

**SOCIAL CARE, HEALTH & HOUSING  
CABINET BOARD**

**REPORT OF THE HEAD OF COMMISSIONING & SUPPORT  
SERVICES – A.THOMAS**

**12 May 2016**

**SECTION A – MATTER FOR MONITORING**

**WARD(S) AFFECTED:**

All

**NPT HOMES PROGRESS REPORT – TO APRIL 2016**

**Purpose of Report**

The purpose of the report is to provide members with an overview of progress made by NPT Homes in respect of the promises made to tenants in the Council's Offer Document.

**Background**

The Council transferred its housing stock to NPT Homes on 4<sup>th</sup> March 2011.

As part of the Transfer Agreement, NPT Homes committed to providing half yearly update reports to the Council's Social Care, Health and Housing Cabinet Committee on progress made in respect of the delivery of the Offer Document promises to tenants.

It is worth noting that the scrutiny of these update reports is complemented by regular meetings between the Chief Executive of NPT Homes and previously the Head of Community Care and Housing Services, and now the Head of Business Strategy and Public Protection.

## Delivering the promises made in the Offer Document – Progress update

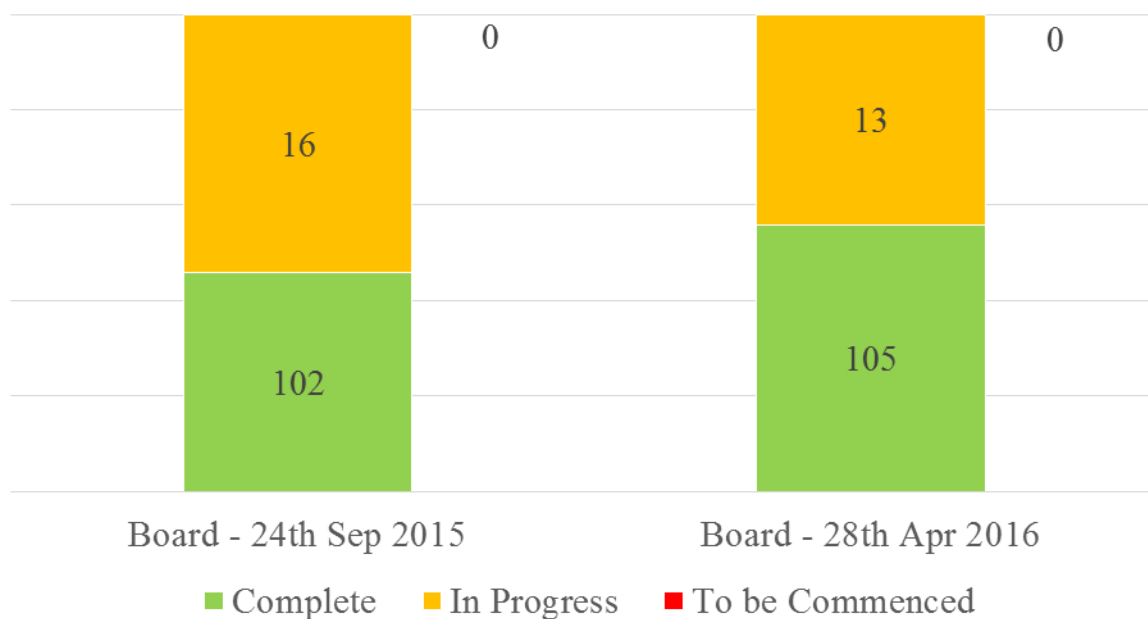
Attached is an action plan which is in a format agreed by Social Care, Health and Housing Cabinet Board on 28th July 2011.

In the report to Members on 13<sup>th</sup> March 2014 it was noted that future reports will be shorter by only including promises that are yet to be delivered.

Promises which have been completed since the report was last presented to members are also included. This approach has been taken by the Board of NPT Homes which now monitors the progress in this way circa April and September of each year. The full list of promises and their status will still be accessible on the NPT Homes website.

The attached report uses red, amber, green (RAG) reporting to show the status of the promises – those yet to commence are red, those in progress are amber, those completed (since the last report) are green.

**Offer Document Key Stages - Progression Status**



One of the key elements of the Offer Document is the completion of the Welsh Housing Quality Standard (WHQS) works programme by 31st March 2017.

