe, no alarm	9	8
Back garden security needs improvement	2	2
Alarms noisy	1	1
Damp	1	1
Dissatisfied	1	1
Poor quality work - repair	1	1
Grand Total	116	100

A total of 116 respondents have made comments on why they are dissatisfied with the locks and safety features in their homes. The majority of the concerns (in total 60%) raised relate to the overall condition or state of repair of the windows in their homes. Neary a third (28%) stated that the window locks in their home are either broken or missing while others were less specific in

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stating that their windows need updating or repaired (22%). Around a fifth (21%) also indicated that a door or doors in their homes are unsecure and would need to be repaired or replaced.

4.1.5. Parking facilities

Reasons for dissatisfaction with parking facilities	Total	Percent
Limited parking spaces available	37	45
On street parking difficult and problematic	18	22
Driveway needs improvement	12	14
None available	10	12
Need disabled parking bays	4	5
Dissatisfied	1	1
Need resident parking	1	1
Grand Total	83	100

A total of 83 respondents have made specific comments on why they are dissatisfied with the parking facilities that are available to them. Nearly half (45%) indicated that there are limited parking spaces available. Around a quarter (22%) complain about problematic on street parking. Others (14%) highlighted the need for improvement of existing driveways and the lack of parking spaces (12%). A number of respondents (5%) highlighted the need for disabled parking bays.

5. Improvements that are needed with overall condition of housing unit

Other improvements needed on the overall conditions of the home	Total	Percent
Modernise the facilities and features of the housing including kitchen and bath	59	24
Repairs and maintenance of outside building and gardens	40	16
Improvements in the internal condition of walls ceiling and floors, doors	40	16
Need to improve building insulation	27	11
Addressing damp issues in the property	25	10
Repairs or replace windows	21	8

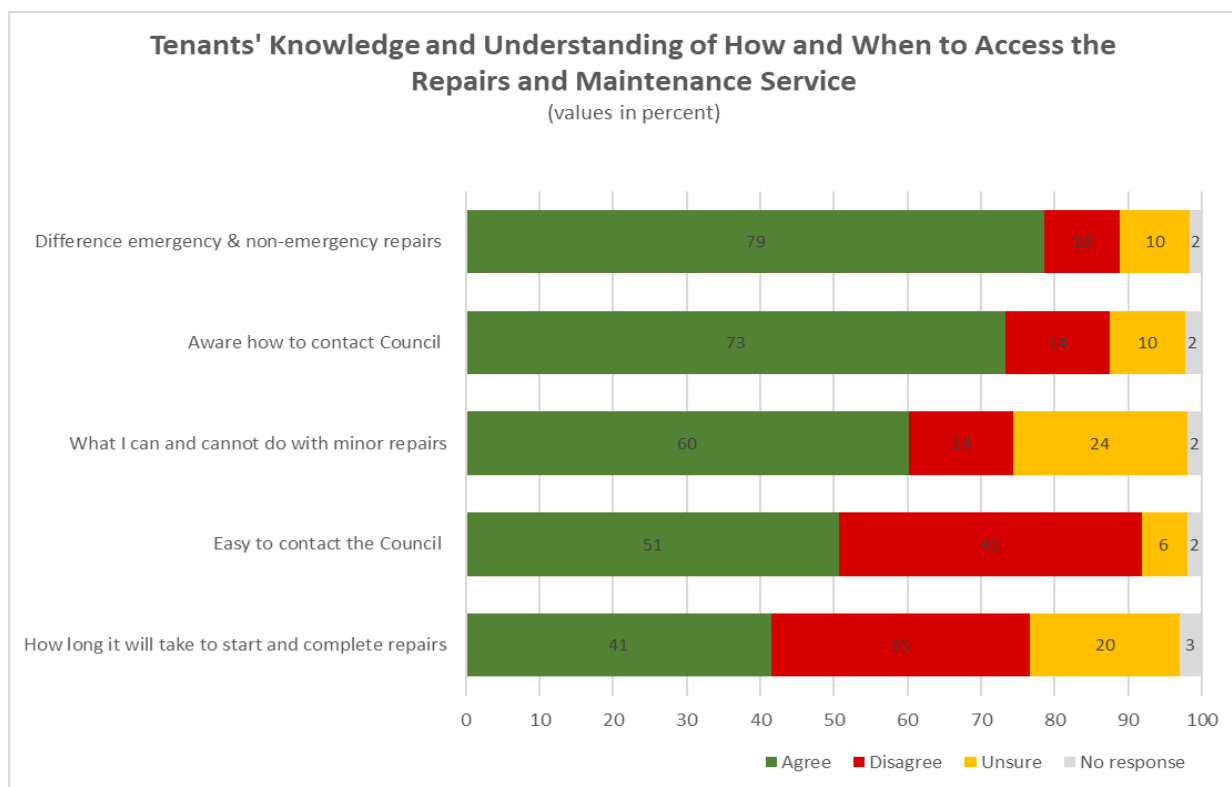
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Maintenance and clean-up of outside space	8	3
Repairs completed in reasonable time	6	2
Improve quality of repairs and maintenance work	5	2
Review the overall condition whole house	4	2
Easier ways of contacting the service	3	1
Need to be rehoused	3	1
Improve security and make safe	3	1
Damaged sewage system	1	0
Engage better with residents	1	0
Prevent flytipping	1	0
Grand Total	248	100

A total of 248 respondents cited 'other' specific improvements that they felt were needed in their current home. More than three quarters (a combined total of 85%) identified various types of repairs and maintenance work needed in their existing homes. More specifically, around a quarter (24%) highlighted the need to modernise the facilities and features of their home including kitchens and bathrooms whilst around a similar number (in total 27%) cited the need to improve the internal conditions (16%) and improving building insulation (11%). The need for external maintenance and repair of building or housing blocks (16%) as well as dealing with damp issues (10%) were also identified by several respondents.

6. Accessing the Council's housing repairs and maintenance services

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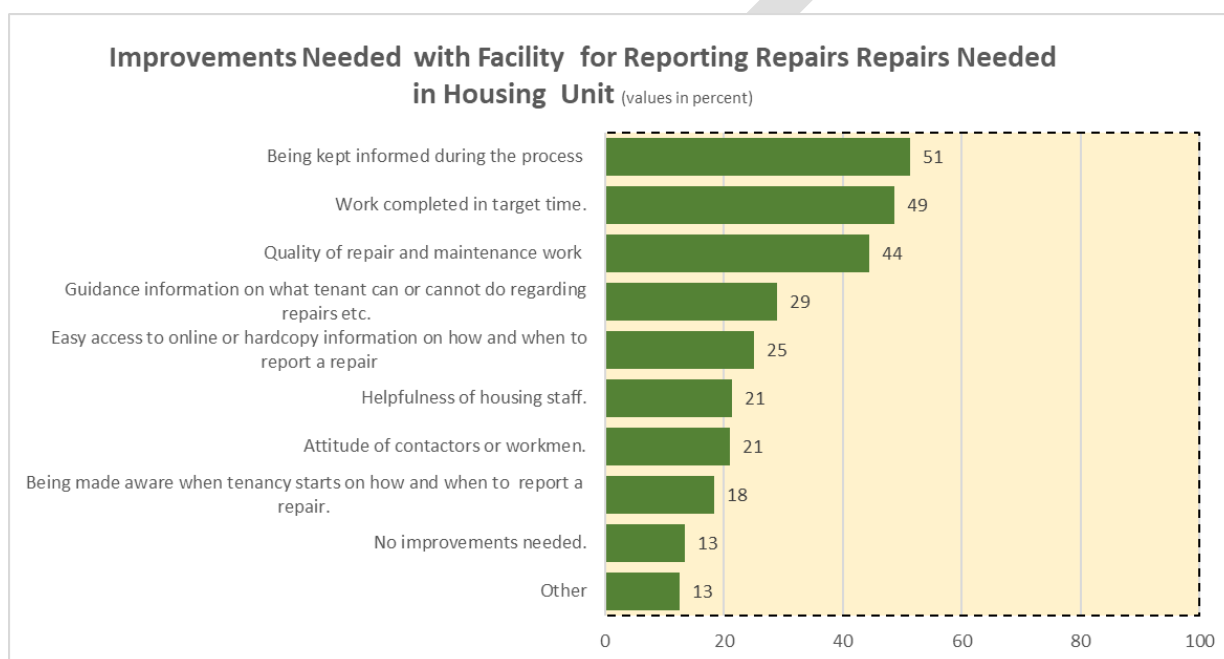
The result in the chart above shows that the majority of the respondents (in the range of >50% - up to 79%) have general knowledge and understanding of how and when to access the Council's housing repairs and maintenance service. Nearly three quarters of the respondents (73%) confirmed that they are 'fully aware of the various ways on how they can contact the Council...'. However, just over half (51%) stated that they find it 'easy to contact the Council' to report any repairs and maintenance issues in their homes. Conversely the results suggest that nearly half (<50%) of the respondents had experienced some difficulty with contacting the Council on this matter.

More than three quarters of the tenants (79%) also confirmed that they 'understand the types of responsive maintenance work and repairs' they can access. However, a slightly lower proportion (60%) 'understand what they 'can and cannot do' in making minor repairs and improving their homes.

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Overall, a significantly lower proportion of tenants (41%) stated that they ‘fully understand how long it will take... to start and complete’ various type of repairs and maintenance work that they have reported to the Council.

7. Improvements needed with the existing facility for reporting repairs needed in their home.



Only a small proportion of respondents (13%) indicated that no improvements were needed with the existing facility for reporting repairs needed in their home.

Around half of respondents (in the range of 44% - 51%) identified various improvements that can be adopted by the service. More than half (51%) stated that ‘being kept informed during the process of delivering the repair service’ would be an improvement. Other improvement areas identified by a substantial proportion of respondents are: ‘quality of repair and maintenance work’ (44%) and ‘having work completed in target time’ (49%).

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A comparatively smaller proportion (<30%) highlighted improvements relating to their access and availability of information on the repairs service. Nearly a third (29%) stated that ‘having guidance information on what they can and cannot do..’ and the availability of either ‘online or hardcopy information’ (25%) on the scope of the repairs service provided by the Council would be improvements to the existing service.

A much smaller proportion of respondents indicated their concerns and the need for improvements in: the ‘attitude of workmen and contractors’ (21%) and the ‘helpfulness of housing staff’ (21%).

7.1. ‘Other’ additional specific improvements relating to the repairs service

Other improvements needed on facility for reporting repairs	Total	Percent
Waiting times on phone and ease of contacting service	9	24
Long wait for repair work to be undertaken	8	21
Confirmation, progress update e.g., on scheduling, delays or cancellations	7	18
Poor quality of repair work	4	11
Specific improvements needed in the house	4	11
Review current system for reporting repairs	2	5
Better call centre attitude when reporting repairs	1	3
Better maintenance work in the housing block	1	3
Help with reporting repairs in person	1	3
Poor overall condition of property	1	3
Grand Total	38	100

Nearly a quarter of those who identified ‘other’ improvements (24%) highlighted that ‘less waiting times when contacting the repairs service via the telephone would be an improvement’. A number complained that they were either unable to quickly get through on the telephone and had to wait a long for the phone to get connected to a service agent. One of them felt that it was unacceptable to wait for 40 minutes to have their call answered. A number have also highlighted the need for a contact facility for those with disabilities who may not be able to use the phone. Furthermore, some respondents

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(21%) have highlighted the long waiting times or the repairs to be undertaken, with one respondent citing a wait of 7 months for a repair to be undertaken. Two respondents complained of having to either raise numerous calls get the repairs done. Others (18%) suggested that it would be useful to receive confirmation of repairs that would be undertaken as well as updates on the scheduling or any delays on repairs requested.

8. Additional support or information need in reporting repairs and maintenance issues

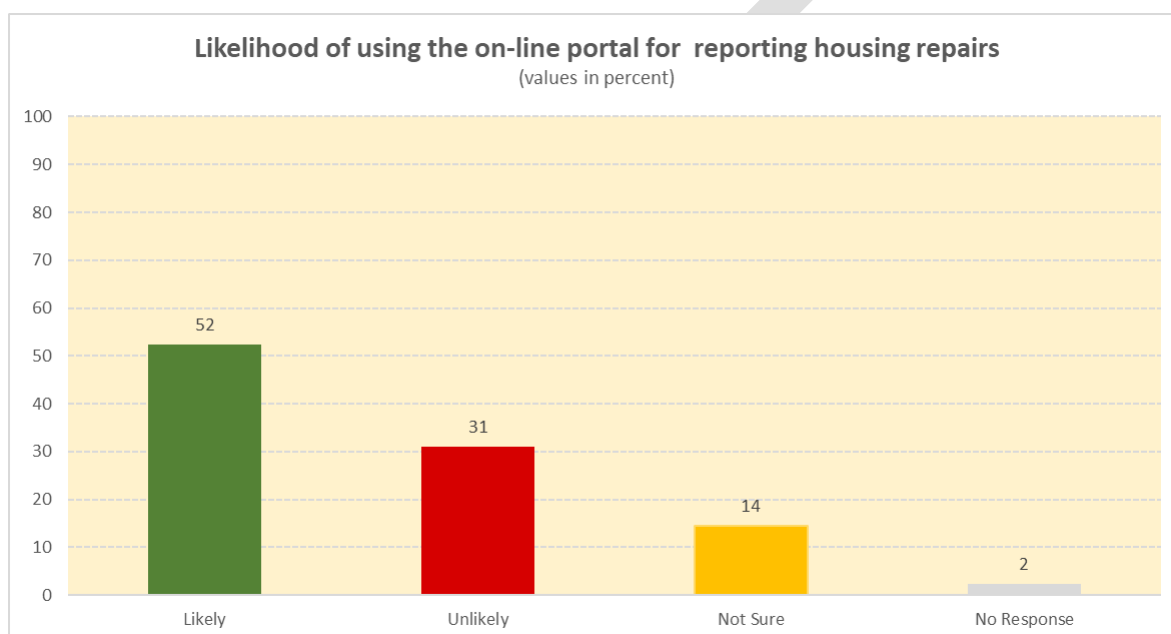
Additional information or help needed when reporting repairs and maintenance work	Total	Percent
Long waiting times for repairs to be undertaken	28	31
Long telephone waiting times	19	21
Specific issues and problem in the house	17	19
Confirmation of repairs reported and what will be done	7	8
Better quality of work	6	7
Keeping to appointments and completing work on time	4	4
Better scheduling of repairs - for people at work	2	2
Other means of reporting repairs other than phone	2	2
Better service to tenants	2	2
An emergency call number	1	1
Easier ways to contact Council	1	1
Guidance to tenants when process change	1	1
Support other than repairs	1	1
Grand Total	91	100

When asked about information and support needed when reporting repairs, a substantial proportion (a combined total of 37%) stated that support and improvements that are needed relate to the scheduling and timings of the maintenance and repairs work that will be undertaken. Of this total, nearly a third (31%) cited reducing the long time for repairs to be undertaken would be beneficial. A few others (4%) stated that that keeping to the schedule of repairs (4%) and better scheduling for those who are working (2%) would be useful.

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Around a fifth (21%) have highlighted the issue of waiting a long time e.g., as long as 40 minutes to have their calls answered when contacting the telephone service and would benefit from getting a quicker response when using this facility.

9. Likelihood of using the on-line portal for reporting repairs

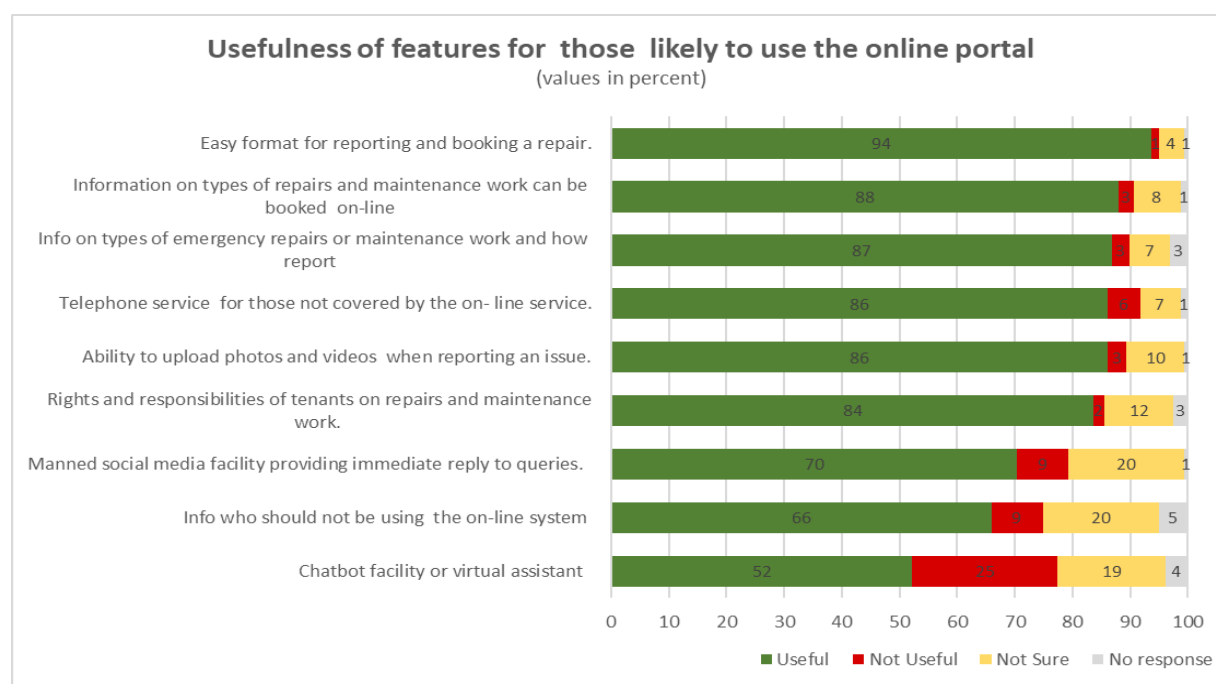


The Council's housing services is working towards introducing an on-line system that will enable tenants to report repairs and maintenance work needed in their homes.

When asked whether they will be using the proposed on-line system, more than half (52%) in total (304 respondents) indicated that they will 'likely or very likely' use the proposed new system. However, nearly a third (31%) stated that it is 'unlikely or very unlikely' that they will be using the online system.

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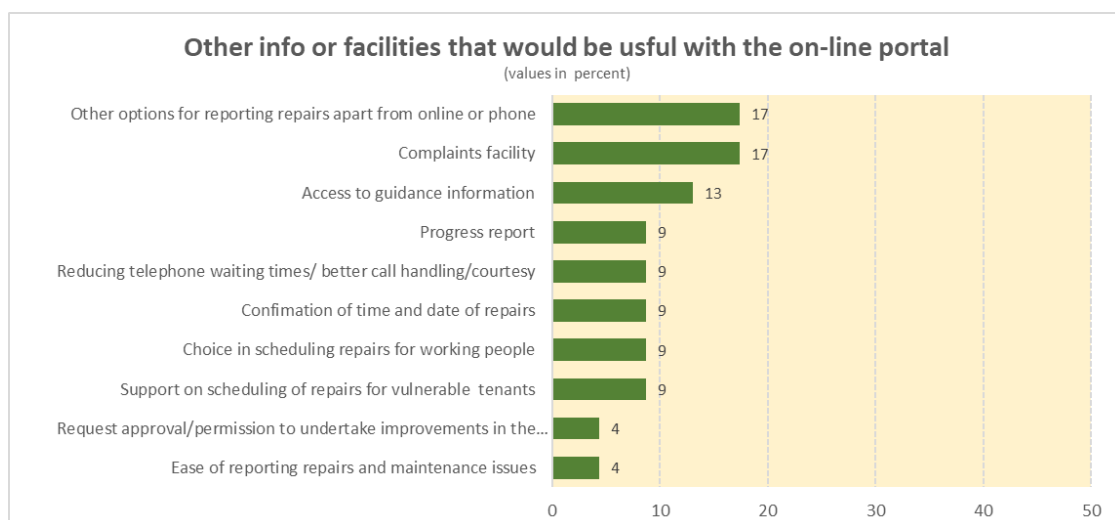
9.1. Usefulness of various features on the online repairs and maintenance facility.



In total, 159 out of 304 respondents indicated that they are likely to use the on-line portal. Of this number the majority (in the range of >50% - 94%) indicated various features as outlined above that they would find 'useful' or 'very useful'. 'Having an 'easy format for reporting and booking a repair' was deemed useful by the almost all (94%) of respondents. More than three quarters (in the range of 84% - 88%) identified 5 key features above that they would find as a 'useful' or 'very useful feature' as part of the online reporting facility. Nearly three quarters (70%) recognise the usefulness of a manned 'social media facility... that is able to immediately reply to queries and help'. However, a much smaller proportion however (51%) believe that a 'chatbot or virtual assistant' will be as useful compared to other features identified in the chart above.

In addition to the features outlined above, 23 other suggestions were cited on the types of information or facilities that would be useful when using on-line facility.

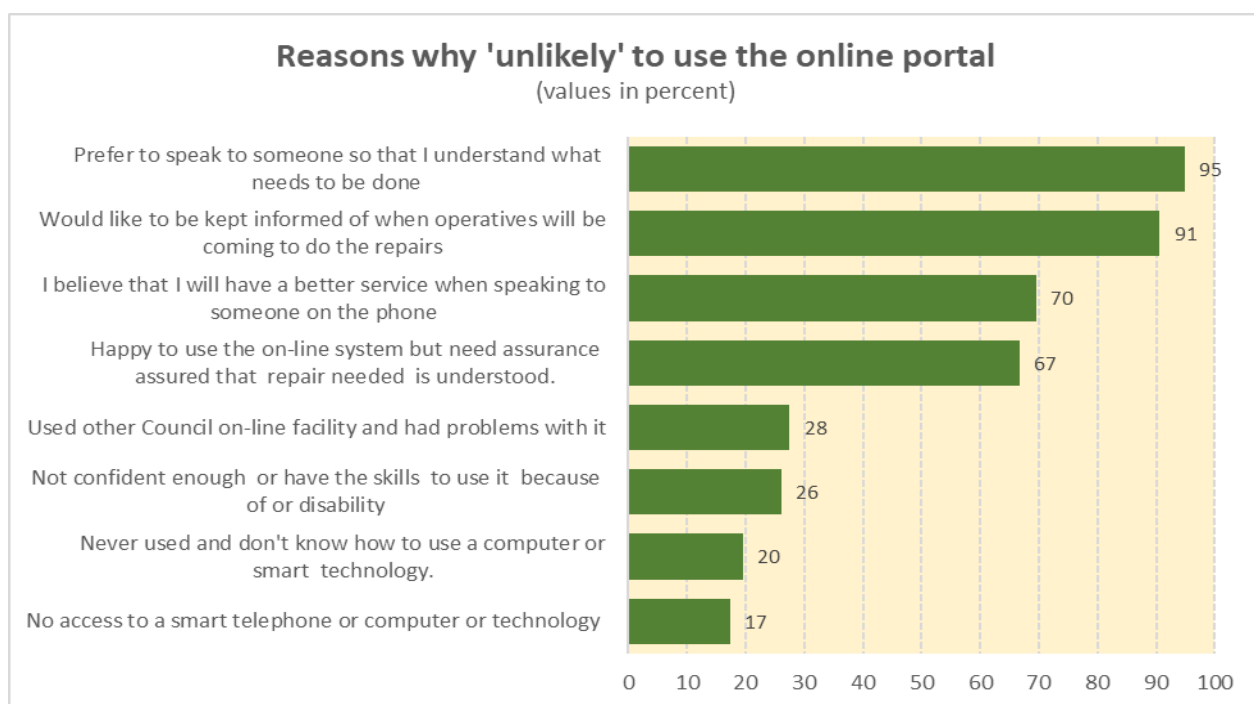
APPENDIX C



A few respondents (17%) suggested that a complaints facility would be useful as part of the online reporting system and have some guidance information (13%) available on how to use the system. Apart from having the online system available, a number of respondents felt that other arrangements for reporting repairs (17%) should also be accessible and in particular a provision (9%) that supports the needs of vulnerable tenants.

10. Reasons why 'unlikely' to use the online portal

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A total of 138 respondents provided reasons why they will be unlikely to use the proposed online portal for reporting repairs and maintenance work needed in their homes.

More than two thirds (70%) believe that they will have a 'better service when speaking to someone of the phone'. Although some of the respondents (67%) indicated that they would be happy to use the on-line system, they need assurance that the repairs needed, or issues reported are fully understood. This suggests that some of the tenants are not very confident that the online system will be able to fully capture the repair or maintenance issues that they report. This appears to align with the views of the vast majority of respondents (95%) who stated that they would prefer to speak to someone so that they will have an understanding of what need to be done and when it will be fixed. A high proportion of respondents (91%) are unlikely to use the online system as they would 'like to be kept informed... of when operatives will be undertaking the repairs' requested.

Access to appropriate technology as well as existing knowledge and skills of using on-line systems were identified by almost a quarter of respondents (in

APPENDIX C

the range of 17% - 26%) as key constraints to using the proposed online portal. Nearly a fifth (17%) of respondents stated have no access to smart technology or a computer. Others (20%) confirmed that they have never used or don't know how to use these types of technology.

11. Appendix 1. Satisfaction with housing condition by type of housing unit

APPENDIX C

Q8										
Satisfaction with condition of house by type of housing										
Detached Houses	Total Dissatisfied		Neither		Total Satisfied		No response		Total in detached houses	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	3	43	1	14	2	29	1	14	7	
Count of Locks and safety features a e.g. window locks and door locks.	3	43	1	14	3	43	2	29		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	2	29	0	0	4	57	1	14		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	3	43	1	14	2	29	1	14		
Parking facilities if available.	1	14	1	14	2	29	3	43		

Only 7 respondents confirmed that they are occupying a detached Council house. Of this number, three respondents (43%) stated that they were either dissatisfied or very dissatisfied with interior features. Three others (43%) were also dissatisfied with the external appearance and maintenance of the housing block or building i.e., roof and walls.

A greater number of respondents (4 or 57%) stated that they were either satisfied or very satisfied with the 'cleanliness and appearance of outside spaces and shared spaces with their neighbours'. More respondents (2 or 29%) were also satisfied with the parking spaces available to them.

APPENDIX C

Q8										
Satisfaction with condition of house by type of housing										
Semi Detached Houses	Total Dissatisfied		Neither		Total Satisfied		No response		Total	Total in Semi
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	67	64	8	8	27	26	2	2		104
Count of Locks and safety features a e.g. window locks and door locks.	36	35	13	13	51	49	4	4		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	34	33	19	18	40	38	11	11		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	54	52	13	13	32	31	5	5		
Parking facilities if available.	27	26	19	18	43	41	15	14		

A total of 104 respondents confirmed that they occupy a semi-detached Council House. The majority of these respondents (64%) are either dissatisfied or very dissatisfied with the interior conditions and features of their accommodation as well as (52%) dissatisfied with the external building maintenance appearance of their housing unit.

More of those occupying this type of housing expressed satisfaction with locks and safety features (49%), the cleanliness of and appearance of outside spaces (38%) and parking facilities (41%) compared to those who gave a negative view about these aspects of their home. It must be noted however that those who are dissatisfied with these aspects still comprise a substantial proportion (in the range of (26% – 35%) of respondents.

Q8										
Satisfaction with condition of house by type of housing										
Terraced House	Total Dissatisfied		Neither		Total Satisfied		No response		Total in terraced house	62
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	43	69	10	16	8	13	1	2		
Count of Locks and safety features a e.g. window locks and door locks.	22	35	10	16	28	45	2	3		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	20	32	16	26	22	35	4	6		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	34	55	7	11	18	29	3	5		
Parking facilities if available.	19	31	11	18	28	45	4	6		

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A total of 62 respondents confirmed that they are currently residing in a terraced Council house. As with those who live in semi-detached majority of are also dissatisfied or very dissatisfied with interior walls, flooring and ceilings (69%) and the external appearance and maintenance of housing block (55%).

Similar to those in semi-detached housing this group (45%) are also either satisfied or very satisfied with locks and safety features, the cleanliness and appearance of outside and shared common spaces (35%) and parking facilities (45%). There is a lower proportion of respondents (in the range of 31% - 35%) who expressed dissatisfaction with these aspects of their home.

Q8										
Satisfaction with condition of house by type of housing										
Flat Maisonnette	Total Dissatisfied		Neither		Total Satisfied		No response		Total in Maisonnette/ Flat 129	
	Total	Percent	Total	Percent	Total	Percent	Total	Percent		
(Interior) Walls, flooring and ceiling inside the home and windows.	76	59	7	5	43	33	3	2		
Count of Locks and safety features a e.g. window locks and door locks.	53	41	11	9	61	47	4	3		
Cleanliness and appearance of outside spaces, including common/shared areas with neighbours e.g. hallways, lifts, stairs, gardens or green space.	67	52	19	15	40	31	3	2		
External building maintenance and appearance e.g. walls and roof of house or walls and roof of housing block, gutters and downpipes.	68	53	21	16	37	29	3	2		
Parking facilities if available.	33	26	49	38	33	26	14	11		

A total of 129 respondents confirmed that they currently occupy a Council maisonnette or a flat as their housing unit. The majority (in the range of 52% - 59%) indicated that they are either 'dissatisfied or very dissatisfied' with the internal aspects as well as most of the external features and conditions of their housing accommodation. Nearly two thirds (59%) are dissatisfied with the interior walls flooring and ceiling of their home and more than half are also dissatisfied with cleanliness and appearance of outside spaces (52%) and the external appearance and maintenance of their housing block (53%).

APPENDIX C

A much smaller proportion of respondents (in the range 29%- 33%) confirmed that they are 'satisfied or very satisfied' the above-mentioned features and aspects of their accommodation.

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 MARCH 2022

HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN 2022-23

Purpose of Report

1. This report provides background information to enable Members to carry out pre-decision scrutiny of the Housing Revenue Account (HRA) Business Plan 2022-23 prior to its consideration by the Cabinet on the 10th March 2022.
2. A copy of the draft Cabinet Report is attached at **Appendix A**, which in turn contains, **Appendix B**; the HRA Business Plan 2022/23.

Background

3. All Local Authorities in Wales have the responsibility to plan for the housing needs of their population in their role as Strategic Housing Authority. However only 11 of the of the 22 authorities in Wales have retained their council housing stock and consequently a role in the direct delivery of affordable, good quality homes as a social housing landlord.
4. Cardiff Council's landlord functions are managed within a ring-fenced Housing Revenue Account. Every year, each of the 11 stock retaining authorities are required to present an "acceptable" Housing Revenue Account (HRA) Business Plan (including a 30 year financial model) to the Welsh Government. This is to allow the Welsh Government to assess the progress of local authorities in meeting and/or maintaining the Welsh Housing Quality Standard (WHQS) in order to be eligible for the Major Repairs Allowance (MRA) Grant (currently £9.5m).

Rent Policy

5. Members are to note that whilst the responsibility for setting rents for dwellings rests with the council, it is necessary to operate within a policy framework set by the Welsh Government (WG).
6. A new five-year Social Housing Rent policy was introduced by the WG in 2020/21. This will run from 2020/21 to 2024/25 and allows for a maximum 1% rent increase above the rate of the Consumer Price Index (CPI). The CPI was identified in September 2021 as 3.1%. For background purposes, Committee Members are to note that in September 2020, the CPI was identified as 0.5%
7. As stated in **point 9** of the Cabinet Report, this CPI was outside the Welsh Governments maximum figure of 3% and so required a ministerial decision and it was subsequently decided the maximum annual uplift would be 3.1%. As such, the average rent for a Council home in Cardiff will increase by £3.34 per week (£3.55 based on the 49-week collection) exclusive of service charges for 2022/23. This results in an average weekly rent of £111.16 for standard housing stock.

The table below sets out the proposed average weekly rent per property type for Cardiff for 2022/23:

No. of Bedrooms	Estimated Average Rent 2022
1	£99.76
2	£114.94
3	£132.16
4	£146.53

8. At this Committee's February meeting, during consideration of the draft 2022/23 Budget Proposals, Committee Members were informed that overall, Cardiff Council rents are below the Joseph Rowntree Foundation Living Rent Model; apart from one-bedroom houses and bungalows. Further, the energy efficiency rates for Council properties are above the standards required for the Welsh Housing Quality Standard (SAP rating of 72).

Overview

9. The Cabinet Report, attached at **Appendix A**, gives an overview of what is contained in the HRA Business Plan 2022/23. This includes:

- The Welsh Government five-year rent policy
- New Build Housing Programme
- Maintenance of the Welsh Housing Quality Standard (WHQS)
- Fire Safety works
- Preventing homelessness
- Neighbourhood Regeneration
- Delivering energy efficiency
- Support for tenants, including the increase in cost of living, and specific support for vulnerable people.

10. The HRA Business Plan 2022/23 attached as **Appendix B** aims to;

- set out Cardiff's purpose and vision as a social housing landlord;
- set out its objectives and standards for the service;
- plan how the service aims to achieve the objectives and standards set out;
- plan resource and financial requirements;
- provide a framework for monitoring and evaluating the progress of the housing 'business';
- communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.

11. Members are required to reflect on the content of the HRA Business Plan and can refer to the following sections for details. Please note that the page numbers listed below **refer to the pages of the original document in Appendix B**.

Section of HRA Business Plan	Pages in Appendix B
Building New Council Homes (<i>includes Council House Build Programme, Voids management, typology and availability of Housing Stock and Welsh Housing Quality Standards</i>)	4-19

Helping Communities and Individuals (<i>includes preventing homelessness, community inclusion and events, insight into the results of the 2021 Tenants' Satisfaction Survey</i>)	20-33
Neighbourhood Regeneration (<i>includes estate regeneration and community safety</i>)	34-39
Addressing Climate Change (<i>includes One Planet Cardiff, Zero Carbon Homes, Decarbonising and Retrofit</i>)	40-45
Tackling Poverty (<i>includes supporting people into work, money advice, adult learning</i>)	46-50
Supporting Tenants (<i>includes overcrowding, specific support for homeless families, young and older people</i>)	51-65
Finance (<i>includes financial resources & planning and risk</i>)	66-81

Previous Scrutiny

12. Each year, the HRA Business Plan has to be presented to the Welsh Government. In March 2021, the Community & Adult Services Scrutiny considered the previous year's Plan¹. Some of the areas explored during the meeting included:
- a. The benefit and importance of the Plan's matrix table. As a key purpose of this matrix table is to provide Welsh Government and members of the public with a clear understanding of the identified areas of risk, Members felt the narrative should be expanded to include information on how risks are determined, analysed and monitored to ensure performance, progress and viability.
 - b. With regard to the format of the plan, Members noted the format is prescribed by Welsh Government, however were advised there is scope to alter its format within reason. As a result, Members **recommended** in future years more information is included in the Plan regarding financial detail, mitigation measures and sensitivity analysis. Members are to note this recommendation was partially accepted due to the Cabinet's view that as a comprehensive financial model sits below this document, they do not wish the document to lose its accessibility and transparency.
 - c. In relation to the Council's decarbonisation agenda, Members raised their concerns over the costings of this work and sought assurance this is being adequately

¹ [Letter from Cllr Jenkins, Chairman of CASSC, to Cllr Thorne, Cabinet Member, dated 16 March 2021.](#)

accounted for.

- d. Given the challenges surrounding retrofitting detailed at the meeting (costing, scale of work, ensuring affordable energy costs for tenants) Members questioned if the 'challenge of decarbonisation' risk being determined as amber in the plan was realistic.
- e. Members sought assurance that the debt projections contained in the Plan were viable.
- f. Members requested confirmation on the construction price inflation figures to determine its alignment to the sensitivity analysis within the Plan. Members were subsequently advised that as of December 2020, the construction price inflation figure published by the office for national statistic was 1.4%, however this was expected to rise post covid and Brexit.

Way Forward

13. At this meeting, the following witnesses will be in attendance:

- (i) Councillor Lynda Thorne, Cabinet Member, Housing & Communities
- (ii) Sarah McGill, Corporate Director for People and Communities
- (iii) Helen Evans, Assistant Director, Housing & Communities
- (iv) Gill Brown, Group Accountant.

14. The item will begin with Committee Members receiving a short presentation providing an overview of the plan, after which, there will be an opportunity for Members questions. Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration prior to making their decisions.

Legal Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the

Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

It is recommended that the Committee:

- i. Consider the proposed draft plan and decide whether it wishes to relay any comments or observations to the Cabinet at its meeting on the 10 March 2022 and;
- ii. Decide the way forward with regard to any further scrutiny of this issue, or matters raised.

DAVINA FIORE

Director of Governance and Legal Services

3 March 2022

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BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, (SARAH MCGILL) (CORPORATE DIRECTOR, PEOPLE & COMMUNITIES) AM CONFIRMING THAT THE RELEVANT CABINET MEMBER(S) ARE BRIEFED ON THIS REPORT

CARDIFF COUNCIL
CYNGOR CAERDYDD

CABINET MEETING: 10th March 2022

HOUSING REVENUE ACCOUNT (HRA) BUSINESS PLAN

HOUSING AND COMMUNITIES (Councillor Lynda Thorne)

AGENDA ITEM:

Reason for this Report

1. To seek Cabinet approval for the Housing Revenue Account (HRA) Business Plan 2022-2023.

Background

2. All Local Authorities in Wales have the responsibility to plan for the housing needs of their population in their role as a Strategic Housing Authority. However only 11 of the 22 authorities in Wales have retained their council housing stock and consequently play a role in the direct delivery of affordable, good quality homes as a social housing landlord.
3. The Council's landlord functions are managed within a ring-fenced Housing Revenue Account.
4. The 11 stock retaining authorities in Wales are required to present an "acceptable" Housing Revenue Account (HRA) Business Plan (including a 30 year financial model) to the Welsh Government each year in order that the Welsh Government can assess the progress of local authorities towards meeting and/or maintaining the Welsh Housing Quality Standard (WHQS) in order to be eligible for the Major Repairs Allowance (MRA) Grant (currently £9.5m).
5. The Plan must conform to a structure and Business Plan parameters as set out by the Welsh Government.

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6. This plan also links with the Corporate Plan and Directorate Delivery Plan.

Issues

Housing Revenue Account Business Plan

7. The HRA Business Plan attached in appendix 1 aims to;
 - set out Cardiff's purpose and vision as a social housing landlord;
 - set out its objectives and standards for the service;
 - plan how the service aims to achieve the objectives and standards set out (the strategies);
 - plan resource and financial requirements;
 - provide a framework for monitoring and evaluating the progress of the housing 'business';
 - communicate Cardiff's plans to its tenants, members, the Welsh Government, other key stakeholders, partners and the wider community.
 - identify the estimated stock and management needs over a 30 year period, against forecast resources to demonstrate that the Housing Revenue Account remains viable over that period.
 - Detail our development programme, which will deliver in excess of 4,000 new homes over the next 10 years.
8. The Business Plan ensures;
 - efficient use of housing assets;
 - increased transparency of the HRA;
 - precise planning of the Council's housing management strategy;
9. The Welsh Government has introduced a five year rent policy which provides for a maximum annual uplift of CPI +1% each year from 2020-21 to 2024-25 using the level of CPI from the previous September each year. The September 2021 CPI was 3.1%. – this was just outside the Welsh Government maximum figure of 3% allowed under the five year rent policy and therefore required a Ministerial decision. The Minister determined the maximum annual uplift would be 3.1%, but landlord decisions on rent must also take into account the affordability of rents for tenants.

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In line with the above policy, it is proposed to increase rents by the full amount allowed of 3.1% (September 2021 CPI) for 2022. The average rent for a Council home in Cardiff will increase by £3.34 per week (£3.55 based on the 49 week collection) exclusive of service charges for 2022/23. This results in an average weekly rent of £111.16 for standard housing stock. This approach was agreed at Cabinet on the 24th February 2022 following consideration of the affordability and value for money of council rents. Cardiff Council rents have been compared against the Joseph Rowntree Foundation (JRF) Living Rent model. This model links rents directly to an index of earnings and uses a recognised equivalence scale to allow for household income and property size to produce a Living Rent which should not be more than 28% of the adjusted earnings. In comparison to the Living Rent model, overall, Cardiff rents fall within an affordable level.

10. It is considered that the rent uplifts proposed above will allow for obligations to tenants and lenders to be met and help to support the financial viability of the Housing Revenue Account whilst ensuring that rents remain affordable for current and future tenants. This level of increase will also allow for the continuation of the Council's ambitious new build plans.

Key Objectives

11. The Business Plan sets out a number of key objectives that align clearly with the Council's Capital Ambition and with the Welsh Government's strategic direction. A summary of these objectives is set out below:

Building new council homes

12. Cardiff Council set a target to deliver 1,000 new homes by December 2022. We are currently on course to achieve this. To address significant levels of housing need in the city including overcrowding, we are now expanding our programme significantly. We have implemented an ambitious development programme which will deliver in excess of 4,000 new homes over the next 8 years. At least 2,800 of these will be council homes and 1,200 for sale. Our new build ambitions will see an increase in our total housing stock of 20.3% The award-winning programme currently represents one of the largest council housing build projects in Wales and will see over £800 million invested into delivering affordable homes at scale and pace.
13. As of February 2022 the new build programme has delivered 806 homes of all tenures which includes 613 council homes and 193 homes for sale. A further 522 homes are currently being built on site, 506 homes with planning consent in place and a further 1,729 homes in the pipeline. The programme currently includes 59 confirmed sites which combined have the capability of delivering around 3,600 new homes in total. We continue to assess new sites to ensure that the longer-term target of 4,000 new homes can be achieved.

