

# Housing Revenue Account Business Plan 2023-26

Carmarthenshire Housing Investment Programme

Appendices A-E



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Llywodraeth Cymru  
Welsh Government

Cyngor Sir Gâr  
**Carmarthenshire**  
County Council

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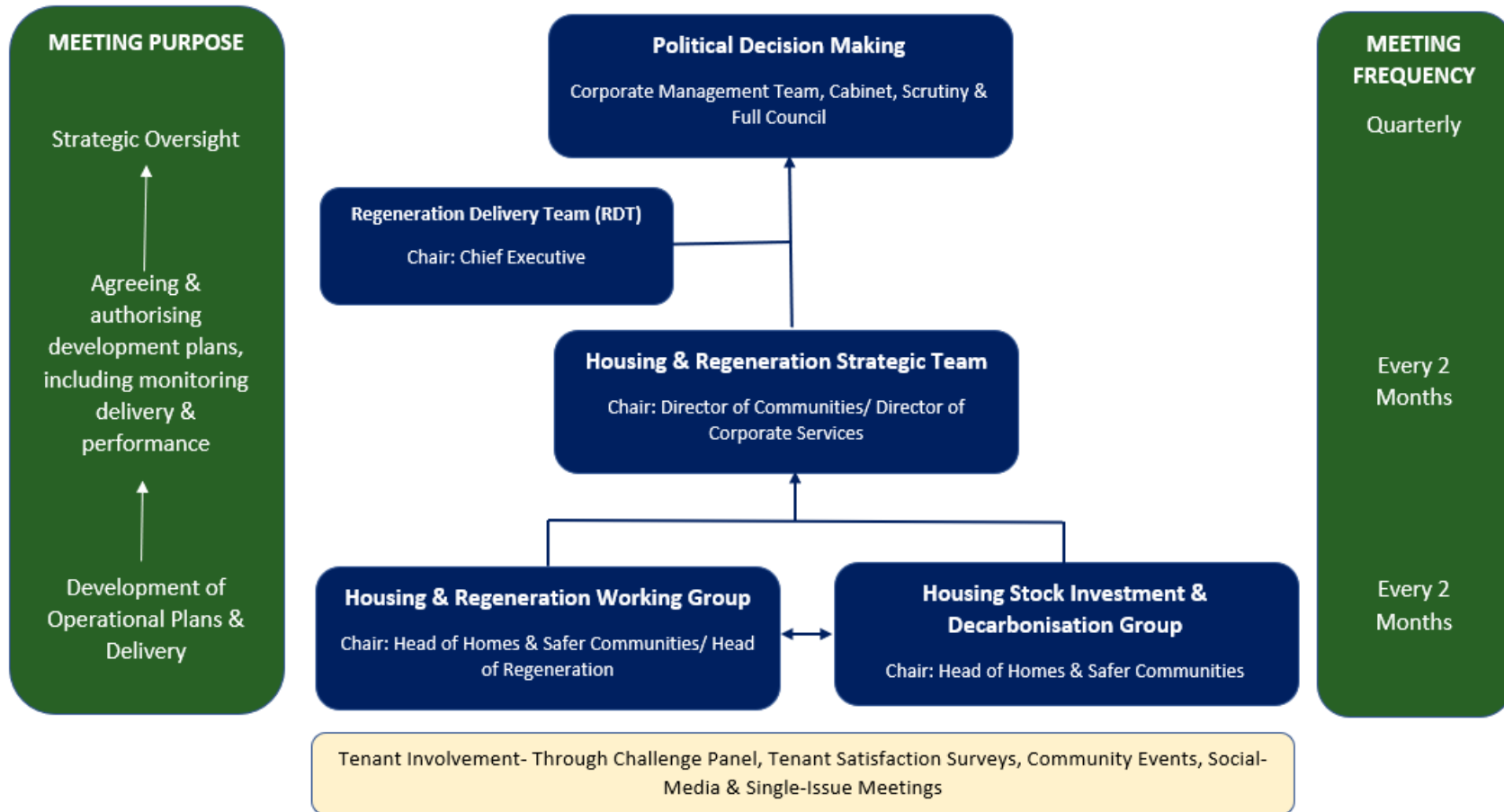
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## Appendix A: Well-being Priorities & Governance Structure