Good progress continues to be made with the WHQS programme having completed the following works since transfer:

- 6,486 kitchens
- 6,016 bathrooms
- 5,020 heating system installations
- 1,802 roof replacements
- 2,322 window and door installations.

Appendix 1 summarises the outstanding Offer Document promises and progress made.

Universal Credit (UC) was introduced to Neath Port Talbot on the 13th April 2015. UC brings together six benefits into a single monthly figure paid directly to claimants who would be required to pay their rent and other housing costs directly to NPT Homes. Due to the roll-out of UC, NPT Homes has set up a team that has established key working partnerships/relations with the Local Authority (Housing Benefits Section) and other support agencies.

Involvement provides NPT Homes with opportunities to meet with key UC stakeholders, help influence future UC policies and be at the forefront of UC developments. This front line support has resulted in NPT Homes attaining Trusted Partner Status with the Department of Work and Pensions (DWP).

To date NPT Homes has piloted its approach to help 68 known UC claimants in advance of the anticipated roll out to approximately 4,000 tenants over the next few years.

NPT Homes has also started using a co-design approach with tenants to work on a number of areas of the business. This has enabled both staff, tenants and stakeholders to define a problem and then work out the best solution together.

This working practice has been used by NPT Homes on a number of service reviews and projects, including the launch of Bridge, a new support service for residents in its sheltered accommodation, and finding a better way of managing the buildings in a more cost-efficient manner. Residents also explored the name 'sheltered housing' and chose Haven Housing as the new name for NPT Homes' older person's accommodation.

## **Conclusion**

Members are asked to note the content of the report and to note that further updates will be provided to Members following NPT Homes' April and September Board meetings.

### **Appendices**

Appendix 1 – Offer Document Promises - Tracking Document.

### **List of Background Papers**

None.

### **Officer Contact**

Angela Thomas, Head of Business Strategy and Public Protection.

Tel. No.: 01639 684731

E-mail: [a.j.thomas@npt.gov.uk](mailto:a.j.thomas@npt.gov.uk)

**Appendix 1 - Offer Document Promises  
Tracking Document**



**Key:**



Complete



In progress



To be commenced

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
<b>Part C</b>	<b>Delivering local services and tackling anti-social behaviour – NPT Homes would plan to:</b>														
	<b>Service Improvements:</b>														
	<b>Anti-social behaviour and breach of tenancy</b>														
C16	Develop expertise and best practice in dealing with anti-social behaviour problems and gather evidence to help ensure successful court action.		□		<div data-bbox="1550 683 2110 992" data-label="Figure"> <table border="1"> <caption>Promise C16 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>90</td> </tr> <tr> <td>Sep-15</td> <td>90</td> </tr> <tr> <td>Apr-15</td> <td>80</td> </tr> <tr> <td>Sep-14</td> <td>75</td> </tr> </tbody> </table> </div> <p data-bbox="1532 1050 2145 1177">The Director of Housing is a member of the Safer Neath Port Talbot Partnership Board.</p> <p data-bbox="1532 1225 2145 1433">An NPT Homes case review group has been established with clear terms of reference. Relevant cases which are identified through this process are reviewed by officers</p>	Date	Progress (%)	Apr-16	90	Sep-15	90	Apr-15	80	Sep-14	75
Date	Progress (%)														
Apr-16	90														
Sep-15	90														
Apr-15	80														
Sep-14	75														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
C16 Cont.					<p>with our specialist lawyers.</p> <p>Staff involved in ASB cases attended both the review group and the joint meetings with our specialist lawyers allowing them to benefit from the best practice being implemented elsewhere and contribute to their training &amp; development in this area.</p> <p>A suite of KPIs have been established in relation to ASB; these are reported quarterly.</p> <p>An ASB internal audit (June 2015) reported a 'substantial' level of assurance regarding the way in which NPT Homes seeks to address/prevent ASB.</p> <p>NPT Homes has embarked on a co-design review of the anti-social</p>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
					behaviour policy and procedure. Tenant input into the process is considered a more appropriate validation/accreditation of our procedure and will result in 100% completion of this promise.										
<b>Part D Improving and repairing your home</b>															
	<b>Planned Maintenance and Improvements</b>														
	<b>Windows and external doors -</b>														
D1	<p>There would be double glazed window installations to approximately 2,500 homes which would where possible have:</p> <ul style="list-style-type: none"> <li>- High quality double glazed uPVC windows</li> <li>- Secure locking handles to ground floor</li> </ul>		□		<div data-bbox="1550 940 2112 1248" data-label="Figure"> <table border="1"> <caption>Promise D1 Progress Data</caption> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>93</td> </tr> <tr> <td>Sep-15</td> <td>81</td> </tr> <tr> <td>Apr-15</td> <td>74</td> </tr> <tr> <td>Sep-14</td> <td>62</td> </tr> </tbody> </table> </div> <p>PVC door and window renewal programme is ahead of target to meet WHQS by 2016/17.</p>	Period	Progress (%)	Apr-16	93	Sep-15	81	Apr-15	74	Sep-14	62
Period	Progress (%)														
Apr-16	93														
Sep-15	81														
Apr-15	74														
Sep-14	62														



Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
	<p>windows and doors.</p> <p>It is planned that, wherever possible, all homes would have double glazed windows within six years of transfer.</p> <p>New double glazed uPVC front and rear external doors would be provided where not already in place within six years of transfer. They would be of high quality and where possible contain:</p> <ul style="list-style-type: none"> <li>- Multi point locking system complying with, Secure by Design Standard;</li> <li>- Security chain.</li> </ul>				<p>As at 31/03/2016 2,322 properties have been completed with double glazing.</p> <p>93% of current target; 93% including 13 acceptable fails. (% completion now includes acceptable fails).</p>
	<b>Kitchens –</b>				
D4	Kitchens would be modernised and tenants would where possible be given a choice of worktops, doors and tiles. It is planned that all kitchens would meet WHQS within six years of transfer.		□		

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
	<p>Around 3,700 new high quality kitchens would be fitted in the first 6 years following transfer.</p> <p>Around 4,800 kitchens would be upgraded.</p> <p><i>Further survey work since transfer has led to a revised target of 8,740 new or upgraded kitchens and the percentage completion is reviewed against this figure which may be further revised as the programme is completed.</i></p>				<div data-bbox="1550 288 2112 595" data-label="Figure"> <table border="1"> <caption>Promise D4 Progress Data</caption> <thead> <tr> <th>Period</th> <th>Completion Percentage</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>84</td> </tr> <tr> <td>Sep-15</td> <td>64</td> </tr> <tr> <td>Apr-15</td> <td>58</td> </tr> <tr> <td>Sep-14</td> <td>48</td> </tr> </tbody> </table> </div> <p>The kitchen replacement programme has made excellent progress since it commenced 4 years ago.</p> <p>A delivery strategy has been developed which will achieve our deadline of 2016/17. As of 31/03/2016, 6,486 properties had received new kitchens.</p> <p>74% of current target; 84% including 849 acceptable fails. (% completion now includes acceptable).</p>	Period	Completion Percentage	Apr-16	84	Sep-15	64	Apr-15	58	Sep-14	48
Period	Completion Percentage														
Apr-16	84														
Sep-15	64														
Apr-15	58														
Sep-14	48														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
	<b>Heating -</b>														
D8	<p>It is planned that all homes where heating systems fail the WHQS would be offered a new full central heating system with boilers and radiators, with approximately 6,000 central heating boilers being replaced in the first 6 years following transfer.</p> <p>All new systems would where possible include:</p> <ul style="list-style-type: none"> <li>- separate radiator thermostats;</li> <li>- energy efficient boilers;</li> <li>- programmable heating timers.</li> </ul> <p><i>Further survey work since transfer has led to a revised target of 5,900 new or upgraded heating systems and the percentage completion is reviewed against this figure which may be further revised as the</i></p>		□		<div data-bbox="1550 571 2112 879" data-label="Figure"> <table border="1"> <caption>Promise D8 Completion Data</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>91</td> </tr> <tr> <td>Sep-15</td> <td>74</td> </tr> <tr> <td>Apr-15</td> <td>70</td> </tr> <tr> <td>Sep-14</td> <td>64</td> </tr> </tbody> </table> </div> <p>The main programme commenced in October 2011. As at 31/03/2016, 5,020 new heating systems have been installed and the programme is on target to complete during 2016/17.</p> <p>85% of current target; 91% including 347 acceptable fails. (% completion now includes acceptable).</p>	Period	Completion %	Apr-16	91	Sep-15	74	Apr-15	70	Sep-14	64