APPENDIX A

14. The programme is reliant on a significant Housing Revenue Account (HRA) Capital budget allocation. External income towards costs is also available in the form of planning gain, external grants and income from the sale of properties for private ownership or through the First Homes Cardiff scheme. To date income of just under £31 million has been achieved through these routes, including the award of 5 Welsh Government Innovative Housing programme grants.
15. From April 2021 onwards, the council has been able to apply for Welsh Government Social Housing Grant providing a further Capital subsidy. Schemes approved for SHG funding are required to meet the standards and viability parameters set by Welsh Government. The Council has recently had an in-principle SHG award of £27 million over the next 5 years.

Investing in existing homes

16. Cardiff Council was the first authority in Wales to declare achievement of the Welsh Housing Quality Standard (WHQS), almost two months ahead of the Welsh Government deadline date of December 2012.
17. Following the completion of the WHQS for existing council housing, the Business Plan ensures the maintenance of the WHQS and sets out the Council's objective to deliver high quality and sustainable housing. The individual component details of every council property are held on a stock condition database which includes dates of installation or upgrade with associated component lifespan. This enables planned programmes of work to be developed for future works and the setting aside of sufficient financial budgets.
18. During 2022/23 more than £19m will be invested in improvements to our existing homes, including an extensive kitchen and bathroom programme, roof replacements and new doors and windows. The programme includes extensive fire safety works including the fitting of sprinkler systems in our high-rise flats and fire doors to flats, communal landings and stairwells.
19. Recladding of 3 high-rise blocks at Lydstep flats in Llandaff North will commence in March 2022 and this will also include new windows and balconies. The proposed second phase of this programme includes replacement of cladding at Nelson House and Loudoun House in Butetown.
20. Repairs to our homes are carried out by our Responsive Repairs Unit. The pandemic has put pressure on this service, both due to periods of lockdown and the need for both tenants and operatives to self-isolate. This has resulted in delays in service.
21. A significant programme of change is planned to the repairs service in the coming year. This includes the employment of additional maintenance persons to complete minor jobs, freeing our skilled tradespeople to carry out more complex work and to ensure a more rapid

APPENDIX A

response for tenants. A new Repairs Academy will ensure that we are training the operatives of the future and our Repairs Online project will introduce a new web-based portal to allow tenants to track their repair online.

22. The Business Plan also sets out how Cardiff Council will address fire safety issues. The Golden Thread or Welsh Fire Building Safety Passport is intended to provide all the information on how to keep a building safe. The document contains everything from building drawings, construction techniques, materials used and how the building has been designed. These details are being completed for any new buildings at present and retrospectively completed on our existing high-rise buildings. This work will be ongoing throughout 2022/23.

Preventing homelessness and supporting rapid rehousing

23. Supporting the Council's strategic aim to prevent homelessness and where it occurs to make it rare, brief and not repeated, we will work with our partners to pilot a rapid rehousing approach to support homeless people into permanent accommodation quickly. We will continue the development of our supported accommodation with the second of our family homelessness centres, the Gasworks Site, due to open in the spring. The first phase of the Adams Court supported accommodation scheme for single homeless people will be finished in the spring with the second phase to follow by the autumn / winter of 2022.

Promoting safe and inclusive communities

24. The Local Action Team works to improve neighbourhoods through a comprehensive estate management service. The aim in the coming year will be to extend the areas covered by the service and to work alongside tenants and residents to increase participation, introducing "street champions" and supporting gardening clubs. Our Estate Regeneration Programme will see schemes delivered in Trowbridge Green, Trowbridge, Pentwyn and Ely during 2022. Other smaller scale projects are planned throughout the city and include defensible space enhancements, boundary walls, on-plot parking better lighting, improved footpaths and gully closures. While the garage improvement programme is continuing to be rolled out across the city.
25. The transformational Channel View regeneration project achieved planning consent in December 2022 and work will begin on the first phase of this £85 million regeneration project in spring 2022. The scheme will deliver around 350 sustainable, low carbon homes for the local community and well as investing significantly in the local area and the Marl park.

Providing warm sustainable homes and moving towards zero carbon

26. We are responding to the 'One Planet Cardiff' strategy both by improving the energy efficiency of our existing homes and developing high quality sustainable new homes.

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27. We work to continually improve the Energy Performance rating of all our stock, with 96% of homes above the existing WG standard of SAP 65. The average for our homes is 72; the Wales national average is 61. The plan includes ongoing programmes of work rolling out loft and cavity wall insulation across the city with an initial plan to increase the SAP value of our properties to 75 on average.
28. Plans are in place to retrofit cladding and to fit photovoltaic panels to all remaining low-rise blocks of flats. Costs of phase 1 of this project have been included in the Business Plan. In the future, alternative energy heating such as ground or air source heat pumps will also be used.
29. We are moving towards Net Zero Carbon housing development by utilising on-site renewable technologies and sustainable forms of construction such as Passivhaus or enhanced building fabric. This approach helps to reduce the carbon impact of the development programme and significantly reduce heating and power bills for tenants. A number of our projects are leading the way in low-carbon building and creating sustainable communities. The Passivhaus scheme on site at Highfields in Heath will deliver 42 new council homes all to the Passivhaus standard. This means that all the new homes are highly energy efficient, reducing carbon emissions and ensuring heating bills for tenants are extremely low.
30. A development of 214 new homes at the former Rumney high school site achieves an impressive low-carbon standard. Every home has ground source heat pumps, solar PV and battery storage as well as a highly performing building fabric and electric vehicle charging points. The homes are predicted to be 90% more energy efficient than homes built to current building regulations.

Supporting our tenants

31. Providing advice and information to tenants is a key focus of the Business Plan. Community Hubs are designed to bring together services, share resources and enable integrated investment in better quality facilities. Services delivered through the Community Hubs are responsive to the needs and priorities of individual neighbourhoods with housing services being a key component. We are working with University Health Board to expand our Hub at the Powerhouse in Llanedeyrn to include a range of health services.
32. A Welfare Liaison Team is in place to assist and advise tenants with debt management and budgeting, minimising the impact of Welfare Reform and the cost of living crisis as far as possible. Advice and Into Work assistance is available through the Advice Line, website and in the Hubs and tenants are able to access free work skills accredited training through Adult Learning. The Tenancy Sustainment team ensures that tenants receive the additional help they need to maintain their tenancies and prevent unnecessary evictions.

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Support for Families and Young People

33. The Business plan includes a commitment to tackling overcrowding and proposes to use innovative ways to extend existing buildings and support larger families. The Young Persons Accommodation and Support Gateway helps care experienced and homeless young people to move successfully on to independence. There is a 99% success rate for young people through our Training Tenancies pathway. It is proposed to extend the scheme during 2022/23.
34. The Plan continues our commitment to the delivery of Community Benefits in partnership with our external building contractors. This includes the delivery of apprenticeships for people living in Cardiff and the volunteering of staff time. The development of a new in-house Repairs Academy will provide a clear pathway for young people to learn trades through an apprenticeship or traineeship, addressing a growing skills shortage. Also, the Onsite Construction Academy is a training, experience and employment programme delivered by the Into Work Advice Service, working with partners, Further Education colleges and employers to deliver training programmes and source work experience, employment and apprenticeship opportunities for job seekers and construction diploma students.

Supporting Older People

35. The plan includes a commitment to improve the housing advice available to older people through our Rehousing Solutions team and to continue with the upgrade of our existing Community Living Schemes. There are also exciting proposals for additional care-ready flats for older people. Two new Community Living projects at Maelfa and St. Mellons will provide over 100 new older person flats alongside a wide range of communal facilities focused on promoting independent living and helping to tackle social isolation. Community Living projects at Riverside/Canton and Bute Street have been approved through planning – both these schemes will commence on site late 2022 and will deliver over 80 flats. The Channel View development will also include both Community Living and Independent Living accommodation to replace the high rise block.

Consultation

36. A tenants survey was conducted during 2022/23 and 1,302 surveys were completed. The survey found that 81% were happy that their property met their needs. 80% were satisfied with their local neighbourhood as a place to live. 78% were satisfied that their rent provided value for money, 74% were satisfied with Cardiff Council as their landlord and 75% who used the repair service in the past 12 months were satisfied with the service. Comments from the survey will be used to inform service development over the coming year.

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Scrutiny

37. The draft HRA Business Plan will be presented at Communities and Adult Services Scrutiny Committee on 9th March 2022. The letter from Scrutiny is tabled and considered as part of the Cabinet meeting.

Reason for Recommendations

38. To comply with the requirement to present the HRA Business Plan to the Welsh Government.

Financial Implications

39. The annual update of a Housing Revenue Account (HRA) Business Plan is a requirement of application for the Major Repairs Allowance grant (MRA) from Welsh Government and is also a best practice tool used by all local authorities and RSL's to set out aspirations, determine tenant and housing need priorities and secure affordability and value for money for rent payers.

The Business Plan is underpinned by a thirty year financial model which sets out estimates of planned Capital and Revenue income and expenditure over the period. This model is intended to be used as a planning and modelling tool forming the basis of the HRA business, to safeguard the interests of current and future tenants and other service users and to demonstrate the long-term value for money and sustainability of the HRA. Any financial deficit and liabilities of the HRA are ultimately liabilities of the Council.

Given the length of the planning period, assumptions can only be robust in the very near term. Short, medium and longer term assumptions are based on a number of judgements and assumptions, particularly in respect of expenditure forecasts, timing of expenditure, interest rates, projected income levels and prices of goods and services. This results in a level of uncertainty and hence risk to the key variables in the model.

In particular, there is no certainty with regard to rent uplifts post the current WG rent policy and hence limited control over the level of income. Should tighter controls be placed on rent policy, the level of commitments in respect to capital expenditure and financing costs would have a significant impact on the service delivery of the HRA.

These risks and assumptions are made even more difficult given the uncertainty in respect to inflation, impact of the pandemic and supply chain issues. Accordingly, these assumptions are extremely sensitive to change, with the business plan including a sensitivity of key variables.

The Business plan assumptions include:

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- Rent increases in line with the Welsh Government Social Housing Rent policy through to 2024/25 and taking account of forward indicators for inflation factors (CPI assumed at 3.1% for 2022/23, increasing to 3.5% for 2023/24 and reducing down to 3% by 2024/25)
- Following the end of the current rent policy term, it is assumed that the rent bands remain and that rent uplifts are based on CPI only where CPI is up to 3% or at CPI +0.5% where CPI is below 3% – this is considered a prudent approach
- Service charges are increased for future years in line with inflation for full cost recovery
- Void rent loss projections are assumed at 2.01% throughout the model
- Bad debts are assumed to be managed at 1% over the life of the plan taking into account the potential impact of Welfare Reform and the transfer to Universal Credit but also the various rent rescue and support services available to tenants.
- Consumer and retail price indexes are estimated to be within a range of 4.1% and 3% throughout the model
- The Welsh Government Major Repairs Allowance receivable is assumed to remain at previous levels of £9.5 million per annum.

The Capital Investment Programme assumes a significant increase in additional borrowing to build new housing, investment in disabled adaptations and to support investment in the existing stock. This will result in additional revenue implications in terms of interest payments and provision of repayment for borrowing, with a significant increase in the Capital Financing Budget over the medium to long term. It is essential that the Capital Investment Programme is based on deliverability and a sound understanding and modelling of the condition of existing housing stock to ensure all future requirements are captured as part of a robust and regularly reviewed asset management and condition plan.

Affordability of additional borrowing is considered as part of the budget including consideration of prudential indicators.

Where capital investment is proposed, this must be based on informed criteria, including viability or payback assessments. This is essential to demonstrate value for money, effective use of rent payer funds and to mitigate against future risks to the affordability and viability of the HRA. There should be a robust governance process that sets out the requirements and approval of investment proposals at agreed stages, reviews costs before they are incurred and as projects progress as well as the effectiveness of delivery of targets. Value for money should be assessed against set benchmarks and to ensure investment is repaid over a prudent period having regard to future rent payers. The effectiveness of that governance should be reviewed and assessed regularly.

Consideration will be given to bringing forward future year's budget to allow flexibility to acquire sites and buildings at an earlier stage as part of

APPENDIX A

the overall programme. This must only be after consideration of viability and affordability and relevant governance processes.

Given the significant uncertainties and risks included in the financial modelling, the Business Plan includes a risk assessment setting out a number of key variables and any changes in these are likely to necessitate a review of priorities both in terms of capital investment and for revenue budgets. A robust risk review and monitoring process should be set in place to review the HRA risk register specifically and any emerging issues that could impact on the viability of the HRA. This is to ensure that the level and quality of service provision to tenants is not affected and that the HRA continues to be viable. Where necessary, mitigating actions will need to be taken including reducing revenue costs or reviewing plans for new build affordable housing programmes and other capital expenditure aspirations.

Legal Implications

40. The report recommends approval of a business plan. There are no direct legal implications but the requirement for a plan is set out in the body of the report. Some general legal implications have been set out below.

General

The report and business plan refers to a number of proposals. Legal advice should be sought on specific proposals as and when required and prior to implementation. Any proposals should be carried out in accordance with any relevant legislation and the council's constitution.

The decision maker should be satisfied that the proposal is in accordance within the financial and budgetary policy. The decision maker should also have regard to, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

The report makes reference to the fact that some proposals are subject to receipt of grant money. The client department will need to be satisfied that the Council can comply with any grant conditions attached to the funding.

Equality Duty.

In considering this matter, the Council must have regard to its public sector equality duties under the Equality Act 2010 (including specific Welsh public sector duties). This means the Council must give due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. The protected characteristics are: age, gender reassignment, sex, race – including ethnic or national origin, colour or nationality, disability, pregnancy and maternity, marriage and civil partnership, sexual orientation, religion or belief – including lack of belief.

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When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers (WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 (gov.wales) and must be able to demonstrate how it has discharged its duty.

An Equalities Impact Assessment aims to identify the equalities implications of the proposed decision, including inequalities arising from socio-economic disadvantage, and due regard should be given to the outcomes of the Equalities Impact Assessment (Appendix 2).

Well Being of Future Generations (Wales) Act 2015 - Standard legal imps

The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.

In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well being goals. The well being objectives are set out in Cardiff's Corporate Plan 2021-24. When exercising its functions, the Council is required to take all reasonable steps to meet its well being objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the well being objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

The well being duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

- Look to the long term
- Focus on prevention by understanding the root causes of problems
- Deliver an integrated approach to achieving the 7 national well-being goals
- Work in collaboration with others to find shared sustainable solutions
- Involve people from all sections of the community in the decisions which affect them

The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory

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Guidance issued by the Welsh Ministers, which is accessible using the link below: <http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

HR Implications

41. There are no HR implications for this report.

Property Implications

42. The acquisition and disposal of property is integral to the HRA implementation plan. As set out in the Corporate Property Strategy 2021-26, it is vital Economic Development and People and Communities have effective business processes in place to identify and secure suitable sites that meet the HRA objectives.

It will remain critical to align the objectives of the HRA land requirement with the SOP programme and any other established strategic land and property relevant programmes to ensure all opportunities for site acquisition are considered. All Council land declared surplus to service requirements will be assessed for HRA consideration through the agreed asset management processes.

The HRA programme is a key component of the Council's Capital Receipts targets, with land appropriations from the general fund comprising a sizable component of each Annual Property Plan. It will be necessary for Economic Development and People and Communities to engage in regular review of the programme to manage transactional matters such as valuations and timescales.

RECOMMENDATIONS

- (1) Cabinet is recommend to approve the Housing Revenue Account (HRA) Business Plan - 2022-2023 for presentation to Welsh Government.

SENIOR RESPONSIBLE OFFICER	

The following appendices are attached:

Appendix 1 - HRA Business Plan 2022-2023

Appendix 2 – Equality Impact Assessment

The following background papers have been taken into account

- *30 Year Business Plan for Welsh Housing Revenue Accounts - Financial Model*

Housing Revenue Account (HRA) Business Plan 2022-23



Llywodraeth Cymru
Welsh Government



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Foreword



Councillor Lynda Thorne

Cabinet Member for Housing and Communities

I am pleased to share with you Cardiff's Housing Revenue Account (HRA) Business Plan for 2022-2023.

Housing need in the city is continuing to increase with a high number of people on the waiting list and lack of availability of private rented accommodation. As Cabinet Member for Housing & Communities I am committed to ensuring we do all we can to address this. So much has already been achieved, even with the impacts of the pandemic, but there is still more to do. Our ambition is to deliver 4,000 new homes of which at least 2,800 will be council homes.

We want to ensure that the new homes are of the very highest quality and contribute towards the city's One Planet agenda, our new development at Croft Street delivered carbon positive housing using innovative constructions methods. To compliment this, we are making improvements to our existing stock, ensuring our homes are more energy efficient, improving insulation to make our homes warmer and installing new renewable technology such as solar panels. This will benefit our tenants by reducing fuel poverty and also our wider population, making our housing more

sustainable into the future. We have set ourselves ambitious targets in order to achieve our One Planet pledges and plans are already in place to accelerate programmes of work that will be in place prior to next winter.

I am extremely proud of the new homes that we have delivered so far and the ambitious development plans we have for the future, delivering not only excellent much needed housing but also more attractive neighbourhoods for people, with welcoming community spaces and better connectivity to public transport, shops and local facilities.

Since the pandemic, the ability to carry out repairs to our council houses has at times been very limited due to restrictions imposed and the need to ensure our vulnerable tenants were protected. The workforce has been impacted further by illness and the requirements to self-isolate. An extensive review of the outstanding repairs has been carried out and we are working with our contractors to ensure these are completed in a timely manner. It is hoped that during the coming months, our operatives and contractors will be able to complete the outstanding repairs.





Sarah McGill

Corporate Director People and Communities

There has never been a more important time to ensure that we support our tenants, particularly those who may be experiencing financial hardship due to the cost of living crisis. We will ensure that joined up advice is available locally for all who need through our community hubs.

We will continue our commitment to prevent homelessness wherever possible, with a variety of schemes to help those in need. For those who do become homeless, we aim to ensure that their homelessness is resolved quickly, whilst providing good quality supported accommodation for those who need it most.

We are committed to meeting the needs of older people, supporting them to live well in their homes and communities. We will do this by building and adapting homes to help people stay independent at home for as long as possible and expanding our Community Living schemes. Our Community Hubs will continue to expand their services with a focus on improving health and wellbeing.

The pandemic has brought many challenges, as we now recover we will ensure that more citizens can benefit from the housing and services that we deliver.



Delivering the Capital Ambition

The Housing Revenue Account (HRA) Business Plan is set within a wider strategic context of the overall ambitions of Cardiff Council. The Corporate Plan ‘Delivering the Capital Ambition’ 2022-2025 sets out the approach for the medium and longer-term priorities. Our services fully contribute to the Capital Ambition objectives which have informed our key priorities.

Business Plan Key Priorities

This Business Plan has been developed based on 7 key priorities:

1. Building new council homes
2. Investing in existing homes and community facilities
3. Preventing homelessness and supporting a rapid rehousing approach
4. Promoting safe and inclusive communities
5. Providing warm sustainable homes and moving towards zero carbon
6. Tackling poverty and supporting people into work
7. Supporting our tenants

We also aim to modernise and improve the way we deliver our services, to become more efficient and better value for money.



Building New Council Homes

Pressure on housing within the city is intense with nearly 8,000 people waiting for social housing and private sector rents being beyond the reach of many people. The need to develop affordable housing is more important than ever.

We are delivering an exciting and ambitious housing development programme which will provide more than 4,000 new homes of the highest quality in a wide range of locations across the city. At least 2,800 of these will be new council homes and 1,200 homes for sale. Our new build ambitions will see an increase in our total housing stock of 20.3 %.

This award-winning programme is currently the largest council housing build programme in Wales and represents an investment of over £800

million that will deliver both enhanced and new communities where people are proud to live.

Our programme will deliver new homes of different size and design, all built to meet key quality requirements regardless of tenure, which will meet a wide range of identified housing needs.

Our aspiration to build new homes at scale and pace directly complements the Welsh Government’s house building targets.

It is not just about building quality homes;



The Eastern High Scheme will deliver Zero Carbon Ready Residential Development at scale. Every home will be highly sustainable and energy efficient to ensure utility bills are kept low for residents.

214 Homes in total including:

- 149 Homes for sale
- 15 Homes for affordable rent
- 6 homes for low-cost home ownership
- 44 elderly person apartments for affordable rent in Community Living



access to services and a healthy local economy is essential for safe and strong communities. Many of our new build projects include new mixed-use buildings, providing state of the art and sustainable spaces. This includes projects such as the transformational Channel View regeneration scheme or the Waungron Road redevelopment. We are also working with our partners to design and deliver a wide range of regeneration schemes to improve services and access to facilities within our local communities.

How we will meet our new build targets

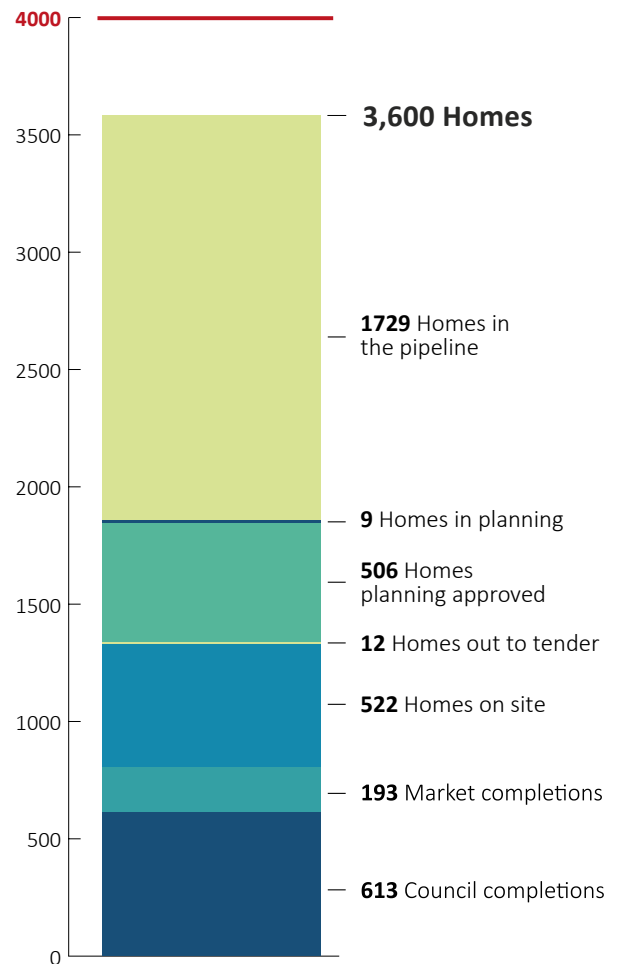
We will meet our targets by using different routes for delivery. These include:

- Cardiff Living – this is our award-winning development partnership with Wates Residential. This programme includes 27 sites and will deliver around 1,500 mixed tenure homes, of which around 700 will be council.
- Additional build programme – this currently includes 21 development sites which will deliver around 2,000 new homes in total.
- Package Deals – working with private developers to buy new build developments once they have been completed.
- Buying property from the market – buying suitable homes for sale on the market. Using this route we will target larger family homes to help ease overcrowding.

Progress to date

As of February 2022 the new build programme has delivered 806 homes of all tenures which includes 613 council homes and 193 homes for sale. A further 522 homes are currently being built on site, 506 homes with planning consent in place and a further 1,729 homes in the pipeline. The programme currently includes 59 confirmed sites which combined have the capability of delivering around 3,600 new homes in total. We continue to assess new sites to ensure that the longer-term target of 4,000 new homes can be achieved.

Progress to date against 4,000 homes target



Our developments have won a number of national awards including:

- **2019 Constructing Excellence award winners** for Integration & Collaboration
- **2019 What House? Gold winners** for the best starter home scheme
- **RICS 2020 social Impact awards** for a large residential scheme (Silvervale)
- Highly commended in the **CIH 2019 Welsh Housing Awards** for best large development.

CGI of Highfields Development



Aerial shot of Highfields Development



CGI of Eastern High Development



Funding our new build programme

This new build programme relies on a significant Housing Revenue Account (HRA) capital budget allocation. External income towards costs is also available in the form of planning gain, external grants and income from the sale of properties for private ownership or through our FirstHomes Cardiff scheme. To date, income of just under £31 million has been achieved through these routes, including the award of 5 Welsh Government Innovative Housing programme grants.

From April 2021 we have been able to apply for a Welsh Government Social Housing Grant (SHG), providing us with a further Capital subsidy. Schemes approved for SHG funding are required

to meet the standards and viability parameters set by Welsh Government. We have recently had an in-principle SHG award of £27 million over the next 5 years. Recently, the Welsh Government have introduced a new design and performance standard called Design Quality Requirements (2021) (DQR). DQR legislates that all new affordable homes that are allocated Welsh Government funding must achieve an energy performance rating of SAP A.





Year 11 school pupils on a visit the Onsite Construction Academy

Onsite Construction Academy South-East Wales

In response to the identified growing construction skills shortage across the country, in partnership with the Construction Industry Training Board, we developed ‘The Onsite Construction Academy’. The three-year programme is funded by the Construction Industry Training Board and delivered by the Council’s Into Work Advice Service, in partnership with Wates Residential, on behalf of the South-East and Mid Wales Collaborate Construction Framework.

The project supports both jobseekers and construction diploma students to provide site-ready candidates for a variety of construction

roles. Working in partnership with employers, Youth Services and Further Education colleges enables us to provide a robust programme that offers both training and on-site experience to better prepare candidates of all ages and backgrounds to gain and sustain employment.

The next phase of the project seeks to expand its reach by further increasing its targeted provision to support under-represented groups. The Onsite Academy will be able to refer successful candidates into the new inhouse Repair Academy, providing an excellent pathway into our Responsive Repairs and Void Property Units.



Number of properties and availability during 2020 – 2021

In December 2021 our stock figure was 13,776 homes

The following table shows the number of properties, their location, and their availability during 2021/2022:



Ward	Number of properties	Properties becoming Void 2021/2022
Adamsdown	137	9
Butetown	623	28
Caerau	1030	48
Canton	169	6
Cathays	65	4
Creigiau and St. Fagans	11	0
Ely	2570	101
Fairwater	1138	48
Gabalfa	193	5
Grangetown	505	33
Heath	80	8
Lisvane	8	0
Llandaff	1	0
Llandaff North	657	27
Llanishen	625	30
Llanrumney	1351	44
Pentwyn	1158	43
Pentyrch	105	5
Penylan	2	0
Plasnewydd	129	6
Pontprennau and Old St. Mellons	28	0
Radyr and Morganstown	21	0
Rhiwbina	20	1
Riverside	317	15
Rumney	498	27
Splott	717	38
Trowbridge	1103	49
Whitchurch and Tongwynlais	515	35
Grand Total	13776	610

Council Void (Empty) Properties

The Void Management Unit carry out repairs to our council homes that become vacant, ready for new tenants to move in. During the pandemic, pressures around homelessness made it critically important that the service continued.

Changes made in response to the pandemic have meant that services are now fully digitalised, with reduced administration and travel, positively impacting on void turnaround timescales. Our Carbon footprint has been reduced significantly as a result of this change, and this also allowed the service to be fully operational throughout restrictions relating to Covid. The Void Management Unit were shortlisted as a finalist in the Housing Innovation category of the 2021 Welsh Housing Awards, which recognises the significant progress that has been made.

Despite the challenges of the pandemic, the percentage of our overall property stock that are empty is just 1.32%, remaining under the target of 1.5%. This means that only 1.27% of rent has been lost due to void properties.

In January 2022, the new voids contract commenced with two external providers. These external contractors now work across the city, rather than in specific areas, alongside our directly employed workforce; allowing greater flexibility to mobilise the expanded workforce to any area.

Even though significant progress has been made, there is still more to do. To increase flexibility within the service, a pool of small contractors will be procured. This will allow for small, trade specific businesses to be utilised, as and when required, which will further reduce the number of days that properties are void.

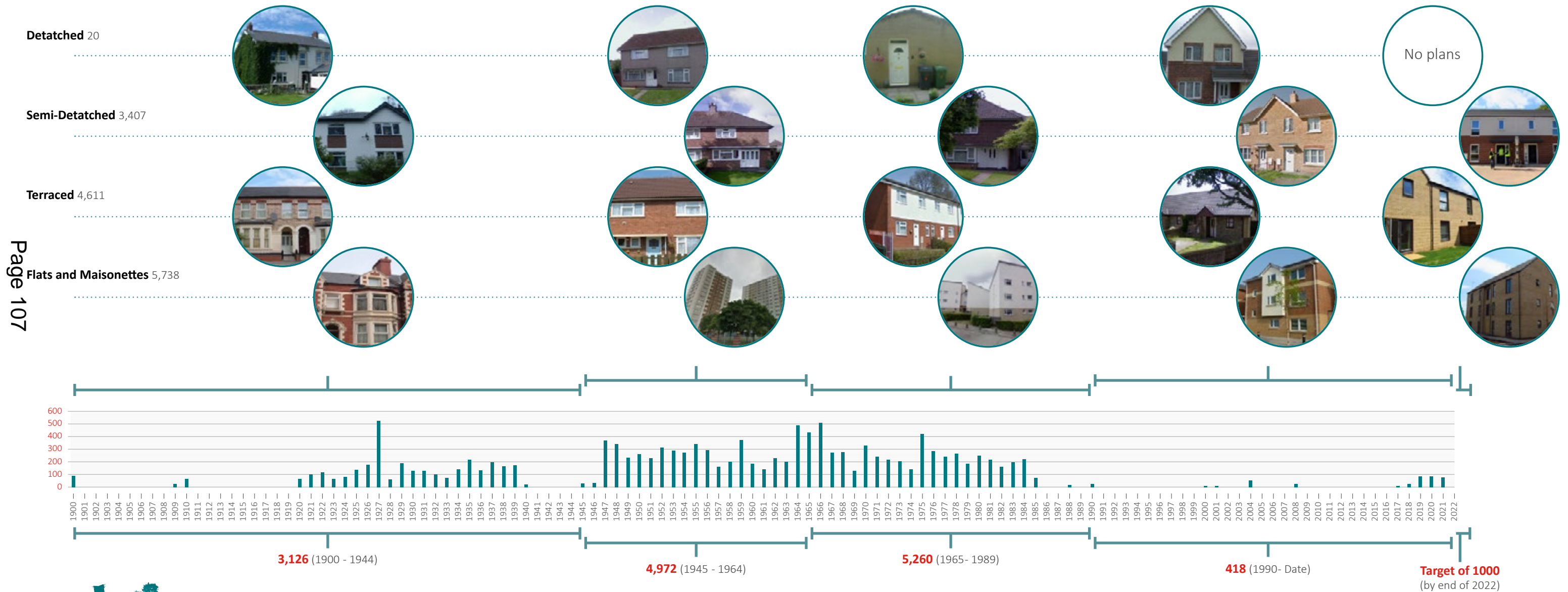


Council homes on Trenchard Drive



Typology of the housing stock

The table below shows the different types of properties, the number of those properties, and when they were built:



The above graph shows a timeline of how many properties have been built during a given year.



The Welsh Housing Quality Standard and beyond

The Welsh Housing Quality Standard (WHQS) is derived from the National Housing Strategy for Wales, ‘Better Homes for People in Wales’. The Standard was developed by the Welsh Government to provide a common target standard for the condition of all housing in Wales. The WHQS states that all households should have the opportunity to live in good quality homes that are:

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 and safe environments.

As far as possible suit the specific requirements of the household, (e.g. specific disabilities).

In September 2012, Cardiff was the first council in Wales to achieve a full 100% WHQS accreditation.

The Welsh Government has recognised that the standard cannot always be reached because of issues outside of our control. It has therefore introduced the concept of “Acceptable Fails” into the Welsh Housing Quality Standard revised guidance in order to recognise legitimate areas which would restrict a council from reaching the required standard. We have a number of

acceptable fails, (largely due to resident’s choice) and have implemented measures in order to re-visit and maximise achievement of the Standard.

There are four elements:



Cost of remedy



Timing of remedy



Resident’s choice



Physical constraint



When properties become vacant, we review their standard to ensure compliance. Our Tenant Participation Team encourage and support tenants to work with us and allow us access to the properties so we can upgrade them as needed so the property can be brought up to standard.

In 2018 we engaged independent surveying consultants to carry out WHQS audit checks; 98.7% of properties inspected were found to be compliant.

Welsh Housing Quality Standard Attainment tracker

The table below shows the areas that WHQS is measured against and what percentage of the properties met the standard. The ‘tick’ represents fully compliant with only acceptable fails as detailed above.

WHQS Standard Achieved	2008	2009	2010	2011	2012	2013 - Date
Roofs	✓	✓	✓	✓	✓	✓
Windows	97%	99%	99%	100%	✓	✓
External Doors	93%	98%	100%	✓	✓	✓
Door Entry Systems	99%	100%	✓	✓	✓	✓
Kitchens	23%	26%	43%	71%	100%	✓
Bathrooms	24%	28%	44%	72%	100%	✓
Energy Efficiency Pass	0%	0%	48%	52%	100%	✓
Central Heating	100%	✓	✓	✓	✓	✓
Electrical Systems	0%	0%	50%	73%	100%	✓
Smoke Detectors	99%	99%	98%	100%	✓	✓
Environmental Works	51%	52%	67%	79%	100%	✓



WQHS Review by Wales Audit Office

As part of their performance audit programme, the Welsh Audit Office (WAO) reviewed our arrangements to maintain the WHQS in 2018.

The review sought to determine whether we have effective arrangements in place to enable us to maintain the WHQS and address the number of acceptable fails.

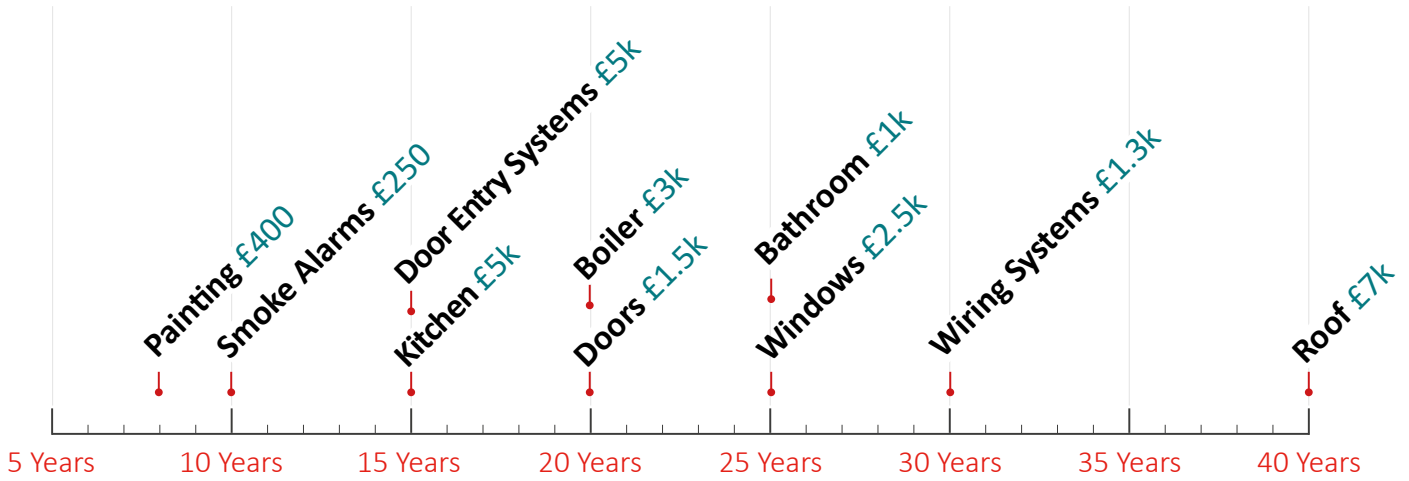
The auditors carried out fieldwork and undertook document reviews, interviewed a number of key officers and members, and ran focus groups with a sample of frontline staff. The auditor concluded that we met the WHQS in 2012, and our arrangements to maintain compliance with the WHQS are effective and make a positive difference to tenants' lives. WAO came to this conclusion because:

- ✓ Our approach to the WHQS is well-integrated into our strategic housing function.
- ✓ We have comprehensive information on the condition of the whole of our housing stock to direct investment priorities.
- ✓ A financed and deliverable programme is in place for the repair and improvement of our housing stock, including addressing acceptable fails.
- ✓ We have effective arrangements to monitor and scrutinise our progress to maintain the WHQS and have learnt from our progress to date.

- ✓ We have a strong customer-care focus to the way we interact with our tenants.
- ✓ Our integrated approach to the WHQS is making a positive difference to the lives of our housing tenants.

We have robust, comprehensive, and wide-ranging plans in place to support our ambitions in maintaining our achievements against the WHQS. These include the annual Housing Revenue Account (HRA) business plans and annual WHQS Compliance Policies. There is clear evidence in these plans of the position and compliance against the Standard.





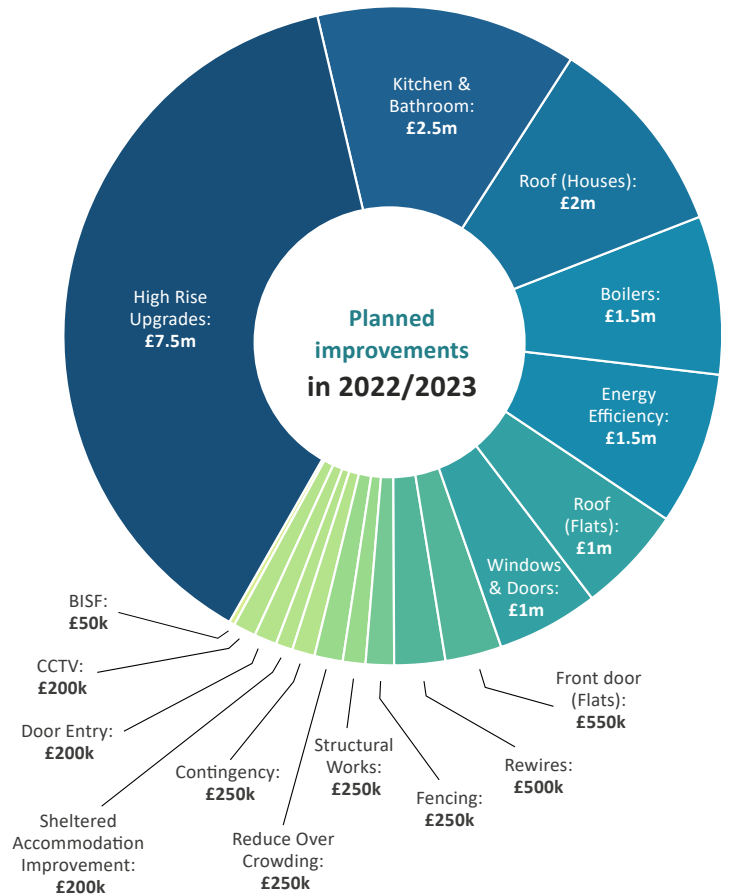
Maintaining WHQS Compliance

Understanding our housing stock

Our stock condition database provides details of the improvements carried out to each property or blocks of flats/maisonettes. This provides more accurate forecasts and will allow for the programmed works to be planned, costed, and tendered accordingly. We will seek to achieve value for money in all aspects of our planned maintenance programme.

Our 30 Year Plan

The 30-year plan incorporates life cycles of property elements such as roof upgrades and budgetary commitments. Due to the high amount of work completed on properties in the run up to becoming WHQS compliant, a large number of elements will become due for renewal in a short space of time. To ease the impact on budget and improve efficiency of renewal, the 30-year plan goes through a smoothing process to ensure less peaks in both cost and volume of work required.



Now that we have met the WHQS, it is important to ensure it is maintained and investments are planned accordingly. The level of actual investment required will vary annually and consequently detailed programmes of work will require adjustment on a yearly basis.



The Business Plan includes a provision for kitchens and bathrooms that are deemed as acceptable fails, e.g. tenant refusal. These will be improved as properties become vacant or tenants change their minds.

Sustainability

We work in partnership with suppliers and contractors to acquire the best quality materials for the best value. We ensure that environmental criteria are used in the awarding of contracts. When assessing value, we consider the whole life cycle of a material, including installation, maintenance, and final disposal. We will source green energy wherever possible and consider suppliers’ environmental credentials. This means that the cheapest product does not necessarily deliver the best value.

Building Safety

Welsh Fire Building Passport

Following the tragic Grenfell Tower fire on 14th June 2017, and subsequent report by Dame Judith Hackitt, it was identified that there was a lack of information being passed from design to construction and from construction to end users of the building.

The report describes this ‘golden thread’ as “both the information that allows you to understand a building and the steps needed to keep both the building and people safe, now and in the future”.



The Golden Thread, or Welsh Fire Building Safety Passport, provides:

- Information about a building that allows someone to understand its physical aspects and how to keep it in safe working order.
- Information management systems to ensure that the information is accurate, up to date, easily understandable, and can be accessed by those who need it.
- An extended fire safety protocol that ensures best practice. This will be available not just to fire professionals but will also include relevant and interested parties. Key information about a building will be relayed through a chain of stakeholders. This will include architects, fire engineers, building safety managers, tenants and leaseholders.



