

Carmarthenshire Homes Standard Plus (CHS+)

Business Plan - Appendices A-D

March 2021



Contents

Appendix A: Well-being Priorities & Governance Structure..... 2

Appendix B: Stock, Tenant and Housing Choice Register Profile..... 7

Appendix C: How Happy Tenants are with the Services we Provide..... 10

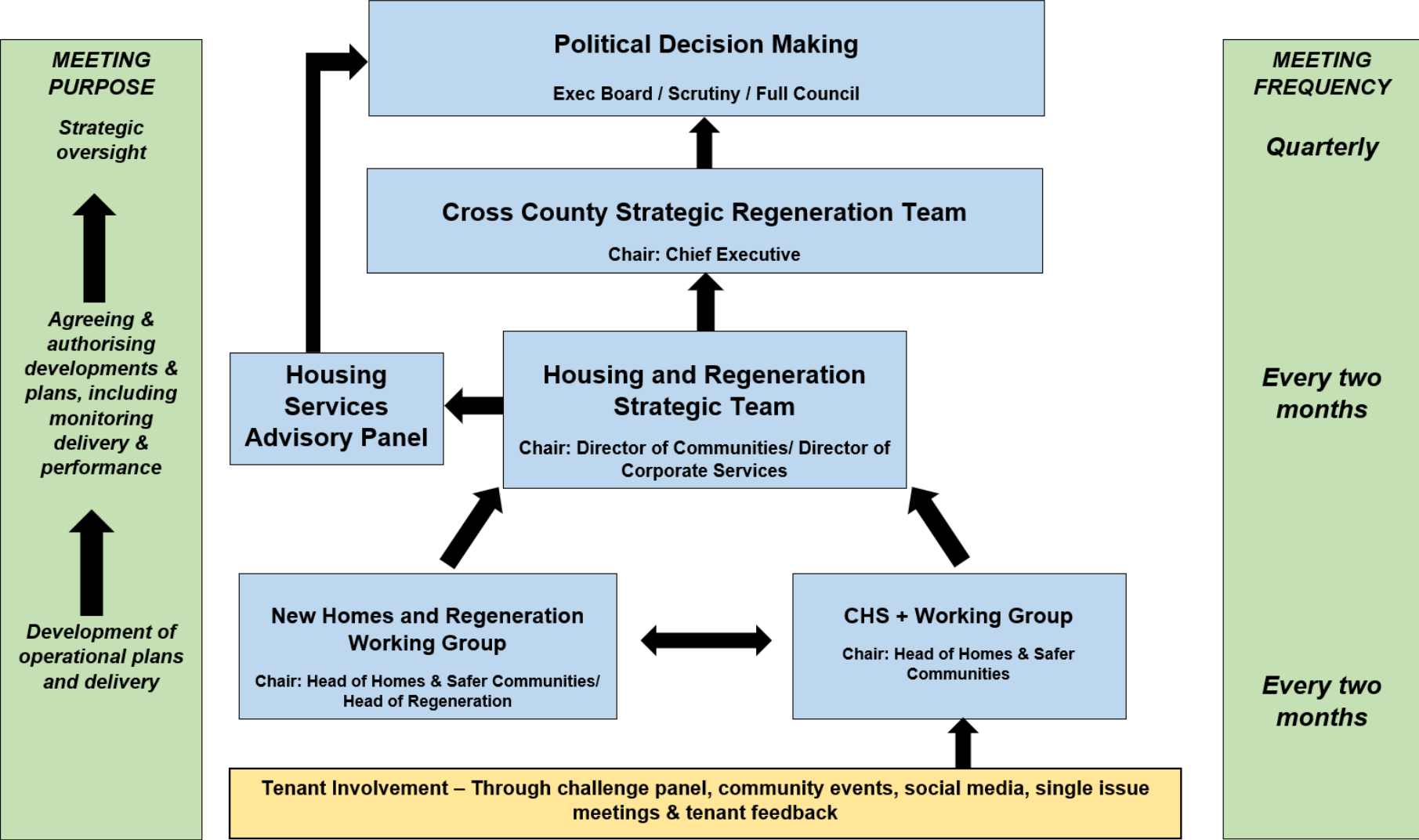
Appendix D: Acceptable Fails..... 12

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

| | |
|--|--|
| <p>A more prosperous Wales</p> | <p>We will focus on:</p> <ul style="list-style-type: none"> Ensuring long-term economic and social benefits for Carmarthenshire through the Swansea Bay City Region and future European and external funding avenues. <p>We are committed to:</p> <ul style="list-style-type: none"> Contributing to the social, economic and environmental well-being of the wider community |
| <p>1</p> | |
| <p>A resilient Wales</p> | |
| <p>2</p> | |
| <p>A healthier Wales</p> | <p>We will focus on:</p> <ul style="list-style-type: none"> Asking tenderers to deliver community benefits in our tendering activities through the delivery of the contracts or frameworks awarded Maximising the value for every pound we spend, applying a community benefits approach to any tender valued over £1million; and Capturing and recording community benefits utilising WG's community benefits measurement tool. <p>We will focus on:</p> <ul style="list-style-type: none"> 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 Providing homes better suited to tenants needs by investing in adapting homes and understanding the future investment needs for our sheltered housing stock. |
| <p>3</p> | |
| <p>A more equal Wales</p> | |
| <p>4</p> | |