<p><b>A more prosperous Wales</b></p>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"> <li>• Ensuring long-term economic and social benefits for Carmarthenshire through the Swansea Bay City Region and future European and external funding avenues.</li> </ul>
<p><b>1</b></p>	<p><b>We are committed to:</b></p> <ul style="list-style-type: none"> <li>• Contributing to the social, economic and environmental well-being of the wider community.</li> </ul>
<p><b>A resilient Wales</b></p>	<ul style="list-style-type: none"> <li>• Asking tenderers to deliver community benefits in our tendering activities through the delivery of the contracts or frameworks awarded.</li> </ul>
<p><b>2</b></p>	<ul style="list-style-type: none"> <li>• Maximising the value for every pound we spend, applying a community benefits approach to any tender valued over £1million.</li> <li>• Capturing and recording community benefits utilising WG’s community benefits measurement tool.</li> </ul>
<p><b>A healthier Wales</b></p>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Mitigating the local impacts of welfare reform by supporting affected residents through the changes.</li> <li>• Providing homes better suited to tenants needs by investing in adapting homes and understanding the future investment needs for our sheltered housing stock.</li> </ul>
<p><b>3</b></p>	<p><b>We will focus on:</b></p> <ul style="list-style-type: none"> <li>• Reducing anti-social behaviour by working in partnership with other agencies and communities to tackle local problems.</li> </ul>
<p><b>A more equal Wales</b></p>	<ul style="list-style-type: none"> <li>• We want to get better by engaging as widely as possible and maximising opportunities to help build stronger communities.</li> </ul>
<p><b>4</b></p>	<p><b>We believe we should:</b></p> <ul style="list-style-type: none"> <li>• 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: -</li> </ul>
<p><b>A Wales of cohesive communities</b></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><b>5</b></p>	<p><b>We will focus on what our tenants are telling us:</b></p> <ul style="list-style-type: none"> <li>• We recently undertook a tenant satisfaction survey. In total, 1,938 tenants took part in the survey. This represented a 26% response rate overall. 47 surveys were completed in Welsh (2%).</li> <li>• We will carry out an in-depth analysis 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.</li> </ul>
<p><b>6</b></p>	<p><b>We will ensure that:</b></p> <ul style="list-style-type: none"> <li>• 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).</li> <li>• We meet our ambitions to save tenants money on their energy costs, support the vulnerable and stimulate a sustainable local economy.</li> </ul>
<p><b>A globally responsible Wales</b></p>	
<p><b>7</b></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.