The document will contain information including building drawings, construction techniques, materials used and how the building has been designed. These details are being completed for any new buildings at present and are being retrospectively completed on any high-rise existing building over 18 metres high. This will ensure that clear information is available about the building, any defects and what is needed to rectify the defects as well as how the building is being used and its users.

Fire Safety

At present we are compiling further information on our high-rise blocks including drawings and structural details of walls, floors, roofs etc.

To further improve our flats for fire safety we are currently installing:

- Sprinklers to each individual high-rise flat.
- New fire doors to flats, communal landings and stairwells.

We carry out regular fire drills with South Wales Fire and Rescue service for the high-rise buildings and complete fire safety risk assessments for all of our flats. We have written to all high-rise flat tenants, so we are aware of any that may need assistance in an emergency. These details are available to the fire service 24/7 via our Cardiff Alarm Receiving Centre, should there be an emergency.

Replacing the cladding on our high-rise blocks

Following the Grenfell Tragedy, we carried out an analysis of the cladding that we had fitted to our high-rise buildings. Even though it had a relatively low combustibility rate, it was no longer compliant with current building regulations. For these reasons we have removed the cladding from several of our high-rise blocks. Where the cladding is still in place, we have a “waking fire watch” 24/7 walking the building to ensure all communal areas are safe.

The re-cladding works to our high-rise blocks has been split into phases. Work on the first phase at Lydstep Flats will start in Spring 2022.



Tenants have been consulted on the colour and design of the external brick slip cladding system. This has been fire tested and is fully compliant with current building regulations. As well as upgrading the cladding, new windows, balcony doors and upgraded balconies are also being installed.

The second phase will see the replacement of cladding at Nelson House and finally the removal and replacement of the cladding at Loudoun House.

Maintaining our Homes

The Responsive Repairs Unit

Our Responsive Repairs Unit carry out repairs to council owned domestic housing stock. The pandemic has put pressure on the service during lockdowns when operatives could not enter tenants' properties. However, our staff have continued to provide a service to tenants as well as work on extra properties acquired during the pandemic for homelessness and temporary accommodation.

Even with these pressures the team completed over 30,000 jobs between April and December 2021, and in the same period completed 91% of all emergency repairs on the first visit. Our internal Responsive Repairs unit complete approximately 90% of the works required.

Our team is undergoing some transformational

changes to improve the experience for tenants. A pilot is underway to employ additional Maintenance Persons, to complete minor jobs in our properties. This will allow our skilled tradespeople more time to carry out the more complex work and ensure a more rapid response to tenants.

To improve customer service, we are introducing new ways for tenants to report repairs. Once operational Repairs Online, a web-based portal, will allow tenants to report and view repairs in real time via PC, mobile phone or laptop. Through Repairs Online we will also be able to communicate with the tenant about the current status and timescale of their repair.

The team have recently attended customer service training and were given information about the impact on tenants if processes are not followed correctly.

2022 will see the introduction of the new Repairs Academy which will provide the opportunity for people to learn new skills within the Responsive Repairs Unit. This will ensure that there is a rich pool of qualified operatives who can step into our trade jobs when they become vacant, helping to maintaining an excellent standard of service.

Improving Our Community Facilities

Our Community Hubs provide a wide range of services, activities and events in the heart of the community. We continue to enhance



our community buildings in collaboration with partners.

In conjunction with Cardiff and Vale University Health Board works are ongoing at our Powerhouse Hub to extend the building and the range of services delivered. The new Wellbeing Hub in Llanederyn is scheduled to open in October 2022 and will feature a full range of health services, clinics and advice, offering a ‘true one stop approach’. This enhances our existing advice and support services.

The Wellbeing Hub will provide the following additional facilities and services:

- Community rooms and an advice area, where health, local authority and third sector groups can provide advice, education and wellbeing services.
- A range of specialised health clinics, including nursing, counselling, podiatry, baby clinics, mental health services, support services for children and younger people, stop smoking advice, antenatal care, audiology, and heart services.

An additional Wellbeing Hub is planned for Ely, currently at the planning stage and subject to Welsh Government approval. The new facility has a projected completion date of 2024.



Preventing Homelessness and Supporting a Rapid Rehousing Approach

The Council’s new Housing Support Programme Strategy (2022 - 2026) sets out a new vision for addressing homelessness in the city. The aim is for homelessness to be prevented wherever possible, and where it is not possible for homelessness to be rare, brief, and not repeated.

As the largest social landlord in the city we will play a central role in delivering this strategy and continuing the exceptional progress that has been made in addressing homelessness in the Cardiff.

wider roll out of this new approach. Embedding this approach will require a full review of how we allocate our properties.

Providing good quality temporary and supported accommodation

We have made good progress in delivering high quality self-contained supported accommodation both for single people and families. This includes a new family homeless centre Briardene in Gabalfa.

We will continue to improve the quality of our supported accommodation for families with a further scheme planned at the Gas Works site in Grangetown.



Supported Accommodation at Briardene, Gabalfa.

Developing a Rapid Rehousing Approach

To reduce the impact and time spent in temporary accommodation, we are working with our partners to develop a rapid rehousing approach to support individuals and families into permanent accommodation quickly. A rapid rehousing pilot has commenced and will inform the development of our Rapid Rehousing Transition Plan and the



Gas Works site, Grangetown - new supported accommodation for families.



Providing Help to the Most Vulnerable

Our Supported Accommodation and Assessment team deliver a range of services to help those with the most complex needs. In addition to providing a wide range of hostel and supported accommodation the team also co-ordinate the Homeless Multi-Disciplinary Team and manage the Single Homeless Assessment Centre at Hayes Place

The new Single Person Assessment Centre is the first point of contact for single people with complex needs that are homeless, including those sleeping rough.

It provides a 24-hour service, with a multi-disciplinary wellbeing assessment of need and provides good quality advice and information for single and vulnerable people in the city. There

are also self-contained units on site to provide emergency accommodation for immediate overnight need.

Council owned accommodation units to the rear of the Assessment Centre provide good quality self-contained accommodation that allow individuals a period of stability while their ongoing needs are being assessed.

A Multi-disciplinary Approach

Many of our homeless clients have complex issues such as mental health and substance dependency. To better address complex needs, Cardiff’s Homelessness Multi-Disciplinary Team (MDT) provides therapeutic intervention and treatment to people within our supported accommodation. The team consists of clinicians and practitioners



Providing the Right Help & Support – the Single Homeless Assessment centre at Hayes Place.



from different organisations including dedicated substance misuse and mental health workers, social workers, homeless nurses, a probation officer, and provides a range of counselling services.

Support staff are also trained in providing trauma-informed services. While some GP time is provided as part of the MDT, there is an ambition to increase this and deliver GP services directly into our hostels.

The continued input of the specialist MDT is having a real, and long-lasting, impact on homelessness in Cardiff. There are currently 416 people engaged in treatment and counselling therapy whilst they are accessing temporary or supported accommodation; 104 of these have their own Complex Needs Case Co-ordinator.

For those with the most complex needs, it is recognised that longer-term specialist accommodation is required, but this will be in good-quality, self-contained accommodation that can provide a home environment in a supported setting.

We deliver a number of good quality supported accommodation projects for single homeless people including Ty Ephraim Hostel (formerly the YHA hotel), and Ty Casnewydd and Countisbury Avenue supported accommodation.

We are also developing a large supported accommodation scheme at Adams Court in partnership with United Welsh to provide good quality housing in a supported setting for those who need a longer period of support.



Adams Court - supported accommodation for single people with high or complex needs.

Housing First

Housing First offers people with complex needs such as long-term rough sleepers with mainstream accommodation with intensive wraparound support. It gives people who have experienced homelessness, and have significant support needs a stable home from which to rebuild their lives.



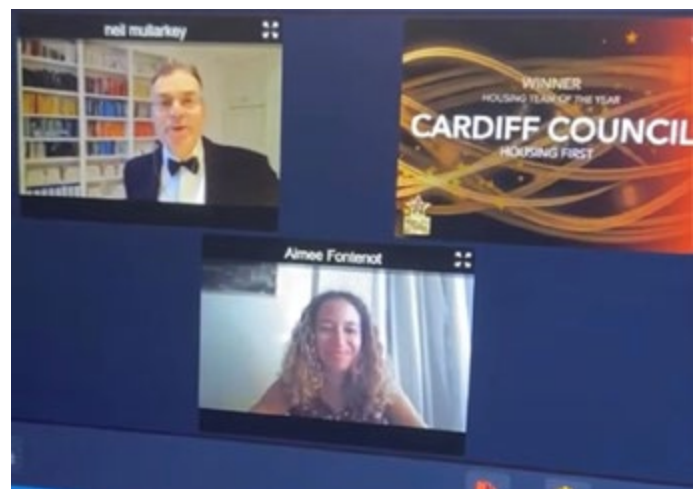
Welsh Housing Awards Win

In 2021, our Housing First team won a national award for its outstanding contribution to the housing sector in Wales. The team was named Housing Team of the Year in the Chartered Institute of Housing’s Welsh Housing Awards. The awards were open to all organisations working in housing in any tenure in Wales. Judges looked for evidence of a particular project or difficult task that had been tackled well together or how nominees improved the performance of their organisation or improved outcomes for tenants and communities.

The award was for the hard work, creativity and commitment of our team during the pandemic. Prior to the pandemic the majority of support was delivered face-to-face, so the team had to adapt quickly to be able to continue delivering support in line with social distancing guidelines. They began doorstep deliveries for food and essentials and provided each client with a mobile phone for telephone support. For clients struggling with loneliness and isolation they engaged in socially distanced activities such as walks in the park and coffee’s outdoors. The team also worked in partnership with the Multi-Disciplinary Team and other local services to support clients to access additional support such as telephone counselling and fast-tracked substance misuse services.

Our team also worked additional shifts in the emergency hotel provision set up for rough sleepers during lockdown. This provided the opportunity for the team to build a rapport with residents and identify those who would benefit

from the Housing First approach. Following the closure of the hotels, the Housing First Team were able to support three individuals directly into private rented properties in the community, all of whom are maintaining their tenancies successfully with support and thriving in their own homes. Despite staff shortages and additional pressures, we were able to support an additional nine people during the pandemic.



Case Study

KL is 43 years old and, until this year, had never had his own accommodation. KL spent a significant amount of time in prison and has spent many years sleeping rough with some short-term stays in hostels around the Cardiff area. KL occasionally made use of cold-weather provision but usually opted for a tent in the city centre.

At the start of the pandemic, KL moved into Ty Ephraim and began receiving support from our Outreach and Homeless Multi-Disciplinary Team. KL used the stability of having his own self-contained accommodation, 24-hour support and three meals per day to focus on himself. With the decrease in income from street begging, KL decided to accept support to access substance misuse services and began receiving telephone counselling. KL was referred to Housing First and began receiving pre-tenancy support in January 2021.

Although motivated, KL was also very nervous about having his own property and it was clear to the team during the pre-tenancy support phase that KL would need to take things slowly. Initial meetings involved building a rapport with KL and discussing what support could be offered by Housing First. The Housing First team were able to find a suitable property for KL in his preferred area of choice. With lots of support and reassurance, KL moved to the property in March 2021.



KL initially had issues with his neighbours due to his unconventional sleeping pattern. The keyworker was able to quickly intervene and mediate between KL, the landlord and the neighbours. With KL's permission, information was shared with his neighbours about his time spent being homeless and how he had not



previously managed a tenancy so may need a little more patience. KL bought some headphones so he could watch TV during the night without causing disturbance. Neighbours would also send a friendly text if they were struggling to sleep due to any noise. The neighbours also felt reassured having direct contact details for Housing First staff to discuss any issues.

KL advised he benefits from structured support and likes to set clear, achievable goals and reflect on his progress. Before moving to his new home, KL discussed with his keyworker how his first goal was to develop his cooking skills and invite his mother round for a Spaghetti Bolognese to begin re-building their relationship. KL used his individual budget to purchase cooking utensils and practiced perfecting the dish with his keyworker before inviting his mother round for dinner. KL's mother expressed her pride at KL's progress and motivation to achieve his goals.

KL receives person-centred support from the Housing First team and continues to grow and gain new skills. KL has been supported to maximise his income and receives on-going support with budgeting and managing his money efficiently. KL has begun taking greater care in his appearance and used his budgeting plan to save towards a post-lockdown haircut, paid for from his own money. This gave KL a sense of pride and achievement and he continues to set regular goals with his keyworker.



KL cooking his first meal in his new home



Promoting Safe and Inclusive Communities

Community Inclusion

Many events were held for our tenants by our Community Inclusion Officers and Tenant Participation Officers in 2021, with plenty more lined up in 2022. Many of these across the city have involved outdoor activities, leading to positive impacts on health and wellbeing while taking place in a Covid-safe environment.

More events and targeted Health and Wellbeing fun days are planned. These will include screening advice days, gentle exercise opportunities, social mornings/afternoons, and lunch clubs. We will expand our gardening clubs and community litter picks, working alongside our local action team.

Community Volunteering

Our Hubs and Community Services have a new dedicated volunteer coordinator, with the aim of helping, encouraging, and supporting local tenants who wish to volunteer and participate in community events and local activities.



Community Litter Pick



Bute Park Nursery Tour



Launch of the Community Garden with Derek Brockway and the Gardening Club



Tenant Participation

Our Tenant Participation Team focuses on engaging with the tenants and leaseholders of Cardiff Council.

The team consult regularly with our tenants and leaseholders, ensuring their voice is heard and giving them a say on how our services can be improved.

Although the pandemic has brought challenges for the team, they have continued to deliver an excellent service to the tenants of Cardiff and have arranged several activities and events to bring communities together. These include:

- Coffee mornings, seasonal events, and educational workshops.
- Community groups and the facilitating of community gardens in local areas.
- Local competitions such as “Best Christmas Tree”, “Best Halloween Decorations” and “Best NHS Rainbow”.

The team also signpost tenants to services that can improve their mental health and wellbeing, which have assisted many tenants through recent difficult times.

Community Events and Activities

Research has highlighted that social isolation is comparable to health risks such as smoking and alcohol consumption in reducing life expectancy. Events like the Champions Coffee Morning give tenants who may be socially isolated an opportunity to come together and enjoy a sense of community.

Community activities run by the team are a great opportunity for tenants and residents to learn new skills and socialise with one another. Activities like the Planting Workshop in Butetown Pavilion have been a great success and enjoyed by all that attended.

Our team also work alongside third-party organisations such as the South Wales Police and the South Wales Fire Service to educate



Community celebrating European Day of Languages



tenants and residents by delivering informational sessions and fun days in the community. Most recently, our Tenant Participation Team worked alongside South Wales Police for a fun day at St Mellons Hub.

Future Plans

Events planned in 2022 include Cardiff Bus Tours, trips for tenants to view some of our new build housing and a Regeneration Tour. The team will also be hosting our annual Tenants Conference and popular Blooming Marvellous

gardening competition. Our Tenants Times quarterly magazine will be relaunched, along with the Tenants forums, mystery shopping and more social events working in conjunction with our Community Inclusion and Health and Wellbeing teams.



South Wales Police fun day – St Mellons Hub



Community Lego Engineers fun workshop



2021 Annual Tenants Satisfaction Survey

Cardiff Research Centre (CRC) was commissioned to undertake research into identifying levels of satisfaction and views of our tenants on the current services they receive.

The aim of the survey was to:

- Find out whether tenants were satisfied with the housing services
- Monitor the City of Cardiff Council’s performance as a landlord, and
- Find out what improvements tenants would like to be made.

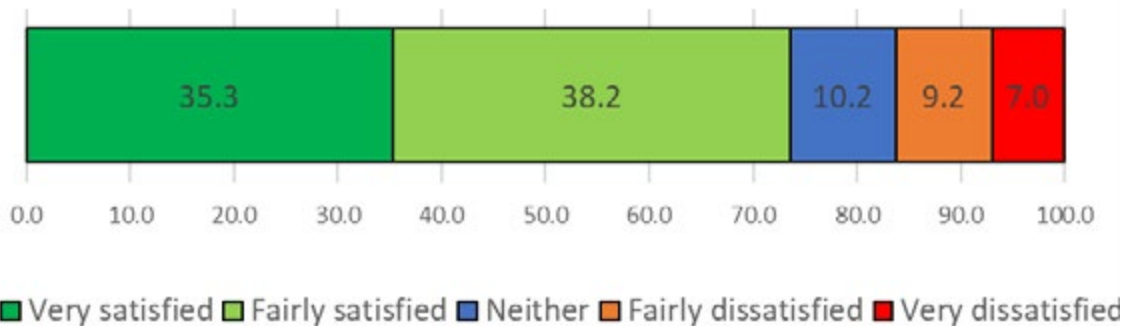
The survey was posted out to a 40% random sample (5,293). Support was also offered through the Advice Line and in our Hubs to complete the survey. A total of 1,300 valid returns were received.

In response to the question “Taking everything into account, how satisfied are you with our overall performance?”

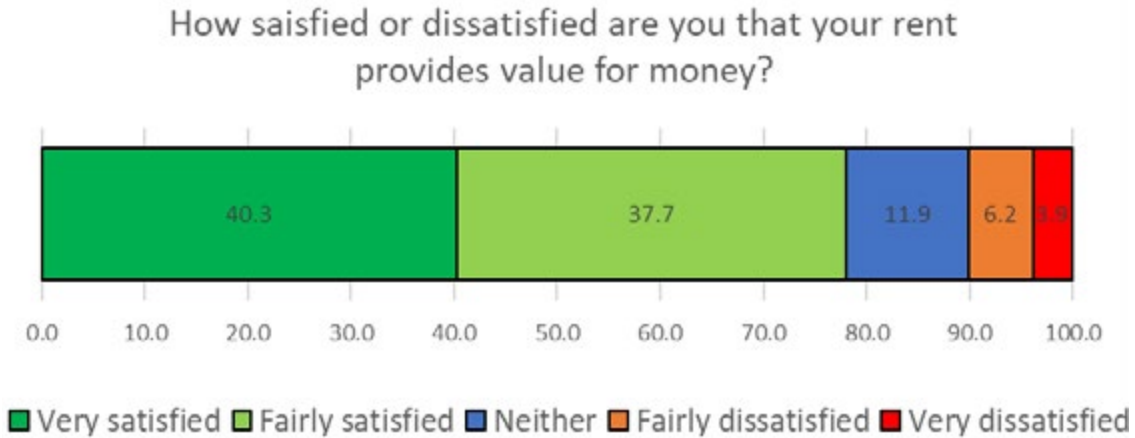
Over 73% of respondents were satisfied with the overall performance.

In response to the question “**How satisfied are you that your rent provides value for money?**”, almost four in five (78.1%) respondents were satisfied that their rent provides value for money, this is a slight drop on the findings from the previous survey (81.2%)

Taking everything into account, how satisfied are you with our overall performance?



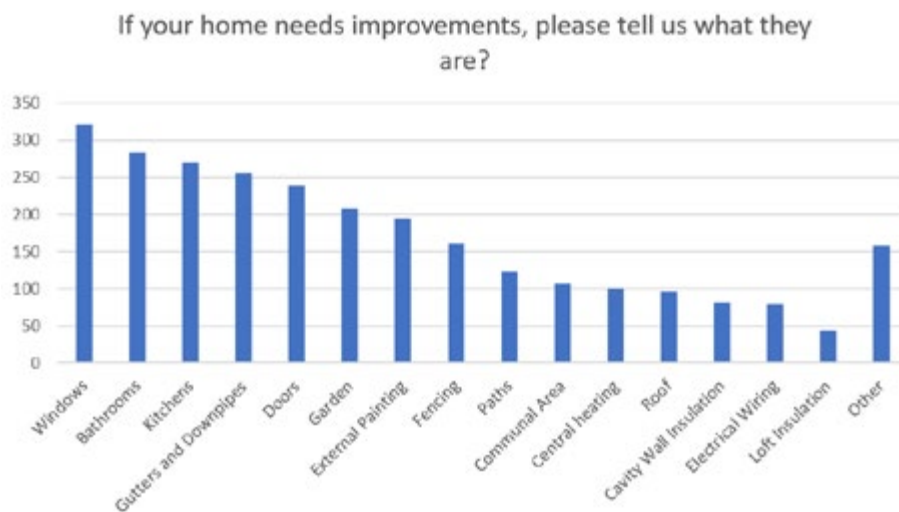
In response to the question “**How satisfied are you that your rent provides value for money?**”, almost four in five (78.1%) respondents were satisfied that their rent provides value for money, this is a slight drop on the findings from the previous survey (81.2%)



In response to the question “**If your home needs improvements, please tell us what they are?**”

Tenants were provided with a list of home improvements and were asked to identify from the list which of the improvements they felt their home may require. The most common improvement identified by tenants was windows (32.1%), this was followed by Bathrooms (28.3%) and Kitchens (26.9%).

	No.	%
Windows	322	32.1
Bathrooms	284	28.3
Kitchens	270	26.9
Gutters and Downpipes	256	25.5
Doors	240	23.9
Garden	208	20.7
External Painting	195	19.4
Fencing	160	15.9
Paths	123	12.3
Communal Area	107	10.7
Central heating	100	10.0
Roof	96	9.6
Cavity Wall Insulation	82	8.2
Electrical Wiring	79	7.9
Loft Insulation	43	4.3
Other	158	15.7
Total Respondents	1,004	-

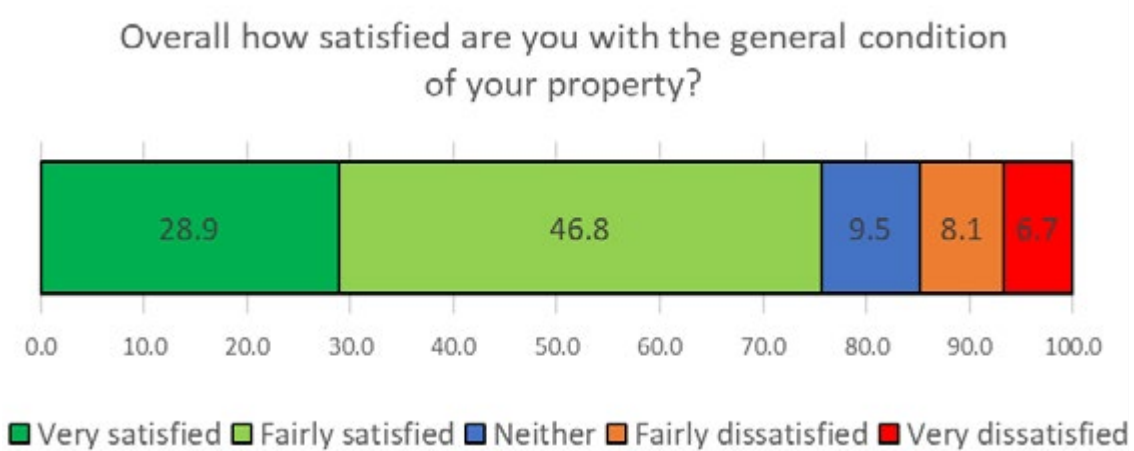


NB. Percentages do not total 100% as respondents could select multiple options



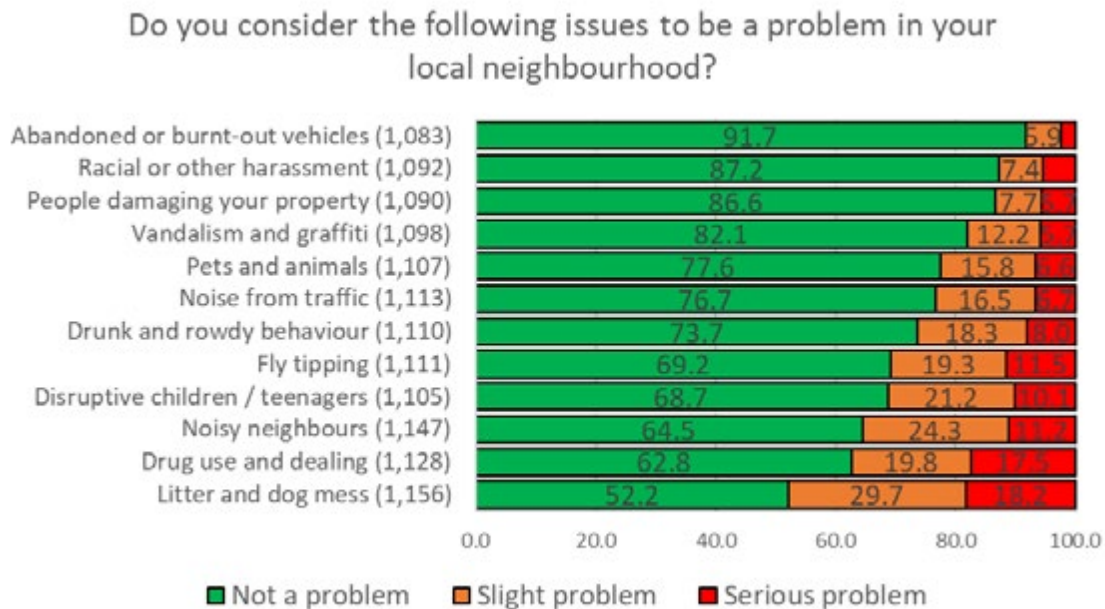
In response to the question **“Overall how satisfied are you with the general condition of your property?”**

Over 75% of respondents were satisfied with the general condition of their property, this included 28.9% that were very satisfied.



Tenants were provided with a list of potential problems within their local neighbourhood and asked to provide feedback on how big a problem each issue was within their area. Litter and dog mess was by far the biggest problem with almost a half (47.9%) citing this as either a slight or serious problem.

The least concerning issues were with abandoned or burnt-out vehicles with 91.7% saying this was not a problem. This was followed by racial or other harassment (87.2%) and people damaging your property (86.6%).



In response to the question “**Generally how satisfied are you with the way we deal with repairs and maintenance?**”

75% of respondents were satisfied with the way their repairs and maintenance are dealt with, this included 38.6% who were very satisfied.

In response to the question “**If you’ve had a repair in the last 12 months, how would you rate it?**”

Respondents were asked to think about their last completed repair on their property and rate various aspects of the work undertaken, specifically:

- Being informed when work will be started
- Time taken before work started
- Speed with which work was completed
- Attitude of workers
- Overall quality of repair work
- Keeping dirt and mess to a minimum

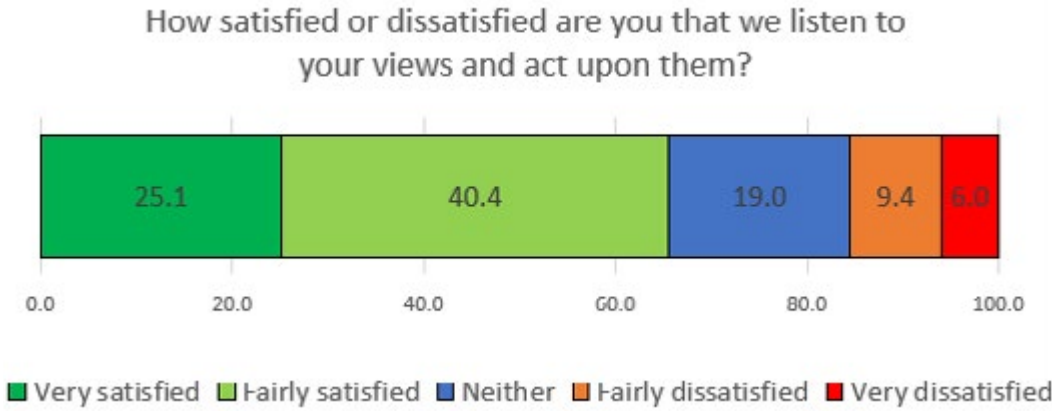


Satisfaction levels were highest regarding the attitude of workers with 90.5% of respondents highlighting this, this included 70.9% who were very satisfied. This was followed by keeping dirt and mess to a minimum (89.0%) and being informed when work will be started (84.0%).



“How satisfied or dissatisfied are you that we listen to your views and act upon them?”

Almost two thirds (65.6%) of respondents were satisfied that we listen to their views and act upon them, this included 25.1% who were very satisfied. In contrast just over one in six (15.4%) were dissatisfied.



Improving our neighbourhoods through estate regeneration

Our Estate Regeneration Programme aims to create better and safer places to live. Consultation with our tenants and residents is carried out to identify what matters to them and to agree plans before improvements are made.



Regeneration works to Taff embankment

The programme aims to tackle community safety issues, lack of defensible space, boundary walls, on-plot parking, better lighting, improved footpaths gully closures and waste storage areas for flats. Our overall aim is to provide estates that are safe and attractive places to live in, as social housing has a unique and positive part to play in housing people and helping communities thrive.

Improvements include:

- Work to make homes more secure.
- Improving access by removing trip hazards and providing level access.
- Upgrading front and rear defensible space.
- Improving courtyard surface condition.
- Installing purpose-built bin stores to comply with the waste strategy to provide sufficient waste and recycling storage capacity between bin collections.



Fire safety and how the bins will be used are key factors when designing bin stores. Our aim is to reduce fire risk by providing secure storage for waste and recycling and positioned away from the property to ensure that fire is contained in the event of bins being set alight. Improvements to bin stores will increase recycling rates and limit cross contamination. Cleaner courtyards and separate bin areas will improve the appearance of our communities, reducing fly-tipping and anti-social behaviour.

In Plasnewydd, a scheme to introduce defensible space improvements has been delivered.

One-off improvements to address specific environmental issues are also carried out in response to requests from tenants and councillors. Estate Regeneration schemes are nearing completion in Bronte Crescent / Arnold Avenue in Llanrumney and Roundwood in Llanedeyrn.



Hodges Square, Butetown

Future Plans

- Our tenants have been consulted on schemes in Trowbridge Green, Pennsylvania and Lincoln Court with work programmed for delivery in 2022.
- In Ely, several environmental improvements have been delivered with future phases currently being designed ahead of resident consultation in 2022.



Anderson Place, Adamsdown



Teaming up to clean up

Our Local Action Team works to improve neighbourhoods by working with tenants and residents and encouraging them to take pride in where they live.



The Local Team currently work with the tenants in eight areas of the city:

- Butetown
- Careau
- Ely
- Fairwater
- Llandaff North
- Llanrumney
- Tremorfa
- Trowbridge

Each of the areas has an Estate Coordinator working within the community to manage and monitor the hot-spots for fly tipping. They work in partnership with our other services and tenants to address issues within these areas, develop solutions, and to take any enforcement action required.

Within all these areas there are a Local Action Team and Local Garden Team who work in the community to help tenants remove rubbish and waste from their gardens and cut back and remove overgrowth.

Lavender Grove, Fairwater – Large areas of overgrown vegetation were cut back, and rubbish removed from a well-used pathway for easier access for tenants. Partnership work with the local school was carried out and land used by the school was cleared of waste.

Pengam Green Allotments, Tremorfa – The team worked with the allotment volunteers to remove waste, vegetation and branches from a gully that bordered the allotments.

Working together

Roundwood Community Action Day, Llanedeyrn – A community clean-up was arranged with volunteers from the estate working alongside our housing teams. Four vehicles made 20 trips to the tip and 25 bags of rubbish were collected. An information stall was set up for tenants to learn more about community engagement opportunities.

We were successful in their bid to the Travis Perkins Community Legacy Fund and with this funding are giving 50 tenants a beginner’s garden tool pack to help maintain their gardens.



Future Plans

More than just providing cleaner and tidier estates, the Local Action Team want to work alongside the tenants who will continue the good work when the team are no longer there. To increase tenants and residents to be involved we plan to:

- Working with council departments and partner organisations including Community Inclusion Officers, Volunteers, Community Hubs, Tenant Participation Teams, Love Where you Live and other third sector organisations.
- Develop and support ‘street champions’ as part of local volunteering groups, promoting tenants to volunteer in their local area, encouraging pride in their area and the work they, as a community, have completed.
- Work alongside the Hubs, Adult Learning, and other teams to align where there are existing garden clubs or support the creation of new ones. This will help tenants to acquire the basic skills and abilities to maintain their own gardens.

- Work more with schools to gain the attention of the younger generation so, from a young age, children learn to take pride in where they live and want to recycle.
- Develop a joint approach between Local Action Team and the Waste Management Blitz Team, where the teams work together in areas. This will have the maximum impact as both departments will be working in the same areas simultaneously. By working together we can have a bigger impact and make greater improvements to the estates than by working alone.
- Extending the areas that the Local Action Team cover.



Caretaking Services

Our Caretaking Services are responsible for the caretaking and cleaning of communal areas for 830 blocks of flats, high-rise blocks, and Community Living Complexes. The team also support tenants with rubbish clearance, Jet-spraying and Graffiti removal.

Managing Anti-Social Behaviour (ASB)

As a landlord, we will take firm action to eliminate ASB. We have a dedicated Anti-social Behaviour Team that use a victim-led approach when dealing with anti-social behaviour, focusing on what really matters to our tenants.

Our ASB teams:

- Provide support to victims.
- Work with perpetrators to help them change their behaviour.
- Act against perpetrators who continue to be anti-social.

We also recognise that some of our tenants are vulnerable and need support to maintain their tenancies and avoid ASB.

Council action – April 2021 to January 2022:

- Over 490 police referrals.
- 2330 new referrals received.

- 100% of urgent cases tenants were contacted within 24 hours. (Target 95%).
- 202 cases investigating issues of drugs
- 152 urgent cases involving an assault or threatening behaviour.
- 100% of non-urgent cases tenants were contacted within 7 working days. (Target 95%).

During the pandemic the ASB, Tenancy and Tenancy Sustainment Teams have maintained a service for tenants, working closely with agencies such as the Police and the Mental Health Services to deal with issues within the constraints of the pandemic.

Our ASB Team has maintained a proactive approach to resolving anti-social behaviour and engaging with those who have been affected by it. We will do everything we can to work with the victims and perpetrators, with eviction only ever being the very last resort.

Community Safety Partnership

Our ASB Team have noted areas where specific, more intensive work is required to resolve issues within an area or smaller community. At the moment this approach is taking place in identified areas and has involved:

- Local Lettings Initiative, where a sensitive let



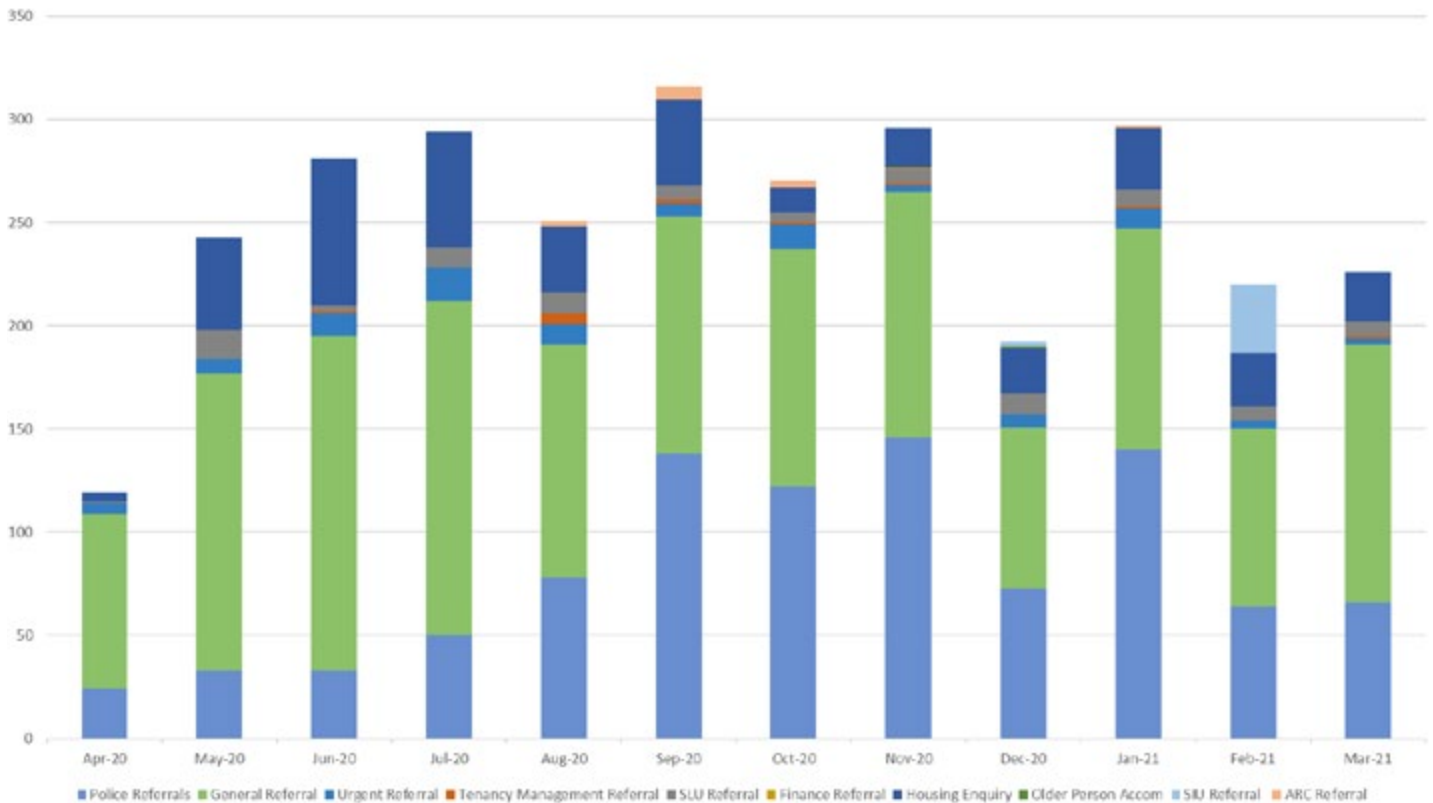
is put on a whole area where extra criteria are placed on an allocation of void properties.

- Local Operational Groups are formed for stakeholders in an area to identify and coordinate work carried out by each agency.
- Joint work for individuals with support agencies, police, and internal departments such as the Tenancy Sustainment Team.
- Proactive visits to tenants in an area to capture the issues that they are experiencing and engage them to report to appropriate agencies.
- Creating a strategy for use of CCTV for an individual area.

The ASB Team continue to work closely with Neighbourhood Policing Teams across the city taking a shared approach to identifying and intervening with community safety issues for communities and resolving individual concerns of ASB.

The ASB Team have a positive working relationship with the police’s Community Safety Department, their Hate Crime Officers and ASB Coordinators. We play a key role in their multi agency meetings as part of the Community Safety Partnership governance including The Hate Crime Forum, Problem Solving Group, Quality Of Life Meeting, as well as the police’s ASB Coordinator Group Meeting.

ASB Referrals 2020/2021



Providing Warm Sustainable Homes and Moving Towards Zero Carbon

One Planet Cardiff - a strategic response to the climate emergency

The effects of climate change are already shaping our lives. As greenhouse gas emissions have increased, Cardiff has experienced all the key symptoms of man-made climate change, including erratic weather patterns, air pollution, heatwaves, and changes in biodiversity. This has also come with associated economic and social costs as businesses and citizens have struggled with issues like flood damage, poor air quality and other interruptions to their daily lives.

In 2019, Cardiff Council declared a Climate Emergency. This means we, as an organisation, recognise the challenge and are prepared to play our part. Alongside other cities around the world, we are committed to taking the action needed to prevent climate change becoming much worse.

The actions we need to take will be complex and challenging, but the central message is very clear: we must reduce our reliance on fossil fuels, become much more efficient in the energy that we use, and build our climate change resilience.

We need to deliver sustainable new development, but how we manage and use our existing buildings



is one of the biggest areas of impact that can be practically addressed to tackle climate change.

Decarbonising Our Existing Homes

Under-insulated housing is a major source of community fuel poverty, poor air quality and energy wastage across the city. Upscaling and accelerating work to make existing homes more energy efficient and comfortable not only addresses this but could also stimulate new areas for skills development and employment.



Progress to date

Since 2013, we have installed over 10,200 energy efficiency measures in homes across Cardiff, reducing energy demand by improving building standards.

These measures include:

- 1,200+ External Wall Insulation.
- 9,000+ Internal insulation (i.e. loft and cavity insulation) and boiler upgrades.

“A” rated, energy efficient boilers have already been fitted to 99.8% of all council properties and in the future we will start to use alternative energy heating such as ground or air source heat pumps.

Over cladding and solar panels fitted to date:

- 354 houses and 145 blocks have been thermally over clad.
- 59 houses have received solar water heating Panels.
- 107 houses and 1 block have received Solar PV (electric) Panels.

We have worked to continually improve Energy Performance Certificate (SAP) levels in all our stock, with 96% now above the Welsh Government required standard of SAP 65. The average SAP value for our properties is 72; the Wales national average is 61.



Over clad properties in Llanedeyrn

Every effort is being made to improve energy efficiency, including increasing the amount of loft and wall insulation. There are ongoing programmes of work rolling out loft and cavity wall insulation across the city. Our initial intention is to raise the SAP value of our properties to 75 on average.

The Future Challenge

While we have worked on a series of energy efficiency improvements and retrofits to our existing stock, which has helped to reduce our energy consumption and consequent carbon emissions, we recognise the challenge of the targets set in our 2015 Carbon Reduction Strategy of a 5% per year annual carbon reduction.

Our ultimate goal is in line with the Welsh Government’s strategy to get homes to SAP 92+ net zero carbon by 2050, although the cost of this is challenging.



Bore holes being drilled for ground source heat pumps in Eastern High



CGI of solar panels & EV charging at Rumney



A 2021 Wales national survey of social tenants found that 78% would be happy to have substantial works carried out on their properties for the purpose of improving fuel efficiency.

