
Carmarthenshire Homes Standard+ (CHS+) HRA Business Plan

Appendices A-E

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Appendix A: *The Well-being of Future Generations (Wales) Act 2015*

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



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

- The Business Plan contributes to this by planning for the next 3 years and also over the longer term of 30 years. We do this by analysing our asset data and market conditions to enable us to maintain our existing stock, and plan our affordable housing delivery. We set out our plans to deliver a pre-tenancy service to enable tenants to sustain their tenancies as long as possible.



Understanding the root causes of the issues to prevent them reoccurring

- The Business Plan identifies the key issues that tenants have highlighted to us. We also monitor the demand for reactive repairs. All this information enables us to plan programmed works to resolve issues and prevent them reoccurring.



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

- The Business Plan highlights how we contribute to the well-being of our tenants. Examples of this include delivering adaptations to meet the needs of tenants, re-housing tenants through the adapted home register to more suitable accommodation, working with Swansea and Cardiff University to carry out a health impact study, and carrying out estate improvement works to the local environment.



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

- The Business Plan is delivered in a Partnership approach between Housing and Property Services. It sets out our ambition to work with partners locally and regionally to deliver energy efficiency measures to existing and new homes to reduce fuel poverty for our tenants. Our procurement process is delivered through a collaborative approach ensuring community benefits are maximised.



Involving a diversity of population in decisions that affect them

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

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

A more prosperous Wales
1
A resilient Wales
2
A healthier Wales
3
A more equal Wales
4
A Wales of cohesive communities
5
A Wales of vibrant culture and thriving Welsh language
6
A globally responsible Wales
7

A Prosperous Wales

Carmarthenshire has a stronger and more prosperous economy:

We will focus on:

- Ensuring long-term economic and social benefits for Carmarthenshire through the Swansea Bay City Region and future European and external funding avenues.

A Healthier Wales

People in Carmarthenshire are healthier:

We will focus on:

- Increasing the availability of rented and affordable homes to support the needs of local people by building new homes, bringing empty homes back into use and ensuring an allocation of affordable homes on new developments;
- Mitigating the local impacts of welfare reform by supporting affected residents through the changes;
- Supporting residents suffering from fuel poverty and introducing renewable energy technology to our tenants’ homes in order to save them money on energy costs.