| <p>A Wales of cohesive communities</p> | <p>We will focus on:</p> <ul style="list-style-type: none"> Reducing anti-social behaviour by working in partnership with other agencies and communities to tackle local problems. We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities. <p>We believe we should:</p> <ul style="list-style-type: none"> Give our tenants the opportunity to influence decisions about their homes, the area they live and ensure the services they receive achieve value for money. Our vision is: - |
| <p>5</p> | |
| <p>A Wales of vibrant culture and thriving Welsh language</p> | <p><i>"To make it easy and inviting for tenants to get involved in shaping strategic decisions and improve services through meaningful involvement by ensuring residents have the relevant skills".</i></p> <p>We will focus on what our tenants are telling us:</p> <ul style="list-style-type: none"> During the summer months we undertook a tenant satisfaction survey. In total, 2,087 tenants took part in the survey. This represented a 29% response rate overall. 82 surveys were completed in Welsh (4%). We will carry out an in-depth analyse of results to get a better understanding of the differences in satisfaction rates by age, by ward and property type; and revamp our approach to the way we listen and act on tenant's views. |
| <p>6</p> | |
| <p>responsible Wales</p> | <p>We will ensure that:</p> <ul style="list-style-type: none"> Our new build activities and retrofits of renewable energy technology to our tenants' homes are cost effective and meet our ambitions and obligations related to climate emergency (in particular its commitment to becoming a net zero carbon local authority by 2030) We meet our ambitions to save tenants money on their energy costs, support the vulnerable and stimulate a sustainable local economy. |
| <p>7</p> | |

Governance Structure

All actions in this Plan will be monitored on a bi-monthly basis by the Housing and Regeneration Strategic Team. This group provides strategic direction and corporate leadership to ensure appropriate progression on the initiatives included.