Initial Plans

An initial pilot project that is being investigated and costed is heating upgrades to the sheltered schemes. Previous heating upgrades on communal boilers resulted in an energy use reduction of 54%.

We are proposing an improvement programme of works which will include fabric energy efficiency measures (External Wall Insulation - EWI) alongside renewable energy generation (Photovoltaic panels - PV) to reduce carbon emissions and energy consumption within our public housing stock (low rise blocks of flats).

As well as contributing to the decarbonisation agenda, these works will help prepare us for the anticipated increase in the Welsh Government WHQS proposed EPC energy rating requirement of “A”. Thermal over cladding to blocks of flats has been ongoing for several years, using both capital funding and Welsh Government funding under the “ARBED” schemes.

We currently have 892 low rise blocks of flats of which 145 blocks have already been thermally overclad.

Our proposal is to retrofit (EWI & PV) to the remaining blocks by 2030, the first phase of this has been costed in to the Business Plan financial model.

Our existing blocks have an average energy



efficiency rating of circa SAP 70, which is a “C” rating. With the addition of EWI and renewable technologies such as PV, along with the decarbonisation of the Grid, we anticipate the average block reaching an energy efficiency rating of 90+ which is a high “B” or low “A” rating.

Achieving Net Zero Carbon Development

Our new housing development programme does not just deliver great homes, we are actively responding to the ‘One Planet Cardiff’ strategy by rapidly moving towards Net Zero Carbon development. We do this by utilising on-site renewable technologies and sustainable forms of construction, such as Passivhaus or enhanced building fabric. This approach helps to reduce the carbon impact of our development programme and significantly reduce heating and power bills for our tenants.

A number of our projects are leading the way in low-carbon building and creating sustainable communities. The Passivhaus scheme on-site at Highfields in Heath will deliver 42 new council homes, all to the Passivhaus standard. This means that all the new homes are highly energy efficient, reducing carbon emissions and ensuring heating bills for tenants are extremely low.

Our transformational Channel View regeneration project also achieved planning consent in December 2021 and work will begin on the first



CGI of Ferry Pods

phase of this £85 million regeneration project in spring 2022. The scheme will deliver around 350 sustainable, low carbon homes for the local community, as well as investing significantly in the local area and the Marl park.

An exciting low-carbon council development has begun on the site of the former Rumney High School site.

This scheme is the largest development in our Cardiff Living Programme, delivering 214 low carbon mixed tenure homes (70% market sale and 30% council). The scheme includes Addison House, and the entire development will meet a low-carbon standard; hugely reducing fuel bills for tenants and massively reducing carbon emissions. The innovative technology includes:

- Ground source heat pumps.





Solar array Crofts Street.

- Heat storage.
- Solar PV panels and batteries for every home.
- Car charging for every home.
- Average 95% improvement against Building Regulations.
- SAP rating 'A'.
- Projects heating/power bills of £398 per year.
- No gas at all on the site.

The entire scheme will act as an 'energy store' with batteries, heat storage and car charging. Surplus energy from the grid can be stored, and our surplus energy from site sold to the grid.



Crofts Street exterior.

This will not only reduce our carbon output but reduce bills.

We have received additional grant funding from the Welsh Government (Innovative Housing Partnership Grant) of £3.8 million and are working



in partnership with Wates and Sero Energy to manage the energy supply for the site once built. This additional management will enable the entire scheme to benefit from free excess energy in the grid to charge batteries.

This development is our first of many that will help move us to our goal of building net zero carbon homes. Net zero carbon homes mean:

- Minimise energy demand – make the building as thermally efficient as possible.
- Only use renewable Energy – no gas, and only use sources of renewable electricity.
- Ensure the construction has very high-quality control on site.
- Low energy use.
- Minimise embodied carbon in the construction.
- Offset carbon by using timber construction.

Pipeline Innovative Solutions

We are working with Beattie Passive to quickly increase the city's supply of temporary accommodation with new high-quality, high-performance homes to cater for homeless families.

Beattie Passive are creating 48 new modular-build one, two and three-bedroom flats for the city, with their state-of-the-art Haus4 builds at the

Gasworks site in Grangetown, that will provide temporary homes for families while a more permanent housing solution is found.

The timber-framed units, built for a 60+ year lifespan, are manufactured off-site using sustainable materials with a low carbon footprint, and delivered to site for installation. The homes deliver high levels of sound, fire, flood, and radon protection.



Tackling Poverty and Supporting People Into Work

Despite Cardiff's economic renewal over the years, it has the highest number of people living in the most deprived communities in Wales. The pandemic has hit the poorest, most deprived, and disconnected communities most. In addition, plans to migrate claimants from legacy benefits to Universal Credit are planned to commence in the Autumn of 2022, which could further impact on tenants' ability to meet rent and other financial obligations.

Welfare Liaison Team

The Welfare Liaison Team assists council tenants with income maximisation and budgeting and debt help. The team provide vital support to tenants struggling to meet their rent and payment of arrears.

The team visit tenants in their homes and in local Hubs to assist with any financial issues and support tenants with:

- Advice and assistance to downsize to a suitable home.
- Advice about the Benefit Cap and the schemes available to help tenants get back to work.
- Budgeting and basic debt advice.
- Digital and budgeting support to assist tenants on their Universal Credit journey.



Into Work Advice Service Llanrumney Job Fair October 2021

- Establishing affordable repayment arrangements towards rent, utilities, and debts.

The team has team grown in line with demand, helping over 1,800 tenants between December 2020 and November 2021.





Through joint working between our Finance Teams and Welfare Liaison Team, there is now much greater emphasis on:

- Early intervention and prevention.
- Having an open conversation with the tenant to understand underlying causes of arrears.
- Targeting support towards tenants facing change / crisis.

The number of tenants needing assistance is growing, with more tenants asking for help with applying for benefits, budgeting and decreased wages, emergency cash for gas and electricity, as

well as food bank assistance.

Between April 2021 and January 2022 our team has achieved:

- Affordable rent repayment plans exceeding £60k
- Applications for other benefits exceeding £1.1m
- Applications for rent related benefits exceeding £60k
- Budgeting support and savings on household bills of over £120k



Our Welfare Liaison Team works closely with other council service to ensure tenants receive all the help they can, including:

Money Advice Team

The team includes generalist advisers, trainers, a specialist debt and benefit advisors, as well as running one-off projects throughout the year e.g. a veteran specialist support and energy projects. The team provide a wide range of information and advice to our tenants including:

- Advice and Support on Welfare Benefits, including claims for Universal Credit and Council Tax Reduction.
- Grants, discounts, and assistance claiming reductions for energy and utility tariff.
- Benefit Health Checks.
- Help with Debts and Budgeting, to maximise a customer's income and manage debt.
- Foodbank and Fuelbank Vouchers, and advice on emergency financial assistance.
- Signposting and referring to numerous organisations, internal or external, for further specialist support.

The Money Advice Team operates a drop-in service 6 days a week in the Central Library Hub, ensuring customers get same-day advice. The team also attend 19 different locations a week,

on a timetabled basis. These locations include community Hubs, Foodbank Distribution Centres, and Supported Accommodation. The team work very closely with Citizens Advice and refer cases to one another to meet the needs of the customers.

For those that cannot access face-to-face support, or prefer to make contact in other ways, the Advice Line or email can be utilised, and a call back service can be provided.

Into Work Advice Service

The Into Work Advice Service is the council's internal, comprehensive employment and skills team. Due to the unique way the service is funded, it supports council tenants and Cardiff citizens right across the city into employment or helps them to upskill in their current roles. The team provides informal job clubs as well as one-to-one, specialist employment support in Hubs and other community locations. The team has recently adapted to deliver services virtually for those who prefer to access the service in this way.

The service also consists of specialist teams that provide work skills and digital training, volunteering opportunities, and self-employment advice.



Adult Community Learning

2022 will see a new and modernised Adult Learning service. Eligible council tenants are able to access free work skills accredited training through Adult Learning. The team offer a wide range of training to meet the needs of the local labour market, ensuring training reflects jobs available in the local area. With the introduction of weekend training and a new hybrid model of delivery, tenants will be able to access the service at a time that is most convenient to them either online or face-to-face.

The impact of Covid-19 has further highlighted the need for digital inclusion support. The Adult Learning team offer a wide range of digital surgeries in the heart of communities. These include Hubs, community buildings, sheltered accommodation and supported accommodation, providing bespoke digital support to local citizens. In addition, the Adult Learning team manage a tablet gifting scheme for individuals who are socially isolated, actively seeking employment or looking to upskill, and a laptop loan scheme to support Adult Learners access blended learning opportunities.



MILES

The MILES Youth Project supports young people aged 16-24 in Cardiff who are homeless or experiencing housing instability. The Youth Employment Mentors run weekly drop-ins at supported accommodations and settings across the city including:

- Northlands
- Ty Diogel
- Ty Bronna
- Grassroots
- Ty Seren
- Ty Enfys
- YMCA The Walk



- YMCA The Ambassador
- The Huggard
- Ty Casnewydd
- Ty Ephraim
- Ty Gobaith
- Adamscourt

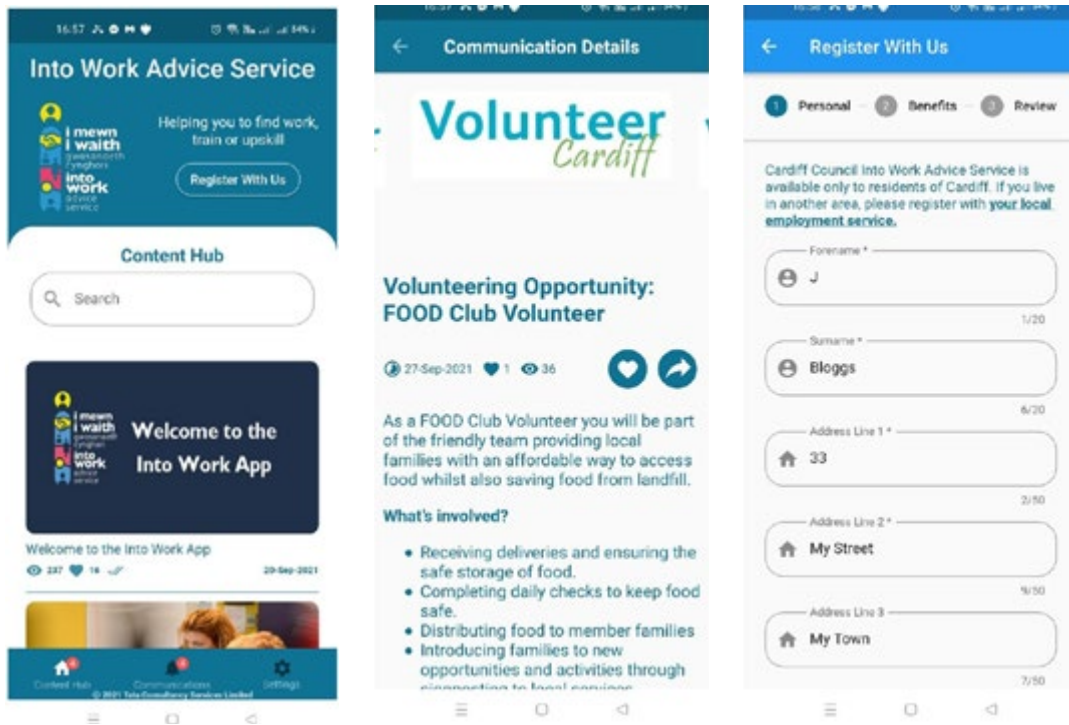
Volunteering as a route into work

The Volunteering Team, part of our Into Work Advice Service, supports council tenants and other citizens to secure volunteering placements within Cardiff Council, in particular Hubs, Libraries, and the Advice teams. For tenants who do not have work experience or work skills, lack confidence in a workplace setting, or have found it difficult to

find a job, then volunteering offers an excellent pathway into employment.

Volunteering provides a chance to help others and to meet new people, all the while increasing confidence, self-esteem and the opportunity to become part of a team. Through volunteering placements, council tenants will also have the ability to learn new skills, have access to free training, and additional experience to put on CVs, which can increase the chances of finding work. Job references are also given to volunteers who attend regularly.

During April 2021 to January 2022, over 100 people regularly volunteered within the service, resulting in over 4,300 volunteer hours given. In ten months alone, our Volunteer website has had over 95,000 hits.



Supporting Our Tenants



Tenancy Support and Sustainment

Our Tenancy Team work proactively with tenants providing advice about tenancy conditions and ensuring that tenants receive the support they need to maintain their tenancies. Tenancy Officers actively identify appropriate support and services for tenants, liaising with agencies to ensure that a cohesive approach is provided for dealing with vulnerable tenants in the community.

Our Tenancy Sustainment Team provides a more intensive service to tenants that are struggling to sustain their tenancies and are at risk of tenancy enforcement action.

Working with the Tenancy Management and Anti-

social Behaviour Teams to identify tenants most at risk of tenancy failure, the Tenancy Sustainment Officers support tenants who are likely to disengage with our internal services and external agencies. The team also look at early intervention, to stop tenancy issues from escalating.

The team offers practical solutions to the issues that tenants identify through working with specialist teams such as the mental health services, social services, police, and various third sector agencies. A large portion of this team’s work is helping tenants who are hoarders by providing practical, hands-on assistance to support them in de-cluttering their homes. This is carried out at the tenant’s own pace by providing regular



support, whilst other teams are kept updated on the tenant's progress. Reducing the tenant's hoard often has a direct impact on housing management functions and repairs.

To ensure that we meet our commitment to not evicting wherever possible, we have invested considerable time and resources into assuring a balanced approach towards the collection of rent arrears which will satisfy both the Council and our tenants. Early intervention is key to prevent evictions. Our officers work with our tenants to encourage payment and our Welfare Liaison Team assists our tenants with budgeting, debt, and income maximisation.

This new approach to collecting rent arrears, with the tenant at the centre of the process, has ensured that we are working with all services to provide the right support to address the tenant's needs. We also make best use of other funding to help tenants in rent arrears where appropriate.

Addressing Overcrowding

Housing in Cardiff is under significant pressure from demand for larger properties, a growing population, and increased life expectancy rates. This has resulted in increased levels of overcrowding in both social and private housing in the city.

Research has shown that a range of health problems, including poor mental health, can be

linked to living in overcrowded conditions and the Covid-19 pandemic has highlighted the issue further. To fully understand the housing need of overcrowded households, and the impact of living in an overcrowded property, we consult directly with tenants to see how we can best assist them.

Our Allocation Policy prioritises the most severely overcrowded households, however we want to do more to tackle the issue and explore other solutions.

We are now actively exploring a variety of solutions including facilitating a move to a larger social housing property and working to mitigate the impact of overcrowding where a move is not possible. Where feasible, this may include the building of extensions, loft conversions and other creative solutions such as the use of converted shipping containers in gardens, in which older or adult children could reside and modular extensions to existing buildings. We are also working closely with our Housing Association partners to support them to reduce overcrowding in their properties.

Supporting Homeless Families

Our new Family Homeless Centre at Briardene is providing high quality self-contained accommodation to families with support on site and access to wider services provided by Family Help and Support, Flying Start and other partners.

Our second centre is due to open in Grangetown at



the Gasworks site early in 2022. This will be larger provision and will offer even more support on site.

These centres will be key to our new rapid rehousing approach to homelessness, providing families with the help and support they need to move on to more permanent accommodation as soon as possible.

Supporting Young People into Independence

The Young Person Gateway (YPG) launched in October 2015 and is an accommodation and support gateway for young people in Cardiff who are threatened with homelessness, or who need to move on from care. The Gateway was set up to allow better partnership working between Housing and Children’s Services, ensuring that, regardless of whether a young person had a housing or a Children’s Services duty, their accommodation options and pathways were the same.

A range of supported accommodation is available provided by Llamau and the Salvation Army using council and housing association properties.

Once a young person has been identified as being ready to live independently, they attend a training session which covers all the necessary information around managing a tenancy. Once training is complete, the young person is given immediate priority on the Social Housing Waiting List. To ensure continuity, the young people who



Representatives of the Gateway Team

move on from the supported accommodation provision continue to receive support from the same provider for 12 months, which can be extended if necessary.

From March 2016 – September 2021, 319 young people have been housed through the Training Tenancy scheme. Of these, only 4 young people have been unable to maintain their tenancies, giving our Tenancy Training pathway a 99% sustainment rate. A result of excellent partnership working between the social landlords and third sector partners in Cardiff.

The supported accommodation provided through the YPG was expanded in 2021/22 and a further expansion is planned for 2022/3 to accommodate the growing number of young people moving on from care.



Volunteering for Young People

Working with Cardiff Commitment, we have created a new Volunteer Placement Officer dedicated to working with 14-24 year olds. They will work with employers across the city, creating volunteering opportunities within varied employment sectors, supporting individuals not in employment, education, or training to develop vital work skills through volunteering.

Child Friendly Community Hubs

A children’s events programme will be delivered in the Hubs to support our tenants’ children and young people through the winter months. Wellbeing activities will include creative writing

workshops, visits from children’s authors, and mindfulness sessions to help young people feel calmer and learn stress-busting techniques. Our Hubs service will also be delivering a Reading Friends project with young users of the Huggard centre for young people who are homeless and sleeping rough.

Cardiff’s Hubs also provide targeted health and wellbeing resources for children to support them to live well with a range of diagnosed conditions such as ADHD, Autism, OCD, and physical disabilities. In response to the increased demand for information on these conditions all of our Hubs have purchased additional resources to support young people and their families to understand and manage their health and wellbeing.



A new Reading Well Books on Prescription list for young adults will be the fourth Welsh Government Reading Well scheme to be delivered, and will be launched in 2022 and, again, made available in every Hub in Cardiff.

Homework clubs are delivered from various Hubs across the city and include free printing and access to PC's. To further enhance the experience, Hubs host Read-Along clubs to assist with reading skills. In conjunction with outreach school services we will be providing future homework assistance.

In addition to the 2 Homework Clubs held at Butetown Pavilion facilitated by Women Connect First and Ethnic Youth Support Team (EYST), which are proving very popular, there is a Homework Club in Grangetown Hub facilitated by ACE.

Supporting Our Older Tenants to Age Well

The Cardiff Ageing Well Strategy 2022 - 2027 sets out how the Council will work with partners to support older tenants to live well in their homes and communities. The strategy sets out several principles and key aims that will shape and inform our service over the next five years. Listening to the voice of older people is at the heart of the strategy, services should empower older people to live life as they

choose, providing the right support at the right time to help people retain their independence and achieve their chosen outcomes. A number of key commitments in the Strategy are being delivered by the Housing and Communities Team.

Housing Advice and Assistance for Older People

The findings from a range of research shows how providing suitable older persons' housing can help older people to remain independent for longer. We aim to encourage older people to think about their long-term housing needs at the earliest opportunity.

Our Rehousing Solutions Team provides specialist housing advice for older people to help them understand their housing options and support them towards tailored solutions.

Tenants enjoying refreshments at St Mellons Coffee Mornings



Our aim is to ensure that high quality advice and information is available for older people on the Council website, in Hubs, and through information sessions and events.

Disabled Adaptations

The Council’s Independent Living Service (ILS) manages the provision of financial assistance and adaptation works for disabled people living in all housing tenures.

This includes the provision of Disabled Facilities Grants (DFGs) – Available to provide adaptations, such as stair lifts and specialist bathing facilities, to enable a disabled person to live as independently and as safely as possible.

The Council operates an Agency Service that provides professional help and advice for the applicant. We will:

1. Appoint a contractor from the formally procured contractor list;
2. Arrange for contracts and call-off terms to be signed by both the contractor and the homeowner;
3. Monitor the works to ensure all aspects of the contractor Framework agreements are adhered to. This will include ensuring the work is completed in a timely manner and ensuring it is completed to an acceptable standard;
4. Make payments direct to the contractor.



Community Living

Our development programme is investing in building new accessible, adaptable and affordable homes for older tenants which will help promote independent living as well as providing a diverse range of facilities and services for older tenants living in the new buildings within the local community. We plan to deliver 10 new Community Living buildings, in doing so investing in the region of £100 million and delivering around 500 new homes specifically for older tenants to ensure our population ages well.



All of our new flats will be large, accessible, open plan, low carbon and low energy with large private balconies and the accessible bathroom will have a full level access shower area. We are currently on site with the new Community Living buildings at Addison House, Maelfa and St. Mellons. We have secured planning consent on our two new schemes at Bute Street and Canton/Riverside

and are preparing a tender pack for our scheme at Channel View. We are well underway with design work for our first well-being village and older person housing on the former Michaelston College site in Ely. The first completed new scheme (Addison House) will be available to let in March 2023.



Our Community Living Refurbishment Schemes focuses on upgrading communal rooms, other communal areas and creating flexible rooms which can be used for various activities. This will enable the tenants living within the complex, and the older tenants living in the wider local community, to share activities in a safe, secure and welcoming environment. New technology is also being installed within the properties, including improved CCTV, upgraded Telecare, power assisted doors and scooter charging rooms.

We have involved the tenants in the refurbishment process from the concept, right through to the construction and completion. There have been many consultation events which have included coffee mornings, meet and greets with the contractors and progress meetings. The tenants have had the opportunity to choose the colour schemes for the communal areas and they have also had the opportunity to try out the new furniture before choosing which tables and chairs they would like.

The improved schemes are completed to the RNIB Visibly Better Standards, enabling tenants with sight loss and dementia to navigate independently around the building. We are also working towards the RNIB Visibly Better Standards Award for all schemes. Sandown Court and Clos Y Nant have achieved the highest accreditation of Platinum Standard. Other schemes going through this process include Brentwood Court in Llanishen,

Poplar House in Whitchurch and Minton Court in Tremorfa.

The refurbishments to the communal facilities have provided a modern and welcoming environment that has enhanced the resident experience and improved the community living feeling.

Community Living in the heart of Grangetown

Detailed plans have been developed for the new Community Living scheme as part of the first phase of redevelopment at Channel View. The first phase will see the construction of two new blocks of flats as a replacement for the existing high-rise tower block.

The larger block will be a Community Living Scheme with a wide range of communal facilities including a Community Café on the ground floor and activity rooms. The smaller block will be an



Independent Living Scheme. Tenants of both blocks will have access to the communal areas in the Community Living scheme. All the flats will be large, accessible, open plan and low energy with large private balconies.

All the flats are all designed to make the most of the views. There will also be private roof terraces and ground floor garden areas for tenants in each block. Every flat will be large, light, and airy with plenty of storage with an open plan living-dining area. The lounge will open out onto a balcony

area. The large accessible bathroom will have a full level access shower area.

Our proposed new Community Living projects at Maelfa and St. Mellons will provide over 100 new older person flats alongside a wide range of communal facilities. While projects at Riverside/Canton and Bute street will deliver over 80 flats.



Rehousing Solutions Team

The findings from a range of research shows how providing suitable older persons’ housing can help older people to remain independent for longer. We aim to encourage older people to think about their long-term housing needs at the earliest opportunity.

The Rehousing Solutions Team provides specialist housing advice for older people to help them understand their housing options and support them towards tailored solutions.

The aim is to ensure that high quality advice and information is available for older people on the Council website, in Hubs and through information sessions and events.

The team manage complex cases, assessing medical referrals and allocating retirement or adapted properties to those in need. They deal with Occupational Therapy referrals for disabled applicants that require adapted accommodation and respond to referrals from our partner Housing Associations where adaptations are needed to enable independent living. They are also on hand to assist and support those who wish to downsize to a smaller property.



Improving our older persons homes

The community living refurbishment schemes programme focuses on upgrading communal rooms, other communal areas and creating flexible rooms which can be used for various activities.

This will enable the residents living within the complex and the older residents living in the wider local community to share activities in a safe, secure and welcoming environment. New technology is also being installed within the properties, including improved CCTV, upgraded Telecare, power assisted doors and scooter charging rooms.

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The refurbishments to the communal facilities have provided a modern and welcoming environment that has enhanced the resident experience and improved the community living feeling.



Cardiff's 'Age Friendly' Community Hubs

With an increasingly older population, there is a need to provide community buildings which have space to deliver improvements to older people's social wellbeing and support healthy and active lifestyles that can help people remain independent and engaged with their communities. Our Hub buildings are equipped to deliver on these aspirations with enhancements such as community rooms and outside areas, including community gardens, sports halls, and cafés.

The Hub buildings support older people to participate, engage and thrive and provide them with:

- Spaces to meet.
- Spaces to stay connected.
- Spaces to read.
- Spaces to get active.
- Spaces for all – including accessible entrances, toilet provision and incorporating dementia friendly design principles.

Our Hubs support older tenants with their specific needs by providing bespoke advice and support as well as events that help reduce the impact of loneliness and social isolation. Activities to bring networks of tenants together are delivered within the Hubs, including a range of activities aimed at people over 50 such as: friends and neighbours groups, singing groups, Knit and Natter, reminiscence sessions, art classes, Walking Clubs, coffee mornings and wellbeing days.



CGI of Parkview Health and Wellbeing hub

A key aim of the Hubs' older people's events programme is to tackle social isolation within the community, particularly amongst older tenants who live on their own and do not necessarily have a big family network around them. Our programmes also provide an opportunity to improve their general health and wellbeing.

Hubs also support the delivery of activities aimed at achieving wider health benefits for older people e.g. Falls Prevention clinics, Low Impact Functional Training (LIFT) sessions, Stay Steady sessions, Walking Football and Walking Netball.

Our Hubs significantly contribute to the Dementia Friendly Cardiff ambitions of helping tenants affected by Dementia within the city to live well.



Modernising and improving services for our tenants



Crofts street development

New Renting Homes Wales Act

The New Renting Homes Act is the biggest change to housing law in Wales for decades. It gives more protection for our tenants and licensees and makes their rights and responsibilities clearer.

The Renting Homes Act 2016 also includes some important changes, including:

- All landlords must ensure properties are fit for people to live in.
- There is greater security for people who live in the private rented sector.

- Increased rights for certain people to succeed a tenancy.

This will be introduced in July of 2022, and we will provide tenants with more information throughout the year.

Housing Online

New technology will allow us to not only identify efficiencies and cost savings, but also provide a better customer experience for our tenants. Housing Services will be more accessible for all tenants, giving them more control over services



they need. It will also free up back-office staff to concentrate on providing support for tenants with greater needs by having high-volume activities such as the inputting of Housing Applications digitalised.

Housing Online was first rolled out in April 2020 and it already provides Council tenants and former tenants access to their rent accounts and rechargeable repair accounts.

Phase 2 of Housing Online is to introduce Housing Applications, this is where a brand-new Housing Application can be completed, or for existing tenants a transfer application. This also includes tenants of our partner Registered Social Landlords.

Housing Online can be accessed through the Cardiff Website and once a citizen is registered, they have one portal in which they can access the appropriate platform, be that 'Rent Accounts Online', 'Housing Application Online', or to view a saved application. Tenants can also update their contact details from the same platform. It is anticipated that the full Housing Application Online will be rolled out at the end of February 2022.

My Repairs

'My Repairs' is a new digital solution that will allow our tenants to report, view and book repairs through a self-service system on their Smartphone, PC, Laptop or at a Council Hub. This will enable the tenant to report a repair

24/7, 365 days a year and to book their own appointments to suit. It also allows them to access the repair history on their tenancy, track the status of a repair and view information that may be of value to the tenant in regard to the repair being completed i.e. supplier issues. My Repairs allows accessibility and transparency to all tenants within Cardiff, creating a better repairs service. It is intended that this new channel will be implemented in Spring 2023.

The existing Cardiff housing website will be refreshed and relaunched in 2022. It will be easier for citizens, landlords and professionals to navigate, providing them with information and support on all housing related matters. The website will provide useful information, links, and guides to assist in various housing matters such as homelessness, private rental, social lettings, First Homes Cardiff Scheme, and adaptations.

Scan Stations

As part of our commitment to digital inclusion and customer services the Hubs have introduced Scan Stations at all their locations; allowing tenants to self-serve and provide documents more quickly than ever before. Digital self-service means that tenants can provide documents for a range of council services and departments directly. Currently, this is used for Housing Benefits and Universal credit claims. In 2022, the Self-Scan system will be expanded across other

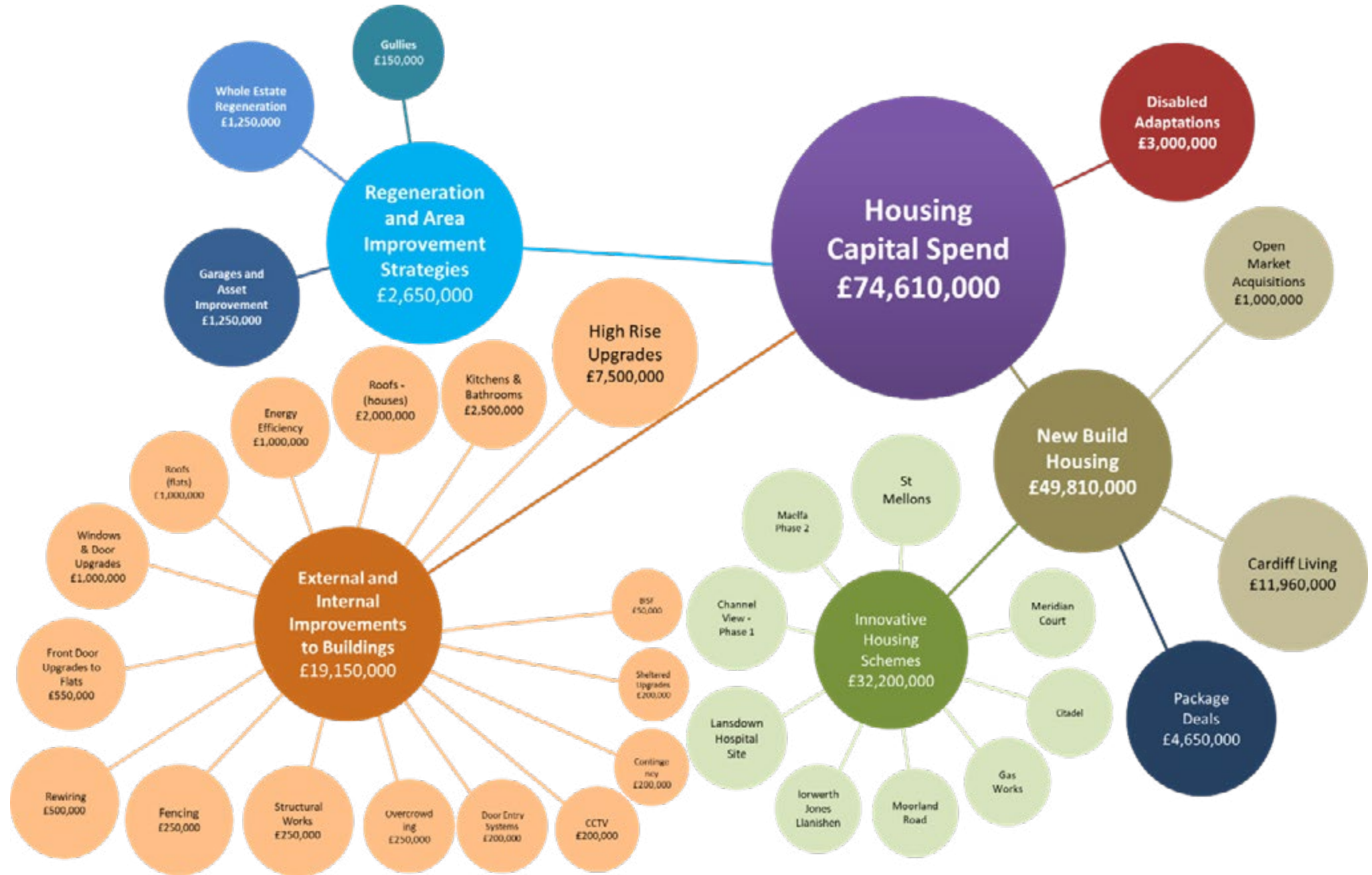


housing services in the Council, allowing tenants a quick, safe, and direct way of providing required information. Advisors are still on hand to offer scan station help and assist with any enquiries.

Online Applications

The way that tenants can claim benefits and additional payments from the Council has been revolutionised with all applications now available online, including Free School Meals, Uniform Grant, and Discretionary Housing Payments. This improves the tenant's experience as it enables them to be paid quicker. For those who cannot claim online, help is still available through our Hubs and Advice Line.





Financial Resources & Planning

The Housing Revenue Account (HRA) records income and expenditure in relation to Council Housing. This is required to be 'ring fenced' in accordance with the Local Government and Housing Act 1989. The ring fencing of the account means that local authorities must not subsidise costs relating to Council Housing from the General Fund (i.e. from Council Tax or from the RSG) or subsidise General Fund costs from the HRA.

The main expenditure items within the account include repairs and maintenance, supervision and management (including tenancy management and tenant consultation, rent collection, housing allocations and property and estate management) and capital financing charges on the HRA's outstanding loan debt (interest and provision for repayment). The major income streams include rents and income from service charges.

The above items are in accordance with legislation and guidance.

Financial model

The HRA Business Plan is a requirement of application for the Major Repairs Allowance grant from Welsh Government (WG). Whilst the format and assumptions within the plan are not prescribed, WG require that any assumptions are clearly explained and that considerations behind decisions are evidenced. In addition, WG request that certain financial data is included such as stock numbers, level of borrowing and capital

receipts. In addition, supporting information is required such as an estimate of spend relating to decarbonisation and evidence of sensitivity analysis and stress testing within the plan.

The Business Plan is underpinned by a thirty-year financial model which sets out estimates of planned Capital and Revenue income and expenditure over the period. This model is intended to be used as a planning and modelling tool forming the basis of the HRA business, to safeguard the interests of current and future tenants and other service users and to demonstrate the long-term value for money and sustainability of the HRA.

Given the period the Business plan covers, the document is a point in time return and uncertainty remains over the medium to longer term, particularly in relation to capital expenditure commitments, rental income and ongoing investment requirements linked to stock condition.



Rent Policy

The Council sets the level of rents within a policy framework set by the Welsh Government (WG). A new five-year Social Housing Rent policy was introduced by the WG for the period from 2020/21 to 2024/25. This allows for a maximum annual 1% rent increase above the rate of the consumer price index (CPI) using the level of CPI from the previous September each year. However, should CPI fall outside the range of 0% to 3%, the Minister with responsibility for housing will determine the appropriate change to rent levels to be applied for that year only. There is no confirmation of approach beyond 2024/25 and this represents a significant risk when business planning.

The published September 2021 CPI figure, used for the rent policy, is 3.1% so is outside of the permitted range. Following consideration of a range of options, the Climate Change Minister announced a CPI only increase to achieve a reasonable balance between cost pressures on tenants and landlords. This decision applies only to the rent year April 2022 to March 2023.

In line with the Ministerial decision, an increase of 3.1% for 2022/23 for all tenants was approved by Council as part of its annual budget in March.

It is considered that the rent uplifts proposed above for 2022/23 will allow for obligations to tenants and lenders to be met and help to support the

financial viability of the Housing Revenue Account whilst ensuring that rents remain affordable for current and future tenants.

It should be noted that the Council will need to be able to set rents above CPI in the medium to long term in order for the longer-term business plan to be sustainable and to meet WG targets in respect to new build and WHQS.

Value for Money and Affordability

The WG have made clear that affordability should include all costs of living in a property including rent, service charges and energy costs. A review has therefore been carried out of the affordability of living in a council property in Cardiff.

The review used the Joseph Rowntree Living Rent Model which states that a rent should be affordable for a household with someone in full-time employment and earning around the National Living Wage. The model uses the earnings of the lower quartile of earners resident in Cardiff and assumes that 28% of income is available to pay rent and is adjusted for the size of the household.

The review indicated that council rents are affordable when compared to the Joseph Roundtree Living Rents.



Comparative Rent levels

An uplift of CPI at 3.1% would result in an average rent increase of £3.34 and an average weekly rent of £111.16. The table on page 72 shows average gross rents including service charges.

Council rents are below the Local Housing Allowance (LHA) rates for Cardiff, and well below market rents. It is estimated that private tenants claiming benefits are paying on average £43 per week above LHA levels.

Council rents are broadly aligned with the rents of other social landlords in Cardiff, with rents for some property types, including one bed flats, being considerably lower than housing association rents.

It is clear that Council rents are considerably more affordable than private sector rents.

Rent Increase Consultation

Consultation on the rent increase took place between 31st December 2021 and 28th January 2022. Due to the pandemic, the survey was carried out online and telephone assistance was offered if that was required. The survey was promoted over social media platforms such as Twitter and Facebook with a “link” to the survey via the Council website. Letters were also sent to 2,756 randomly selected individual tenants encouraging them to take part.

The online survey proved successful, resulting in more than a tenfold increase in the response compared to the previous year, with 83 responses received in total. It was also reassuring that most age groups took part in the survey. 28% of those who responded paid the whole of their rent themselves, with the remainder on full or partial benefits.

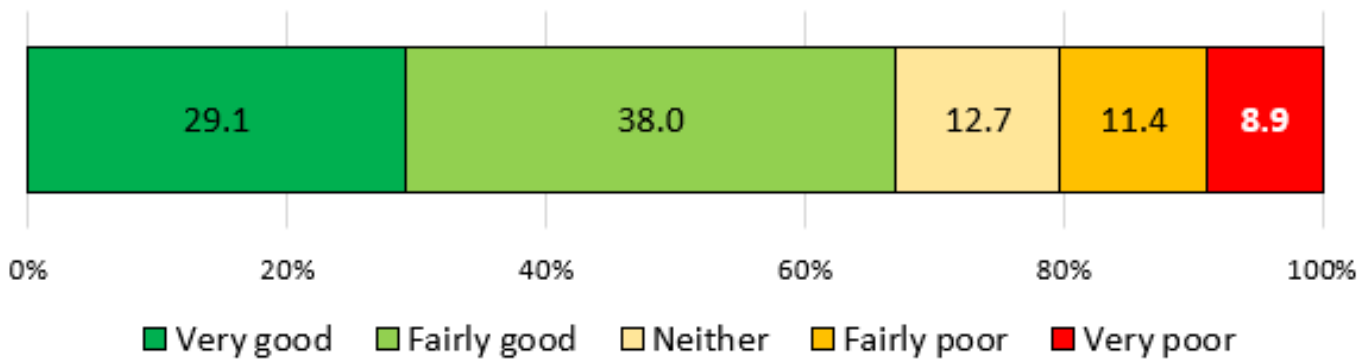
79 tenants answered the question about whether the rent was good value for money. 67.1% thought that the proposed rents were very good or fairly good value for money, while 20.3% thought they were poor or very poor value. 12.7% thought it was neither good nor poor value.

The majority of respondents (90%) stated they were not experiencing difficulties paying their rent. 10% stated they were, of which 8 specifically took up the offer of Council assistance. Referrals for these tenants were made to the Welfare Liaison Team who will support them to maximise their income and deal with any debt issues, including referrals to the new rent arrears pathway, if appropriate.



No. of Bedrooms	Market Rent	Local Housing Allowance Rate 2021/22	Current Average Rent 2021/22	Estimated Average Rent 2022/23
1	£150.00	£120.82	£96.76	£99.76
2	£189.00	£149.59	£111.48	£114.94
3	£241.00	£178.36	£128.18	£132.16
4	£313.00	£218.63	£142.13	£146.53

Taking into account the accommodation and the services we provide, do you think that the proposed rent for your property represents good value for money? (Base: 79)



Value for Money is achieved by focusing on key priorities in the pursuit of social objectives that benefit a range of stakeholders/service users and delivering these priorities in an effective and efficient way. Cardiff aims to achieve this in the following ways:

- Maintaining homes to a high standard
- Building new homes
- Delivering a high standard of tenancy services
- Community investment such as work to increase employability, financial, digital and social inclusion

- Meeting the housing needs of the most vulnerable
- Preventing evictions
- Supporting people to live independently
- Supporting national and local policy objectives

In order to continue to demonstrate value for money, during 2022/23 and in future years, the Council will undertake the following:

- Review all costs to reflect activity and value for money



- Increasing the use of digital services to reduce costs and provide a better customer experience whilst still offering tailored, 1-2-1 support for those that need it
- Seek opportunities to undertake external benchmarking and self-assessment with peers
- Continue to follow the Council’s best practice in relation to procurement of goods and services
- Secure maximum value from assets through an understanding of stock and making intelligent (social) business decisions based on that understanding.

This will necessitate an understanding of:

- » The condition of stock
- » Maintenance costs and investment needs
- » Demand within our communities
- » Performance of the stock at an appropriate and proportionate level of detail
- » Variation in performance across the stock
- » Priorities for improvement

A range of high-quality services are provided to council tenants including a dedicated Welfare Liaison Team to maximise income and prevent

arrears and a Tenancy Sustainment service supports more vulnerable tenants.

The clear aim of the housing service is to prevent unnecessary legal action and evictions. A wide range of additional services are also available locally through the Hubs, including Into Work help and support.

In 2019/20, the service commenced a review of spend and costs, to ensure that good value for money is being achieved. The review indicated a number of areas where efficiencies could be made, including the level of repairs carried out on void properties and recharges from other services as a result of changes to level of service provision.

Also, there are plans for a further review of responsive repairs. Digitalisation of services where appropriate will not only deliver a quicker, better customer service experience but will also reduce costs.

It is planned that this work will be continued into 2022/23 with an ongoing review of all costs and overheads.



Rent and Other Assumptions 2022/23 to 2027/28

The table and narrative below set out the key assumptions within the model over the period.