A Wales of Cohesive Communities

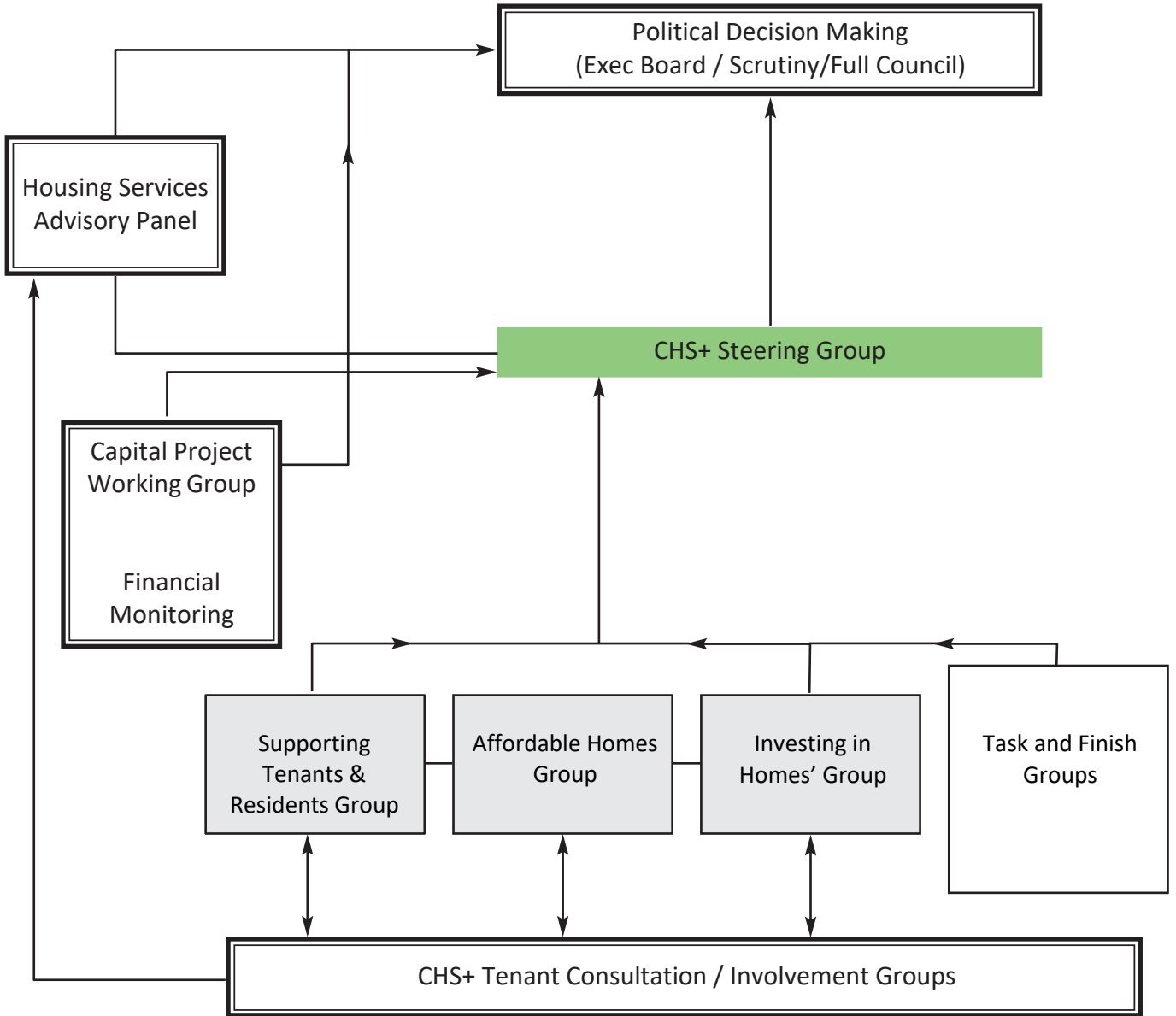
People who live, work and visit Carmarthenshire are safe and feel safer:

We will focus on:

- Reducing anti-social behaviour by working in partnership with other agencies and communities to tackle local problems.