Period	Completion %														
Apr-16	91														
Sep-15	74														
Apr-15	70														
Sep-14	64														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
	<i>programme is completed.</i>														
	<b>Bathrooms -</b>														
D10	<p>Around 2,400 homes would be fitted with new bathrooms within six years of transfer allowing for where possible:</p> <ul style="list-style-type: none"> <li>- over bath electric showers (or separate shower cubicles where space and budget permit);</li> <li>- extractor fans;</li> <li>- non-slip flooring;</li> <li>- a choice of tiles.</li> </ul>		□		<div data-bbox="1552 842 2112 1145" data-label="Figure"> <table border="1"> <caption>Promise D10 Progress</caption> <thead> <tr> <th>Date</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>80</td> </tr> <tr> <td>Sep-15</td> <td>61</td> </tr> <tr> <td>Apr-15</td> <td>55</td> </tr> <tr> <td>Sep-14</td> <td>49</td> </tr> </tbody> </table> </div> <p>The bathroom replacement programme has made excellent progress since it commenced 4 years ago.</p>	Date	Completion %	Apr-16	80	Sep-15	61	Apr-15	55	Sep-14	49
Date	Completion %														
Apr-16	80														
Sep-15	61														
Apr-15	55														
Sep-14	49														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
	<p>Around 6,000 bathrooms would be upgraded.</p> <p>It is planned that all bathrooms would meet the WHQS within six years of transfer.</p> <p><i>Further survey work since transfer has led to a revised target of 8,339 new or upgraded bathrooms and the percentage completion is reviewed against this figure which may be further revised as the programme is completed.</i></p>				<p>As of 31/03/2016, 6,016 properties had received new bathrooms and the programme is on target to complete during 2016/17.</p> <p>72% of current target; 80% including 686 acceptable fails. (% completion now includes acceptable fails).</p>										
	<b>Roofs -</b>														
D13	<p>NPT Homes would have a budget of around £2.8 million for a programme of roof repairs and renewal in the first six years after transfer including on-going replacement of roof coverings as necessary throughout the 30 years of the business plan.</p> <p><i>Further survey work since transfer has led to a revised target of 2,319 new or upgraded roofs and the</i></p>		□		<div data-bbox="1550 983 2112 1289" data-label="Figure"> <table border="1"> <caption>Promise D13 Completion Data</caption> <thead> <tr> <th>Date</th> <th>Completion Percentage</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>78</td> </tr> <tr> <td>Sep-15</td> <td>53</td> </tr> <tr> <td>Apr-15</td> <td>49</td> </tr> <tr> <td>Sep-14</td> <td>49</td> </tr> </tbody> </table> </div> <p>The roof repair programme has continued since transfer and is</p>	Date	Completion Percentage	Apr-16	78	Sep-15	53	Apr-15	49	Sep-14	49
Date	Completion Percentage														
Apr-16	78														
Sep-15	53														
Apr-15	49														
Sep-14	49														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
	<i>percentage completion is reviewed against this figure which may be further revised as the programme is completed.</i>				<p>programmed to be completed within 6 years.</p> <p>As at 31/03/2016, 1,802 roofs have been replaced since transfer and the programme is on target to complete during 2016/17.</p> <p>78% of current target; 78% including 0 acceptable fails. (% completion now includes acceptable fails).</p>
	<b>Security -</b>				
D15	<p>Tenants would be offered (where appropriate):</p> <ul style="list-style-type: none"> <li>- (i) front and rear external entrance lights;</li> <li>- (ii) NPT Homes would have a budget for</li> </ul>		□		

