

My Ref: Scrutiny/Correspondence/Cllr McGarry

23 January 2019

Councillor Lynda Thorne
Cabinet Member Housing & Communities
County Hall
Cardiff
CF10 4UW



Dear Lynda,

**COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 9 JANUARY 2019
– WAO REVIEW – WALES HOUSING QUALITY STANDARD INCLUDING
TENANTS' VIEWS.**

As Chair of the Community & Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee and providing Members with an opportunity to respond to the WAOs report on the Welsh Housing Quality Standard review including tenants' views. Members of the Committee have requested that I feed back the following comments and observations to you.

The Committee commends the work of yourself and officers, in achieving the WHQS in 2012 and maintaining the standard since this date, and your plans for further improvements going forward. As a Committee, we will continue to monitor these improvements, including raising staff awareness of the Well-being of Future Generations Act.

We will also monitor commitments to continue to reduce the number of acceptable fails; issues in relation to tenants being able to heat their homes efficiently; and reducing reports of damp in homes.

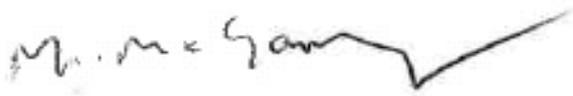
At the meeting, Members discussed the wellbeing of communities as a whole in relation to Anti-Social behaviour and noted that, whilst the review did not touch on this, exit interviews had uncovered ASB as an issue. Members agreed that it was important that this issue be considered as an improvement going forward to encourage reporting, but also to look at the offending tenants too as they are often vulnerable.

In relation to consultation, Members commended the commitment to undertake a review into more effective consultation with BME/disabled tenants, but would encourage the review to “look outside the box” in identifying ways in which you can more effectively engage with these (and other vulnerable) tenants.

For information, I attach a copy of my letter to the WAO.

Thank you again for attending. I hope you find the Committee’s comments useful. I do not require a response to this letter.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. McGarry', with a stylized flourish at the end.

COUNTY COUNCILLOR MARY M^CGARRY

Chairperson - Community & Adult Services Scrutiny Committee

Cc: Councillor Lynda Thorne (Cabinet Member for Housing & Communities)
Sarah McGill (Corporate Director, People and Communities)
Jane Thomas (Assistant Director, Housing & Communities)
Colin Blackmore (Operational Manager, Building Improvement & Safety)
Cabinet Support Office