Governance Structure

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

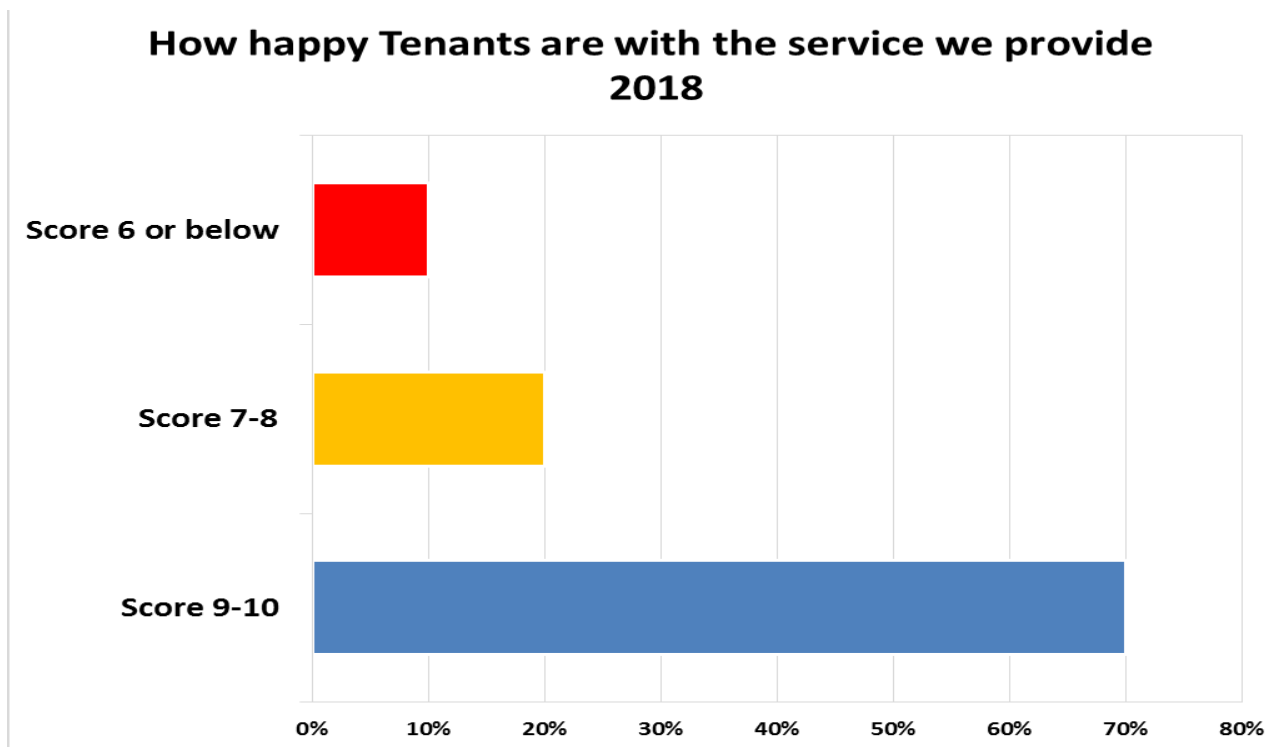


Appendix B: How Happy Tenants are with the Services we Provide

During 2017/18 we have continued to engage with tenants and other stakeholders in a number of ways. One of the key questions we asked throughout the year was “How happy are you with the service we provide?”

90% of tenants rated us with a score of 7 or above.

The results are provided below:



Appendix C: Stock, Tenant and Housing Choice Register Profile

Stock 01/11/18 Stock Return

Type	No. of Homes	Sheltered Homes
House	4968	
Bungalows	2164	
Flats	1935	509
Maisonettes	40	
Bedsit	21	
Total	9128	

Stock Make Up

Carmarthenshire County Council's HRA stock (as set out below) comprises 9,128 homes, including 509 sheltered homes, and an additional 221 leasehold homes.

The following table sets out the HRA housing stock by Ward:

Ward	Homes	Ward	Homes
Abergwili	40	Llandybie	210
Ammanford	150	Llanegwad	43
Betws	76	Llanfihangel Aberbythych	20
Bigyn	387	Llanfihangel Ar Arth	123
Burry Port	161	Llangadog	46
Bynea	262	Llangeler	180
Carmarthen Town North	404	Llangennech	245
Carmarthen Town South	159	Llangunnor	173
Carmarthen Town West	139	Llangyndeyrn	193
Cenarth	59	Llannon	262
Cilycwm	26	Llansteffan	46
Cynwyl Elfed	62	Llanybydder	138
Cynwyl Gaeo	13	Lliedi	274
Dafen	225	Llwynhendy	614
Elli	58	Manordeilo & Salem	22
Felinfoel	254	Pembrey	224
Garnant	140	Penygroes	74
Glanamman	151	Pontaman	143
Glanymor	516	Pontyberem	185
Glyn	105	Quarter Bach	204
Gorslas	240	Saron, Ammanford	259
Hendy	102	St Clears	102
Hengoed	227	St Ishmael	50
Kidwelly	198	Swiss Valley	17
Laugharne	90	Trelech	29
Llanboidy	19	Trimsaran	207
Llanddarog	81	Tycroes	91
Llandeilo	103	Tyisha	298
Llandovery	123	Whitland	86