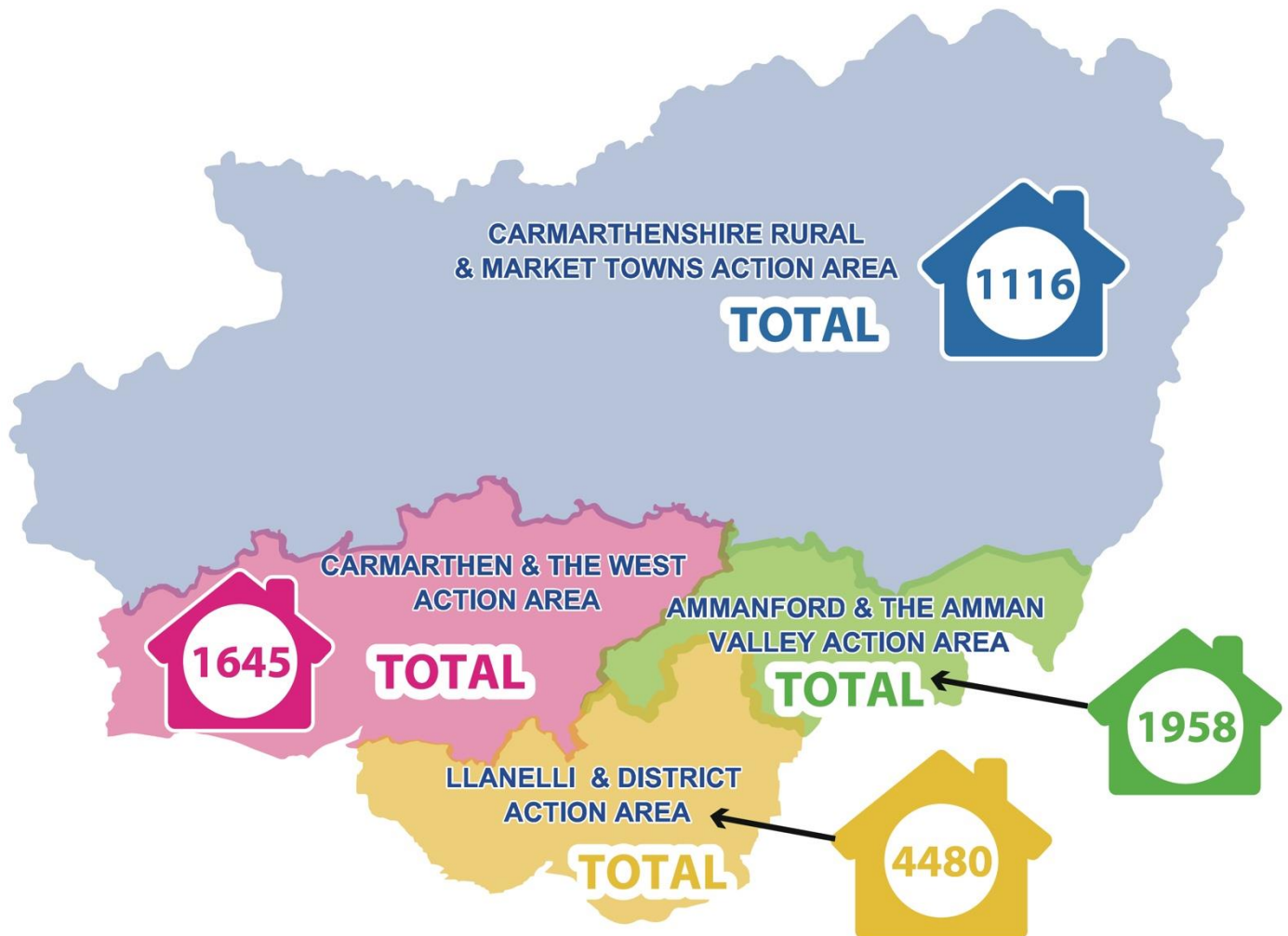


Appendix B: Stock, Tenant and Housing Choice Register Profile

Stock Make Up

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

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

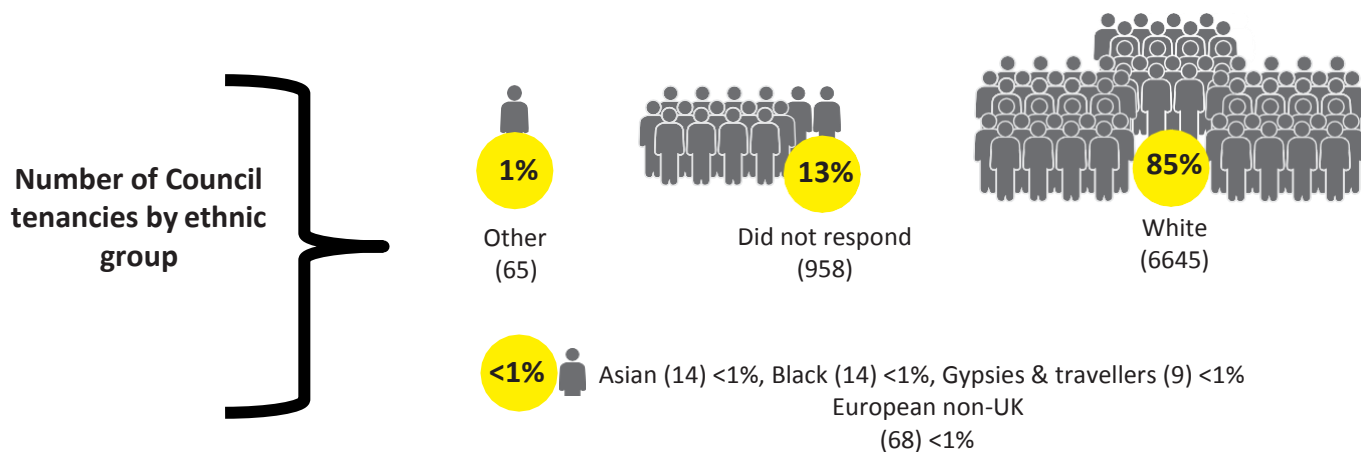
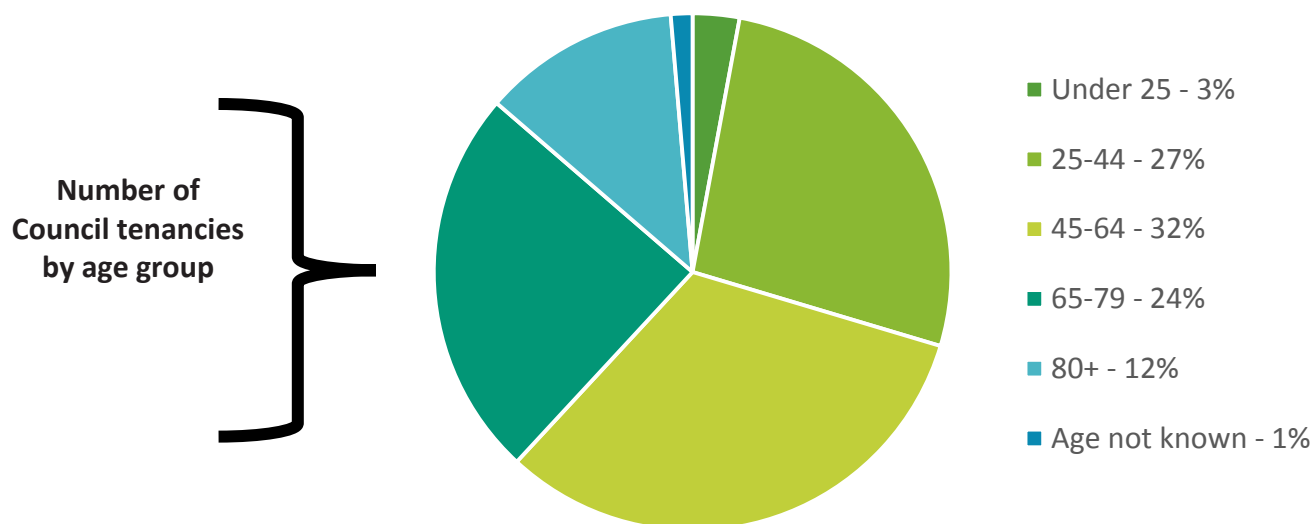


| Property Type | Carmarthenshire Rural & MKT Town | Carmarthen & The West | Ammanford & the Amman Valley | Llanelli & District |
|-----------------------|----------------------------------|-----------------------|------------------------------|---------------------|
| Bedsit | 0 | 19 | 0 | 3 |
| Bungalow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

Tenant Profile

We know that 12% of our lead tenants are aged 80 or over and a further 24% are aged 65 to 79. As a result, 36% of our lead tenants are 65 or above. Only 3% of our lead tenants are under 25, the remaining 61% are aged 25 to 65.