	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28 Onwards
	%	%	%	%	%	%
CPI	3.1	3.5	3.0	3.0	2.5	2.0
General Inflation	4.1	4.5	4.0	4.0	3.5	3.0
Rent Uplifts (inclusive of CPI)	3.1	3.5	3.0	3.0	3.0	2.5
Bad debts	1.0	1.0	1.0	1.0	1.0	1.0
Void rents	2.01	2.01	2.01	2.01	2.01	2.01

- Rent increases in line with WG guidelines taking account of forward indicators for inflation factors (CPI assumed at 3.1% for 2022/23, increasing to 3.5% for 2023/24 and reducing down to 2.5% by 2026/27)
- In the absence of an agreed pay award, 3% annual uplifts are included for 2022/23. Provision is also made for employers' National Insurance and Superannuation contributions, employee incremental pay progression as well as other full year impacts of the costed establishment including Apprenticeship levies and the National Living Wage.
- General inflation increases assumed at 4.1% for 2022/23 reducing to 3.5% by 2026/27 for non-employee budgets
- Drawdowns as required from earmarked reserves as a result of high inflationary cost increases and capital financing commitments in the short to medium term
- Contributions to reserves and balances in the longer term and where possible to reduce risks within the forecasts and to improve financial resilience
- A £22.623 million budget has been set for Council Housing Repairs for 2022/23 reflecting the estimated requirements for both planned and responsive maintenance
- The direct revenue financing budget for capital expenditure assumes a contribution of £2.4 million p.a. in 2022/23 and in the long term
- Continued receipt from Welsh Government of Major Repairs Allowance grant of £9.5 million



- The budget is assumed to provide for the ongoing estimated impact of Welfare Reform under the Universal Credit scheme on rent income levels, additional costs of collection and recovery and bad debts provision and the potential impact on void allowances.
- Capital financing requirements reflect the

increasing borrowing requirement proposed in the Capital Investment Programme

- Changes to fees and charges are set out in detail in Appendix 3b of the Council’s overall budget proposals

In addition, service charges are assumed to increase in line with inflation for full cost recovery.

Revenue expenditure and income

The model details the planned revenue budget and the resources, with the first five years shown in the table below.

	2022/23 £000	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000
Employees	23,481	24,470	25,178	25,922	26,704
Premises - Council House Repairs	22,623	23,491	23,975	24,774	25,586
Premises - Other Repairs & Maintenance	1,544	1,614	1,678	1,745	1,806
Premises - Other Premises Costs	4,836	5,130	5,462	5,777	6,127
Transport	152	159	166	174	181
Supplies & Services	4,474	4,391	4,508	4,700	4,886
Third Party Payments	494	511	526	542	558
Support Services	7,222	7,527	7,786	8,054	8,313
Capital Financing	29,239	31,793	36,293	40,361	41,667
Contribution to reserves/General balances	250	250	0	0	250
Total Expenditure	94,315	99,336	105,572	112,049	116,078

Rents and Service Charges	(87,783)	(92,648)	(98,243)	(103,482)	(108,971)
Fees & Charges	(700)	(718)	(742)	(760)	(776)
Contribution from reserves	0	0	(500)	(1,600)	0
Other Income	(5,832)	(5,970)	(6,087)	(6,207)	(6,331)
Total Resources	(94,315)	(99,336)	(105,572)	(112,049)	(116,078)



Capital Investment Programme and Funding

Planned capital investment and resources assumed to pay for the investment are also identified within the model, with the first five years shown in the table below.

Expenditure commitments proposed over the next 5 years include the following:

- Continue to invest significantly in our existing housing stock to ensure we improve energy efficiency; that our homes are maintained to a high standard; that we continue to meet the Welsh Government Quality Standards and to ensure all of our homes are warm, safe and secure.
- Expand regeneration and area improvement projects aiming to create better and safer

places to live by undertaking environmental works including defensible space, demolition, conversion and road/footpath realignment, energy efficiency schemes, improvements to flats, garages, gullies and open spaces.

- Invest significantly in our house building programme to deliver more homes and help tackle some of the significant and specific challenges we face in the city including increased levels of homelessness, a need to ensure greater diversity of housing provision

	2022/23 £000	2023/24 £000	2024/25 £000	2025/26 £000	2026/27 £000	Total £000	
Regeneration and Area Improvements	2,650	2,450	2,450	2,450	2,450	12,450	
External and Internal Improvements	19,150	27,950	25,850	14,650	13,900	101,500	
New Build and Acquisitions	49,810	77,500	74,485	49,155	34,000	284,950	
Disabled Facilities Adaptations	3,000	3,350	3,350	3,350	3,350	16,400	
Total Expenditure	74,610	111,250	106,135	69,605	53,700	415,300	
							%
Major Repairs Allowance Grant	(9,550)	(9,550)	(9,550)	(9,550)	(9,550)	(47,750)	11.5
Additional Borrowing	(44,415)	(81,595)	(81,685)	(46,615)	(39,650)	(293,960)	70.8
Direct Revenue Financing	(5,500)	(2,400)	(2,400)	(2,400)	(2,400)	(15,100)	3.6
External funding estimates and conts	(10,545)	(12,705)	(9,000)	(6,040)	(2,100)	(40,390)	9.7
Capital Receipts	(4,600)	(5,000)	(3,500)	(5,000)	0	(18,100)	4.4
Total Resources	(74,610)	(111,250)	(106,135)	(69,605)	(53,700)	(415,300)	100



including to meet the needs of larger families, older persons, and for those with accessibility and medical needs and to address a lack of sufficiency in supported accommodation options for young people.

- Deliver disabled adaptations to dwellings to help eligible tenants to live independently and improve their movement in and around the home.

Expenditure commitments beyond the very short term are assumed based on existing asset condition data and will therefore be subject to a level of risk and uncertainty.

The financial model assumes that the Council continues to receive the Major Repairs Allowance (MRA) grant from the WG at existing levels of £9.5 million per annum. The plan also assumes a significant level of additional borrowing to pay for investment in the existing stock and to create new affordable housing.

HRA debt is measured through the Capital Financing Requirement (CFR). This is the underlying need to borrow for capital expenditure purposes.

The chart above shows an increasing trend, with borrowing resulting in additional financing costs including:

Interest payable and prudent revenue

provision for the repayment of capital expenditure paid for by borrowing.

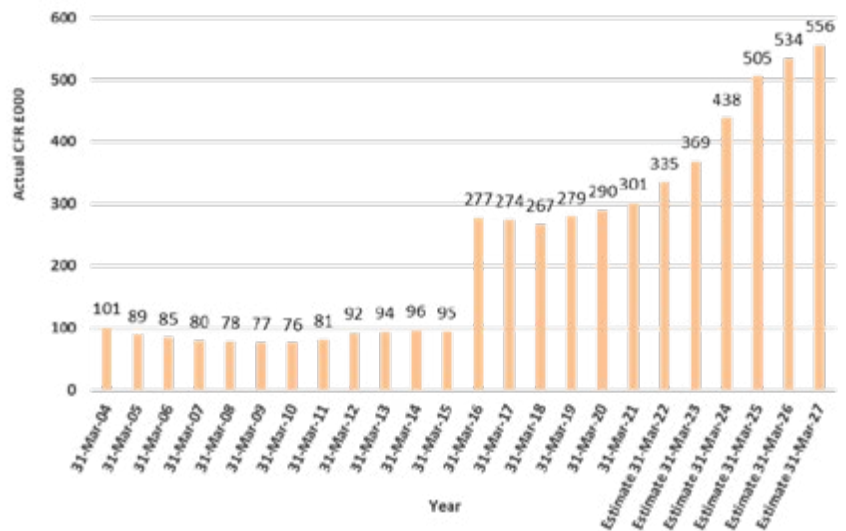
These financial commitments arising from borrowing must be paid over future generations and are long term financial commitments for the rent payer. As such, expenditure creating such liabilities should be reviewed regularly to ensure that expenditure remains prudent, affordable and sustainable and considers the future asset management requirements of the housing stock.

Risk Mitigation

Risk mitigation within the Housing Revenue Account takes many forms:

- Ensuring that a HRA General balance is maintained at a prudent level.
- Create specific earmarked reserves to mitigate against increasing and unforeseen

(HRA) Capital Financing Requirement Trend



costs in respect to the new build programme such as the price of materials, uncertain rent policy in the medium / long term.

- Annually updating and submitting to the WG for approval a 30-year business plan which considers revenue and capital expenditure plans over the longer period.
- Continue to liaise and consult with the WG on future rent policy highlighting the importance of ensuring that capital commitments currently being entered into remain affordable.
- Ensuring strong asset management practices and understanding of the condition of existing stock.
- Continuing to develop indicators to support assessment of financial resilience including prudential borrowing indicators.
- Maintaining a prudent approach to repayment of capital expenditure.
- Regular monitoring and review of expenditure against approved budgets.
- Compliance with the terms of reference set by the Housing Delivery and Capital Finance Board in respect to approval or changes in sites proposed for new housing development including viability assessments
- Regular review of service data and matrix

such as the number of void properties, levels of rent arrears and write offs, progress against the revenue repairs programmes both responsive and planned to identify issues and agree interim solutions thus helping to secure improved performance against service objectives

- Regular reviews of progress against the planned Capital Programme and the level of borrowing needed to avoid unnecessary capital financing costs
- A planned revenue contribution to capital outlay/Direct Revenue Financing to reduce borrowing costs or provide for additional borrowing and enhanced capital investment



HRA Business Plan Operational and Financial Risk Matrix

Due to the long-term nature of the Business Plan, many variables and assumptions are included which are subject to a high degree of risk and uncertainty.

The Risk Matrix below details a number of key operational and financial risks and sets out the potential impact, pre and post mitigation and appropriate mitigating controls.

Risk Description	Impact	Pre-Mitigation Risk Analysis	Mitigating Controls	Post Mitigation
Restricted rent uplift in future years due to changes to the rent policy beyond 2024/25 or to levels of CPI	Potential impact on level and quality of service provision to tenants and capital schemes that can be taken forward. Impact of affordability, prudence and sustainability of additional borrowing. Impact on local and national affordable housing targets	Red	<p>Review and prioritise revenue operating costs to identify savings</p> <p>Consider and budget for use of earmarked reserves and general balances to support financial resilience</p> <p>Review and reprioritisation of the Capital Programme and realignment where feasible of future spend plans</p> <p>Continue to liaise and consult with the WG on future rent policy highlighting the importance of ensuring that capital commitments currently being entered into remain affordable.</p> <p>Reduce new build development programme where other capital realignment is not possible</p>	Red
Cost inflation increase above rent uplifts	Increase in costs of supervision, management and repairs and maintenance, including capital contracts	Amber	Use of earmarked reserves. Review and reprioritise revenue operating costs and consider a reduction in planned expenditure including within the Capital Programme where any variations to planned spend are feasible/not committed	Green
A reduction in the (£9.5m per annum) WG Major Repairs Allowance (MRA) grant	Impact on the achievability of the Capital Programme	Red	<p>Review and reprioritisation of the Capital Programme allowing for committed spend but realigning future spend plans</p> <p>Reduce new build development programme where other realignment is not possible</p>	Amber



Risk Description	Impact	Pre-Mitigation Risk Analysis	Mitigating Controls	Post Mitigation
Impact of Welfare Reform and Universal Credit	Impact on tenants' ability to pay rent, resulting in increased rent arrears, requirement for bad debt provision and increased debt collection and recovery costs Increased requirement for tenant support and advice services	Amber	Understanding of the Welfare Reform regime and risks. Information and advice to tenants, for example through Into Work Services Promotion of available benefits and specific support e.g. the Hardship Fund and Discretionary Housing Payments grant, rent rescue schemes Regular review of rent arrears and bad debts provision requirement	Amber/Green
Impact of Covid 19	Impact of Covid 19 on tenants' ability to pay rent, resulting in increased rent arrears, requirement for bad debt provision and increased debt collection and recovery costs	Amber	Information and advice to tenants, for example through Into Work Services. Maximisation of funding for promotion of available benefits and specific support Introduction of the rent arrears pathway Regular review of bad debts provision	Green
Impact of Brexit	Shortage of materials and contractor supply and cost inflation of materials due to increased bureaucracy and uncertainty	Amber	Use of earmarked reserves to cover short term increase in costs Maintain communication channels with suppliers and contractors including seeking alternative sources of supply Develop a pool of small contractors to increase capacity Embrace post-Brexit procurement opportunities to ensure regime is simple, efficient and delivers greater value for money	Amber / Green
Failure to meet new build housing programme targets resulting in delays to timing of lettings of new build properties	Non achievement of Capital Ambition targets. Failure to reduce housing waiting list and impact on temporary accommodation and homelessness Holding costs of vacant sites and revenue costs of development teams Reduction in rental income receivable and resources available to support the HRA budget	Red	Contractual commitments are closely monitored by the Housing Development and Capital Finance Board. Individual project viability is reviewed at key stages of the scheme development Ongoing review of new build programme development and resources required	Amber



Risk Description	Impact	Pre-Mitigation Risk Analysis	Mitigating Controls	Post Mitigation
Treasury Management	Increased costs of interest and prudent repayment of any borrowing undertaken to pay for capital expenditure proposed in the HRA Capital programme	Red	Integrated Council wide Treasury Management policies and strategy Regular reporting in line with best practice Review of programme in line with affordability and government policy changes such as rent Setting a prudent approach to repayment of debt and identification of revenue resources to support financial resilience This all allows the Council to respond to issues quickly and appropriately	Amber
Challenge of Decarbonisation	Failure to plan and invest strategically in order to meet carbon reduction targets could result in failure to meet WG target Impact on tenants' energy costs The requirement to meet the cost of decarbonisation without additional funding will impact on other spend – could reduce borrowing capacity and reduce funds available for new build	Red/Amber	Work closely with WG to understand key requirements, targets, delivery methods and costs Identification of available funding to support targets Plans in place to pilot renewable technology in order to meet the challenge	Amber

Review and monitoring of the financial and wider risks identified for the Housing Revenue Account takes place as part of the Directorate’s risk identification and monitoring process.

HRA risks are considered within the Directorate Operational Risk Register which is reviewed and updated quarterly.

The development and progress of the New Build programme is reported to and monitored at the Housing Development and Capital Finance Board which meets bi-monthly. The revenue and capital financial position is considered as part of regular monthly monitoring and reporting processes.



Sensitivity Analysis

The assumptions as detailed in the paragraphs above are based on best information and will be subject to a risk of change.

The table below sets out key areas of sensitivity and the potential impact on the forecasts for any one year as included within the plan and using the 2022/23 budgets for illustration.

This is on the assumption that all other factors remain constant and no mitigation/offsetting

actions are in place. In reality, as set out in the Potential Mitigation column below and, within the Risk Matrix above, this would take the form of numerous and varied measures as appropriate to ensure a viable financial position is maintained.

KEY ASSUMPTION 2022/23	REVISED ASSUMPTION/ CHANGE	FINANCIAL IMPACT £'000	SERVICE IMPACT	POTENTIAL MITIGATION
CPI 3.1%	CPI 2.1%	+770	A 1% reduction in the level of CPI to 2.1% reduces rental income and available revenue resources impacting the flexibility in service provision and ability to meet tenant priorities	<p>Review and prioritise revenue operating costs to identify savings</p> <p>Consider and budget for use of earmarked reserves and general balances to support financial resilience</p> <p>Review and reprioritisation of the Capital Programme and realignment where feasible of future spend plans</p> <p>Continue to liaise and consult with the WG on future rent policy highlighting the importance of ensuring that capital commitments currently being entered into remain affordable</p> <p>Reduce new build development programme where other capital realignment is not possible</p>



KEY ASSUMPTION 2022/23	REVISED ASSUMPTION/ CHANGE	FINANCIAL IMPACT £'000	SERVICE IMPACT	POTENTIAL MITIGATION
Employers' Pay Award 3%	Employers' Pay Award 4%	+327	A higher pay award at 4% results in an increased funding requirement reducing the flexibility to progress other plans and priorities	Use of earmarked reserves. Review and reprioritise revenue operating costs Consider a reduction in planned expenditure including within the Capital Programme where any variations to planned spend are feasible/not committed
Bad debt provision 1%	Bad debt provision 1.5%	+397	An increase of 0.5% in the bad debt provision would result in an increased funding requirement reducing flexibility within revenue resources	Information and advice to tenants, for example through Into Work Services Maximisation of funding for promotion of available benefits and specific support Introduction of the rent arrears pathway
Void rent loss 2%	Void rent loss 1%	-783	A reduction in the void rent loss to 1% increases rental income generated and the resources available to fund planned programmes of investment and service provision	Consider and budget for transfer of additional resources to replenish earmarked reserves and support financial resilience Reduce borrowing via increased direct revenue financing in year with impact on future capital financing costs

+ negative impact on the HRA- positive impact on the HRA

Whilst these key areas of sensitivity and the potential annual impact are set out above, it should be noted that these could also have a cumulative impact over the period of the plan and would need to be managed accordingly.

Longer term mitigation measures are likely to include a detailed review of the Capital investment

programme and any potential to reduce spend where spend is not already committed. In addition, available reserves and balances would be considered to offset shortfalls and support ongoing financial resilience.



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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 March 2022

**PROCUREMENT OF A CONTRACTING PARTNER TO DELIVER THE CHANNEL VIEW
REDEVELOPMENT PROJECT & ACQUISITION OF A NEW BUILD OPPORTUNITY**

Appendices 3, 5 and 6 are not for publication as they contain exempt information of the description contained in paragraph 14 of Schedule 12A of the Local Government Act 1972.

Purpose of Report

1. To provide Members with background information to enable their pre-decision scrutiny of the report to Cabinet. Members are to note there are two key aspects of the Cabinet Report. The first is regarding the acquisition of properties through a package deal arrangement at Wyndham Crescent, the second is to approve the Council undertaking a procurement process to appoint a Contracting Partner at the Channel View Redevelopment project.
2. Committee Members are to note, proposals in relation to both schemes have been previously been through this Committee and this report provides insight into areas previously discussed. At the meeting, Members will receive a presentation providing an overview of the attached Cabinet Report, along with background information on why further cabinet approval is now sought.
3. The Cabinet Report, attached at **Appendix A** (*and its subsequent Appendices*) are due to be considered by Cabinet at its meeting on 10 March 2022.
4. Members should note that Appendices 3, 5 and 6 are exempt from publication. Members are requested to keep this information confidential, in line with their responsibilities as set out in the Members Code of Conduct and the Cardiff Undertaking for Councillors.

Structure of the meeting

5. This item will be considered in two parts: an open session, where Members will receive a briefing by officers and can ask questions on the issues and papers that are in the public domain, and a closed session, where members of the public will be excluded, should Members hold any questions that pertain to the detail of the confidential Appendices.
6. Councillor Lynda Thorne (Cabinet Member – Housing & Communities), Sarah McGill (Corporate Director – People & Communities) and Dave Jaques (Operational Manager – Development & Regeneration) will be available to answer Members questions.
7. Following this item, Members will then be able to decide what comments, observations or recommendations they wish to pass on to the Cabinet for their consideration prior to making their decisions.

Structure of the Papers

8. To facilitate the scrutiny, the following appendices are attached to this report:

Appendix A – Cabinet report

The following appendices are attached to Appendix A:

- **Appendix 1** – *Plans for Wyndham Crescent*
- **Appendix 2** – *Masterplan for the Channel View Redevelopment Scheme & consultation material.*
- **Appendix 3** – *Draft Heads of Terms for Wyndham Crescent (**confidential**)*
- **Appendix 4** – *Crown Commercial Framework, Lot 6.3 Residential Wales for Wyndham Crescent*
- **Appendix 5** – *Legal advice for Wyndham Crescent (**confidential**)*
- **Appendix 6** – *Letters following previous scrutiny of Wyndham Crescent (**one letter and response is confidential**)*
- **Appendix 7** - *Letters following previous scrutiny of Channel View.*

Wyndham Crescent

9. The Cabinet Report, attached at **Appendix A** advises the Council has been approached by the developer Ventura properties, to consider an acquisition of new flats suitable for older people on Wyndham Crescent. This proposition is termed a 'package deal'.

10. Committee Members are to note, should the draft Cabinet Report and its proposals be agreed, the Council would enter into an appropriate form of agreement to purchase the development only once the total schemes costs have been independently reviewed by Chartered Quantity Surveyors on behalf of Cardiff Council and confirmed to be consistent with current build costs and once a positive viability assessment is undertaken. **Point 22** of the Cabinet Report states the scheme is accounted for within the current HRA Business Plan.
11. If agreed, the package deal would deliver 30 x 1 bed older person apartments, all with access to private outdoor space. Indicative elevations of the proposed scheme are provided in **Appendix 1**.
12. Members are to note when this item came through Committee in March 2021, it was originally intended to purchase 31, 1 bed older persons apartments from Ventura. However, following pre-application planning advice the scheme had to be scaled back.
13. Committee Members are to note the design process for the scheme is ongoing, and so, entering into an agreement to purchase these properties is conditional on the developer obtaining a planning consent and securing the ownership of all of the land required to deliver the project. Further detail on this is at **points 11 – 16** of the attached Cabinet Report and will be discussed at the Committee meeting.

Issues

14. The draft Cabinet Report outlines a number of areas for consideration under this acquisition, the first of which being costings. The Report outlines that the council will enter into an appropriate form of agreement to purchase the development only once the total schemes costs have been independently reviewed and confirmed to be consistent with current build costs. The current estimated costs for the acquisition are detailed in **confidential Appendix 3**.
15. There are a number of conditions that must be discharged by the developer before the council can enter into a legal agreement. These are listed below:
 - A satisfactory planning permission being granted for a 30 unit scheme including for any Section 106 Agreement;

- The developer owning the land within the project redline
- A satisfactory review of the proposed scheme costs
- A positive financial viability assessment of the total scheme costs using the Proval viability tool.
- Formal approval of the SAB proposal for the scheme
- Completion of due diligence of the developer to ensure ability to deliver the project
- Satisfactory completion of the procurement due diligence as detailed in legal advice at **Appendix 4**.

16. To ensure the council's proposed acquisition is compliant with the Public Contracts Regulations external legal advice has been sought. This is attached at **confidential Appendix 5**.

Channel View Redevelopment Scheme

17. The Channel View redevelopment scheme proposes the redevelopment of around 180 existing properties on Channel View road including a council owned 13 storey tower block; replacing these properties with the construction of around 360 new mixed tenure homes for the existing community.

18. Objectives within the scheme include low-carbon development, delivering highly energy efficient homes, better connectivity for the estate and for the wider community, improvements to the public open space at the Marl, a potential pedestrian and cycle connection from the Marl to Hamdryad Park over the river Taff, and the creation of well-managed, attractive public realm using green infrastructure and SUDS (*sustainable urban drainage systems*). Committee Members will note that a masterplan of the scheme is attached at **Appendix 2**.

19. It is proposed that the 360 new homes will be of mixed tenure. In November 2020, Committee Members were informed tenure for the site would be 60% council houses and 40% market sale, which represents the current split of ownership on the estate. Further, Committee Members were also informed the scheme will also provide a mix of houses and flats and the replacement for the existing tower block will be a new 'Community Living' scheme providing 78, 1 and 2 bedroom flats for older people across 2 blocks along with a range of communal facilities for older people both living

within the blocks and the wider community. There is also the opportunity to provide a café and a shop for the wider community.

20. The November 2020, Cabinet Report related to progression of Phase 1 of the Channel View Redevelopment Scheme (*Phase 1 of the scheme pertained to the replacement of the tower block*).
21. The Cabinet Report, considered in November 2020, detailed that the costs of delivering the entire Channel View scheme was estimated to be in the region of £60 million, and the cost for Phase 1 was estimated to be in the region of £16 million.
22. Members will note, the Cabinet Report attached at **Appendix A**, states the estimated costs for the overall project has risen to an estimation of £85million, with Phase 1 estimation remaining in the same region of £16million. Further, **point 33 of Appendix A** states £41million has been assumed in the current HRA capital programme.
23. **Point 34 of Appendix A** states costings for the project, are estimates and a detailed cost analysis for the site is currently underway and a robust viability assessment for phase 1 and the remaining phases will be undertaken prior to a procurement process commencing.
24. Although Cabinet gave approval to procure a contractor for Phase 1 in November 2020, as the scheme has developed further it has been identified that identifying contractors for each 'phase' of the development, could lengthen the scheme and prove more costly.
25. As such, the Cabinet Report attached at **Appendix A** seeks Cabinet approval to approve the principle of tendering for a Contracting Partner to deliver the entire project as opposed to just Phase 1. This contract would therefore include phase 1, the design development, consultation and planning of future phases, the demolition of the existing housing stock and the construction of future phases (subject to viability). Further information on the proposal is contained in **points 29 – 34 of Appendix A**.

Previous Scrutiny – Wyndham Crescent

26. In March 2021, this Committee considered a Cabinet Report which sought cabinet approval to enter into a package deal at Wyndham Crescent. However, as the scheme needed to be redesigned the Report was subsequently deferred for Cabinet consideration.
27. When Members originally considered this scheme, two letters were sent to the Cabinet reflecting Committee's observations. The first letter related to information in the public domain, and the second letter was confidential in relation to the information exempt from publication.
28. Both letters are attached at **Appendix 6** along with the Cabinet response. As Members will note, the discussion held at Committee included timeline for the scheme, the council's influence on design of the development and confidential matters such as costings.

Previous Scrutiny – Channel View Redevelopment Scheme

29. In November 2020, this Committee considered a Cabinet Report which sought Cabinet approval to procure a contractor for Phase 1 of the Channel View development. However, as detailed in **point 28 of Appendix A**, following further work, Cabinet are now being requested to instead, approve the principle of tendering for a partner contractor to deliver the entire project.
30. Attached at **Appendix 7** is the letter sent to Cabinet following Committee's consideration of the November Cabinet Report, along with the Cabinet response. Committee Members will note areas raised by Committee during their consideration in November 2020 included costings, design, deliverability, and implications for current occupants.

Legal Implications

The Scrutiny Committee is empowered to enquire, consider, review and Recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATIONS

The Committee is recommended to:

- i. Consider the information provided in this report, its Appendices and information received at the meeting;
- ii. Decide whether it wishes to relay any comments or observations to the Cabinet.

DAVINA FIORE

Director of Governance and Legal Services

3 March 2022

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APPENDIX A

BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, SARAH MCGILL, CORPORATE DIRECTOR FOR PEOPLE AND COMMUNITIES AM CONFIRMING THAT THE RELEVANT CABINET MEMBER(S) ARE BRIEFED ON THIS REPORT

CARDIFF COUNCIL CYNGOR CAERDYDD

CABINET MEETING: 10 MARCH 2022

PROCUREMENT OF A CONTRACTING PARTNER TO DELIVER THE CHANNEL VIEW REDEVELOPMENT PROJECT & ACQUISITION OF A NEW BUILD OPPORTUNITY

HOUSING AND COMMUNITIES (COUNCILLOR LYNDA THORNE) AGENDA ITEM: 13

Appendix 3 and 5 are not for publication as they contain exempt information of the description contained in paragraph 14 of Schedule 12A of the Local Government Act 1972

Reason for this Report

1. To provide an update to Cabinet regarding the progress to date of the council's house building programme
2. To approve the Council entering into a legal agreement with Ventura properties (Cardiff) Ltd for the acquisition of land comprising new flats to be built at Wyndham Crescent, Riverside for an agreed contract sum, subject to the satisfactory completion of due diligence, a robust financial viability assessment and the proposed scheme achieving a planning consent.
3. To approve the Council undertaking a procurement process to appoint a Contracting Partner via an approved framework to deliver all phases of the Channel View Redevelopment project.

Background

4. Cardiff Council is delivering an exciting and ambitious housing development programme which will provide more than 4,000 new homes of the highest quality in a wide range of locations across the City. At least 2,800 of these will be new council homes and 1,200 homes for sale.

APPENDIX A

5. The programme will deliver new homes of different size and design, but all built to meet key quality requirements, regardless of tenure, that will meet a wide range of identified housing needs.
6. A number of new-build delivery routes have been implemented. These include the Cardiff Living Programme, an additional build programme, the purchase of property from the market and developer led package deals.
7. A key aspiration is to build new low carbon homes at scale and pace directly complements the Welsh Governments house building and enhanced quality targets.

Progress to Date

8. As of February 2022 the new build programme has delivered 806 homes of all tenures which includes 613 council homes and 193 homes for sale. A further 522 homes are currently being built on site, 506 homes with planning consent in place and a further 1,729 homes in the pipeline.
9. The programme currently includes 59 confirmed sites which combined have the capability of delivering around 3,600 new homes in total. We continue to assess new sites to be added into the pipeline to ensure that the longer-term target of 4,000 new homes can be achieved.

Progress to date:



APPENDIX A

- 10 Although general progress is still hampered by the pandemic and on-going issues with the supply of materials and labour caused by the Pandemic and Brexit, progress is still good with notable achievements in the year including;
- The approval of planning consent for a number of our large projects;
 - Bute Street, Community Living Project
 - Channel View regeneration scheme
 - Riverside/Canton Community Centre redevelopment
 - Waungron Road transport hub and supported housing scheme
 - We have also achieved a start on site for our new community living buildings at Maelfa and on the former Community Centre at St. Mellons – these two schemes will deliver over 100 new older person flats, agile working spaces and a wide range of community facilities to provide services to the new residents and wider community.
 - A start on site at Wakehurst Place, St. Mellons and Iorwerth Jones in Llanishen, both scheme delivering sustainable, low-carbon family homes. These will be completed and handed over in 2023.
 - Our Pasivhaus scheme at Highfields will be completed and handover over this summer and we have completed our first Net-Zero carbon modular build at Crofts Street in Plasnewydd.
 - We will complete the first phase of energy efficient, low-carbon homes at the former Eastern High school site in Rumney this Spring. The interest in properties to buy on this site has been very impressive with over 500 buyers having registered to buy a new home. The first release of 20 homes for sale was extremely successful with all of the homes being reserved. This proves that the appetite to purchase new low-carbon, high quality, sustainable homes is very much there which bodes well for our new build aspirations.

Acquisition Opportunity

- 11 The council has been approached by developer Ventura properties (Cardiff) Ltd to consider an acquisition of new flats once built on the former Seal & Co building site on Wyndham Crescent, Cardiff. The scheme will deliver new flats suitable for older people that will meet a strategic housing need in an area of the city in which we have a very high demand for new council housing but scarce existing stock and extremely limited opportunities to build ourselves.
- 12 The site is very well located in terms of access to the city centre and to nearby amenities along Cowbridge Road. A bus stop is located directly outside of the site and a doctor's surgery adjoins the site.

APPENDIX A

- 13 The proposed scheme will deliver 30 x 1 bed older person apartments, all with access to private outdoor space. Indicative elevations of the proposed scheme are provided in appendix 1.
- 14 Pre-application planning advice has been sought by the contractor. This advice has led to the scheme being scaled back from the original proposal of 35 apartments and reorientated in order to improve access into the car park. The design process is on-going and entering into an agreement to purchase the property is conditional on the developer obtaining a planning consent and securing the ownership of all of the land required to deliver the project.
- 15 The properties will be designed to be fully compliant with Welsh Government's Design Quality Requirements (DQR).
- 16 An in-principle agreement at this stage will enable the council to have an option on the acquisition opportunity whilst the scheme detail is developed and we are then able to undertake all necessary due diligence to determine if this opportunity is viable for us. This includes a robust review of the proposed fixed price.

Issues

- 17 Costs – the scheme is being offered to the Council under a 'package deal' arrangement. 'Package deals' are where a contractor takes the lead in procuring the acquisition, design and construction of a project. In such arrangements this must be an opportunity that only the developer can deliver to the council.
- 18 The Council will enter into an appropriate form of agreement to purchase the development only once the total schemes costs have been independently reviewed by Chartered Quantity Surveyors on behalf of Cardiff Council and confirmed to be consistent with current build costs and once a positive viability assessment is undertaken.
- 19 Procurement due diligence has been undertaken to ensure the council proposed acquisition/is compliant with the Public Contracts Regulations (2015). External Legal advice has been sought on this and contained in Exempt Appendix 5.
- 20 There are a number of conditions that must be discharged by the developer before the council can enter into a legal agreement. These are listed below:
 - a. A satisfactory planning permission being granted for a 30 unit scheme including for any Section 106 Agreement;
 - b. The developer owning the land within the project redline
 - c. A satisfactory review of the proposed scheme costs
 - d. A positive financial viability assessment of the total scheme costs using the Proval viability tool.
 - e. Formal approval of the SAB proposal for the scheme
 - f. Completion of due diligence of the developer to ensure ability to deliver the project

APPENDIX A

- g. Satisfactory completion of the procurement due diligence as detailed in legal advice at Appendix [4]
- 21 The conditions relating to formal planning approval and SAB approval must be satisfied before completion of the acquisition but may not prevent an exchange of contract.
- 22 The scheme is accounted for within the current HRA Business Plan and within the current Housing development programme

Channel View Redevelopment Scheme

- 23 This project represents the largest and most exciting holistic estate redevelopment proposal in the council's development programme. Proposing the redevelopment of around 180 existing properties on Channel View road including a council owned 13 storey tower block, replacing these with the construction of around 360 new mixed tenure homes for the existing community across various phases. Objectives include low-carbon development, delivering highly energy efficient homes, better connectivity for the estate and for the wider community, improvements to the public open Space at the Marl, and the creation of well-managed, attractive public realm using green infrastructure and SUDS.
- 24 The council has been consulting with residents on this estate since 2016 when an estate improvement scheme and the refurbishment of the existing tower block was being proposed. During the development of both proposals it was discovered that much of the low-rise houses and blocks of flats on the estate were suffering from significant structural movement. Many blocks seemingly beyond economic repair and the costs to retain and refurbish the tower block, dealing with the external and internal issues the block faces were becoming increasingly unviable.
- 25 In 2017 the council put on hold the plans and undertook detailed consultation with all residents affected by the proposals to instead bring forward a holistic redevelopment of the estate. A master-planning design team was appointed to develop a high-level masterplan and residents were consulted on these proposals.
- 26 In December 2021 full planning consent was granted for the Overall Masterplan and the detail of Phase 1 and the Development team have recommissioned the design team to develop the tender documents needed to procure a Contractor.

Issues

- 27 The Channel View project is now at a critical stage with Planning consent in place, residents living within Phase 1 being relocated to enable the first phase of development taking place and a team appointed to develop the tender pack and undertake procurement.

APPENDIX A

- 28 Initially Cabinet gave approval to procure a contractor to build out phase 1. However, as the scheme has been developed further and we have undertaken more detailed resident engagement it has become obvious that a different approach to procuring a partner is needed. Appointing contractors separately for each phase of development will be a piecemeal approach, it will make the scheme longer to deliver and could be more costly in the longer term and this will not be a satisfactory approach for residents. It will also be very resource intensive for the council's Development team as we would need to manage a separate tender process for each phase of development and potentially have different consultants designing each subsequent phase.
- 29 Instead, Cabinet is being asked to approve the principle of tendering for a partner contractor to deliver the entire project as opposed to just phase 1.
- 30 The scope of the commission would include:
- The construction of Phase 1
 - The design development and planning for all future phases
 - Resident engagement
 - Demolition of existing homes
 - Construction of all future phases.
- 31 This approach mirrors many aspects of the Cardiff Living partnership and the successful bidder would need a core project team of staff and consultants capable of delivering a project of this scale, including a design team to develop options, plans and submit planning applications for all future phases, manage the pre-development process to discharge planning conditions and undertake all necessary work to start on site and manage the construction of each phase. This approach would ensure that there is better co-ordination between all phases, ensure better engagement with residents, provide better value for money, consistency of quality and ensure that the redevelopment can move forward at pace by removing the gap between phases of development.
- 32 Furthermore, Cabinet is being asked to approve the principle of using the UK Governments Crown Commercial Framework to procure a partner contractor. This UK Government Framework includes a Residential Construction Lot for Wales with contractors with a proven track record of delivering a redevelopment projects on the scale of Channel View. This would offer a sensible and robust route to market with identified contractors capable of delivering the scheme.
- 33 The gross costs of delivering the entire scheme are estimated to be in the region of £85 million and Phase 1 is currently estimated to be in the region of £16 million due to the early infrastructure work required. A sum of £41 million has been assumed in the current HRA capital programme, to deliver the Council homes after making assumptions for income in the form of property sold on the open market and new homes sold through the Council's Assisted Home Ownership Scheme. It is important that a new development of this scale retains a mix of tenure.

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- 34 A detailed cost assessment is currently underway, so the figures identified above are estimated, however a robust viability assessment for phase 1 and the remaining phases will be undertaken prior to a procurement process commencing.

Local Member consultation

- 35 Local members have been fully consulted regarding the Channel View project and wider public consultation is currently underway.
- 36 Local members have been consulted regarding the updated proposals for Wyndham Crescent

Reason for Recommendations

- 37 Firstly, to enable the council to take an opportunity to acquire new build scheme in a Ward of very high demand, particularly for accessible and adaptable older person flats.
- 38 Secondly, to enable the council to move to the delivery stage of the Channel View redevelopment scheme by tendering for a contractor partner to help deliver all phases of the project.

Financial Implications

- 39 The report proposes delegating the entering into a package deal for Housing. A sum of £5 million is included in the Housing Capital Programme as part of the budget proposals.
- 40 The report highlights a number of significant conditions and uncertainties still required to be met. The heads of terms includes estimated costs and values which are subject to independent valuation and are based on cost estimates from September 2020. Supply chain impacts and costs increases since that date may impact on any updated heads of terms.
- 41 Having regard to an updated viability assessment is essential in determining the affordability and sustainability of the HRA business plan and will this will need to be undertaken as part of the due diligence in the exercise of any approved delegation by Cabinet for the project.
- 42 The report also sets out an approach to undertake a procurement to secure a development partner in respect to Channel View redevelopment.
- 43 A report previously considered by cabinet in November 2020 highlighted the wider financial implications of the overall proposal. It is essential that prior to enter into any agreements to proceed with phased developments, a full business case and approved viability is agreed by Cabinet highlighting the gross costs, income streams, timing and risks that are consistent with the amounts included in the budget framework for the development of new housing. This will also need to include the cost of

APPENDIX A

any wider community facilities to be included as part of the redevelopment.

Legal Implications

Legal Property Implications

- 44 Section 120 of the Local Government Act 1972 enables the Council to acquire land for either (a) the benefit, improvement or development of its area or (b) for any of its functions under any enactment. Specific power under Section 17 Housing Act 1985 enables the Council as local housing authority to acquire properties or land for housing accommodation.
- 45 Section 123 of the Local Government Act 1972 enables the Council to dispose of land in any manner it may wish.
- 46 The Council's Disposal and Acquisition of Land Procedure Rules requires the decision maker to have regard to advice from a qualified valuer, to ensure value for money.
- 47 External legal advice has been obtained in connection with the proposal at Wyndham as set out in Confidential Appendix [5], which Legal Services have been informed has been implemented and minimises risk to the satisfaction of the legal advisors. Due to the passage of time since the actions were taken, it is recommended that confirmation be obtained from that the position has not changed prior to proceeding . It is noted this matter is delegated to the Corporate Director for Housing and Communities, who will need to consider all the property and procurement legal implication relating to this matter before proceeding.

Procurement Legal Implications

- 48 The report recommends (in recommendation 3) that approval to commence procurement off a framework. Any Call off contract must be carried out in accordance with the Call off Process set out in the Framework Agreement. It should be noted that the terms and conditions will be those as set down by the Framework Agreement and the client department should satisfy themselves as to whether they are suitable for their requirements.

Equalities & Welsh Language

- 49 In considering this matter the decision maker must have regard to the Council's duties under the Equality Act 2010 (including specific Welsh public sector duties). Pursuant to these legal duties Councils must, in making decisions, have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of protected characteristics. Protected characteristics are: (a) Age, (b) Gender reassignment(c) Sex (d) Race – including ethnic or national origin, colour or nationality, (e) Disability, (f)

APPENDIX A

Pregnancy and maternity, (g) Marriage and civil partnership, (h)Sexual orientation (i)Religion or belief –including lack of belief.

- 50 When taking strategic decisions, the Council also has a statutory duty to have due regard to the need to reduce inequalities of outcome resulting from socio-economic disadvantage ('the Socio-Economic Duty' imposed under section 1 of the Equality Act 2010). In considering this, the Council must take into account the statutory guidance issued by the Welsh Ministers ([WG42004 A More Equal Wales The Socio-economic Duty Equality Act 2010 \(gov.wales\)](#)) and must be able to demonstrate how it has discharged its duty.
- 51 An Equalities Impact Assessment aims to identify the equalities implications of the proposed decision, including inequalities arising from socio-economic disadvantage, and due regard should be given to the outcomes of a Equalities Impact Assessment.
- 52 The decision maker should be mindful of the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

The Well-being of Future Generations (Wales) Act 2015

- 53 The Well-Being of Future Generations (Wales) Act 2015 ('the Act') places a 'well-being duty' on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible. In discharging its duties under the Act, the Council has set and published well being objectives designed to maximise its contribution to achieving the national well being goals. The wellbeing objectives are set out in Cardiff's Corporate Plan 2020 -23.
- 54 When exercising its functions, the Council is required to take all reasonable steps to meet its wellbeing objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the wellbeing objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.
- 55 The wellbeing duty also requires the Council to act in accordance with a 'sustainable development principle'. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:
- Look to the long term
 - Focus on prevention by understanding the root causes of problems
 - Deliver an integrated approach to achieving the 7 national well-being goals
 - Work in collaboration with others to find shared sustainable solutions

APPENDIX A

- Involve people from all sections of the community in the decisions which affect them

56 The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible on line using the link below:

<http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

Policy and Budget Framework

57 The decision maker must be satisfied that the proposal is within the Policy and Budget Framework, if it is not then the matter must be referred to Council.