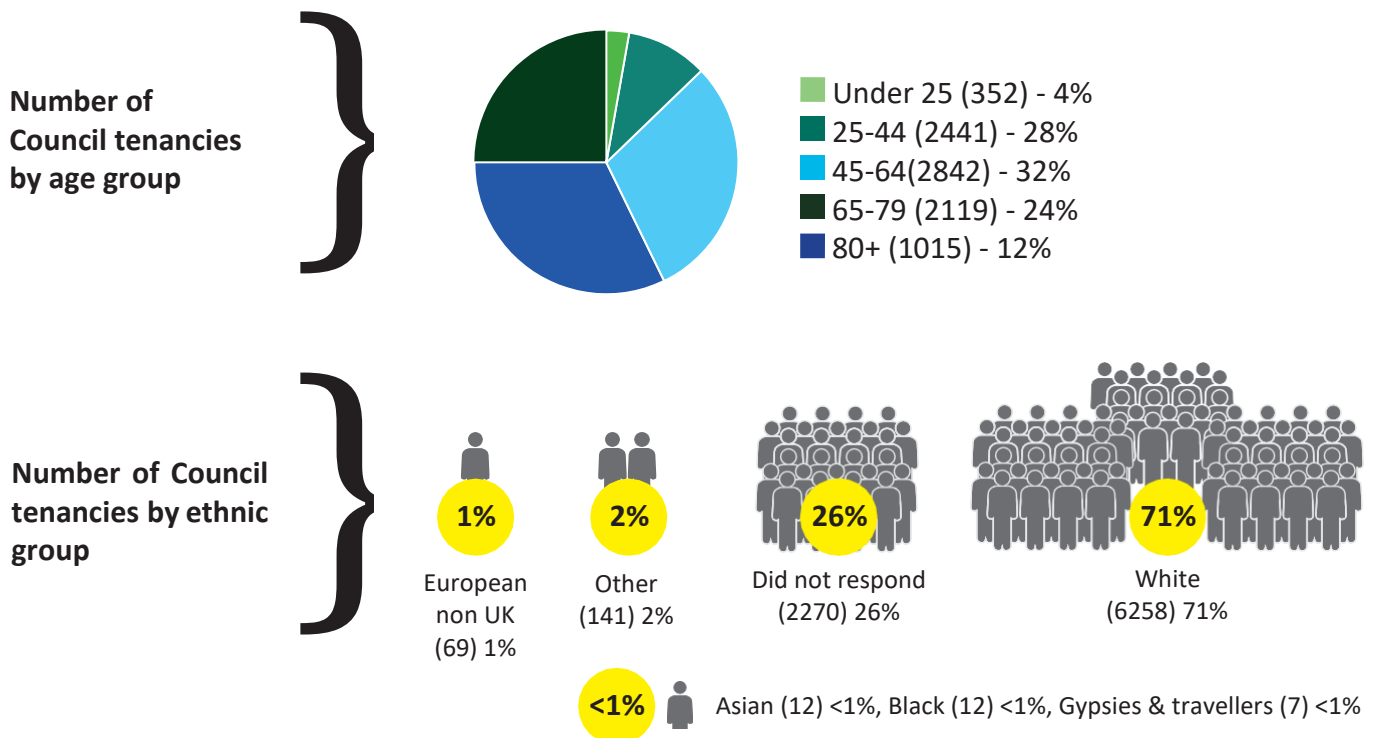
The housing stock comprises 4,968 houses and 2,164 bungalows, with the remainder made up of 1,487 flats, bedsits and maisonettes. The majority of the stock is 2 and 3 bedroom homes. 104 of the homes have 4 bedrooms, and only two, are 5 and 6 bedrooms.

Type of Home	Bedrooms							Total
	0	1	2	3	4	5	6+	
Flats		643	775	7				1425
Bedsits	21	1						22
Maisonettes			9	31				40
Bungalows	1	362	1770	30	1			2164
House	3	19	1136	3706	102	1	1	4968
Sheltered flats		460	42	6	1			509
Total	25	1485	3732	3780	104	1	1	9128

Tenant Profile

We know that 12% of our lead tenants are aged 80 or over and a further 24% are aged 65 to 79. As a result, 36% of our lead tenants are 65 or above. Only 4% of our lead tenants are under 25. Furthermore, 28% of our lead tenants are aged 25-44 with the remaining 32% are aged 45 to 64.

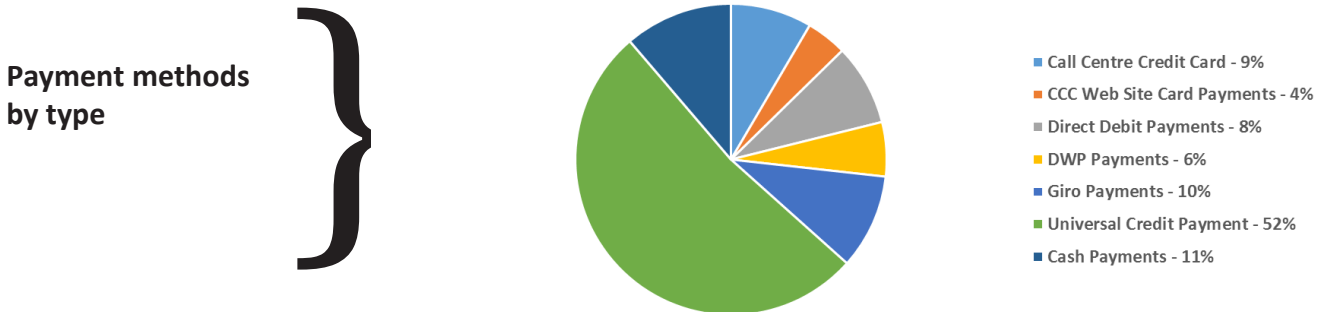
We know that 71% of our lead tenants are white British. A further 26% did not provide information about their ethnic group.