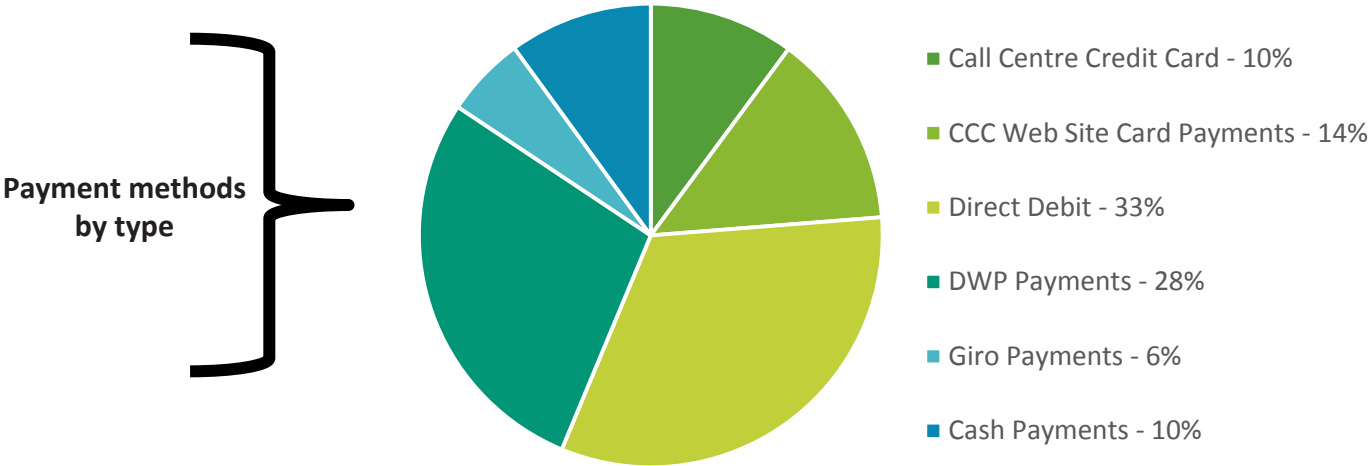
We know that 85% of our lead tenants are white British. A further 13% did not provide information about their ethnic group.