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments																																				
D15	improvements to fences and gates.				<div style="border: 1px solid black; background-color: #00AEEF; color: white; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center; margin: 0;"><b>Promise D15</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 2px;">Apr-16</td> <td style="width: 60%;"><div style="background-color: #008000; width: 55%;"></div></td> <td style="width: 20%; text-align: right; padding: 2px;">55</td> </tr> <tr> <td style="padding: 2px;">Sep-15</td> <td><div style="background-color: #FFD700; width: 55%;"></div></td> <td style="text-align: right; padding: 2px;">55</td> </tr> <tr> <td style="padding: 2px;">Apr-15</td> <td><div style="background-color: #FF0000; width: 55%;"></div></td> <td style="text-align: right; padding: 2px;">55</td> </tr> <tr> <td style="padding: 2px;">Sep-14</td> <td><div style="background-color: #FFD700; width: 44%;"></div></td> <td style="text-align: right; padding: 2px;">44</td> </tr> </table> <p style="text-align: center; margin: 0;">0                      50                      100</p> </div> <div style="border: 1px solid black; background-color: #00AEEF; color: white; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center; margin: 0;"><b>Promise D15 (i)</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 2px;">Apr-16</td> <td style="width: 60%;"><div style="background-color: #008000; width: 100%;"></div></td> <td style="width: 20%; text-align: right; padding: 2px;">100</td> </tr> <tr> <td style="padding: 2px;">Sep-15</td> <td><div style="background-color: #FFD700; width: 100%;"></div></td> <td style="text-align: right; padding: 2px;">100</td> </tr> <tr> <td style="padding: 2px;">Apr-15</td> <td><div style="background-color: #FF0000; width: 100%;"></div></td> <td style="text-align: right; padding: 2px;">100</td> </tr> <tr> <td style="padding: 2px;">Sep-14</td> <td><div style="background-color: #FFD700; width: 78%;"></div></td> <td style="text-align: right; padding: 2px;">78</td> </tr> </table> <p style="text-align: center; margin: 0;">0                      50                      100</p> </div> <div style="border: 1px solid black; background-color: #00AEEF; color: white; padding: 5px;"> <p style="text-align: center; margin: 0;"><b>Promise D15 (ii)</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%; padding: 2px;">Apr-16</td> <td style="width: 60%;"><div style="background-color: #008000; width: 10%;"></div></td> <td style="width: 20%; text-align: right; padding: 2px;">10</td> </tr> <tr> <td style="padding: 2px;">Sep-15</td> <td><div style="background-color: #FFD700; width: 10%;"></div></td> <td style="text-align: right; padding: 2px;">10</td> </tr> <tr> <td style="padding: 2px;">Apr-15</td> <td><div style="background-color: #FF0000; width: 10%;"></div></td> <td style="text-align: right; padding: 2px;">10</td> </tr> <tr> <td style="padding: 2px;">Sep-14</td> <td><div style="background-color: #FFD700; width: 10%;"></div></td> <td style="text-align: right; padding: 2px;">10</td> </tr> </table> <p style="text-align: center; margin: 0;">0                      50                      100</p> </div>	Apr-16	<div style="background-color: #008000; width: 55%;"></div>	55	Sep-15	<div style="background-color: #FFD700; width: 55%;"></div>	55	Apr-15	<div style="background-color: #FF0000; width: 55%;"></div>	55	Sep-14	<div style="background-color: #FFD700; width: 44%;"></div>	44	Apr-16	<div style="background-color: #008000; width: 100%;"></div>	100	Sep-15	<div style="background-color: #FFD700; width: 100%;"></div>	100	Apr-15	<div style="background-color: #FF0000; width: 100%;"></div>	100	Sep-14	<div style="background-color: #FFD700; width: 78%;"></div>	78	Apr-16	<div style="background-color: #008000; width: 10%;"></div>	10	Sep-15	<div style="background-color: #FFD700; width: 10%;"></div>	10	Apr-15	<div style="background-color: #FF0000; width: 10%;"></div>	10	Sep-14	<div style="background-color: #FFD700; width: 10%;"></div>	10
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Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
Cont.					<p>Security lights form part of D14 rewiring works which has previously been signed off as complete.</p> <p>The provision of gates and fences is being assessed (globally) as part of the land appraisal process with works anticipated to start 2016. The data regarding fences and gates is currently being collected.</p>



Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
	<b>Environmental and Security Improvements</b>														
D17	<p>NPT Homes would have a budget of £13.5 million within its investment programme for environmental and security improvements in the first six years alone - over £10m on estate and environmental improvements and over £3.5m on security.</p> <p>Examples of improvements that could be provided for each estate include:</p> <ul style="list-style-type: none"> <li>- improved estate car parking;</li> <li>- fencing, walls and railings around communal blocks;</li> <li>- improved external lighting and security lighting;</li> <li>- repairs to walkways, pathways and other</li> </ul>		□		<div data-bbox="1552 667 2112 970" data-label="Figure"> <table border="1"> <caption>Promise D17 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>35</td> </tr> <tr> <td>Sep-15</td> <td>35</td> </tr> <tr> <td>Apr-15</td> <td>35</td> </tr> <tr> <td>Sep-14</td> <td>35</td> </tr> </tbody> </table> </div> <p>The Regeneration Team has an on-going programme of community consultation following Welsh Government best practice (100% completed as at 31<sup>st</sup> December 2015) which will establish a resident led approach to define estate based priorities and neighbourhood enhancements.</p>	Date	Progress (%)	Apr-16	35	Sep-15	35	Apr-15	35	Sep-14	35
Date	Progress (%)														
Apr-16	35														
Sep-15	35														
Apr-15	35														
Sep-14	35														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
D17 Cont.	<ul style="list-style-type: none"> <li>hard landscaping;</li> <li>- enhancing the landscaping features around the homes;</li> <li>- reviewing the use of and improving communal drying areas;</li> <li>- reviewing the use of underused garage sites and rationalising their provision; and</li> <li>- play areas.</li> </ul>				<p>Interpreting the environmental standard will be different for each area as it will have to meet the needs of each local neighbourhood.</p> <p>A co-design approach to the works that will be completed in an area is being piloted in the lower Brynamman area.</p> <p>This will ensure that community based priorities are captured accurately and effectively leading to a delivery plan of environmental improvements commencing early 2016.</p>
	<b>Repairs Service -</b>				
	NPT Homes would plan to:				

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
D23	Extend the times during which day-to-day repairs are carried out, such as early evenings on weekdays and on Saturday mornings so as to be able to offer more convenient appointments for working tenants.			<input type="checkbox"/>	<div data-bbox="1552 331 2112 639" data-label="Figure"> <table border="1"> <caption>Promise D23 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Completion Percentage</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>100</td> </tr> <tr> <td>Sep-15</td> <td>75</td> </tr> <tr> <td>Apr-15</td> <td>50</td> </tr> <tr> <td>Sep-14</td> <td>20</td> </tr> </tbody> </table> </div> <p data-bbox="1529 703 2141 1082">Tenants who are unable to accept a normal working hours appointment for non-urgent works inside their home due to their own work commitments are offered an early evening (up to 6.00 pm) or Saturday morning between 8.00 am and 12.00 midday appointment for non-urgent internal works.</p>	Date	Completion Percentage	Apr-16	100	Sep-15	75	Apr-15	50	Sep-14	20
Date	Completion Percentage														
Apr-16	100														
Sep-15	75														
Apr-15	50														
Sep-14	20														
	<b>Planned Maintenance Programmes</b> -														
D28	Decorate internal communal areas in sheltered schemes and blocks of		<input type="checkbox"/>												

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
	flats.				<div data-bbox="1550 288 2114 595" data-label="Figure"> <p><b>Promise D28</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>50</td> </tr> <tr> <td>Sep-15</td> <td>50</td> </tr> <tr> <td>Apr-15</td> <td>50</td> </tr> <tr> <td>Sep-14</td> <td>50</td> </tr> </tbody> </table> </div> <p>A review is currently underway of all communal areas to identify the full extent of the works required to upgrade the communal areas. A pilot refurbishment scheme has been completed in Gwent House, Sandfields.</p> <p>The tenants in the 5 sheltered housing schemes that will be included in the WHQS programme 2015/16 have been consulted on what they would like to see with regard to the communal areas and communal facilities.</p> <p>The communal corridors in the building have been upgraded/are in</p>	Period	Progress (%)	Apr-16	50	Sep-15	50	Apr-15	50	Sep-14	50
Period	Progress (%)														
Apr-16	50														
Sep-15	50														
Apr-15	50														
Sep-14	50														


Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
D28 Cont.					<p>the process of being upgraded (where applicable) as part of this work.</p> <p>We are running a pilot programme in relation to the refurbishment of the communal lounge areas.</p>										
Part E	<b>Service for older people and sheltered housing services</b>														
	<b>Improvements to Sheltered Schemes:</b>														
	NPT Homes would plan the following improvements to sheltered schemes:														
E11	Where appropriate, and subject to resources being available, give a choice of a replacement of bath with shower or a walk-in shower to tenants with mobility problems when bathroom replacement programmes are carried out.		□		<div data-bbox="1552 986 2112 1297" data-label="Figure"> <table border="1"> <caption>Promise E11 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>33</td> </tr> <tr> <td>Sep-15</td> <td>33</td> </tr> <tr> <td>Apr-15</td> <td>25</td> </tr> <tr> <td>Sep-14</td> <td>25</td> </tr> </tbody> </table> </div> <p>To date 5 Haven housing buildings have benefited from WHQS works to</p>	Date	Progress (%)	Apr-16	33	Sep-15	33	Apr-15	25	Sep-14	25
Date	Progress (%)														
Apr-16	33														
Sep-15	33														
Apr-15	25														
Sep-14	25														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
E11 Cont.					<p>individual flats; the bungalows that form part of another complex have also been upgraded.</p> <p>Where appropriate tenants receive an assessment from a qualified Occupational Therapist so that their needs can be accommodated, wherever possible, in the upgrade works.</p> <p>Showers are fitted as standard and, where feasible, an assisted bathing/communal bathing facility is made available.</p>										
E13	Ensure accommodation is more accessible where possible by automotive doors to communal areas.		□		<div data-bbox="1550 1026 2112 1331" data-label="Figure"> <table border="1"> <caption>Promise E13 Progress</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>33</td> </tr> <tr> <td>Sep-15</td> <td>33</td> </tr> <tr> <td>Apr-15</td> <td>25</td> </tr> <tr> <td>Sep-14</td> <td>25</td> </tr> </tbody> </table> </div> <p>This is being considered/delivered</p>	Period	Completion %	Apr-16	33	Sep-15	33	Apr-15	25	Sep-14	25
Period	Completion %														
Apr-16	33														
Sep-15	33														
Apr-15	25														
Sep-14	25														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
E13 Cont.					<p>as part of the sheltered housing WHQS programme; this commenced in Summer 2014 and will be completed during 2017.</p> <p>New doors to individual dwellings have been provided in Riverside Court; they have been fitted with assisted door openers which means they can be opened with the minimum of effort. These will be fitted at all other schemes where it is identified that a standard door will prove problematic for a tenant.</p> <p>Where replacement doors are required to communal areas the feasibility of these being fully automated will be considered.</p> <p>Notwithstanding the work that will take place as part of WHQS, progress has been made towards</p>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
					<p>the achievement of this promise through the following actions:</p> <ol style="list-style-type: none"> <li>1) An automated door and access ramp have been installed at Ty Llansawel sheltered housing complex.</li> <li>2) An automated door is already in place at Michaelstone Court and Gwyn Court.</li> <li>3) The ramp and entrance door to the rear of Cysgodfa have been reconfigured to allow ease of access.</li> <li>4) A vertical lift has been installed at Cysgodfa, Ty Maes Marchog, Mozart Court and Maesydarren.</li> </ol>




Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
	<b>Scheme Managers</b>				
	NPT Homes would also aim to improve services provided by the scheme managers in order to meet the needs of older people. It would consult with tenants on a range of possible improvements which, for example, could include:				
E14	Introducing a tenants' handbook specifically for tenants of sheltered housing.		<input type="checkbox"/>		 <p>A draft handbook has been produced.</p> <p>The handbook's content was produced by a working group made up of tenant volunteers, scheme</p>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
E14 Cont.					<p>managers and the tenant empowerment officer with responsibility for 'older persons'.</p> <p>The working group was split into small task and finish groups, looking at individual subjects/sections of the handbook in more detail.</p> <p>As well as hard copies it is envisaged that the content of the handbook will also be presented in the form of a DVD which will be shown in the communal lounge of each sheltered housing scheme.</p> <p>We have recently undertaken a review of the sheltered housing service which has seen the introduction of brand names 'Haven Housing' and 'Bridge'. The handbook will be updated to reflect this and new service criteria.</p> <p>This promise will be considered to</p>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
					have been achieved once the amendments have been made and the handbook published.										
E17	Developing communities around sheltered schemes.			<input type="checkbox"/>	<div data-bbox="1550 762 2114 1069" data-label="Figure"> <table border="1"> <caption>Promise E17 Progress</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>100</td> </tr> <tr> <td>Sep-15</td> <td>75</td> </tr> <tr> <td>Apr-15</td> <td>75</td> </tr> <tr> <td>Sep-14</td> <td>75</td> </tr> </tbody> </table> </div> <p data-bbox="1532 1129 2132 1343">A 'Haven Housing' social group has been established; this was initially run in conjunction with Neath Port Talbot Council for Voluntary Service (NPTCVS).</p> <p data-bbox="1532 1391 2132 1428">The group aims to empower tenants</p>	Date	Progress (%)	Apr-16	100	Sep-15	75	Apr-15	75	Sep-14	75
Date	Progress (%)														
Apr-16	100														
Sep-15	75														
Apr-15	75														
Sep-14	75														