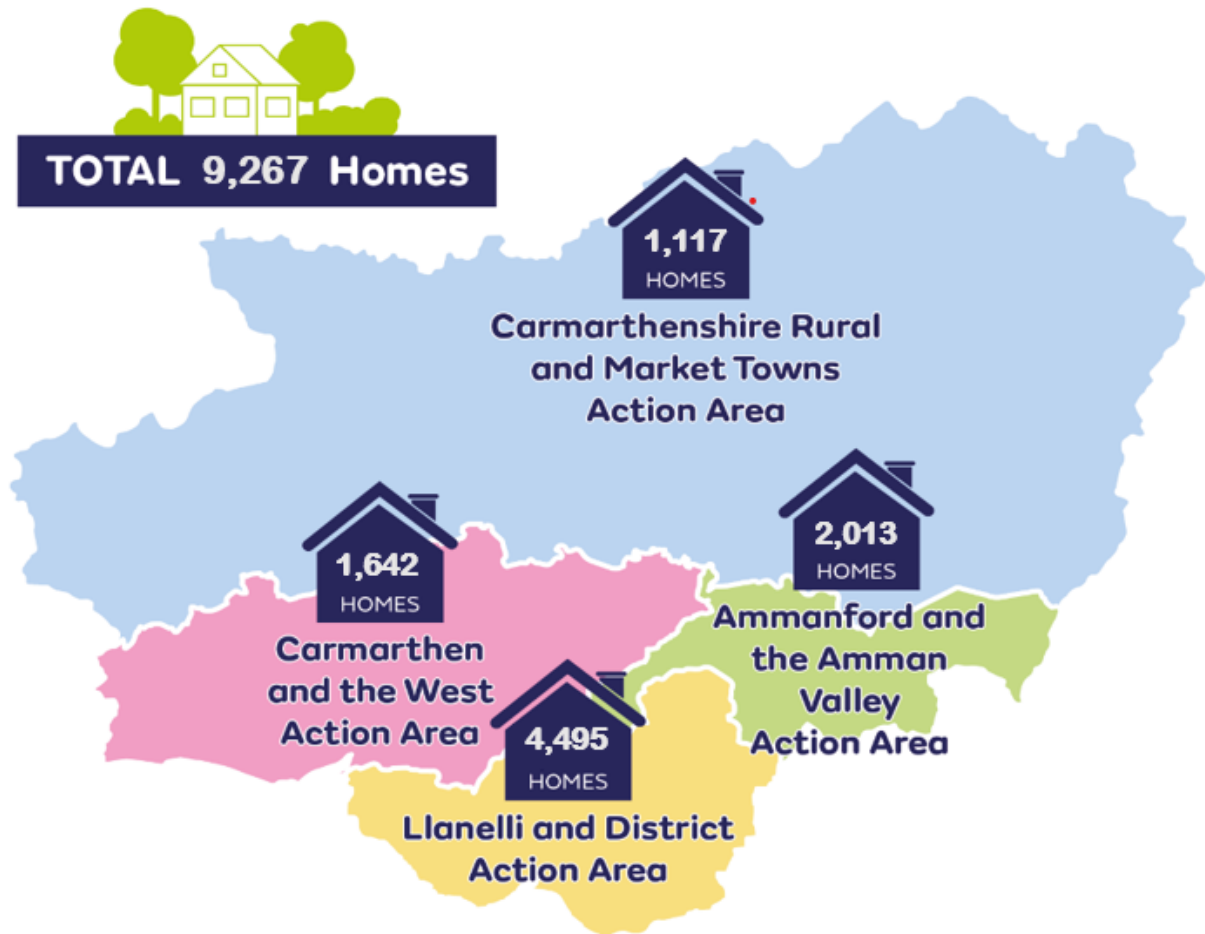


## Appendix B: Stock, Tenant and Housing Choice Register Profile

### Stock make up

Carmarthenshire County Council's HRA stock (as set out below) comprises 9,267 homes, including 519 sheltered homes, and an additional 211 leasehold homes.

The housing stock comprises 5,160 houses and 2,160 bungalows, with the remainder made up of 1,920 flats (including sheltered), bedsits and maisonettes. The majority of the stock is 2 and 3 bedroom homes.