HR Implications

58 There are no HR implications for this report.

Property Implications

59 No comments received.

RECOMMENDATIONS

Cabinet is recommended to

1. Note the progress made to date on the council's new build housing programme and the ambition to deliver at least 4,000 low-carbon homes in the longer term.
2. delegate authority to the Corporate Director for People & Communities, in consultation with the Cabinet Member for People & Communities and Head of Estates to enter into a legal agreement (following satisfaction of the conditions highlighted in this report) with Ventura properties (Cardiff) Ltd for the acquisition of 30 new apartments on land at Wyndham Crescent, Cardiff in accordance with the Heads of Terms substantially in the form contained in at Appendix____
3. approve the progression of the Channel View redevelopment scheme and to commence procurement for a Contracting Partner to deliver the entire project including phase 1, the design development, consultation and planning of future phases, the demolition of the existing housing stock and the construction of future phases (subject to viability).
4. approve the use of the Crown Commercial Services Framework (RM6088: Construction Works and Associated Services, Lot 6.3: Residential - Wales) to procure the Contracting partner.

APPENDIX A

5. delegate authority to the Corporate Director for People & Communities, in consultation with the Cabinet Member for People & Communities and the Corporate Director of Resources to approve the evaluation criteria and tender documents and manage the procurement process to the stage of identifying the preferred bidder.

SENIOR RESPONSIBLE OFFICER	Sarah McGill Corporate Director People & Communities
	18 February 2022

The following appendices are attached:

Appendix 1 – Plans for Wyndham Crescent

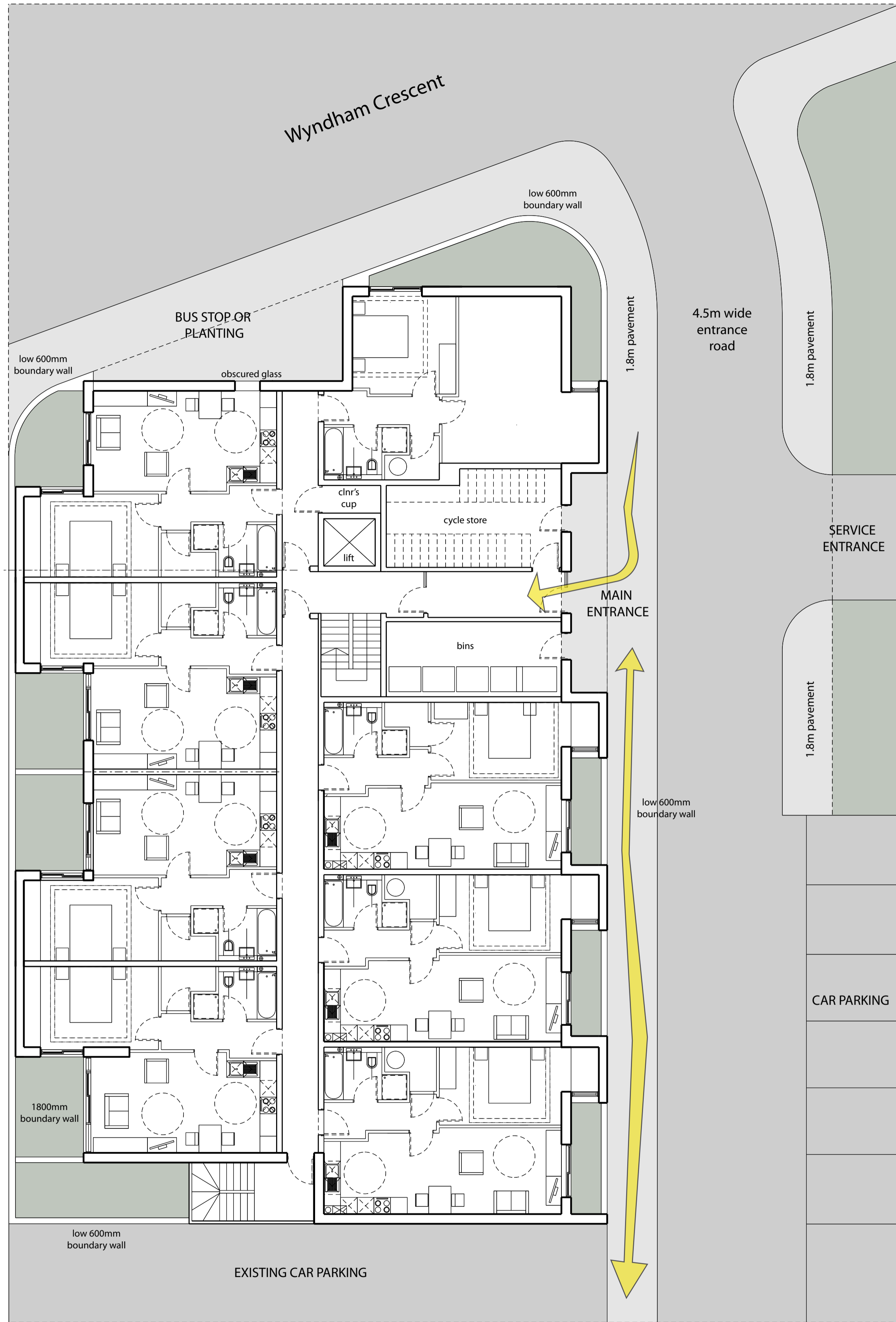
Appendix 2 – Masterplan for the Channel View redevelopment scheme & consultation material.

Appendix 3 – Draft Heads of Terms for Wyndham Crescent

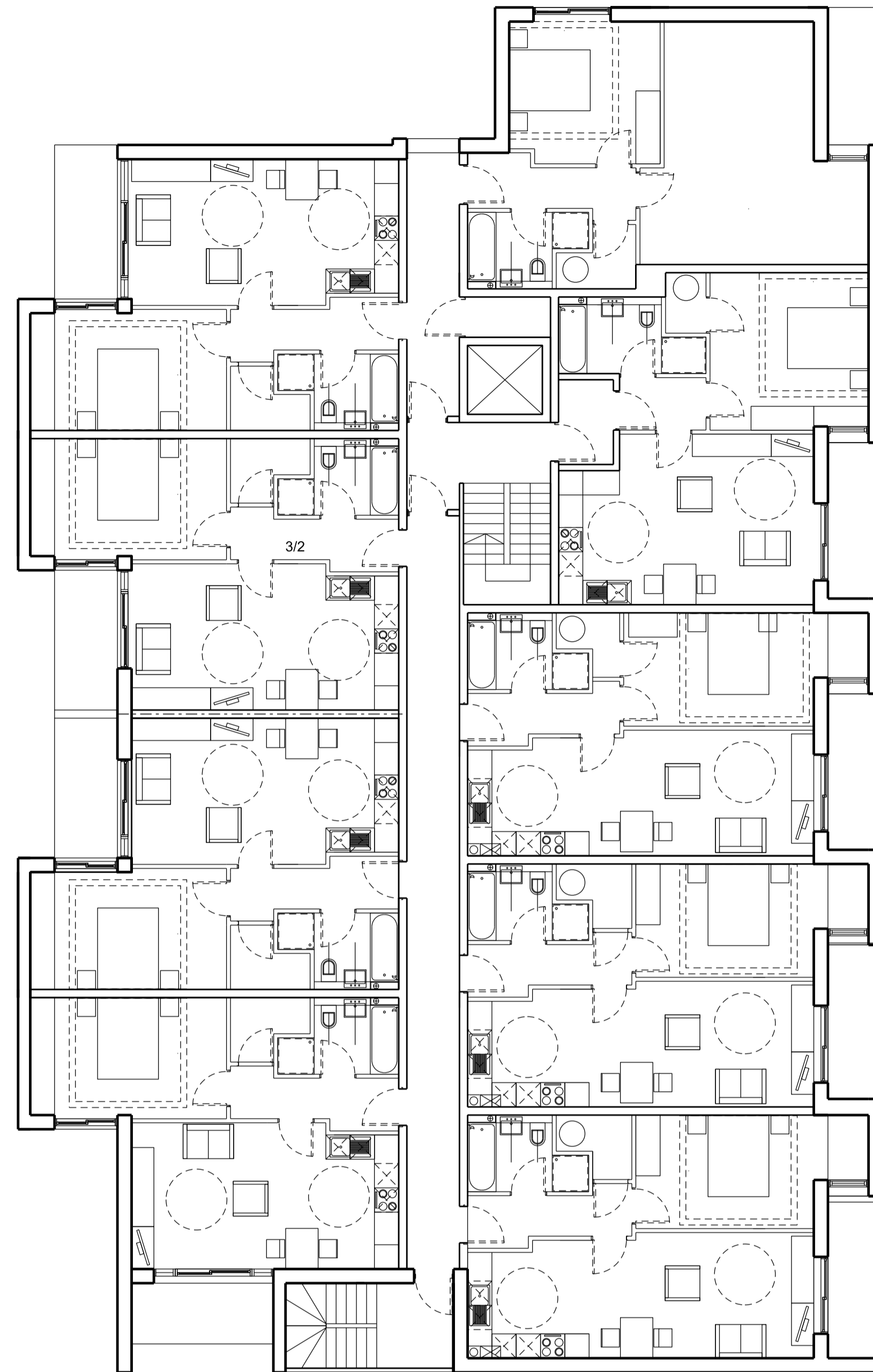
Appendix 4 – Crown Commercial Framework, Lot 6.3 Residential Wales

Appendix 5 – Confidential legal advice

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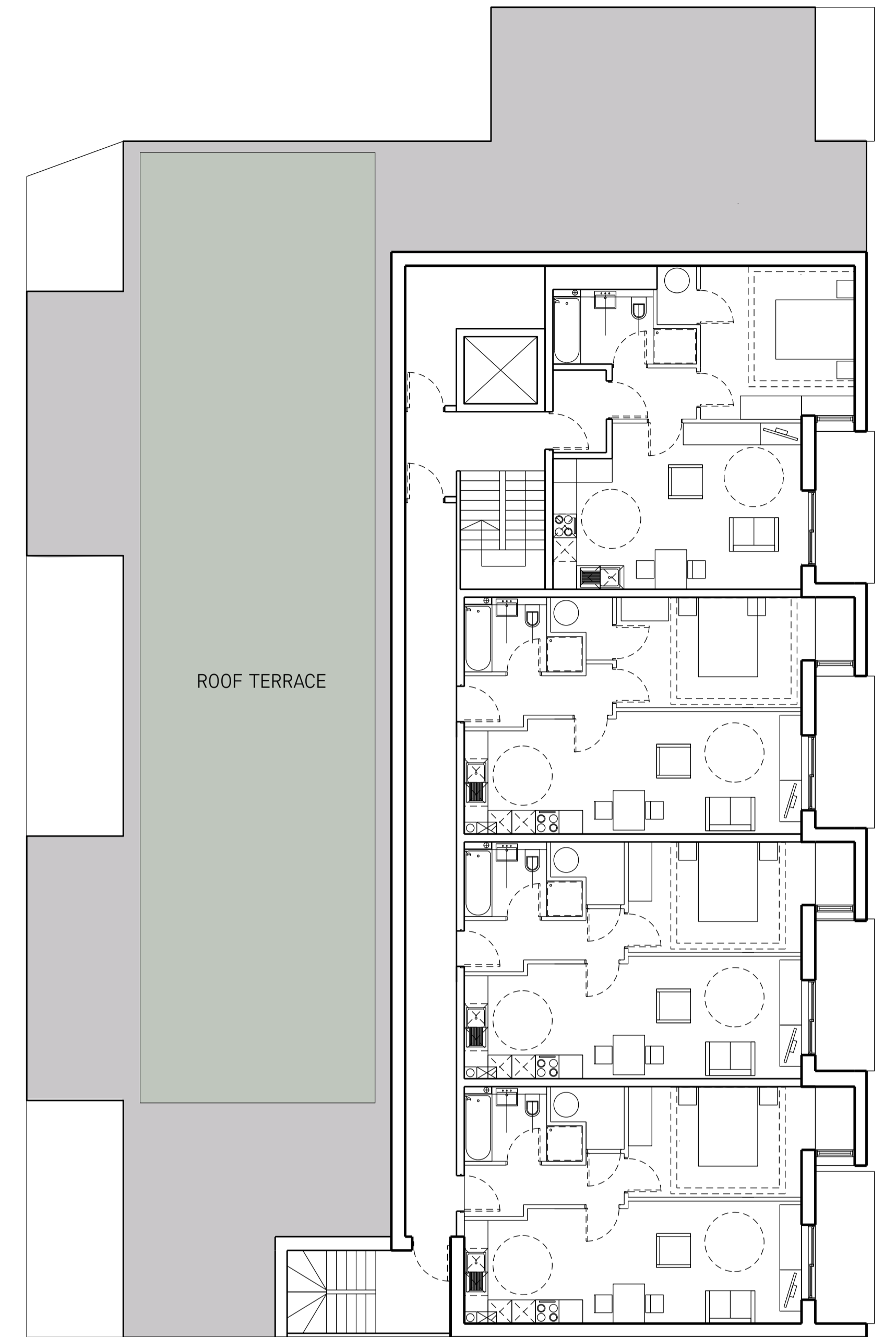
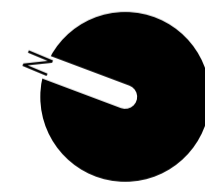
GROUND FLOOR PLAN 100 @ A1



We believe there to be no overlooking issues -
 OR we suggest 1.8m obscured screen.
 The suggested 3 floors on the northern boundary
 meets the 45 degree rule

1st & 2nd FLOOR PLAN 100 @ A1

30 x 1 Bed Apartment Approx 52 sqm



There is an opportunity to provide additional amenity space
 in the form of a green roof terrace.

3rd FLOOR PLAN 100 @ A1



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 Tel. 07799 862959 www.mjaarchitects.com

Client

VENTURA

Project

CROWN HOUSE

Drawing

PROPOSED FLOOR PLANS

Scale	Status	Date	Drawn	Checked
1:100 @ A1				

Drawing No.	Revision
A-P-S-001	0

A-P-S-001 **0**

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 Cardiff CF119UP
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Client
Ventura

Project
 Crown House

Drawing
PROPOSED SITE PLAN

Scale	Status	Checked
1:250 @ A3	Sketch Information	
Drawing No.	Revision	

A-P-S-02

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APPENDIX 2



Design Commission for Wales

Design Response Document – **October 2020**

powelldobson
ARCHITECTS

Contents

0. Introduction
 1. Masterplan Framework & Vision
 2. Opportunities & Constraints
 3. Masterplan Structuring Elements
 4. Design Development
 5. Masterplan Design Parameters
 - Uses Plan
 - Movement Diagram
 6. Phase 1
 7. Green Infrastructure & Open Space (WYG)
 8. Architectural Design & Character
 - Housing Squares Typology Study
 - Shared Surface Streets Typology Study
 - Architectural Design - Buildings
 - Architectural Design - Streets
 - Architectural Design - Biophilic Elements (over 55's)
 - Main Square - CGI Views
 9. Energy Strategy
- Appendix A - The Bridge
- Appendix B - Public Consultation

0. Introduction

This document has been prepared by Powell Dobson Architects and its design team to provide a narrative for the design development of the emerging masterplan.

We understand the Council's vision and desire to create a recognisable, legible, desirable place to live and visit. Channel View can become a place with a clear identity in terms of urban design concept and architectural language, and a benchmark for high quality design and placemaking.

It can become an accessible and well-connected to the wider city through new and improved green infrastructure networks and safe pedestrian and cycle routes between communities.

We can create a greener, more sustainable neighbourhood focused around a series of high quality community spaces encouraging incidental, social interaction through a variety of different uses for the benefit of the whole community – new and existing. Providing 'living streets' creating life between buildings.

And we can create contemporary, sustainable, desirable homes that are designed to improve well-being through access to green spaces and nature, with layouts have the flexibility to adapt to the changing pattern of family living.

This document sets out our vision, summarises the opportunities and constraints of the site, identifies the key structuring elements of the masterplan and how they have developed into the emerging masterplan.

Project Team:

Architects & Masterplanners: Powell Dobson Architects

Landscape Architects: WYG

Structural & Civil Engineers: Cambria

M&E Engineers: McCann & Partners

Project Manager & Cost Consultant: Blake Morgan

Planning Consultant: Amity Planning Consultants



1. Masterplan Framework & Vision

Previous Masterplan Framework



1. Maintain direct pedestrian access to the Jaff Trail from within the site.
2. Development should make the most of river views and offer striking waterfront architecture.
3. Scope to accommodate taller buildings at the head of the park, but dropping in scale along a distinct crescent shaped frontage, and back towards the established community.
4. A cafe could be accommodated here at the riverfront location, next to a new destination open space.
5. Tie the structure of the scheme into the existing pattern of pedestrian access to create a permeable and legible development.
6. Parking to the rear in areas of denser development, helping to deliver a high quality public realm free of traffic.
7. The position of the replaced Council block for elderly residents, with views of the park and river, and close to the centre of the development. The block is positioned in the former park area in order that it can be delivered early.
8. An avenue visually linking a square to the site for a potential bridge. It would form a focus for community facilities and potential commercial uses.

9. A new square creating a focus for the development and a sense of place to the rear of the site.
9. A highway form to allow the potential for a bus connection onto South Clive Street.
10. The masterplan allows scope for some homes to be retained, without compromising the overall development.
11. Destination space (possible beach or play area) next to the river and future bridge, and also scope to establish a cafe at the meeting point of paths.
12. New pattern of paths to tie the remodelled park into the pattern of access back to the wider community.
13. Indicative use of some of the park for sustainable urban drainage features if necessary.
14. A series of routes forming parking courts linking homes on Channel View Road through to the park.
15. New homes fronting a wider Channel View Road, tying into the scale of the existing homes.
16. Indicative position of a foot and cycle bridge linking The Marl to Hamadyad Park, and completing the Cardiff Bay Trail.
17. New homes fronting the park, with parking to the rear, forming the lower end of the park crescent.

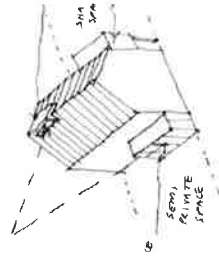
Vision

To Build on Key principles of Existing Masterplans:

- Widening of Channel view – creation of an “avenue” to structure development
- Creation of a “destination piece” of public realm to orientate the development
- Creating key connections between Channel View Road and The Marl – secondary streets
- Density/scale near river edge
- New footbridge to link The Marl and Hamadyad Park

To Strengthen these Foundation Principles with 4 Themes of Our Vision:

- Urban Green Connectivity** – wider green infrastructure network linking the city and connect the 3 parks: Grangemoor, Heol Ferry and Hamadyad
- Identity** – the “greening” of Channel View to improve the estate’s connection with The Marl
- “Living Streets”** – life between buildings to create a greener more sustainable neighbourhood
- Sustainable, Flexible and Biophilic Living** – a “place” to foster a healthy, balanced and cohesive community



Existing Site Photographs



Channel View



The Marl



Channel View Leisure Centre



Grangemoor Park



Hamadryad Park



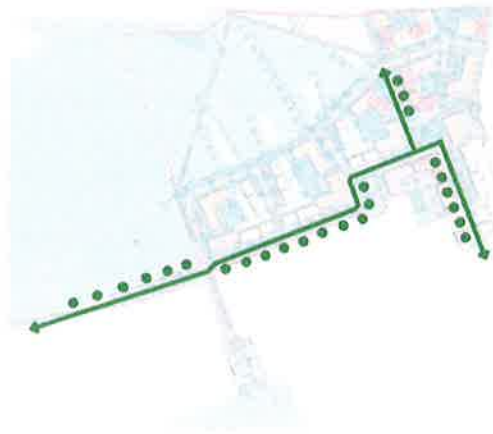
3G Pitch, The Marl



View South towards the site

3. Masterplan Structuring Elements

The Masterplan has been developed around a number of structuring elements that help provide distinct character, legibility, and identity in order to ensure a real sense of place. Each of these structuring elements is explained in more detail in the following sections.



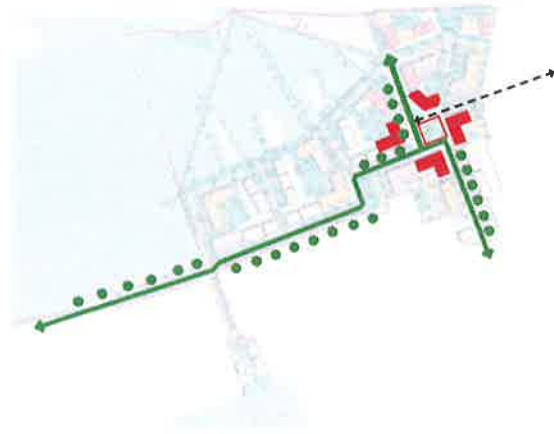
Main street: Avenue

The continuation and redevelopment of Channel View Road as a tree lined 'avenue' to structure the development.

The widening of Channel view from Ferry Road to our site, by utilising the tree lined edge of the park as a new verge with a new footpath/cycleway along side it.

New formalised visitor parking for the park and pitches provides an improved outlook for existing residents and creates a gateway to mark the approach to this new neighbourhood.

Within our site verges to both sides of the formal avenue create an improved outlook for existing residents, and a high quality setting for the new homes with opportunities for rain gardens, swales, and structure planting



Main Square

A new square creates a sense of place deep within the site

Formed at the junction of the Main Avenue, a new connection to South Clive Street, the route out to the destination space within the Marl and the improved pedestrian connection into Windsor Quay to the South.

Opportunities for increased scale around this square as a transition between Channel View road, the Main avenue, and the River Frontage to the West.



Housing Squares

Creation of housing squares designed around private shared community green spaces focusing on biophilic design, incorporating growing space and play for residents only, pulling The Marl, and its influence through the development.

These development parcels front both the Main Avenue and the park, and are accessed from the secondary shared surface streets.

They are designed to accommodate a range of housing typologies, including houses, flats, and hybrid blocks to allow flexibility in future phases Through the housing squares typology the masterplan is flexible enough to accommodate a number of mix options.

Each square has the potential to be explored around a different theme, in both architecture and landscape character adding richness to the street scene and supporting the creation of a distinct new neighbourhood.



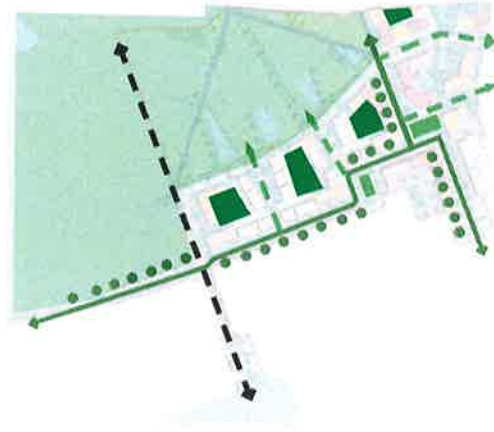
River Frontage

The location for phase 1, the replacement for the tower block. Increased scale, creates a landmark feature of this edge, highly visible from around the area and the wider Bay

Make the most of river views by setting the liner edge of the blocks back from the river edge maximising the number of new homes that have a river views,

Opportunity for striking, distinct, architecture

Potential for commercial ground floor uses here adjacent to the park, the Cardiff Bay trail and the new footbridge across the river.



Green Infrastructure

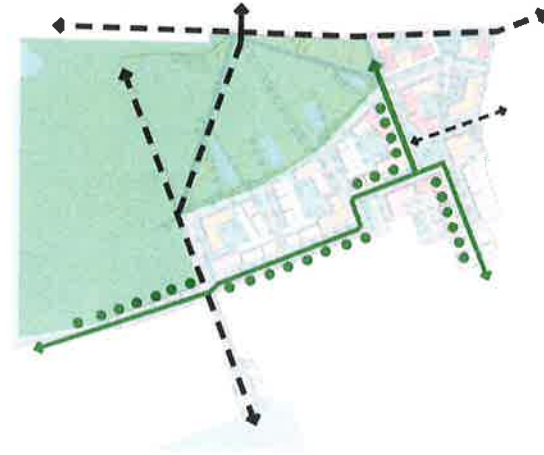
Urban green connectivity will create a Green Infrastructure network with a landscape strategy for 'Living Streets' focused on SUDS features: amenity value, drainage, biodiversity

Create a new focus within the Marl as high quality City Park and the setting for the regeneration of Channel View.

Street trees to green the arrival and create a strong landscape character to the Main Avenue. Principle and incidental public open spaces contribute to legibility and character along this main route through the site

Introduce a series of community green spaces within the housing squares focusing on biophilic design incorporating growing space and play for residents only.

The grain of the proposed development extends through the 'The Marl', pulling the green space and its influence through the development.



City Wide Connectivity

Create a Green Infrastructure Framework to link Channel View to its wider surrounding communities with new pedestrian and cycle links.

A new East-West pedestrian and cycle link connects 3 parks: Grangemoor, Heol Ferry and Hâmadyad, to the Marl and provides a green route between the Taff and Ely Trails

Allow space for the integration of a new footbridge connection across the river to create safe pedestrian and cycle routes between communities on both sides of the river and Cardiff Bay beyond

Provide a new bus route connection from Channel View road to South Clive Street

Provide improved meaningful pedestrian connections into Windsor Quay to the South

4. Design Development

Previous Masterplan Iteration 08.04.20



Widening of Channel View to create better approach and green avenue

Increased scale adjacent to the park edge

New strategic East West pedestrian and cycle link

Secondary shared surface streets with opportunity for swales, rain gardens and raised planters

Community green space at the heart of each housing square

Main Street - Avenue
Formal Tree lined avenue

Secondary space creates positive edge up against existing boundaries

Phase 1, replacement for the Tower along the River Frontage

Main Square framed by apartments up to 4/5 storey

New vehicular connection into South Clive Street

Create destination space with potential for commercial units within grd floor of phase 1

Indicative link to new footbridge

Create a new focus within the Mall as high quality City Park

Shared street open out to provide open aspect into park

Scale increases along the river frontage - up to 12 storeys

Improved pedestrian connections into Windsor Quay

2 storey housing to reflect adjacent development

Swales along park edge soften frontage

Precedent



Previous Masterplan Iteration 02.06.20



Community green space at the heart of each housing square for shared use by flats only

Shared street open out to provide open aspect into park

3 storey units added to park edge to maintain scale

Designs for park considered. See landscape section

Widening of Channel View to create better approach and green avenue

New strategic East West pedestrian and cycle link

Secondary shared surface streets with opportunity for swales, rain gardens and raised planters

Increased private rear gardens for houses. No access to rear communal shared spaces

Main Street : Avenue increased to accommodate bus route tracking

Secondary space creates positive edge up against existing boundaries possibility of utilising for bus manoeuvrability

Main Square framed by apartments up to 4/5 storey

Storey heights revised to address density comments

Area redesigned and new secondary pedestrian route added

New vehicular connection into South Clive Street. Bus tracking checked.

Refuse tracking assessed and accommodated

Splay added to building line to increase square visual size and provide direct visual connection with destination space

Orientation of building amended to increase permeability to development



Current Masterplan



Proposed pedestrian bridge route added

Revised strategic East West link

Detail added to private rear gardens including informal play and planting and allotments.

Main Street: Avenue increased to accommodate bus route tracking

Revised building alignment and scale to address main square

5. Masterplan Design Parameters



Mix and Quantum

The site has the potential to support a wide mix of unit types and tenures. Unlike many other river front sites in urban areas it has the supporting community infrastructure to attract families, including schools, doctors surgeries and open spaces.

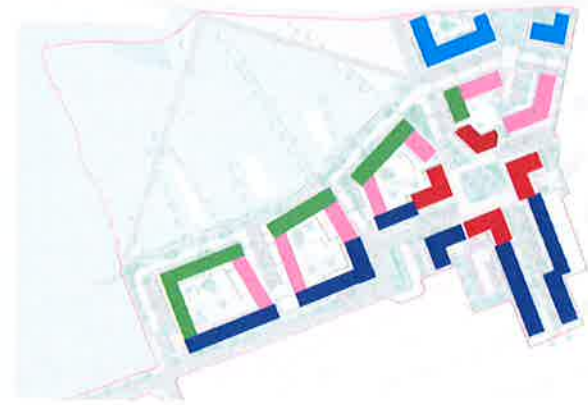
Through the housing squares typology the masterplan is flexible enough to accommodate a number of mix options. This initial option is based on replicating the previous masterplan mix of houses, replacing the existing and providing some new, and a mix of apartments including the replacement for the tower. Current mix provides 359 new homes:

Phase 1	77 x 1 & 2 bed flats
Remaining Phases	70 x 2,3 & 4 bed houses 212 x 1 & 2 bed flats
Total	359 new homes



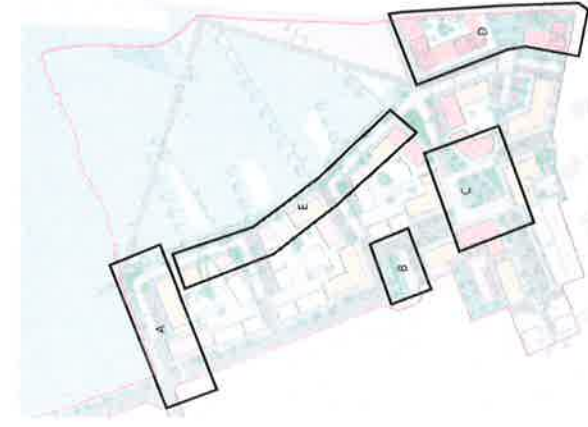
Scale

In line with the original vision, scale increases around the Main square and towards the River Frontage, across the site the scale ranges from 2-12 storeys



Frontage Character

Areas of distinctive frontage character can be overlaid onto the Masterplan structure to add richness to the streetscape and support legibility and distinctiveness. These can include:



Potential Areas of Uplift

Key areas of where an uplift in design and material quality is appropriate to support the character of key spaces and frontages.

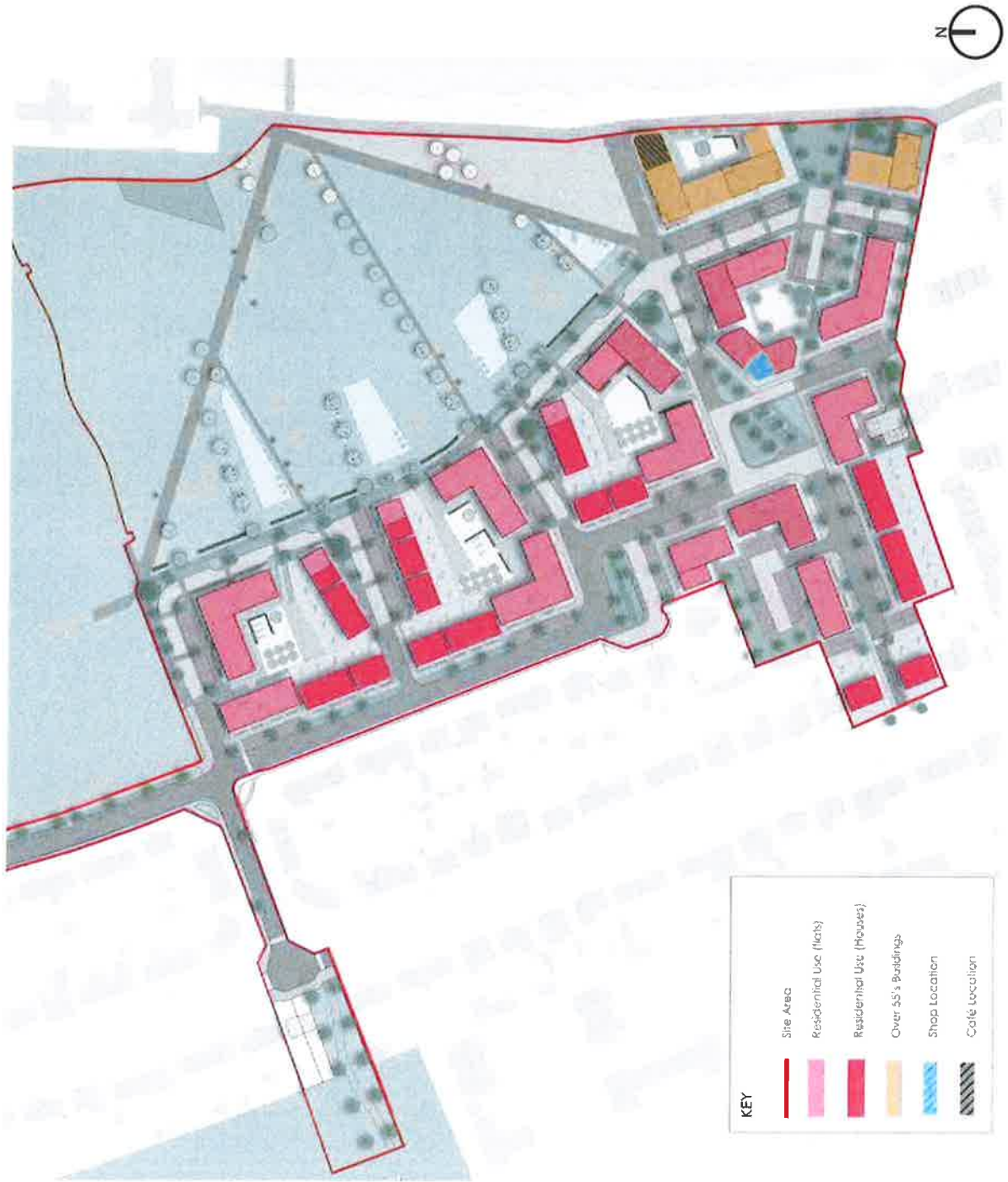
- A. The Main Street: Avenue
- B Main Street: Vista
- C The Main Square,
- D. The River Frontage
- E Park Edge

Uses Plan

In response to the feedback received, a further plan demonstrating the uses proposed has been prepared.

Whilst the majority of the site is proposed for residential development there is also provision for a social enterprise café, located on the ground floor of the main over 55's block, and a shop, located in the main square.

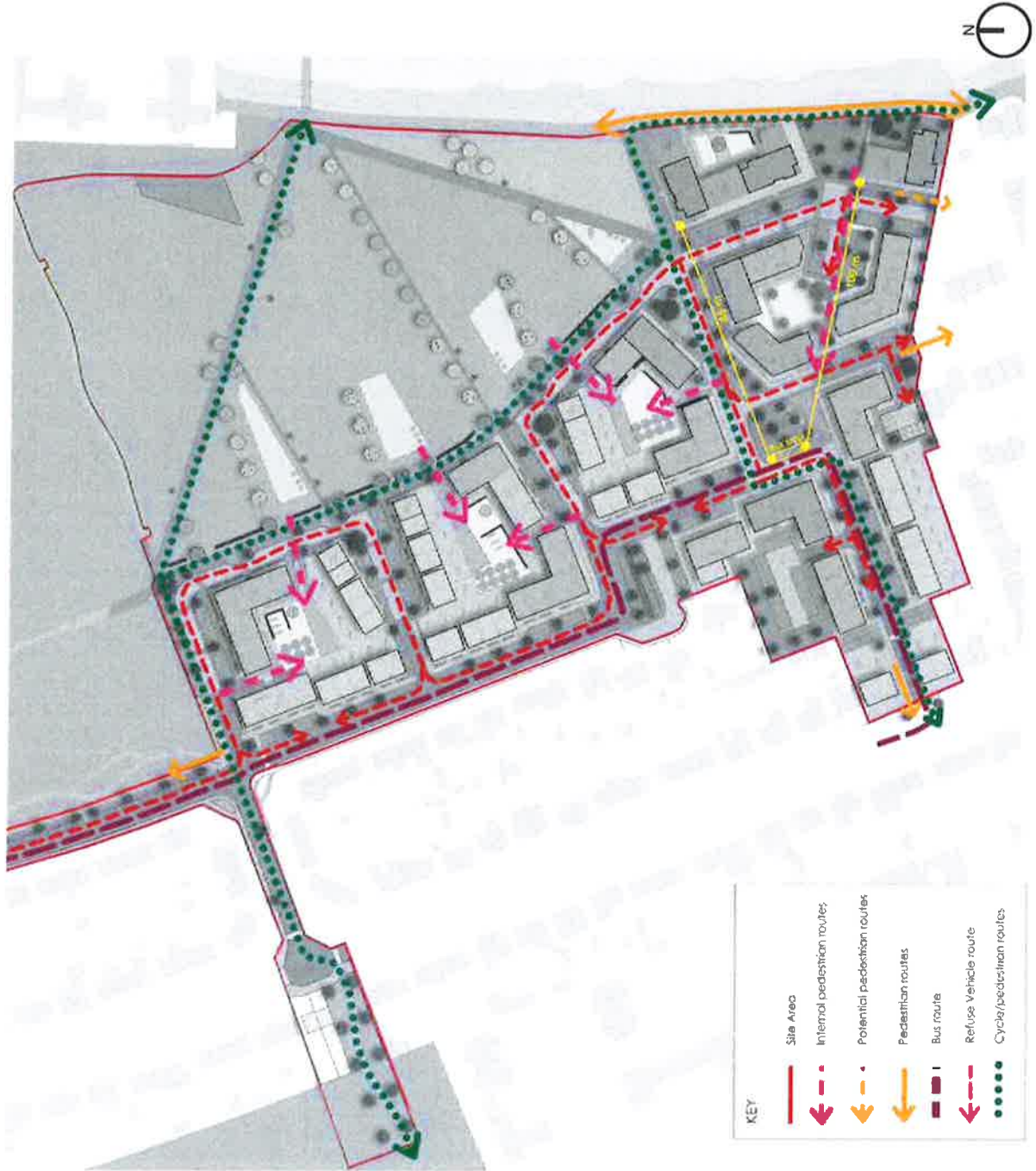
These locations have been chosen to appropriately support the functions of these uses. The enterprise café will support the destination space, linking the Marl to the development and beyond. The shop location supports the main square as the main transport interface for the development. The shop itself will be a flexible space, which can provide extra residential accommodation should there be no demand for the local shop, as the development is served by retail provision in the wider area.