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
Cont.					<p>to set up social activities for other tenants.</p> <p>A co-design approach has been taken to the re-design of the role of the scheme managers and the support service, which is now branded as 'Bridge'. This has seen tenant volunteers/ambassadors working together to design the future service utilising the assets available within schemes and the community that surrounds them. Operating the service in this way will be fundamental to meeting the needs of tenants at a time when the Supporting People budget is reducing.</p> <p>The launch of the new co-designed service on the 4th April now sees tenants in the community supported and links made to sheltered housing schemes which have been re-branded as 'Haven Housing'. As such this promise is now considered</p>

Promise No.	Nature of Work	To be commenced	In Progress	Complete	Comments
					to be 100% complete.
	<b>Other improvements:</b>				
	Additional improvements could include:				
E23	Developing a good neighbour scheme for sheltered accommodation so that additional on-site support would be available for emergencies outside office hours.			☐	 <p data-bbox="1529 1201 2123 1369">A number of informal arrangements are in place at each scheme; these have been set up/developed by the tenants themselves.</p>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
E23 Cont.					<p>The establishment of a good neighbour scheme was re-visited as part of the co-design of the revised scheme manager/support service. The Tenant Empowerment Team have since visited each scheme to discuss the idea with tenants and although there are a number of 'natural' good neighbours, there was reluctance to formalise it with people being happier to carry on doing things for each other as normal and stay away from feeling they had a 'responsibility'.</p> <p>Previous Offer Document updates have reported that this promise will be considered to be 100% complete once the feasibility of a good neighbour scheme has been explored further; on this basis the promise is considered achieved.</p>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments
					<p>In order to recognise those tenants who are giving up their time on an informal basis to help their neighbours we are planning to undertake the following tasks:</p> <ul style="list-style-type: none"> <li>• Put a poster up at all schemes and ask for people to share with us who is a good neighbour to them and why</li> <li>• Send each of these tenants a 'Good neighbour' certificate and automatically put them into the running for a tenant award at the AGM</li> <li>• Seek permission from these tenants to feature them in the tenant newsletter.</li> </ul>

Promise No.	Nature of Work	To be commenced	In Progress	Completed	Comments										
E24	<p>Within its investment programme, NPT Homes would have a budget of up to £5.5 million in the first six years after transfer for improvements and re-modelling work in sheltered schemes. This work would be undertaken in consultation with tenants to provide self-contained flats with their own bathrooms and to upgrade bedsit flats to provide separate bedrooms and living rooms.</p>		□		<div data-bbox="1550 523 2112 831" data-label="Figure"> <table border="1"> <caption>Promise E24 Progress Data</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-16</td> <td>33</td> </tr> <tr> <td>Sep-15</td> <td>33</td> </tr> <tr> <td>Apr-15</td> <td>25</td> </tr> <tr> <td>Sep-14</td> <td>10</td> </tr> </tbody> </table> </div> <p>The Sheltered Housing WHQS programme commenced in the summer 2014 and due to finish 2017. Based on the work carried out to date and the costs of other planned work it is estimated that circa £11m will be spent on bringing all schemes up to the WHQS.</p>	Period	Completion %	Apr-16	33	Sep-15	33	Apr-15	25	Sep-14	10
Period	Completion %														
Apr-16	33														
Sep-15	33														
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