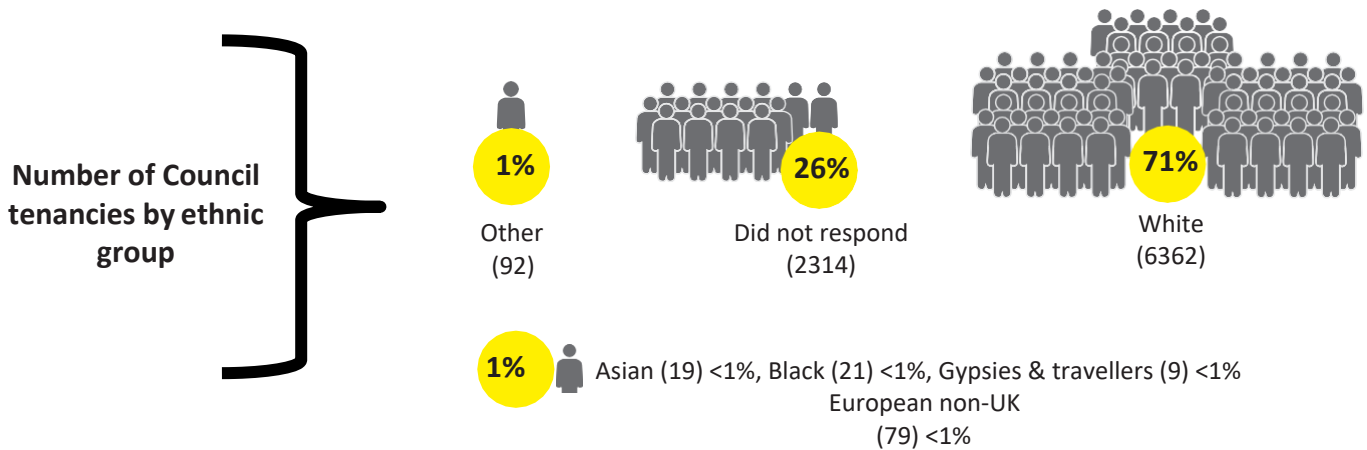
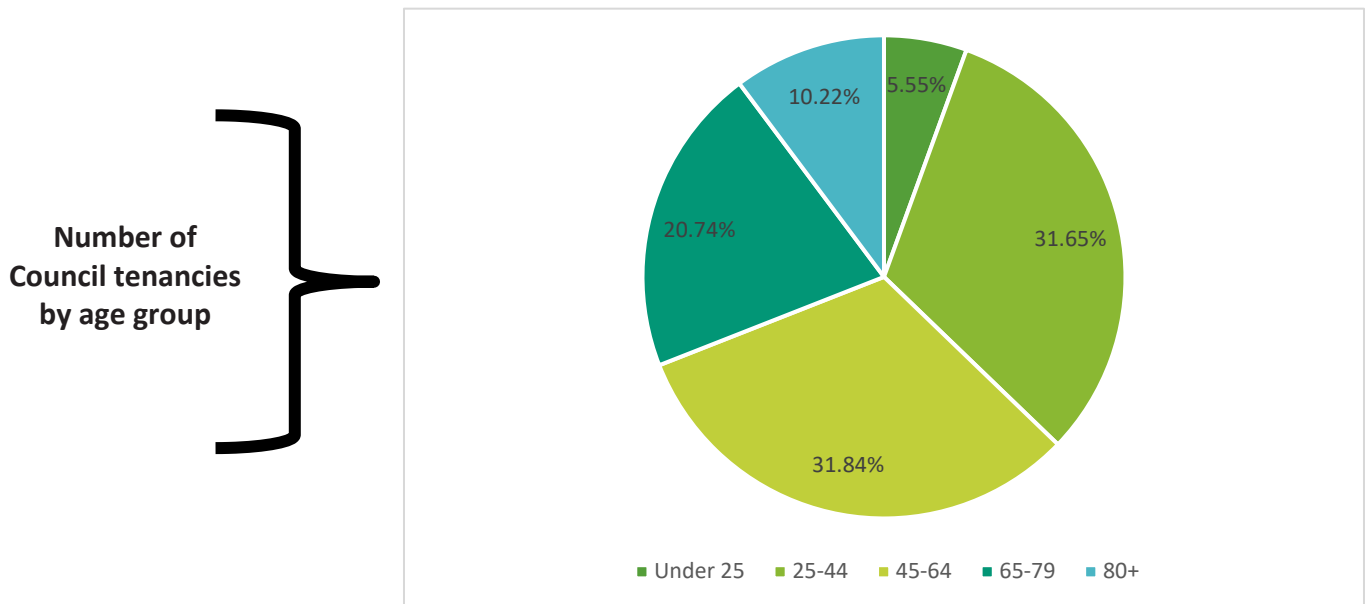


Property Type	Carmarthenshire Rural & MKT Town	Carmarthen & The West	Ammanford & the Amman Valley	Llanelli & District
Bedsit	0	5	0	3
Bungalow	536	497	502	625
Flats (Inc Sheltered)	185	329	511	895
House	396	792	1000	2972
Maisonette	0	19	0	0

## Tenant profile

We know that 10% of our lead tenants are aged 80 or over and a further 21% are aged 65 to 79. As a result, 31% of our lead tenants are 65 or above. Only 5.5% of our lead tenants are under 25, the remaining 63% are aged 25 to 65.

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

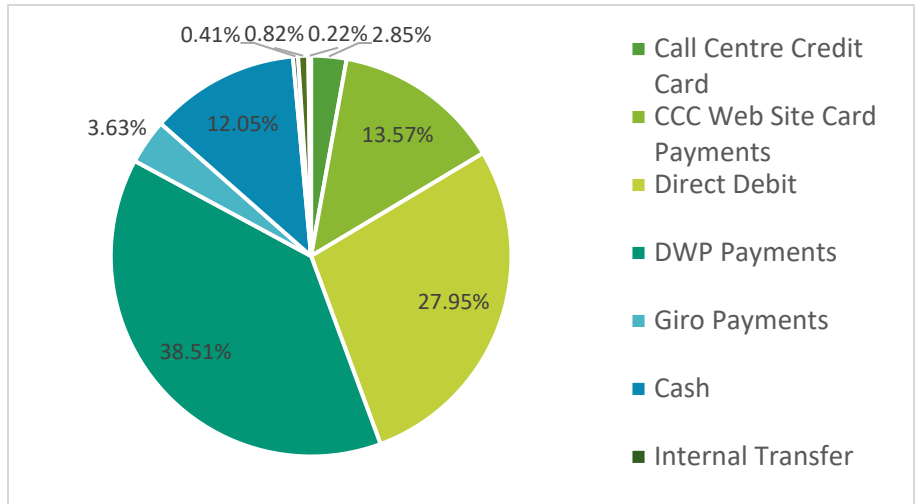


## Universal Credit tenant payment profile

For tenants currently claiming Universal Credit, we know that 28% are paying their rent by direct debit. A further 14% are receiving Universal Credit Payments direct to CCC.