Universal Credit Tenant Payment Profile

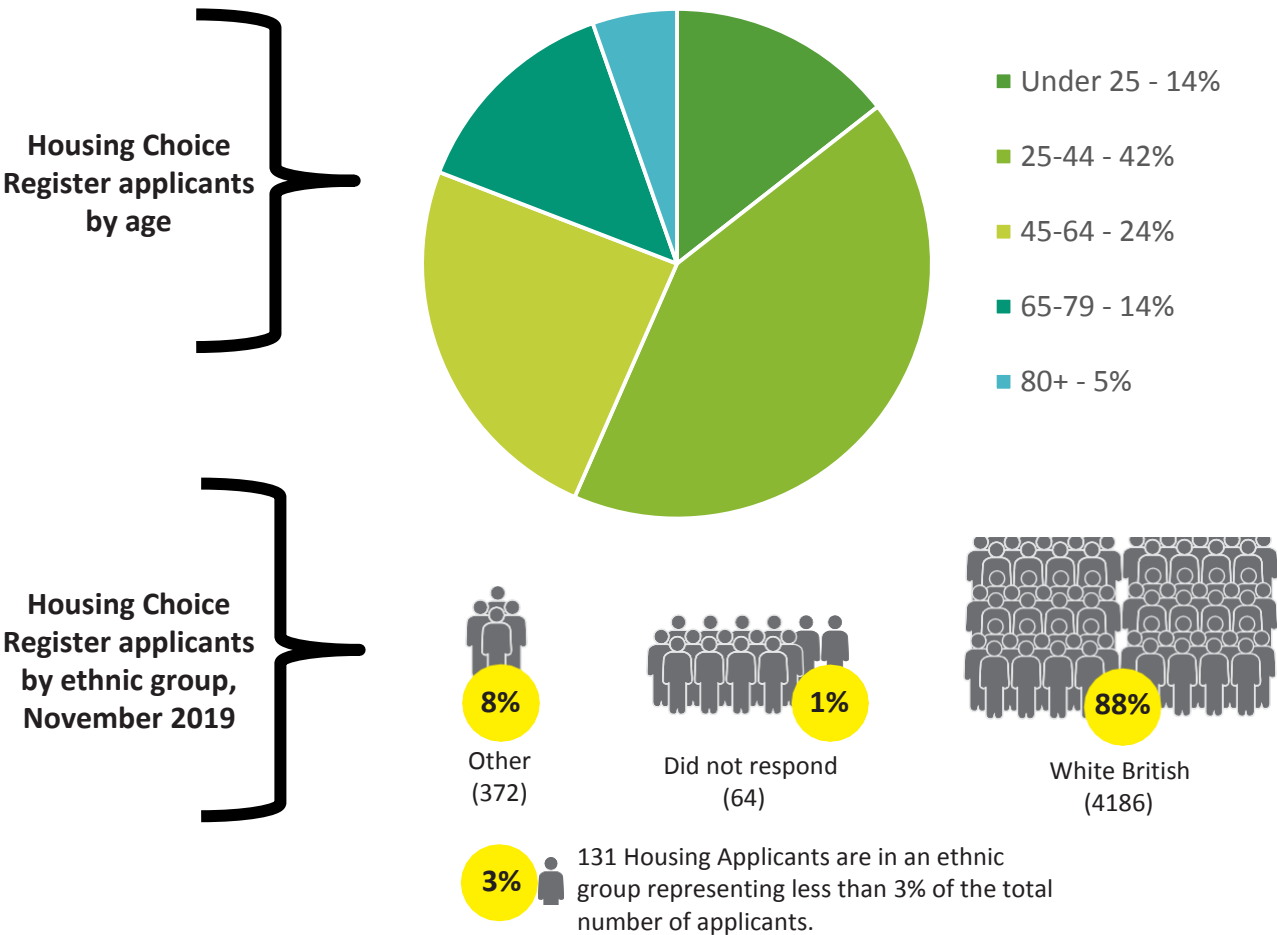
For tenants currently claiming Universal Credit, we know that 33% are paying their rent by direct debit. A further 16% are receiving Universal Credit Payments direct to CCC.