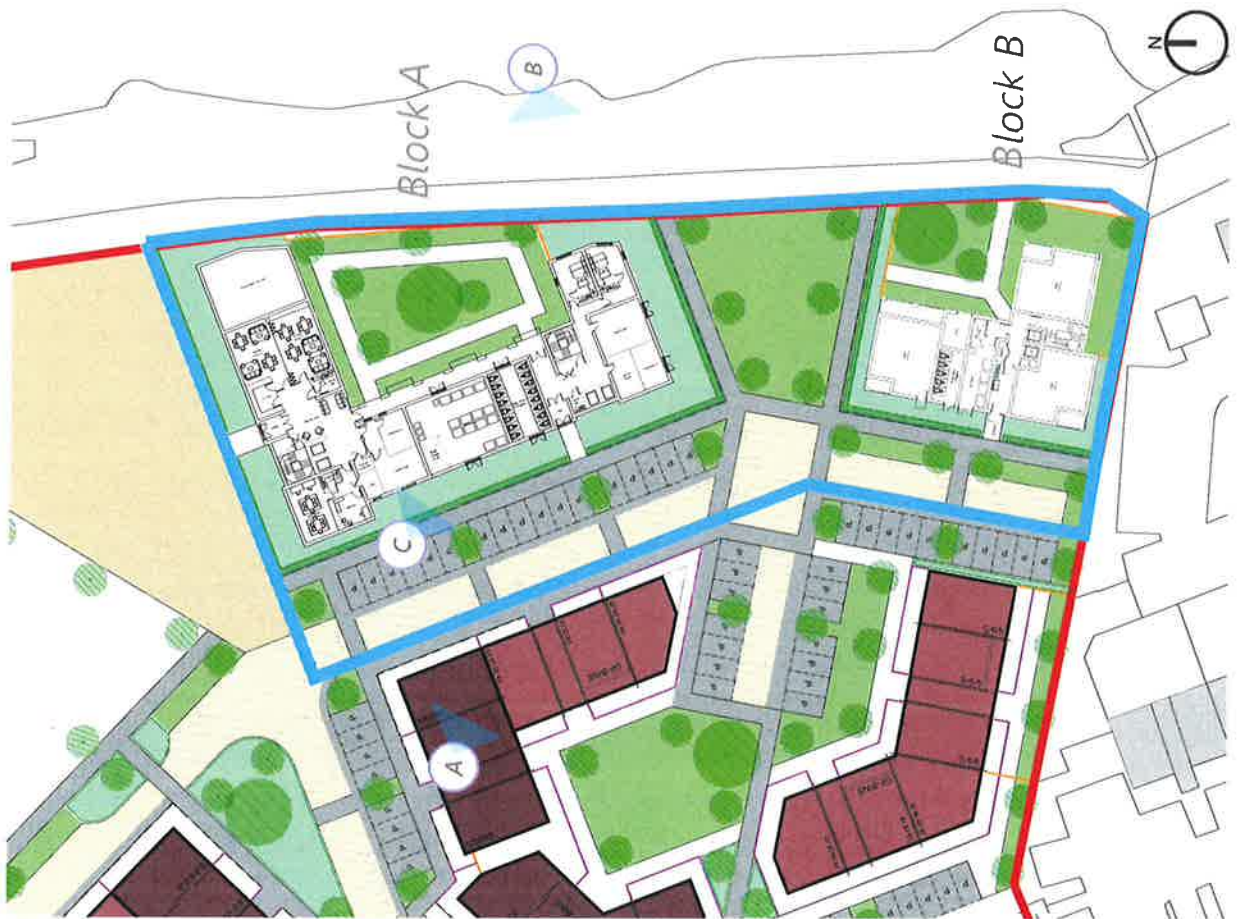
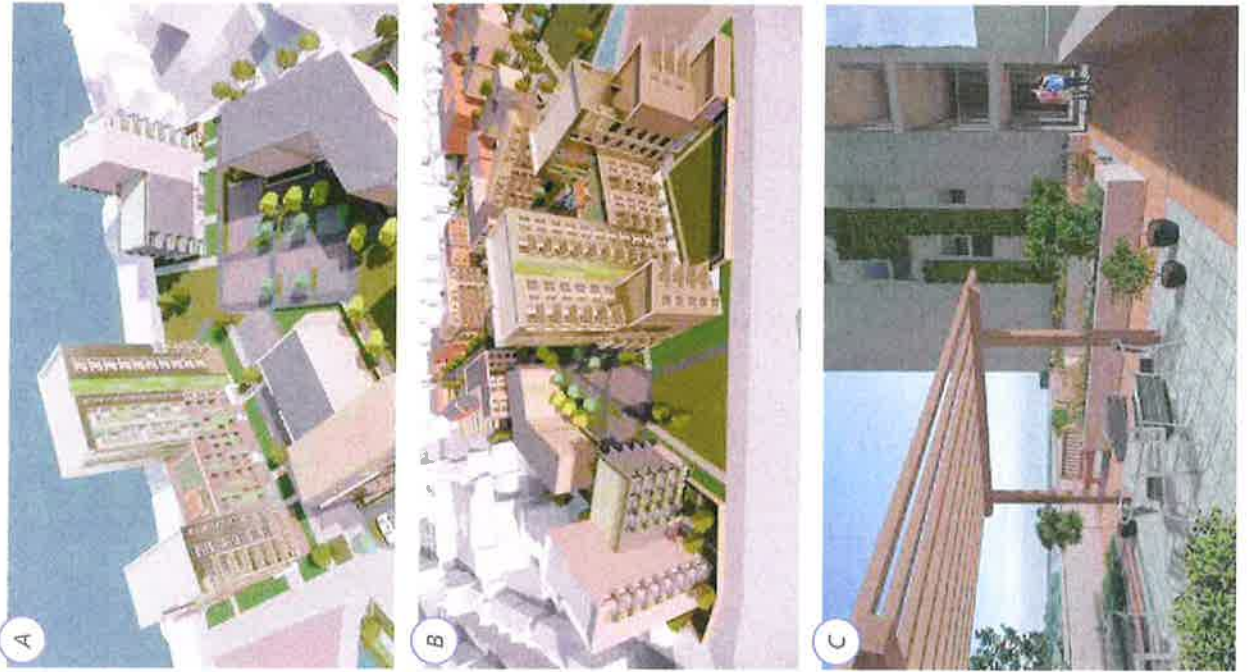


Movement Diagram

In response to comments from transport and highways we have provided an additional movement diagram highlighting the key vehicular and pedestrian routes into and through the development.

The main spine road has been designed to accommodate bus manoeuvrability with secondary streets and shared surfaces tracked to accommodate a refuse vehicle an cars. An additional connection to South Clive Street has been shown. Currently this would be a bus / cycle / pedestrian connection only, to avoid increase the traffic flow to South Clive Street; however this can be increased to provide full vehicle connectivity if necessary. Other pedestrian / cycle connections have also been shown.





6. Phase 1

Block A



Block A / Levels 01-04 Plans

Block A / Level 00 - Ground Floor Plan

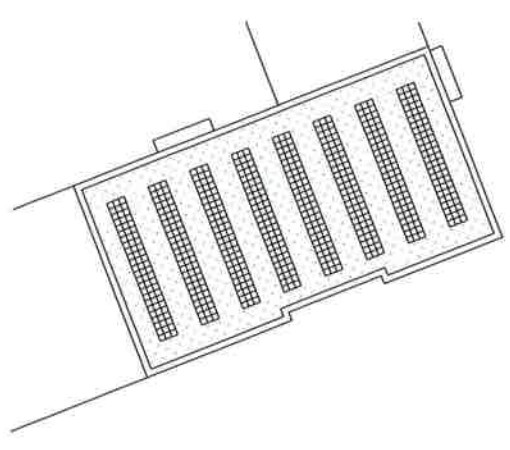
- Key**
- Resident's lounge
 - Communal facilities
 - Social enterprise cafe
 - Staff facilities
 - Servicing
 - Circulation
 - Stairs/Lifts
 - Risers
 - 1 bed apartment
 - 2 bed apartment
 - Roof terrace



Block A / Level 05 Plan



Block A / Levels 06-07 Plans



Block A / Levels 11 Roof Plans



Block A / Levels 08-10 Plans

Block B

20.10.2018

Accommodation Schedule Over 55s

Block B		6 Storeys	
Level	1B	2B	
00	3	0	
01	4	0	
02	4	0	
03	4	0	
04	4	0	
05	1	1	
06	1	1	
07	1	1	

Block A		11 Storeys	
Level	1B	2B	
00	0	0	
01	9	0	
02	9	0	
03	9	0	
04	8	0	
05	2	1	
06	2	2	
07	2	2	
08	1	1	
09	1	1	
10	1	1	

Subtotal	22	3
Subtotal	25	units

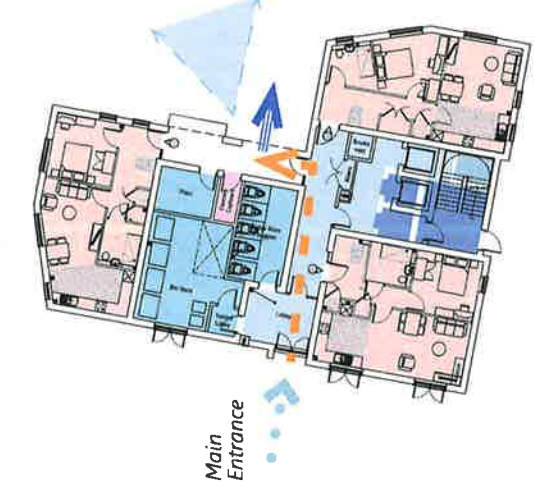
Subtotal	45	8
Subtotal	53	units

Units 7B Units: 87
Total 25 Units: 11
Total Units: 78

- Views to the Marf
- Views to the river and rear courtyard
- Views to the Marf and the Main Square
- Connectivity with the Rear Garden

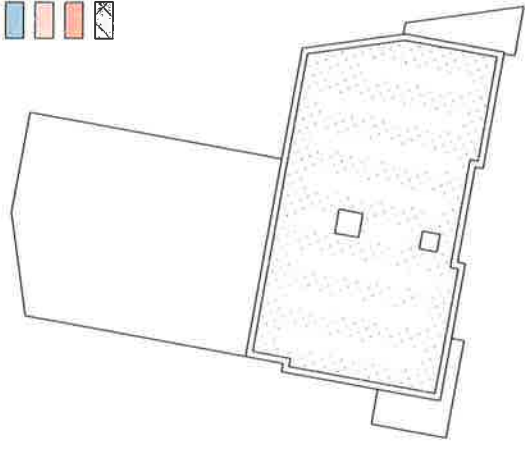


Block B / Levels 01-04 Plans



Block B / Level 00 - Ground Floor Plan

- Key**
- Residents lounge
 - Communal facilities
 - Social enterprise cafe
 - Staff facilities
 - Servicing
 - Circulation
 - Stairs/Lifts
 - Risers
 - 1 bed apartment
 - 2 bed apartment
 - Roof terrace



Block B / Roof Plan

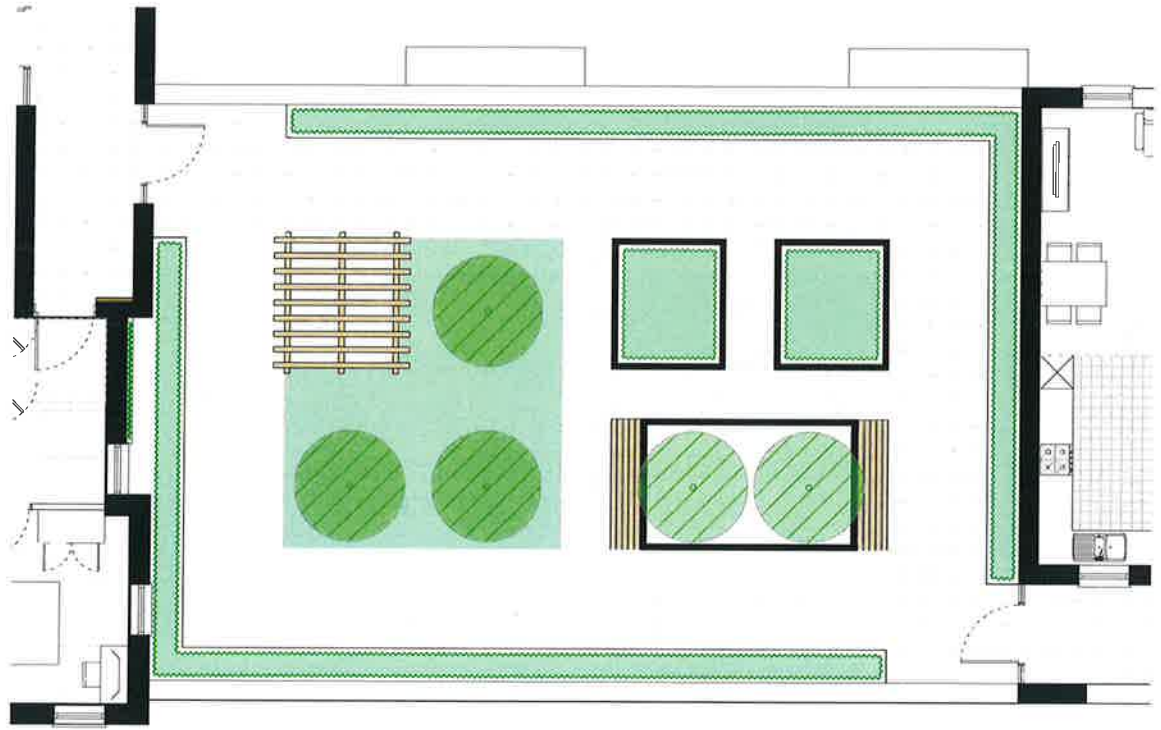


Block B / Levels 06-07 Plans



Block B / Level 05 Plan

Area Study A - Roof Terrace

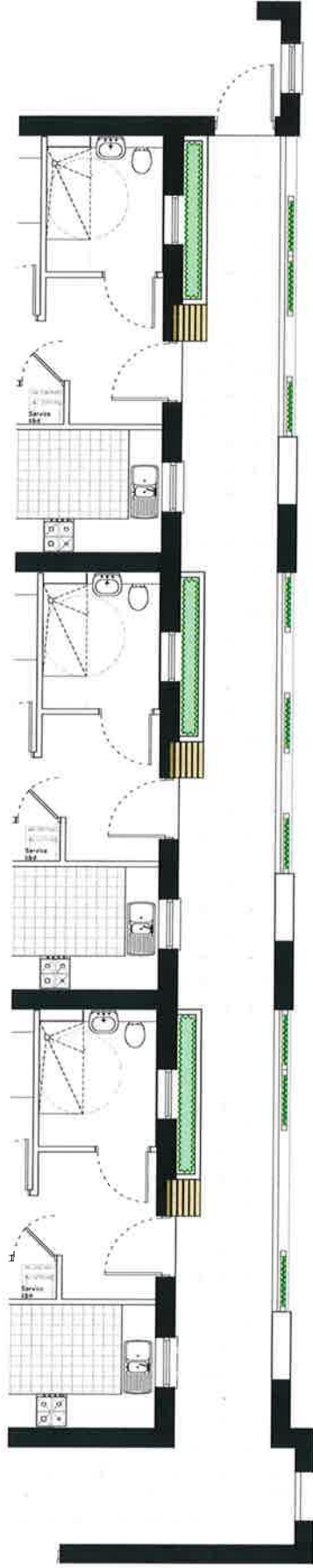


Roof Terrace Plan



Roof Terrace View

Area Study B - Access Deck Study Area



Access Deck Area

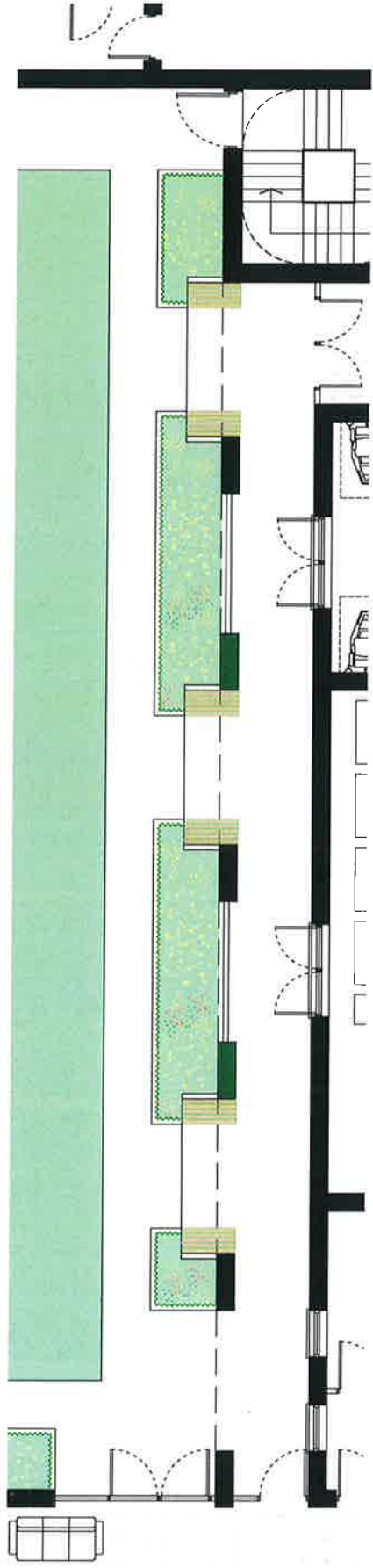


First floor Deck Area



Front Elevation

Area Study C - Communal Garden



Connectivity to the Rear Garden. Plan



View from the Rear Garden



View to the Rear Courtyard

7. Green Infrastructure & Open Space

Concept Landscape Strategy



Living Streets Strategy

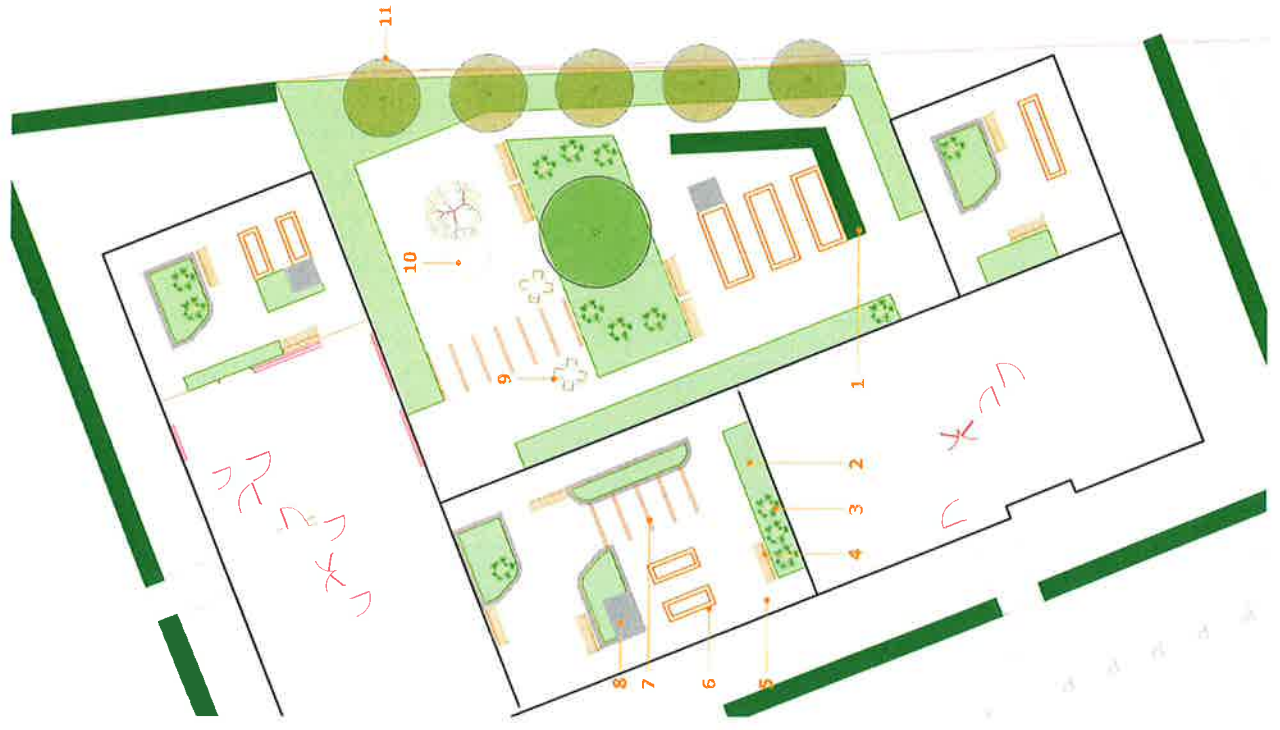


The Marl Strategy



Garden Strategy





Over 55s Gardens Strategy



8. Architectural Design & Character

Character Areas Plan

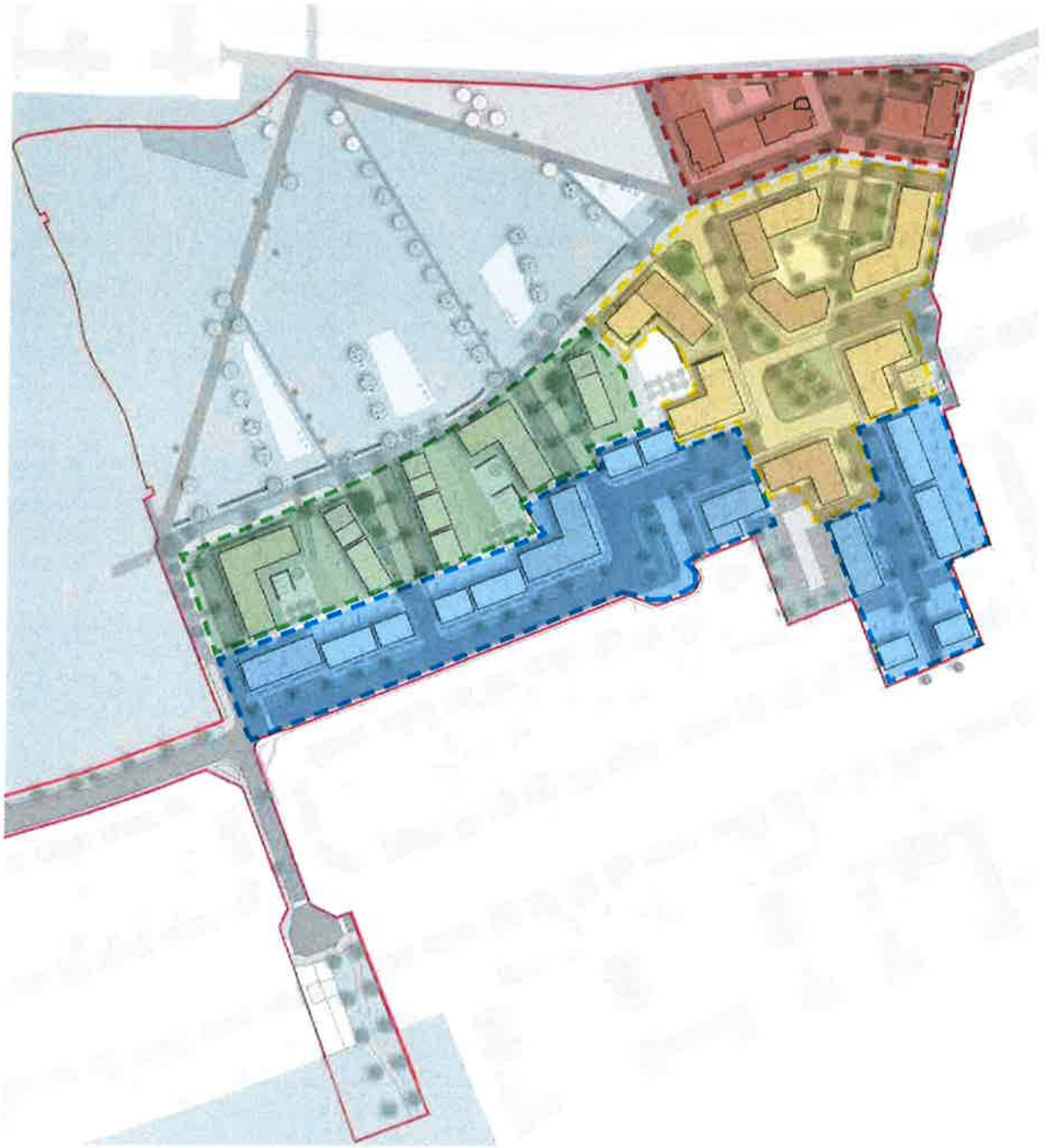
There are a number of character areas proposed for the site. These respond to the there location within the masterplan and the physical connections they have with the surrounding environment. They can be summarised as follows:

Main Spine Road: This character area is defined as the main movement network through the site. Materials respond to the existing context of channel view estate, channel view road and south clive street.

Main Square and Boulevard: This character area is defined by the main square and boulevard connection to the key destination space. The area forms the key movement interchange on the site.

Park Edge: As the name suggest, the park edge character area is defined by its relationship to the Marl. Key emphasis on green streets and landscape connections.

River Edge: The river edge character area represents the extent of phase one. It's important is defined by its position next to the river and Marl which offer long views over the river and park which will give the scheme a landmark setting.



KEY	
	Main Spine Road Character Area
	Main Square and Boulevard Character Area
	Park Edge Character Area
	River Edge Character Area

Housing Squares Typology Study

House Squares Typology

- Private shared communal gardens for the flats with pedestrian, visual and landscape link to the Marl.
- Houses with separate private rear garden spaces
- Access to shared rear gardens for residents and maintenance
- Bin storage incorporated into front gardens for houses, communal for flats
- Flexible block typologies, allowing the masterplan to alter as the site and construction progress. Allows changing typologies to be plotted depending on need and market conditions
- Active frontages to both outside edges and inner courtyards for increased surveillance and security.
- Sploys and setbacks to building line to allow for street greening of access streets, reinforcing connection to the Marl



Extract of masterplan showing rear shared and private gardens combination



3D Image showing rear garden spaces and green streets

Shared Surface Streets Typology Study



1. Permeable Green Boundaries



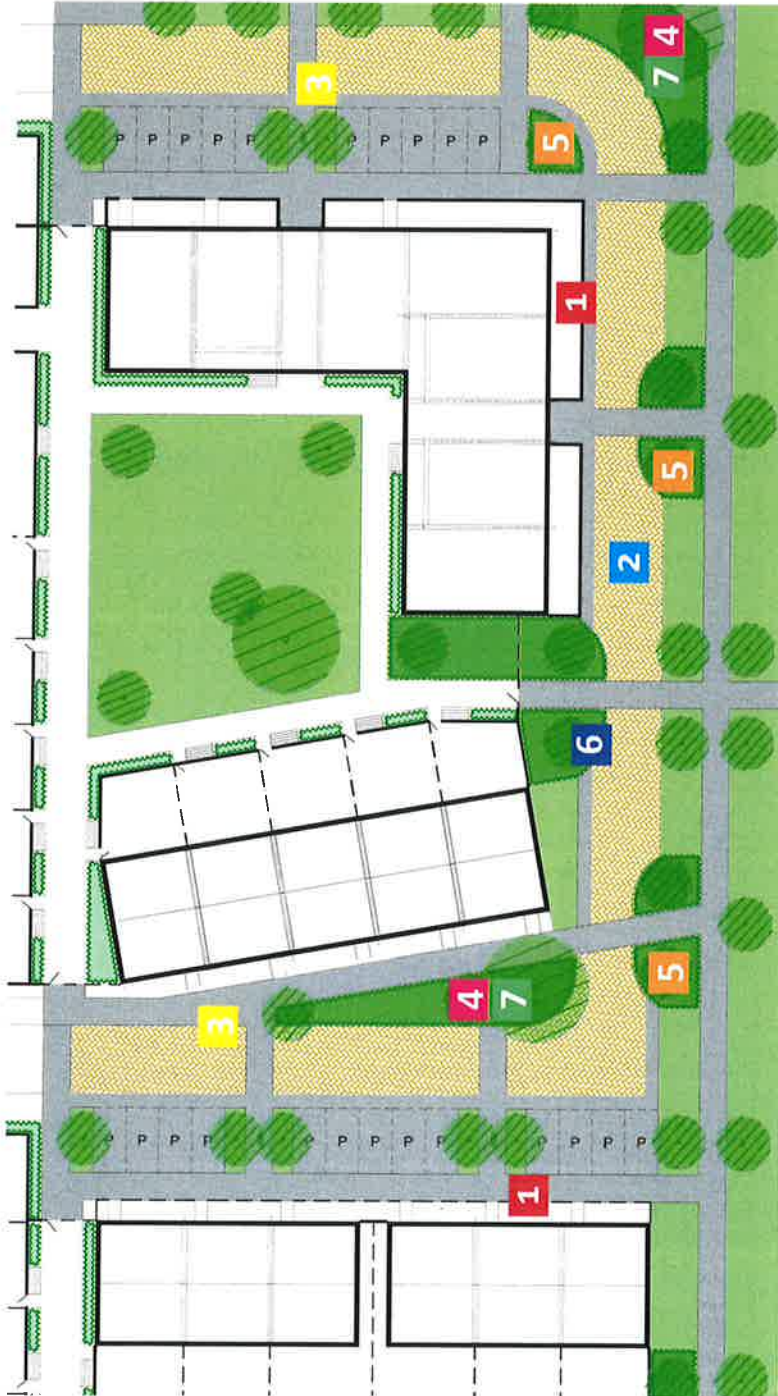
2. Informal Highway Delineation



3. Contrasting Surface Treatments



4. Opportunities for Local Play



5. SUDS Rain Garden Features



6. Build-outs & Local Narrowing



7. Green Pedestrianised Streets

Architectural Design - Buildings



Changes in scale



Regular Rhythm



Upper Floor Recess & Definition



Important Rears



Openess & Screening



Openess & Screening



Contrasting Tones



Material Continuity



Brick Detailing

Architectural Design - Streets.



Main Spine Green Boundaries



Main Spine Spaces



Main Spine Verge



Green Streets Rain Garden



Green Streets Planters



Green Streets Play



Shared Surface Informality



Shared Surface Materials



Shared Surface Movement

Architectural Design - Biophillic Elements (Over 55's).



Cladding Green Screen



Cladding Green Wall



Cladding Green Wall



Green Roof Garden



Green Roof Solar



Green Roof Terrace



Street Greening



Street Greening



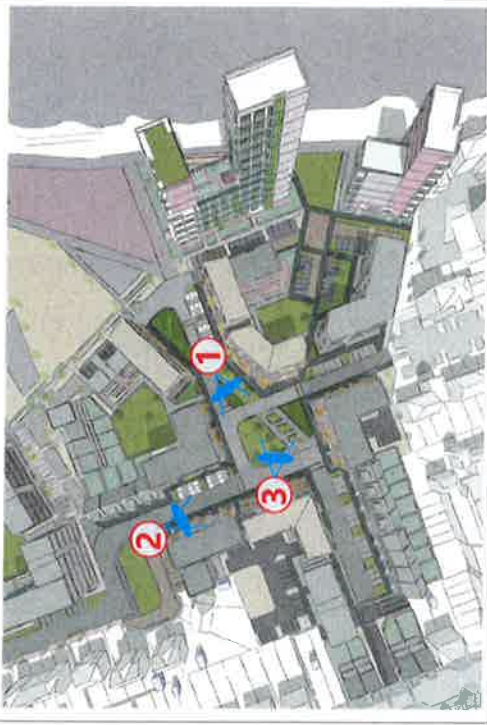
Street Greening

Main Square CGI Views

View 1



Main Square. Views - Key Plan.

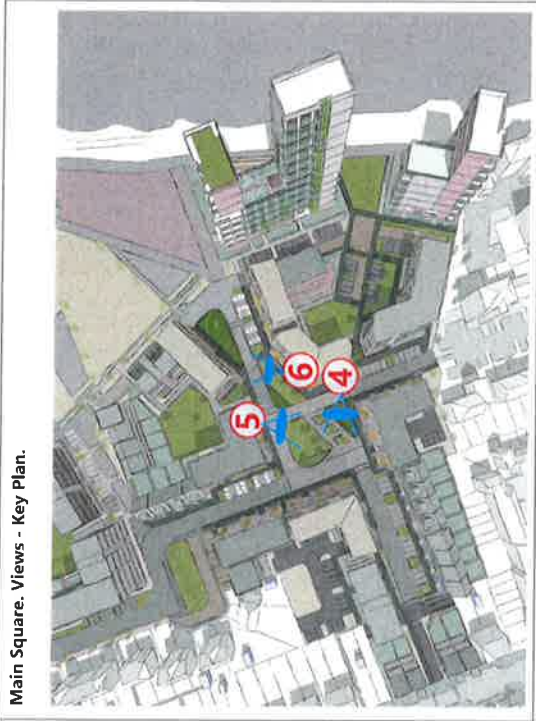


View 2



View 3





View 4



View 5



View 6



View 7



Main Square. Views - Key Plan.



View 8



View 9



9. Energy Strategy

This section details the options available as part of the energy strategy to work towards achieving the Client's aspirations for energy targets, Low Carbon or Net Zero Carbon targets, fuel poverty and affordability for the Channel View redevelopment residential scheme in Cardiff.

The scheme will be developed on the principles of the energy hierarchy to drive down carbon emissions as a result of building use. The energy target for the scheme will be based on the anticipated Part L 2025 requirement of 75-80% improvement on the current Part L standard. Provision will also be made for adaptability in the future to enable Net Zero Carbon to be achieved for operational energy.

WASTE MANAGEMENT



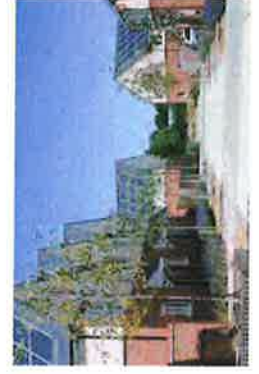
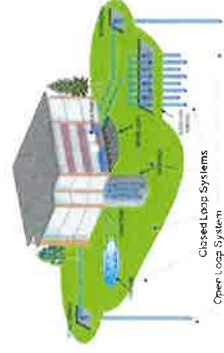
We understand that the storing and collection of waste and recycling is an important consideration in people's lives but can also affect the quality of the environment in which we live. As such the scheme is looking at a variety of options and innovative solutions to address this as follows:

- Underground automated vacuum collection systems with communal access points and a single collection chamber.
- Different methods for waste collection and recycling.
- Individual bin stores for each property
- Easily accessible communal bin storage for flats.

RENEWABLE ENERGY STRATEGY

We understand that climate change is an important issue and that there are things we can do to address this in the proposed design. It is intended that the scheme will be designed with renewable energy and efficiency in mind using a range of features as follows:

- Highly insulated buildings, keeping energy use to a minimum, saving money for future residents.
- Utilising solar panels where possible to generate electricity.
- Ground / Air / Water source heat pumps to provide clean cheap energy for heating homes.
- Possible future connections to district wide heating network



Appendix A

THE BRIDGE Proposal and Timeframe

Whilst forming a strategic part of the outline proposals for the regeneration of Channel View Estate, the detail design has been excluded from the current detail design work being carried out on the residential development. This is to allow for the specific detail design of the bridge to be brought forward separately by a specialist team which will review and incorporate the technical and engineering aspects of the design. Cardiff is currently in the tendering process for this work to provide clarity on the 2 detailed parts of the scheme coming forward together. A summary of the brief and timescales is set out below.

Background

Cardiff Council has a strategic plan to regenerate the Channel View Estate in Grangetown, supporting one of the Council's key Housing priorities; to develop well-designed high quality homes aimed at tackling housing demand and needs. The regeneration project, will deliver affordable, sustainable and energy efficient new homes as well as enhance the existing Marl public open space.

As part of the strategic aims, the Council intend to provide a new Bridge link from the Marl linking with Hamadryad Park. The proposed Bridge will offer better connectivity for the residents of Channel View and Grangetown to the surrounding area (including schools) and wider potential benefits in terms of walking and cycling links across this part of the city.

The Vision for the Project

Our vision for Channel View is to celebrate its strong and vibrant community and to regenerate the estate for current and future residents through quality urban design and placemaking. There is a real opportunity through the work being undertaken on the Masterplan to significantly improve the wider linkages into and from this part of the city. The proposed new Bridge will complement the masterplan, improve options for sustainable connectivity and help integrate the local community further by connecting the east and west banks of the River Taff.

The Project Objectives

The regeneration of the Channel View estate supports one of the Council's key Housing priorities; to develop well-designed high quality schemes aimed at tackling housing demand and needs. However, the regeneration of Channel View is about more than just housing – it is about improving residents' quality of life and providing better access to economic and social opportunities as well as creating a new attractive neighbourhood with its own unique sense of identity. The proposed Bridge is imperative to the success of the scheme by opening the site to wider permeability, connectivity and access. The concept of the Bridge should, therefore aim to:

- Refresh this area of the city's relationships between housing and parks/open space
- Improve the natural and physical environment, making the area safe and attractive to residents and visitors
- Provide better east / west connectivity to community facilities, employment opportunities and other key destinations
- Provide Improved access to the river for recreation and well-being

Proposed Timetable

Set out below is the proposed indicative timetable of key dates.

STAGE	DATE(S)/TIME
Stage 1: Tender issued	Thursday 10th September 2020
Submission deadline for stage 1 tender	12:00 (Noon) Thursday 17th September 2020
Issue of Invitation to Tender to shortlisted bidders	2nd October 2020
Closing date for submission of Tenders	12:00:00 noon on 13th November 2020
Evaluation of Tenders	W/C 15th November 2020
Notification & intension to award letters (followed by a mandatory 10 day standstill period)	W/C 23rd November 2020
Contract Award	3rd December 2020
Contract Start	4th January 2021

Appendix B

PUBLIC CONSULTATION

Community Engagement

Cardiff Council and the Design Team has carried out various community engagement throughout the design process. A summary of the key dates and future strategy is set out in the following text.

Historic Consultation – Cardiff Council

Resident's consultation events were held in July 2018 and September 2019 in the Channel View tower block. All the residents from the estate were invited to the events. Plans showing high-level design concepts for the housing development and footbridge were exhibited. Residents were given the opportunity to discuss the proposals with the council's housing officers. Further to this a detailed questionnaire was completed by all the attendees. The response received from the residents were a mixture of mostly positive comments. The consultation events highlighted the importance of engaging with the residents in a strategic approach where a well-structured through community consultation process is delivered.

Current Consultation – Channel View Design Team

Following the appointment of the design team and initial design development of the proposals a further consultation event took place in March 2020 at Channel View Leisure Centre. This presented the initial detail design work focusing on the masterplan and the options / improvements the Marl, as well as some of the design ambitions looking at the greening of Channel View Estate with the introduction of rear communal gardens and street landscaping. Another detailed questionnaire was completed by all the attendees and again the responses were generally positive from a design perspective, with most concerns around phasing and the length of time the process has taken to date.

Future Consultation

The intention was to carry out more face to face public consultation, as well as specific consultation with key groups and stakeholders. This has been difficult to achieve given the current Covid-19 pandemic and the changing guidance. Key stakeholders and groups have been kept notified of progress and individual consultation with the separate local authority departments has taken place. An online consultation event is planned for Oct 2020 in which wider residents of Grangetown will be informed of the plans. Comments will be collated and incorporated into the final designs before formal PAC submission in November. It is intended the the planning application will be submitted in December 2021.



Channel View 09.09.20										
Standard Housing										
No. of Units	Drawing Prefix	House Type	storey height	beds	Parking Allocation	Parking Provision	Gross Internal Area (m)	Gross Internal Area (sq.ft)	Total net Coverage (sq.ft)	Rev.
73	1B	1 BED FLAT	1 St	1 bed	0.5	37	50	538	5811	
9	H1	1 BED FLAT	1 St	1 bed	0.5	4.5	51	549	4,841	
150	2B	2 BED FLAT	1 St	2 bed	0.5	65	58	624	81,160	
19	D2	2 BED DUPLEX	2 St	3 bed	0.5	5	83	893	8,834	
22	D3	3 BED DUPLEX	2 St	3 bed	1	22	100	1076	23,881	
26	H3	3 BED HOUSE	2 St	3 bed	1	26	100	1076	27,986	
12	H4	4 BED HOUSE	2.5 St	3 bed	1	12	114	1227	14,725	
Sub total										
282										
Over 55's										
No. of Units	Drawing Prefix	House Type	storey height	beds	Parking Allocation	Parking Provision	Gross Internal Area (m)	Gross Internal Area (sq.ft)	Total net Coverage (sq.ft)	Rev.
69	1BC	1 BED CARE	1 St	1 bed	0.25	17	56	603	41,592	
8	2BC	2 BED CARE	1 St	2 bed	0.25	2	76	818	6,844	
Sub total										
77						19				
SUMMARY TOTAL										
TOTAL NUMBER OF UNITS									359	Units
TOTAL COVERAGE									6	sq.ft

This drawing must not be scaled. Figured dimensions and levels to be used. Any inaccuracies must be notified to the architect. Detail drawings and large scale drawings take precedence over smaller drawings.

Rev: A Splay added to central square. RF 25.04.20
 B Communal rear gardens redesigned. 1B triplex HT added. Amends to shared surface. Minor amends to layout. AF 07.05.20
 C Phase 1 over 55's blocks amended. AF 29.05.20
 D Drawing changed to A0. Bridge added. Parking amended. Connection from South Clive Street to pocket park revised. Flat block J revised and bus route tracking incorporated. AF N.Y.

Chk'd: Rev: AF --
 --
 --

PRELIMINARY	✓
PLANNING	
DESIGN	
TENDER	
CONSTRUCTION	

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 ARCHITECTS

Cardiff Office: Suite 3F, Building One, Eastern Business Park, Wern Fawr Lane, Old St Mellons, Cardiff CF3 5EA. Tel: +44 (0)333 33 201 001 www.powelldobson.com

Contract: Channel View, Cardiff
 For: Cardiff Council
 Title: Site Development Layout

Drawing No. 20004(05) 100
 Rev. D

Scale: 1:500 @ A0
 Date: March 2020
 Drawn: AF
 Checked: BK

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By virtue of paragraph(s) 14 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

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Appendix 4: Crown Commercial Services



BETA This is a new service – your [feedback](#) will help us to improve it.

[Home](#) > [Search agreements](#) > [Construction Works and Associated Services](#) > [Suppliers on Lot 6.3](#)

Lot 6.3: Residential – Wales

3 suppliers on this lot

ENGIE REGENERATION LIMITED

Email Mr. Colin Rossiter on colin.rossiter@engie.com

Morgan Sindall, Lovell and Overbury

Email Jon Shales on jonathan.shales@morgansindall.com

WATES CONSTRUCTION LIMITED

Email Philip Woods on cwas@wates.co.uk

Delivers a wide range of major and minor building, and civil engineering projects for central government and the wider public sector.

[Open all sections](#)

Description

Enables public sector organisations and their arm’s-length bodies to access all types of building and civil engineering works.

The flexible contract structure is designed to provide solutions for varying customer requirements. It includes advanced, innovative contract arrangements, allowing customers to procure programmes of work as self-managed sub-alliances.

The framework is arranged in 11 lots of varying levels of complexity and value of work from £0 – £3m up to £80m+. This includes general construction and also specialist market areas:

- housing
- high-rise
- maritime
- airfields
- demolition / decommissioning
- construction management

Individual lots are divided into regional sub-lots appropriate to the market sector and value range. The lower value lots support direct access to SME suppliers.

All of the commonly used procurement routes, tendering methods, payment arrangements and standard forms of contract are available. Standard common government boilerplate clauses are included for things such as GDPR and intellectual property rights. Individual customers have the freedom to include additional project or customer specific contract amendments.

The framework supports the implementation of government policies and strategies:

- building information modelling (BIM)
- life cycle cost
- prompt payment
- project bank accounts
- early contractor involvement
- social value

It also aligns suppliers and customers in achieving agreed success measures for each lot. Advanced alliance facilities are included to increase the potential for consistency, efficiency, improved value and lessons learned by integrating or connecting:

- a programme of work comprising more than one project to be awarded to one or more suppliers
- the design, capital and operational phases of any one or more projects, to be awarded to one or more suppliers

Construction Works and Associated Services (CWAS)

RM6088 Framework Alliance Contract

Additional Client User Agreement (ACUA) document

Description

Before any supply market engagement, starting your tender or placing orders through this agreement, please complete this form and return to us at info@crowcommercial.gov.uk.