### Tenant payment methods

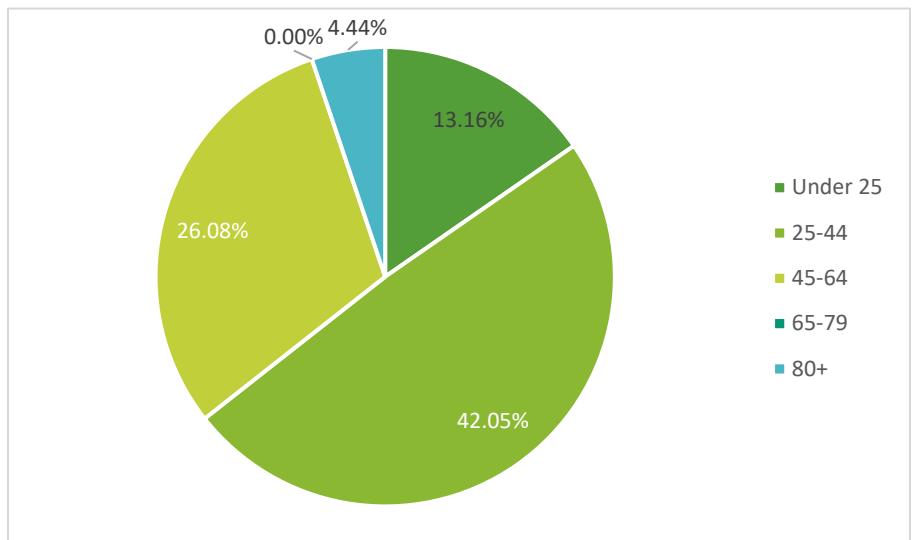
Payment methods  
by type



We know that 42% of our lead applicants are aged 25 to 44 with a further 15% aged under 25. 4% 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.

### Housing choice applicants

Housing Choice Register applicants  
by age



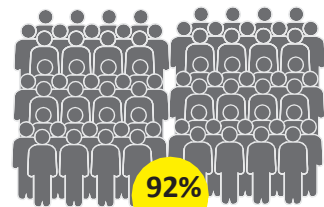
Housing Choice Register applicants  
by ethnic group,  
November 2019



Other (44)



Did not respond (122)