Universal Credit Tenant Payment Profile

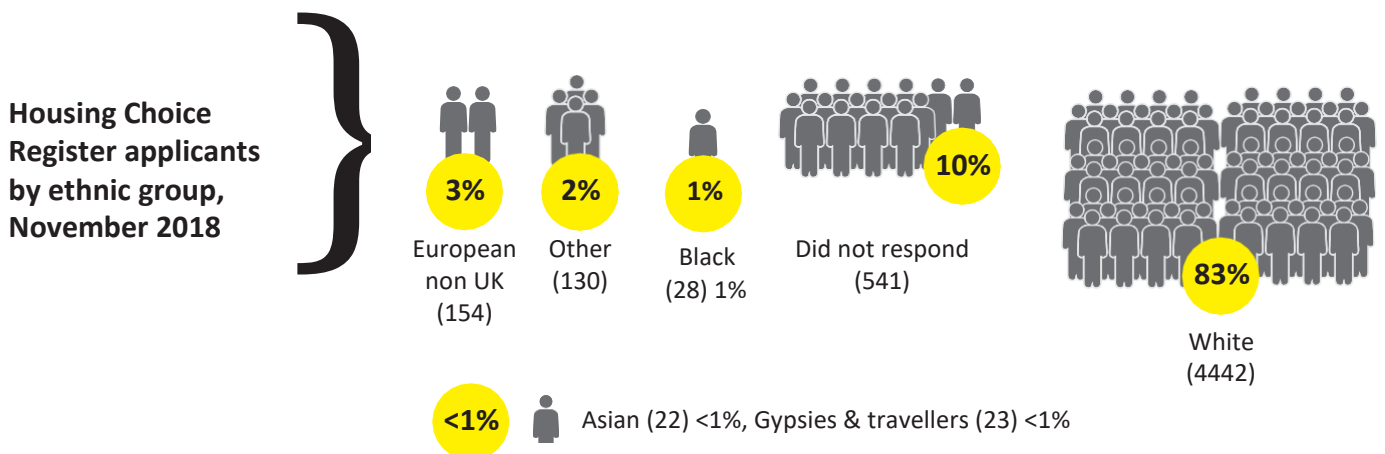
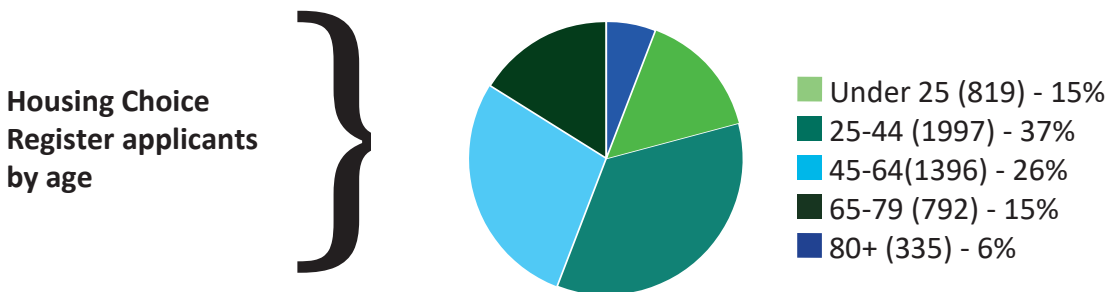
For tenants currently claiming Universal Credit, we know that only 8% are paying their rent by direct debit. A further 6% are still receiving DWP direct payments and 52% are receiving Universal Credit Payments direct to CCC.