Tenant Payment methods

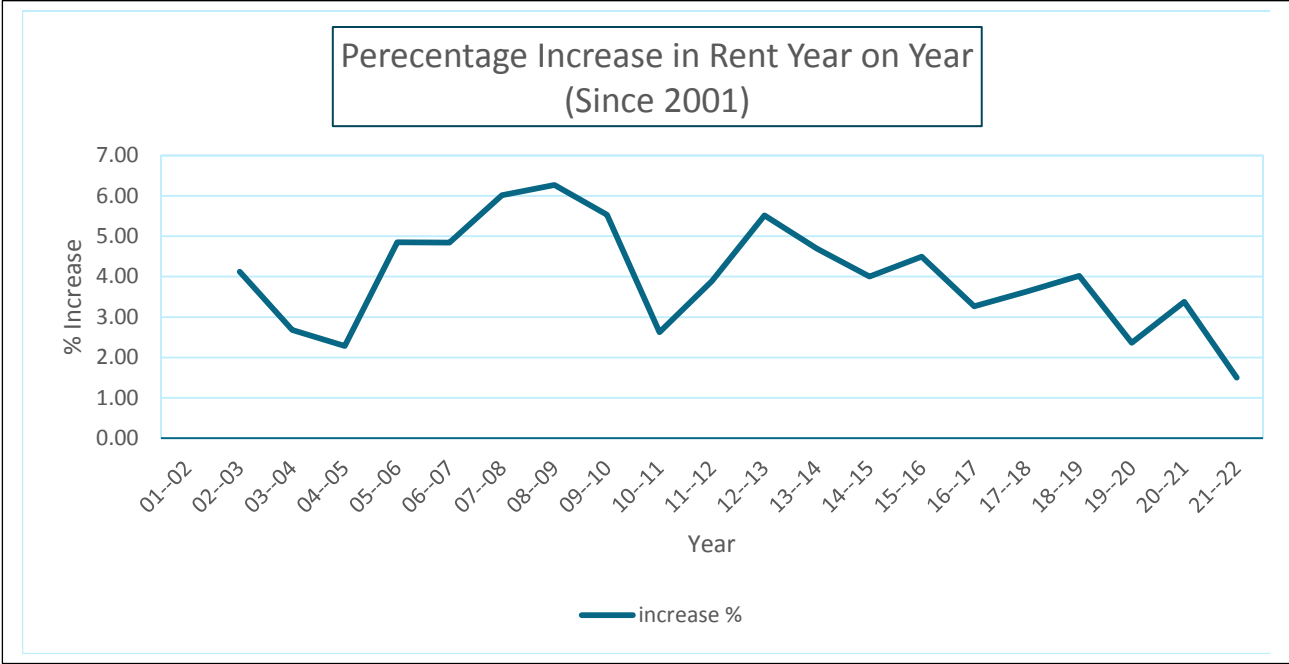


Housing Choice Applicants

We know that 42% of our lead applicants are aged 25 to 44 with a further 14% aged under 25. 5% are aged 80+ and the remaining 39% are aged 45 to 79. We know that 88% of applicants are white British and a further 1% of our lead applicants did not provide information about their ethnic group.



Rent Increase Profile (Since 2001)



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

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



Carmarthen North and Llanelli wards had significantly lower satisfaction
Tenants living in bungalows and flats were more satisfied than those living in houses
The lowest ratings were for pre 1965 properties

In the top quartile for service charge value for money, but the bottom quartile for rent
Some correlation between the quality of the homes and value for money
35-49-year-old's have the lowest value for money ratings
Only 15% supported the idea of linking rent to desirability of the area, support being lowest for younger tenants

Overall satisfaction consistent with benchmark, but the last completed repair rated a little lower than average
Although a key driver, not as dominant an issue as it sometimes is for other landlords
However, overall repairs satisfaction only 61-62% for under 50s

Listening and taking account of tenant's views has the strongest key driver of satisfaction
Satisfaction was in the second quartile
Satisfaction ten points higher for sheltered tenants
72% of new tenants also felt that they were listened to

Neighbourhood Services

85%

Satisfied with
neighbourhood as a
place to live

66%

Satisfied with the
grounds maintenance
service

Communication

58%

Satisfied with the way
the Council deals with
ASB

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

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

Ground maintenance satisfaction was on par with other landlords

Dealing with ASB was a secondary key driver of satisfaction

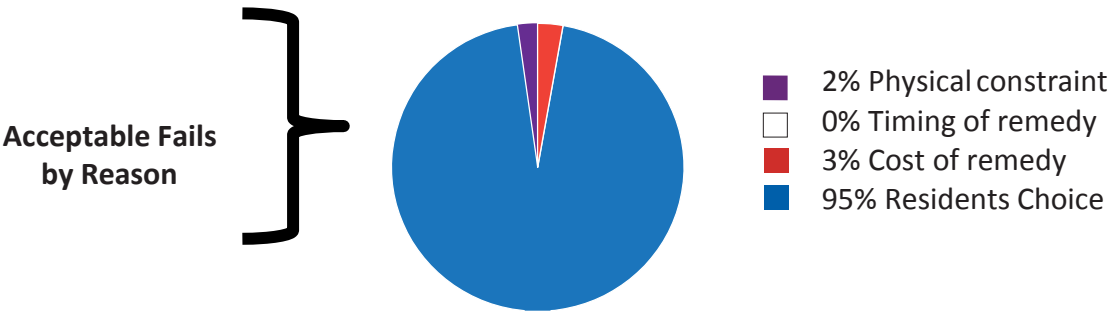
Satisfaction was lowest for 35-49-year olds