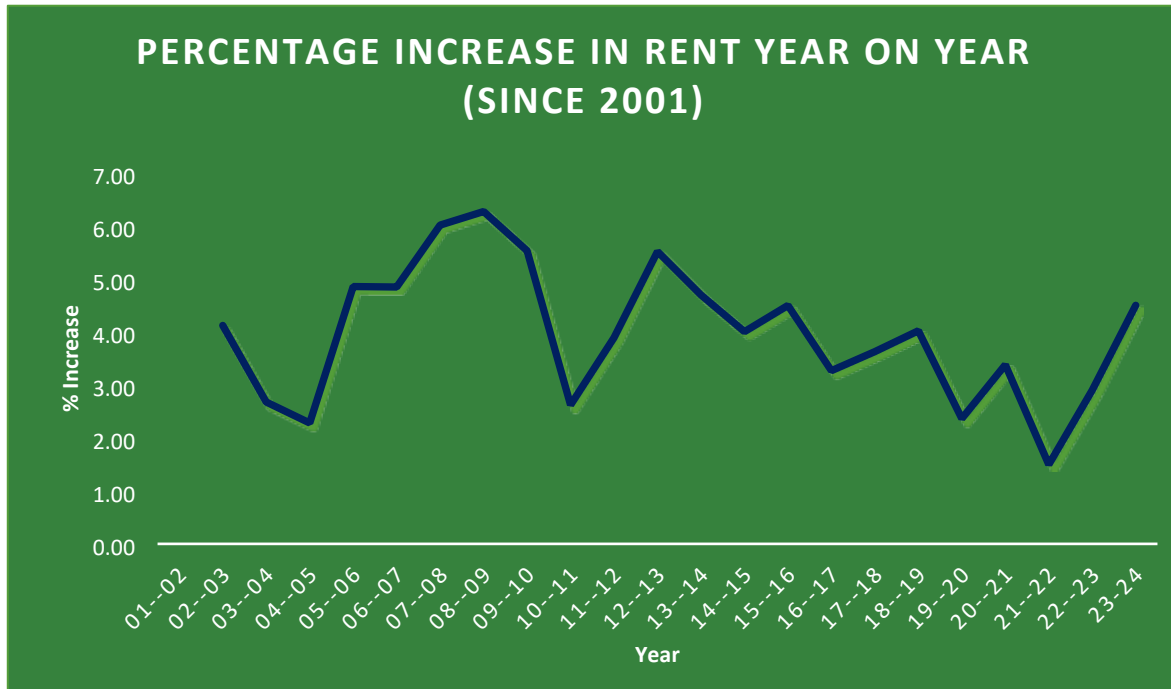


White British (4124)



163 Housing Applicants are in an ethnic group representing less than 3% of the total number of applicants.

## Rent Increase Profile (Since 2001)





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

Following the Pandemic 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:

<p>The Home</p>	<p><b>75%</b> Satisfied with the quality of their homes</p>	<p>The majority of tenants were satisfied with the quality of their home, however, around one in six were unhappy, and satisfaction had fallen by 4% since 2019. This year the wards with particularly high results for the quality of the home, included in Whitland, Llansteffan, Cynwyl Elfed, Llangunnor, Llanddarog and Glanymor. Conversely, those with significantly lower satisfaction were Carmarthen Town West, Laugharne and Llwynhendy.</p>
<p>Value for Money</p>	<p><b>75%</b> Satisfied with the rent value for money</p>	<p>The current perception of the rent value for money amongst tenants hadn't changed significantly since the last survey. There is also some correlation between the quality of the homes and value for money. Older tenants were again the most satisfied with value for money. This reflects a wider pattern seen amongst working age tenants, particularly the youngest generations, as they evaluate the rent compared to any other options for affordable housing in the area.</p>
<p>Repairs and Maintenance</p>	<p><b>71%</b> Satisfied with service charge value for money</p>	<p>Satisfaction with the repairs and maintenance service was the strongest key driver of overall satisfaction, which is a much more prominent placing than it had been in 2019. This is not a surprise as significant disruption to repairs over the course of the pandemic had undoubtedly influenced tenants perception on how well we perform in this area. As always, there were differences by ward, although in most cases this correlated with the characteristics on the housing stock in those locations. The most obvious variable for overall satisfaction with the service was the age of the property, which again ties this score more closely to issues of ongoing maintenance rather than responsive repairs. That said the majority of tenants that took part were satisfied with the last completed repair.</p>
<p>Communication &amp; Involvement</p>	<p><b>66%</b> Satisfied with the last completed repair</p>	<p>Our tenants continue to feel that listening to their views and acting on their requests is an important part of the service and should be seen as something that will improve our services. As such, it was positive to find most of the survey respondents were indeed satisfied in response to this question, which was consistent with the national benchmark. At the opposite end of the scale only 12% were actively dissatisfied. We need to continue to uphold the standards for most tenants/ respondents and identify ways to communicate better with those least satisfied and act promptly on their requests. Nevertheless, older tenants were still more likely to say that that the Council was easy to deal with than the rest of the sample group.</p>
<p>Communication &amp; Involvement</p>	<p><b>63%</b> Felt the Council listened and took their views into account</p>	
<p>Communication &amp; Involvement</p>	<p><b>52%</b> Satisfied with the chance to take part</p>	