Once you have shortlisted suppliers for your project, you can request a supplier assurance report to assist you in your decision making process. This includes financial and technical assurance, current insurances and other performance detail from suppliers' performance on the framework. To do so, please email construction@crowcommercial.gov.uk

Once we have processed your form we will provide a unique Additional Client User Agreement (ACUA) reference number for each project contract or programme of works. Please quote this in any procurement document, or when discussing the project with framework suppliers.

Contact details

Additional Client (customer): [insert organisation name]

Contact name: [insert name]

Telephone number: [insert telephone number]

Email address:

[insert email address]

CCS pipeline

We maintain a framework pipeline of customer requirements from all organisations that use our framework. This helps all Framework Alliance Members to understand and plan for goods and services procured through this Framework Alliance Contract (framework agreement).

We plan to share the details of your competitively tendered project with our suppliers in our pipeline document to help them to plan to bid for tenders.

Preparing, maintaining and publishing commercial pipelines has been identified as one of the 14 key policy areas within the Construction Playbook. Read about the [Construction Playbook to find out more.](#)

We will also share this information with other customers that have signed up to our framework to encourage collaboration and shared learning. We would encourage you where possible, to share as much information as you can about your requirements.

The information we share will not include any personal information of any individuals just the organisation name and details provided below. The information will not be published on our website.

If you do **NOT** wish for details of your requirements to be shared with our framework suppliers and other customers please type 'no' here:

If you do not wish for your project details to be shared please tell us why:

If your requirement is for multiple lots or using multiple Project Contracts, please complete the information below for each lot and/or Project Contracts that you anticipate using. If you require more than 3 separate lots or Project Contracts please complete and return to us an additional ACUA document.

Project requirement 1 details

Enter details of your project in the second column of the table below.

Project or programme title	
Brief description	
Project location	
Which lot will you use? Read more about the framework lots	
Competitive award or direct award?	
Single stage, two stage or TBC?	
Procurement portal to be used (please include the URL if possible)	
Estimated project or programme construction value	
Estimated Project Contract (Call-Off) value	
Expected procurement start date	
Expected contract award date	
Expected contract completion date	
What form of contract will be used? Read more about the contract options in the	

CCS CWAS framework alliance contract	
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Project requirement 2 details

Enter details of your project in the second column of the table below.

Project or programme title	
Brief description	
Which lot will you use? Read more about the framework lots	
Competitive award or direct award?	
Single stage, two stage or TBC?	
Procurement portal to be used (please include the URL if possible)	
Estimated project or programme construction value	
Estimated Project Contract (Call-Off) value	
Expected procurement start date	
Expected contract award date	
Expected contract completion date	
What form of contract will be used? Read more about the contract options in the	

CCS CWAS framework alliance contract	
--	--

Project requirement 3 details

Enter details of your project in the second column of the table below.

Project or programme title	
Brief description	
Which lot will you use? Read more about the framework lots	
Competitive award or direct award?	
Single stage, two stage or TBC?	
Procurement portal to be used (please include the URL if possible)	
Estimated project or programme construction value	
Estimated Project Contract (Call-Off) value	
Expected procurement start date	
Expected contract award date	
Expected contract completion date	
What form of contract will be used? Read more about the contract options in the	

CCS CWAS framework alliance contract	
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Further information

If you need any further information please contact

info@crowcommercial.gov.uk

0345 410 222

You can also learn more about Crown Commercial Service at:

Website: crowcommercial.gov.uk

Twitter: [@gov_procurement](https://twitter.com/gov_procurement)

LinkedIn: [CCS](#)

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By virtue of paragraph(s) 14 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

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My Ref: Scrutiny/Correspondence/Cllr Jenkins

16 March 2021

Councillor Lynda Thorne
Cabinet Member for Housing & Communities
Sent via e-mail



Dear Cllr Thorne,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 10 MARCH 2021 –
HRA BUSINESS PLAN 2021/22 & UPDATE ON THE COUNCIL'S DESIGN
STANDARDS AND ACQUISITION OF PROPERTY AT WYNDHAM CRESCENT
(NON CONFIDENTIAL)**

Please accept my thanks on behalf of the Committee to both yourself and officers for attending the Community & Adult Services Scrutiny Committee to facilitate our consideration of the HRA Business Plan 2021-22, the updating of the council's Design Standards and the proposals regarding the Wyndham Crescent package deal. As you know, during the meeting discussions were also held regarding the confidential appendices of the package deal and a separate, confidential letter has also been sent to you on the matters raised during the closed session of the meeting.

HRA Business Plan 2021-22

Members firstly wish to welcome and acknowledge the benefits and importance of the Plan's matrix table (RAG Analysis) and its ability to provide both the Welsh Government and members of the public with a clear understanding of the identified areas of risk and insight into how the council is working to address such matters. However, it is felt by Members that the narrative within the table should be expanded. For instance, during discussions, Members sought assurance surrounding how the risks are determined, analysed and monitored and it was confirmed that officers continuously review and monitor both the risks and the financial modelling in order to ensure performance, progress and viability. Although Members were pleased to be informed of such workings, Members do feel this working could be portrayed within the plan in greater detail; particularly given the number of risks identified as red pre-mitigation.

In terms of the decarbonisation agenda, questions were raised regarding when the decarbonisation of existing council stock would begin and concerns were highlighted regarding the costings and scale of such work. Members heard that this is a recognised challenge and work is ongoing toward alternative methods such as external insulation and renewable technology on the roofs. In addition, Members note and acknowledge the emphasis made regarding the balancing act between improving homes and ensuring energy costs are affordable for tenants. Members also queried if the council will be putting in a submission to the Welsh Government's Warm Housing Programme to ensure our ongoing work towards tackling fuel poverty is recognised and thereby adequately supported. Members wish to seek confirmation and encourage a submission to the Programme being made.

Members also questioned if the 'challenge of decarbonisation' risk being determined as amber post mitigation in the Plan's matrix table was realistic given the challenges surrounding retrofitting detailed at the meeting. Although Members heard that we are above the Welsh Government's SAP rating target, and the need to remain ambitious when setting targets, Members still question its Amber rating given that this is a substantial piece of work, which will require a significant amount of time along with the development and progression of other key variables such as technology.

During the meeting it was confirmed that the debt projections contained in the Plan included the costing of the council's house build programme and Members sought assurance that the level of debt detailed in the plan, particularly given the significant increase in 2022/23 is viable. Members were advised that the revenue and capital budgets are aligned and that borrowing is taking into account over a 30-year period. Questions were also raised surrounding bad debts and the Plan's lack of analysis on how this risk will be monitored. Members note the comments made that the sensitivity table within the Plan provides a snapshot of some of the risks and that full analysis and detail of how all identified risks will be monitored is sent to the Welsh Government.

Questions were also raised regarding the overall format of the Plan. Members note that the format for the Plan is prescribed by the Welsh Government however, it was confirmed there is scope to alter some of its format within reason. As such, in line with the observations captured within this letter, Members **recommend** that in future years more information is included in the Plan regarding financial detail, mitigation measures and sensitivity analysis providing those who read it with greater insight, clarity and assurance.

With regard to the council maintaining the Welsh Housing Quality Standard, Members raised their concern regarding the impact Covid-19 has had on the council undertaking proactive property visits to ensure standards are being achieved. Members note that this concern was shared by the witnesses' and welcome the comments made that alternative work, in line with social distancing restrictions, has progressed and work which may have been impacted will commence when restrictions allow.

It was confirmed that due to the unprecedented circumstances of the past year the tenants' survey had not been conducted. Members were also informed that the Welsh Government expectation is for this survey to be conducted at least every two years, however we as an authority conduct them annually. Members note and welcome the comments made regarding the survey recommencing and continuing on an annual basis.

Finally, as requested at the meeting, Members would be grateful if confirmation could be provided on what the construction price inflation figures are at present in order to determine its alignment to the sensitivity analysis within the Plan.

Cardiff Design Standards Update & Package Deal – Wyndham Crescent

Members firstly wish to thank you and officers for the informative update provided at Committee regarding package deals, the proposals within the Cabinet Report, the development of the Design Standards and the positive response to the discussions held.

In terms of the Wyndham Crescent package deal, questions were raised regarding the timeline for developing the scheme, the challenges surrounding early engagement with the developers and the council's limited influence on the standards and design of the development. However, Members note the assurances provided at Committee that the Wyndham Crescent scheme is perceived as well thought out, offering a good opportunity to deliver large, adaptable older person's flats which are in high demand.

During the meeting it was confirmed that planning permission for the scheme had not yet been agreed and Ward Members had raised concerns which will be discussed with planning officers under the usual planning process.

In terms of design, Members welcome the comments made that the overall design of the scheme presented in a package deal is a key factor for the council when determining if the deal is accepted. Further to this, Members welcomed the update on the progression of the

Cardiff Design Standard document that will set out key principles for the delivery of every scheme in a clear, focused manner. Members note that the use of the word modern within the document's vision relates to modern day living and Members would suggest this narrative being expanded in order to ensure its meaning is better reflected. In addition I also highlighted the tendency for the connotations of the term 'modern' to change and for this reason the need to ensure the council house build programme and the Design Standards focuses on the delivery of 'timeless' properties. Members therefore **recommend** the focus on the delivery of 'timeless' properties being included in the document. Members also **recommend** that the work of the Prince's Foundation is used as inspiration for the Design Standards, with visual examples of developments such as Poundbury and Nansledan used to demonstrate good examples of urban development.

Lastly, to confirm, the Committee's observation on the confidential appendices has been circulated to you in a separate letter.

Thank you once again to you and officers for attending Committee. For ease of reference, the recommendations and requests captured within this letter are as follows:

HRA Business Plan 2021/22

Request:

- Confirmation on if the council will be putting in a submission to the Welsh Government's Warm Housing Programme consultation, it is to note Members of the Committee wish to encourage a submission being made.
- Confirmation on what the construction price inflation figures are at present in order to determine its alignment to the sensitivity analysis within the Plan.

Recommend:

- In future years more information is included in the Business Plan regarding financial detail, mitigation measures and sensitivity analysis providing those who read it with greater insight, clarity and assurance.

Cardiff Design Standards Update & Package Deal – Wyndham Crescent

Recommend:

- Within the Cardiff Design Standards document the focus on the delivery of 'timeless' properties being included in the document. Members also recommend that the work

of the Prince's Foundation is used as inspiration for the Design Standards, with visual examples of developments such as Poundbury and Nansledan used to demonstrate good examples of urban development.

I hope you find the discussions held within committee, along with the comments, observations and recommendations captured within this letter of use.

Yours,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

cc. Sarah McGill, Corporate Director People & Communities

Jane Thomas, Director, Adults, Housing & Communities

Colin Blackmore, OM Building Improvement & Safety

Gill Brown, Accountant

Dave Jaques, OM Housing Development

Cabinet Office

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Fy Nghyf / My Ref: CM45422

Dyddiad / Date: 17 March 2021



Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl/Dear Shaun

Community & Adult Services Scrutiny Committee - 10 March 2021

Thank you for your letter of 16th March following the Community & Adult Services Scrutiny Committee which took place on 10th March 2021. I am grateful for your comments, observations and recommendations that you have provided on behalf of the committee in relation to presentations regarding the HRA Business Plan (2021-22) and the update on the Council's design standards and acquisition of property at Wyndham Crescent.

I would like to offer the following response to the Committee's comments, observations and recommendations with regards to the HRA Business Plan 2021/22:

Confirmation that the council will be putting in a submission to the Welsh Government's Warm Housing Programme consultation, it is to note Members of the Committee wish to encourage a submission being made.

Consultation on the Warm Homes Programme is expected to be issued in the summer of 2021 and I can confirm that a response to this consultation will be made. A copy of the response will be made available to Scrutiny members.

Confirmation on what the construction price inflation figures are at present in order to determine its alignment to the sensitivity analysis within the Plan.

The latest Construction Price Inflation figure published by the Office for National Statistics in December 2020 is 1.4%. (The highest level of construction price inflation covering the previous 5 years has been 3.5%). The existing HRA Business Plan currently includes a figure of 3%. Construction Price Inflation is expected to rise (post COVID/Brexit) from its current low level hence 3% being a prudent level in the short to medium term. The production of an annual HRA Business Plan does and will give the opportunity to review and adjust rates according to reflect future developments and economic projections.

GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI

Mae'r Cyngor yn croesawu gohebiaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

WORKING FOR CARDIFF, WORKING FOR YOU

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



In future years more information is included in the Business Plan regarding financial detail, mitigation measures and sensitivity analysis providing those who read it with greater insight, clarity and assurance.

As discussed at committee, detailed financial planning is at the heart of what is a crucial business plan for the Council. A comprehensive financial model sits below and underpins the plan and I have asked Officers to consider how to incorporate additional detail in the document in future years. I would not like the document to lose its accessibility however as I think this is also important in ensuring transparency.

I would like to offer the following response to the Committee's comments, observations and recommendations with regards to the update on the Council's design standards and acquisition of property at Wyndham Crescent.

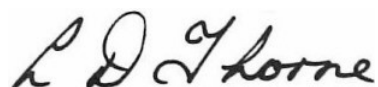
Within the Cardiff Design Standards document the focus on the delivery of 'timeless' properties being included in the document. Members also recommend that the work of the Prince's Foundation is used as inspiration for the Design Standards, with visual examples of developments such as Poundbury and Nansledan used to demonstrate good examples of urban development.

I can confirm that the Cardiff Design Guide will reflect 'timeless' homes recognising that we want our new homes to remain attractive, accessible and adaptable throughout their lifespan. This will be part of the 'Legacy' aspect of the document.

We will also reference a wide range of exemplar developments throughout the document as inspiration and will consider aspects of the Prince's Foundation developments within this. As part of the consultation and review of the draft Design Guide document it will be issued to the Committee for review and comments before a wider review with external partners is undertaken and then the document adopted.

Thank you once again for your comments on the HRA Business Plan (2021-22) and the update on the Council's design standards and acquisition of property at Wyndham Crescent. If you require any further information, please let me know.

Yn gywir
Yours sincerely



**Councillor / Y Cynghorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau**

By virtue of paragraph(s) 14 of Part(s) 4 and 5 of Schedule 12A of the Local Government Act 1972.

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County Hall
Cardiff,
CF10 4UW
Tel: (029) 2087 2087

Neuadd y Sir
Caerdydd,
CF10 4UW
Ffôn: (029) 2087 2088

My Ref: Scrutiny/Correspondence/Cllr Jenkins
16 Nov 2020

Councillor Lynda Thorne
Cabinet Member Housing & Communities
County Hall
Cardiff
CF10 4UW

Dear Cllr Thorne,

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 4 NOV 2020

As Chairman of the Community and Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee, providing Members with an opportunity to understand and consider the recent proposals relating to the council house build programme's procurement plan, the submission of the planning application for Channel View and the delivery of the scheme's initial phase ahead of its consideration by Cabinet. Following their consideration, Members of the Committee have requested that I feedback the following comments and observations to you.

As discussed at Committee, Members perceive the Channel View scheme to be an exciting, ambitious project which carries the ability to transform the area by delivering real strategic improvements through new, high quality homes with better access to public space. The innovative aspirations also included within the project surrounding waste management and energy efficiency are also pleasing to see. However, as highlighted at Committee, due to the scope of the project it will undoubtedly carry risks. As such, in order to reach the site's full aspirations the execution and delivery of this scheme along with the ability to have frank conversations both internally and externally, particularly with regard to design precedents, is of critical importance. The need for this innate focus on the site's deliverability is shared by officers and Members note that in order to ensure the aspiration for this scheme to be exemplar, a range of external professional support within the scheme's process and its costings have been accounted for. Members also note that the proposed procurement plan displays the range of consideration and professional support which will be included within the delivery of this scheme.

With regard to architectural legacy, Members note that the need to deliver sites which provide a level of architectural detail and quality which brings lasting, positive effects both for the initial estate and its wider area is shared by officers. Members note the comments made by officers that at present the architectural design and detail for the overall scheme is not yet confirmed, and that the images captured within their consultation document will change as the scheme evolves. When further questioning the design precedents for the site, with particular reference to sustainability, Members were advised that ongoing work is being conducted with the Design Commissioner for Wales. It was also pleasing to hear that schemes such as Goldsmith Street are being used utilised as precedent images within the architectural design's consideration. During the discussion, It was confirmed to Members that working with architects to ensure intricate details which adds real, lasting value to the community is a key objective of the scheme, however, it is hoped that the vision and design of the site is both driven and directed by the Council and Members wish to reiterate the need to continue relaying the sites desired outcomes and objectives as the designs' progress. During the meeting, Members also explored the scope to unify the Channel View vision with the Gasworks site and heard that a key objective within the programme is to ensure a relationship between the two sites through both access routes and shared elements of architecture.

Due to the known pressures in the Highways Team, concerns were raised regarding the cost of the proposed foot and cycle bridge between the Marl and Hamadryad Park and sought clarity surrounding how funding for the proposed bridge may be secured. Members note the comments made by officers that although the ability to secure funding for the bridge is not yet known, discussions are ongoing to ensure the proposal is feasible which should in turn increase the likelihood of securing grant funding. Members also note the possibility of the scheme potentially accessing funding by tying into the Cardiff City District Heating Network. As offered at Committee, Members would be grateful to be kept informed of its progress.

A key concern highlighted by Members was the implications for current occupants of the site impacted by proposals, including property rights for existing owners and the Council's obligation for rehousing residents. Members were advised that works on the site are to be carried out in phases in order to allow current residents to remain living in their property transferring from their existing home into a new property once built. However, in order for the scheme to progress an initial phase must commence where tenants would be required to move subsequent to alternative accommodation being built and it was confirmed that Phase 1 will be the only part of the scheme which will require current residents moving prior to alternative accommodation being built. Members heard that the Council does have a requirements and duty to rehouse council tenants impacted and with regard to private residents who wish to sell their property to the Council, costing would work on the basis of an independent market value in addition to a home-loss compensation payment of no more than 10% of the agreed market value. It was further confirmed that within such instances where current residents wished to move, the Council would also cover legal costs and reasonable removal fees. Members wish to seek clarity on the exact number of Council tenants within Phase 1 whom require rehousing and the proposed plans in place.

Members note the assurance provided at Committee that it is the intention to work with the existing community, accommodating requests where possible and avoiding compulsory purchase routes unless necessary. With regard to existing tenants of the site who may be resistant to moving from their current property, Members were informed that experience from similar instances suggests that for some individuals moving from their current property can take time, and it is hoped that the roll out of this scheme in phases, which provides current residents with the ability to physically see future properties should assist in addressing any apprehension they may hold. Members wish to reiterate the need to continue working in partnership with current residents, working through any potential issues both sensitively and appropriately.

Another key concern raised by Members related to the current properties on the site falling into disrepair due to the sites significant subsidence issues and Members sought assurance as to how this would be rectified within the current programme of works along with the outlay of costs within such rectification. Members were informed that the current properties on the site are built on incorrect raft foundations which are not deep enough and result in the properties moving. Members were assured that significant site investigation work has been carried out and the new properties proposed for the site will be built on piled foundations, which eradicate this issue and such groundwork costings has been accounted for within the scheme's overall projected costings.

Due to the scale of the project, Members flagged their concerns with regard to deliverability and sourcing reliable contractors and questioned what measures will be in place to mitigate such risks. Members note that such concerns were acknowledged by officers and were informed that as the site is being progressed in a phased approach, this breaks the site down into small packages of work with a tendering process being undertaken for each phase, which should, in turn reduce this element of risk. It was further confirmed to Members that within the process robust due diligence which includes the financial stability of each contractor will also be undertaken.

When seeking clarity on how much money is expected to be achieved from the Welsh Government's Social Housing Grant for the overall Council House Build Programme, Members were advised that in order to receive the grant, deliverability of the build programme must be clearly displayed. Members note the assurances provided at Committee that officers are confident that the overall programme is deliverable so a significant bid for the grant will be made. Members wish to seek further clarity on the anticipated amount hoped to be received from the grant.

As confirmed at Committee, Members **recommend** the draft Cabinet Report be amended to include that the delegation of authority to the Corporate Director People & Communities to undertake all aspects of the procurement process, which includes sites over £5 million, be reflected to confirm it will be conducted in strict consultation with yourself, and the Corporate Director, Resources.

Finally, although not discussed with you directly at the meeting, following our contemplation at the end of the meeting, Members wish to request a breakdown of all proposed property types within the *overall* Council House Build Programme along with contextual background and reasoning's for the proposed property types.

Thank you once again to you and officers for attending Committee. To confirm, a response to this letter is requested which includes your comments on the thoughts and observations captured within this letter along with the following requested information:

- Clarity on the exact number of Council tenants within Phase 1 whom require rehousing and the plans in place;
- The anticipated amount hoped to be received from the Welsh Government's Social Housing Grant;
- A breakdown of proposed property types within the *overall* Council House Build Programme along with contextual background and reasoning's for the proposed property types.

Yours,



COUNCILLOR SHAUN JENKINS

Chairman - Community & Adult Services Scrutiny Committee

cc. Sarah McGill, Corporate Director People & Communities

David Jaques, Housing Development Manager

Cabinet Office

SWYDDFA CYMORTH Y CABINET CABINET SUPPORT OFFICE

Fy Nghyf / My Ref: CM44754

Dyddiad / Date: 25th February 2021

Councillor Shaun Jenkins
Cardiff Council
County Hall
Cardiff
CF10 4UW

Annwyl / Dear Shaun,

Community & Adult Services Scrutiny Committee - 4 Nov 2020

I am writing in response to your letter dated 16th November 2020.

Thank you for your positive response to the ambitious plans for the Council House Build Programme. I am very grateful to the Committee for considering this programme and for providing feedback which is always useful.

It is pleasing that the Committee share the view that the Channel view project is both exciting and ambitious and has the ability to be transformational for the area. This project is not being taken lightly and carries a number of risks as were noted in the Scrutiny meeting.

The Housing Development team recognise the importance of having the right resources in place to ensure the project is as successful as possible. The consultancy team appointed offers the technical expertise required. Furthermore, an internal working team was set up some time ago involving all necessary internal departments, again to ensure all council requirements are being met, that the vision can be achieved and to help mitigate risks.

I have provided responses below to the Committee's recommendations, observations and requests which I hope will be helpful.

Clarity on the exact number of Council tenants within Phase 1 whom require rehousing and the plans in place

There are 28 tenants requiring rehousing in Phase 1. All tenants have been fully engaged about the project and the Housing team is discussing options. Tenants can choose a permanent move away from Channel View or a temporary move in the short term to come back to a new home at Channel View once built.

All the tenants in Phase 1 will be rehoused by the end of June 2021.

Should tenants choose a permanent move this option includes a home-loss compensation disturbance payment. The council also helps to cover the costs of the move under either option.

Following a recent meeting with Wales & West Housing Association, all tenants in Phase 1 will all be offered the opportunity to accept a new-build property at the Clive Lane new-build scheme. If they choose this option they will be able to retain their council tenancy and return to the Channel View development if they wish to do so. Some may choose to stay at Clive Lane and transfer their tenancy to Wales and West Housing Association permanently.

The anticipated amount hoped to be received from the Welsh Government’s Social Housing Grant

At the present moment, the Housing Development team do not know what amount of Social Housing Grant will be available for Cardiff Council. However, I can confirm that we will be able to receive Social Housing Grant from April 2021 onwards and the team are currently submitting schemes for approval now in advance of the grant allocation being confirmed. Housing Development’s first scheme was approved in November and a further 4 schemes are being submitted for concept design stage approval.

A breakdown of proposed property types within the overall Council House Build Programme along with contextual background and reasoning’s for the proposed property types

The overall development programme delivers a wide range of properties but has a focus on delivering more accessible properties, independent living flats for older people, more accessible ground floor flats for any tenant with a mobility issue, larger family homes and a range of specialist accommodation. The accessible homes and the specialist properties (tackling homelessness or providing specially adapted properties) are important because they will not be delivered in volume by other providers.

The breakdown of the proposed units are as follows:

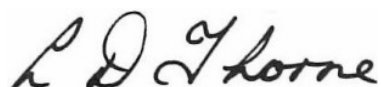
	1 bed flat	2 bed flat	3 bed flat	1 bed bungalow	2 bed bungalow	2 bed house	3 bed house	3 bed house	Totals
New Build Programme	623	425	67	0	10	202	213	117	1,657
Cardiff Living Phase 1	62	94	0	0	2	89	21	20	288
Cardiff Living Phase 2	109	78	12	6	2	106	71	32	416

Cardiff Living Total	171	172	12	6	4	195	92	52	704
Overall Totals	794	597	79	6	14	397	305	169	2,361

I hope that the Committee was reassured about the approach being taken to the architectural aspect of the project. This is something that Housing Development are placing great importance on, along with place-making and urban design. The Housing Development team are taking inspiration from other projects from across the UK and Europe and this will be the legacy that the project will deliver. We want the Channel View scheme to be Cardiff's very own 'Goldsmith Street' or 'Marmalade Lane'.

In conclusion, I hope the above addresses the points raised in your letter and I thank you for your support and your comments and support of the services which were being scrutinised.

Yn gywir / Yours sincerely,



Councillor / Y Cynghorydd Lynda Thorne
Cabinet Member for Housing & Communities
Aelod Cabinet dros Dai a Chymunedau

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**CYNGOR CAERDYDD
CARDIFF COUNCIL**

COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE

9 MARCH 2022

COMMITTEE BUSINESS

Purpose of Report

1. This report seeks committee's approval for the draft Community & Adult Services Scrutiny page of the Scrutiny Annual Report 2021/22, as attached at **Appendix A**.
2. For committee Members to note the proposed way forward for collating the findings and recommendations to date of the Joint Task and Finish Group inquiry into the Replacement LDP Strategic Options. The terms of reference, for the inquiry is attached at **Appendix B**.
3. To provide Committee Members with an update on correspondence.

Scrutiny Annual Report 2021/22

4. The Council's Constitution requires all Scrutiny Committees to report annually to the Council on their work during the past year and make recommendations for future work programmes. Since 2020/21 this constitutes one combined Scrutiny Annual Report capturing the work of five scrutiny committees.

5. The Scrutiny Annual Report 2021/22 will be considered by Full Council in June 2022. It is currently being drafted and will be presented for consideration by all Chairs of Scrutiny, prior to the ending of their term of office in May 2022.
6. In preparation for the final draft, each committee is requested to agree the pages that will be included for that committee. A draft page is therefore attached at **Appendix A** for this committee's approval. As previously, the page will set out membership, purpose, and key achievements over the year.
7. Committee Members are to note **Appendix A**, focuses on the key areas of work undertaken by this committee during 2021-22. However, other sections of the final Scrutiny Annual Report to Council will focus on the difference scrutiny has made to residents, visitors, staff, and businesses over the administration. Highlighting how Scrutiny has influenced the way Council services are delivered; improved stakeholder understanding and interest in Scrutiny; explained how Scrutiny facilitates engagement and encourages public participation; and highlighting the value of Member-led / stakeholder informed decision making.
8. As this is the final meeting of this committee in the current administration, at the meeting, Members views will be sought on the committee's greatest achievements over the 5-year period for inclusion in the report.
9. If agreed by Council, Scrutiny's Annual Report 2021/22 will be available for download bi-lingually from the Council's website, in standard or large print version and will also offer a translation in other minority languages if requested.

Replacement Local Development Plan (RLDP) Inquiry

10. In September 2021, the five Scrutiny Committees individually considered the draft report titled '*Cardiff Replacement Local Development Plan: Vision, Issues and Objectives, and Integrated Sustainability Appraisal Scoping Report*' prior to its consideration by Cabinet. Following these meetings, a collective letter capturing the concerns and observations from all five committees was sent to Cabinet.

11. Going forward the five Scrutiny Chairs considered it would be good practice to pool scrutiny expertise from all committees and continue a culture of collaboration. This was supported by the Scrutiny Committees at their October meetings, where Members agreed to progress scrutiny of the next stage of the RLDP via a Task and Finish Group. The group would be led by the Environmental Scrutiny Committee, with representation from all 5 Scrutiny Committees to ensure that all aspects affected by the RLDP could be considered.
12. At this Committee's 13th October 2021 meeting, Councillor Sue Lent expressed an interest in sitting on the joint task group. This was subsequently agreed by the Chairman, Councillor Shaun Jenkins.
13. The Task and Finish Group held their first meeting on 2 November 2021, where they considered the areas they wished to explore in their examination of the next stage of the RLDP, which is the consultation around the proposed Strategic Options. The developed terms of reference, agreed by all five committees at their meetings in November 2021, and are attached at **Appendix B**.
14. Since then, the Task and Finish Group has held five meetings to hear evidence from the following:
 - Councillor Wild – Cabinet Member, Strategic Planning & Transport
 - Simon Gilbert – Head of Planning
 - Stuart Williams – Group Leader, Local Development Plan
 - Stuart Hardisty – Hardisty Jones Associates – *Employment & Economic Modelling*
 - Andrew Fowler – Edge Analytics – *Population Modelling*
 - Grace Boden – Edge Analytics – *Population Modelling*
 - Andy Robinson - Natural Resources Wales
 - Geoff Hobbs - Natural Resources Wales
 - Richard Mann – UWHA
 - Huw Owen - Alzheimer's Society
 - Adrian Field - For Cardiff
 - Sheila Hendrickson-Brown – Cardiff Third Sector Council
 - Gladys Hingco – Principal Scrutiny Research Officer.

15. As part of the Inquiry, Scrutiny Research issued a Call for Evidence, seeking stakeholder views on the consultation process and on the strategic options. A total of 18 responses were received. Two summaries, one focused on the consultation process and one on the strategic options, were presented to the Inquiry by Scrutiny Research, highlighting key findings from the responses.
16. Following the meeting in November 2021 to consider the consultation process, the Task and Finish Group sent a letter to Cllr Wild, Cabinet Member – Strategic Planning and Transport, setting out recommendations aimed at improving the ongoing consultation on the Strategic and Delivery Options. A response to this letter was received, accepting all the recommendations bar one, which was partially accepted.
17. The final evidence gathering meeting was held on 31 January 2022. At this meeting, the Task and Finish Group were informed that the scrutiny officer supporting the Inquiry was leaving the authority mid-February 2022 and that therefore there was limited resource to complete the usual Inquiry Report.
18. The Task and Finish Group considered the next stages of the Inquiry and decided it was best for the scrutiny officer to:
- focus on capturing the key findings for the Inquiry and to formulate these into matrices, indicating the evidence supporting the findings
 - draft a letter to Cllr Wild, highlighting the headline findings and including the recommendations sent earlier regarding the consultation process. In addition, the matrices would be shared as attachments to evidence these findings and recommendations
 - share the non-confidential Call for Evidence submissions with planning officers, to enable them to be counted and considered as consultation responses on the Strategic Options.
19. The Task and Finish Group are scheduled to meet 2 March 2022 to review the letter, key findings, recommendations, and attachments. Following any amendments, these will be presented to the Environmental Scrutiny Committee at a special committee meeting 16 March 2022, for amendment and agreement, as the host committee for the Inquiry. Once agreed by the Environmental Scrutiny Committee, the letter and its attachments will be sent to Councillor Wild and officers for their consideration when

developing the consultation process for the preferred strategy, and when developing the preferred strategy itself.

Correspondence

20. The current position regarding any awaited Committee's correspondence is set out below for Members' information:

January 2022

- *Preventing Serious Violent Crime in Cardiff – Committee letter sent 14th February 2022; response awaited.*

Way Forward

21. During the meeting, Members may wish to consider the draft Community & Adult Services Scrutiny Committee page, attached at **Appendix A**, and provide any suggested amendments required to the draft document prior to its final consideration. Committee Members will also be invited to provide their suggestions on the key achievements of this committee during 2017-22.
22. The Committee is asked to note the correspondence update and the proposed way forward for collating the findings and recommendations to date of the Joint Task and Finish Group for the inquiry into the RLDP Strategic Options.

Legal Implications

23. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and

properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

24. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters, there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any financial implications arising from those recommendations.

RECOMMENDATION

25. The Committee is recommended to:

- I. Consider, and if necessary, amend, the draft committee page of the Scrutiny Annual Report 2021/22, attached at **Appendix A**.
- II. Highlight the committee's greatest achievements for inclusion in the Scrutiny Annual Report 2021/22.
- III. Note the proposed way forward for collating the findings and recommendations to date of the Joint Task and Finish Group inquiry into the Replacement LDP Strategic Options.
- IV. Note the current position for committee correspondence.

Davina Fiore

Director of Governance & Legal Services

3 March 2022

APPENDIX A

Community & Adult Services Committee - Draft Copy for Annual Report Committee Page – “Highlights of Our Work During 2021-22”

Our Membership – photos to be sourced from library

Councillor Shaun Jenkins – Chair

Councillors Ali Ahmed, Joe Carter, Andrea Gibson, Ashley Lister, Philippa Hill-John, Sue Lent, Norma Mackie and Mary McGary.

Our Purpose

- The Community & Adult Services Scrutiny Committee works to improve the Council’s services and policies in the areas of community and adult services. This includes matters which relate to housing, neighbourhood renewal, community safety, mental health, community services and adult social care.
- The Committee also serves as the Council’s Crime and Disorder Scrutiny Committee, reviewing actions taken by the Community Safety Partnership to address local issues of crime and disorder.
- We monitor the effectiveness of who the Council works with, its performance levels, how resources are spent, the effectiveness of measures in place and look to identify possible areas for improvement.

Our Achievements during 2021-22

- During the year, we were keen to examine the impact of serious violent crime, and the work being done to prevent it from happening in the city. As a committee, we are acutely aware that serious violent crime can have a devastating, wide-ranging impact on individuals and the wider community, and so, we have strived to ensure responsible bodies consistently work with a strict, unyielding focus, on preventing and reducing instances of violent crime. We undertook in-depth scrutiny on how the local Community Safety Partnership is working to address and prevent such instances arising in Cardiff, engaging with a range of key witnesses such as the **South Wales Police & Crime Commissioner, South Wales Police Chief Superintendent, senior police officers, the Violence Prevention Unit, Safer Wales and Victim Support**. As part of this work, we were able to contribute to the upcoming Violence Prevention Strategy and put forward a number of recommendations including, more police patrols in the city, a streamlined process to ensure regular and direct communication between the police and elected members and robust support to prevent family breakdowns.

APPENDIX A

- We have also examined the **noise complaint process which derive from private, domestic settings** and contributed to the development of the Council's upcoming, 'Noise Policy'. As part of this work, we explored the efficiency of the current system, along with the public's awareness and access to the service. We felt it was essential that the service has insight into the current service standards and satisfaction rates of those who have used the service, and so we recommended a survey with complainants be prioritised and implemented as soon as possible.
- Throughout the year, we have assessed how services supporting adults with care and support needs have responded to the pandemic along with their plans for recovery. We have strived to ensure that the **long-term health and well-being** impacts of Covid-19 on Cardiff's adult population are adequately recognised and resourced and contributed to the development of the Council's Ageing Well Strategy.
- We have continued to monitor the Council's target to **deliver 1,000 new Council homes by December 2022** and have been involved in influencing the update of the Council's Design Standards document. Helping to ensure that each property developed by the Council, is of a high quality and adds a real, and lasting, positive impact for future occupiers and communities.
- Cardiff Council's housing service manages over 13,000 council homes and we wanted to explore the **efficiency of the Council house repair and maintenance service**. To assess how the Council manages the quality of its existing stock, and provides its tenants with safe, high-quality housing. To inform this work, and as part of our ongoing commitment to represent the views of residents, we contacted over 6,000 council tenants by post and 4,000 tenants by email, requesting they complete a survey, conducted by the Scrutiny Research Team, to provide us with critical insight into the service and inform our considerations.

Quotes:

[In reference to a meeting dedicated to preventing serious violent crime in Cardiff] "This has been a particularly good session which has brought out the complexities of the issue, and I thank you for probing it in the way that you have."

**Police & Crime Commissioner, Alun Michael & Cllr Lynda Thorne, Co-Chairs
of the Community Safety Leadership Board**

"Thank you for inviting us to be part of the meeting [Serious Violent Crime] We look forward to being able to help in the future, and reading any feedback / comments"

South Wales, Victim Support

**ENVIRONMENTAL SCRUTINY COMMITTEE
SCRUTINY INVESTIGATION SCOPING EXERCISE SUMMARY SHEET**

PROPOSED TOPIC: Cardiff Replacement Local Development Plan	
PROPOSED TYPE OF SCRUTINY INVESTIGATION: Joint Inquiry	
Proposed Terms of Reference	<ul style="list-style-type: none"> • To explore, scrutinise and act as a consultee on the Strategic Options for the Replacement LDP focusing on how these have addressed: <ul style="list-style-type: none"> ○ Accessibility and Inclusivity ○ One Planet Cardiff. • To review the Council’s consultation process to date; to examine its effectiveness and make recommendations for future consultation on the next stages of the Replacement LDP • To understand the supporting rationale for the projected growth provided by Welsh Government in order to consider whether the evidence base is robust, realistic, and viable. • To consider how Cardiff’s replacement LDP and the Strategic Options are aligned with regional planning. • To hear and consider views of stakeholders to inform the recommendations of Scrutiny on both the Strategic Options and the Council’s consultation processes. • To coordinate and provide a single joint response from the Scrutiny Committees. • To make recommendations that will inform the decisions and considerations that the Council’s Executive will make in the development of the Preferred Strategy. • To make recommendations that will inform any future scrutiny of the replacement LDP.
Task & Finish Recommended.	Yes
Stakeholders	Cabinet Members Senior Managers External Stakeholders TBC
Number of meetings required	
Meeting 1 Mid November 2021	Consultation Process – Strategic Options To examine the consultation document and explore the consultation processes planned for engagement around the Strategic Options. To have a particular focus on the plans and approaches for involving hard to reach and under-represented groups.

APPENDIX B

	Desktop based research on best practice consultation to enable Members to compare, contrast and assess the Council's own consultation.
<p>Meeting 2</p> <p>Beginning December 2021</p>	<p>Internal Evidence on Strategic options</p> <p>To receive a presentation from the Cabinet Member and Senior Officers on the Strategic Options.</p> <ul style="list-style-type: none"> • Role of Scrutiny - To examine the Strategic Options. <p>To receive information regarding the evidence base provided by Welsh Government to consider its robustness realism, and viability of projected growth and examine the rationale behind the options being presented.</p> <p>To receive information on how Cardiff's replacement LDP and the Strategic Options align with regional planning.</p> <p>To explore the Strategic Options through focus on the two areas identified; 'Accessibility and Inclusivity' and 'One Planet Cardiff'; to ascertain how these have been addressed in the Strategic Options put forward.</p> <p>Invitees</p> <p>Cllr Wild, Andrew Gregory, Stuart Williams, Simon Gilbert</p>
<p>Meeting 3</p> <p>1st/2nd week January</p>	<p>External Evidence on Strategic Options</p> <p>To hear evidence from key stakeholder witnesses to help inform the T&F Group's views and recommendations on the strategic options.</p> <p>Selected stakeholder witnesses will be invited to attend the meeting to provide verbal evidence to the T&F Group on their views of the strategic options.</p> <p>External Stakeholder witnesses TBC</p>
<p>Meeting 4</p> <p>3rd week January 2022</p>	<p>External Evidence on Strategic options</p> <p>Part 1</p> <p>Stakeholder Research</p> <p>Report of the key findings of the Call for Evidence from key stakeholders – written summary of main points provided by Gladys Hingco, Principal Scrutiny Research Officer.</p> <p>Part 2</p> <p>Discuss evidence received with Cabinet Member and Senior Officers</p>
<p>Meeting 5</p>	<p>External Evidence on Consultation Process</p>

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<p>4th week of January 2022</p>	<p>Explore views of stakeholders on the consultation processes undertaken in developing the Strategic Options as well as the Vision, Issues & Objectives/ISA. This meeting will assess the effectiveness of the consultation approach and processes that have been adopted by the Directorate. The findings of this meeting will inform the recommendations that will be made on the future consultation on the Preferred Strategy.</p> <p>Selected stakeholder witnesses will be invited to attend meeting to provide verbal evidence to the T&F Group on their views of the strategic options</p> <p>Stakeholder Research</p> <ul style="list-style-type: none">• Reporting of the summary findings of the Call for Evidence from key stakeholders – provided by Gladys Hingco, Principal Scrutiny Research Officer. <p>External stakeholders TBC</p>
<p>Meeting 6 February 2022</p>	<p>Sum Up Meeting</p> <p>Consideration of all information received during the inquiry and agree way forward for draft report/recommendations</p> <p>Consideration of draft report/recommendations</p>
<p style="text-align: center;">Proposed Reporting Arrangements</p> <ul style="list-style-type: none">• Investigation to be undertaken by middle of February 2022• Report to be considered by the Scrutiny Committees – end of February/March 2022• Report from Scrutiny to Cabinet - March 2022	
<p style="text-align: center;">Potential Outputs/Outcomes from this investigation</p> <p>As a key consultee, the T&F will produce a report that will outline and illustrate Members views on the strategic options being consulted on at this stage of the development of the RLDP process. The recommendations of this report will be informed by consideration of evidence and views from selected stakeholders who have contributed to the scrutiny of the RLDP's strategic options and will assist the Directorate and Cabinet in the development of the Preferred Strategy.</p> <p>The findings and recommendations of the T&F will also inform Scrutiny's, Cabinet's, and the Directorate's views on future consultations of the next stages of the development of the RLDP.</p>	

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