Some correlation between ASB satisfaction and rating for the neighbourhood overall

Appendix D: Acceptable Fails

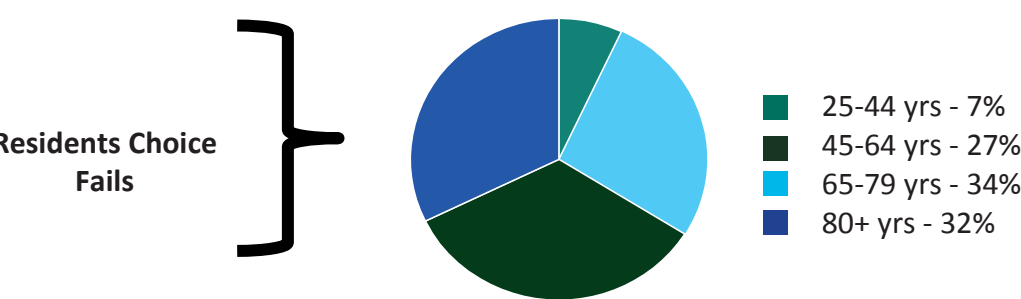
The Welsh Government Outlines ‘acceptable fails’ as a home which meets the standard but has not had all works carried out to make it full compliant. There are different reasons for why these acceptable fails would occur.

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



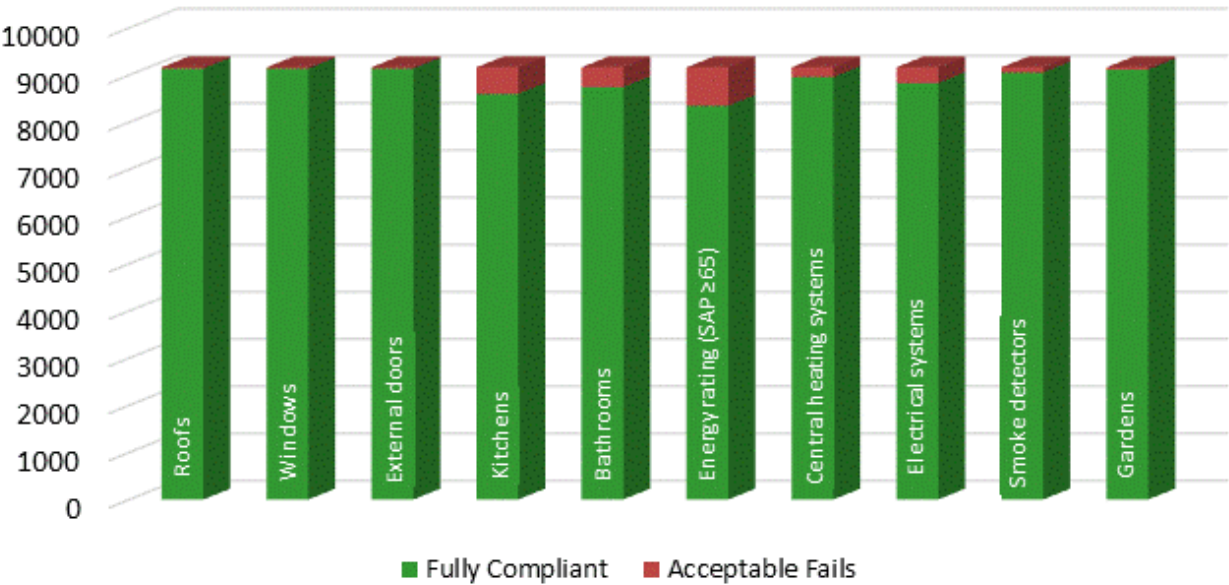
We know that 95% of our acceptable fails are as a result of residents’ choice. The remaining 5% being the cost of the remedy or physical constraints.

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



WHQS Compliance

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



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