TENANT Payment METHODS



Housing Choice Applicants Profile

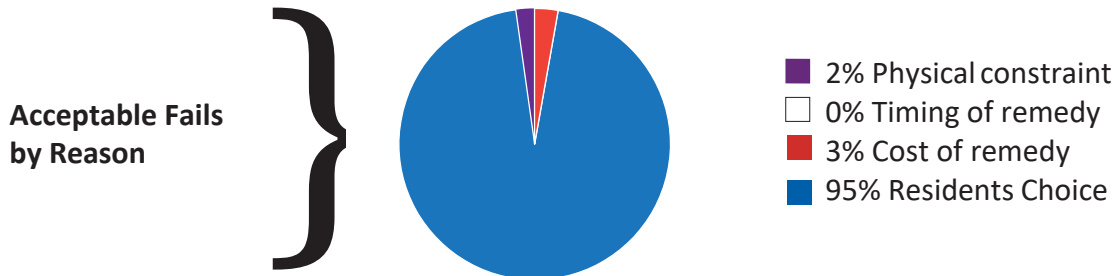
We know that 37% of our lead applicants are aged 25 to 44 with a further 15% aged under 25. 6% are aged 80+ and the remaining 42% are aged 45 to 79. We know that 83% are white British and a further 10% of our lead applicants did not provide information about their ethnic group.



Appendix D: Acceptable Fails

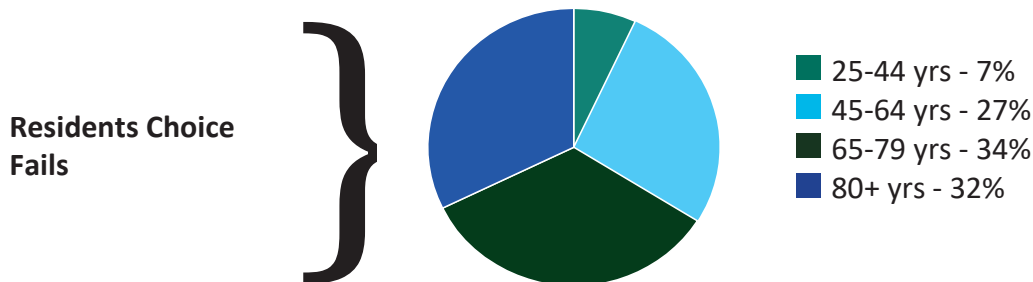
The Welsh Government Outlines ‘acceptable fails’ as a home which meets the standard but has not had all works carried out to make it full compliant. There are different reasons for why these acceptable fails would occur.

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



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

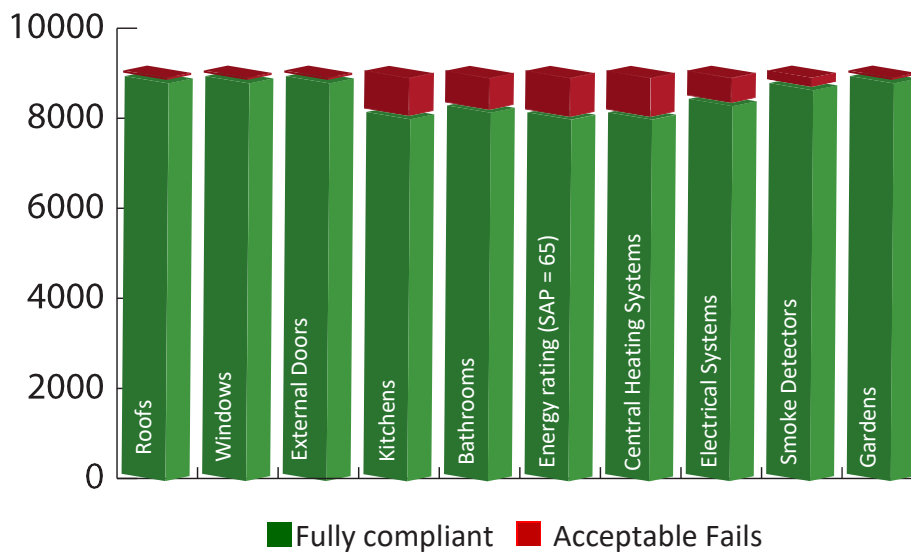
We also know that 32% of the residents who chose not to have the CHS+ works completed are aged 80 or over and a further 34% are between the age of 65 and 79.



Appendix E: WHQS Compliance

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

WHQS Compliance by Component



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