Neighbourhood Services

82%

Satisfied with neighbourhood as a place to live

57%

Satisfied with the way the Council deals with ASB

69%

Satisfied with Grounds Maintenance

Moving In

81%

Satisfied with the condition of the home upon moving in

84%

Satisfied with the overall moving in experience

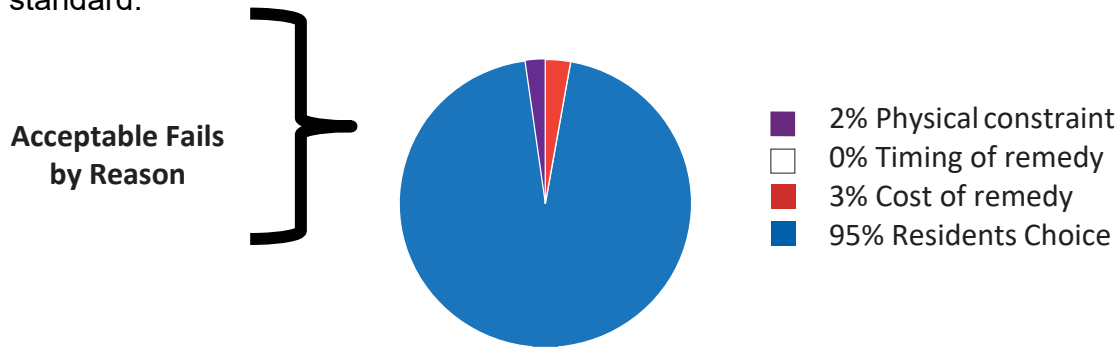
Satisfaction with our neighbourhoods as a place to live had fallen slightly, but is still in keeping with the median for other social landlords. This could be attributed to the Pandemic and residents being confined to their homes during the first lockdown period. Once again, older tenants were generally more satisfied than the younger population and similarly people living in sheltered schemes and bungalows were more satisfied with their surroundings. The predominant reason for this is that older residents are less transient and are likely to have lived in those communities for a considerable time. As expected geography played an important part in tenants perception with rural ward fairing well and other wards like Tyisha had lower satisfaction for their surroundings. Satisfaction with how we deal with ASB is somewhat unchanged from that in 2019. Age continues to be a factor and despite older tenants being more likely to report ASB, they were more satisfied with the resolution and correlates again to the area they live in. There are hotspots of dissatisfaction in some Llanelli Wards which will require further analysis.

Of particular interest to us this year was the experience of new tenants who had needed to move home within the last 18 months since the start of the pandemic. This group comprised a sizeable 19% of the total survey sample, a third of whom were aged under 35, and half under 50. The overall experience was rated positively by the vast majority of this group. However, we must remember that some of the services that we provided over the past 18 months, such as fitted flooring, white goods etc. over and above pre pandemic may have influenced this. Some new tenants were dissatisfied with the condition of the home when they first moved in particularly for pre-war built properties and in certain areas where the experience and condition of their new home was significantly worse than average with some degree of confidence.

## Appendix D: Acceptable Fails

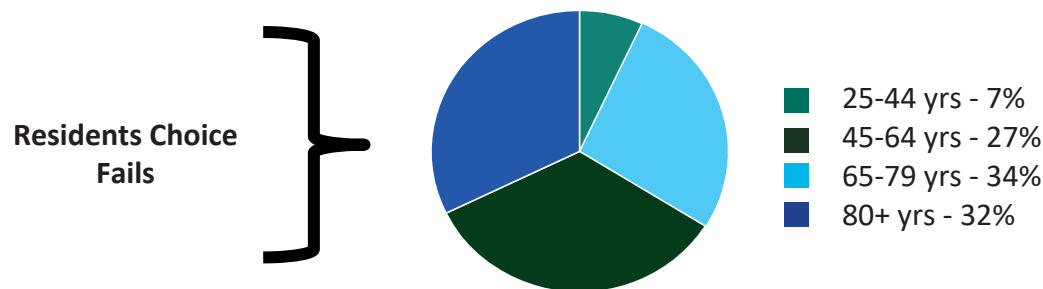
The Welsh Government Outlines ‘acceptable fails’ as a home which meets the standard but has not had all works carried out to make it fully compliant. There are different reasons for why these acceptable fails would occur.

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.



## Welsh Housing Quality Standard (WHQS) compliance

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

*WHQS Compliance by Component*



## Appendix E: Decarbonisation and Affordability

### Understanding our housing stock

Over 80% of the housing stocks architype is post-war construction, built between 1945-1990. 26% of those homes are semi-detached houses. We can use this data to inform our decarbonisation programmes and target the housing that represents the majority of our tenants' homes. The homes that have been retrofitted through ORP 1 and ORP 2.1 were selected using this data and will continue to be used for future decarbonisation programmes.

	End terrace	Mid terrace	Semi-detached	Detached	Flat	Total
Pre 1919	0%	1%	0%	0%	0%	1%
1919-1944	2%	3%	7%	0%	1%	13%
1945-1964	3%	3%	26%	0%	6%	38%
1965-1990	8%	8%	14%	0%	13%	43%
Post 1990	1%	0%	2%	0%	2%	5%
Total	14%	15%	49%	0%	22%	100%

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