

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL**

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

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

**20 October 2016**

**SECTION A – MATTER FOR MONITORING**

**WARD(S) AFFECTED: All**

**NPT HOMES PROGRESS REPORT – TO SEPTEMBER 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.

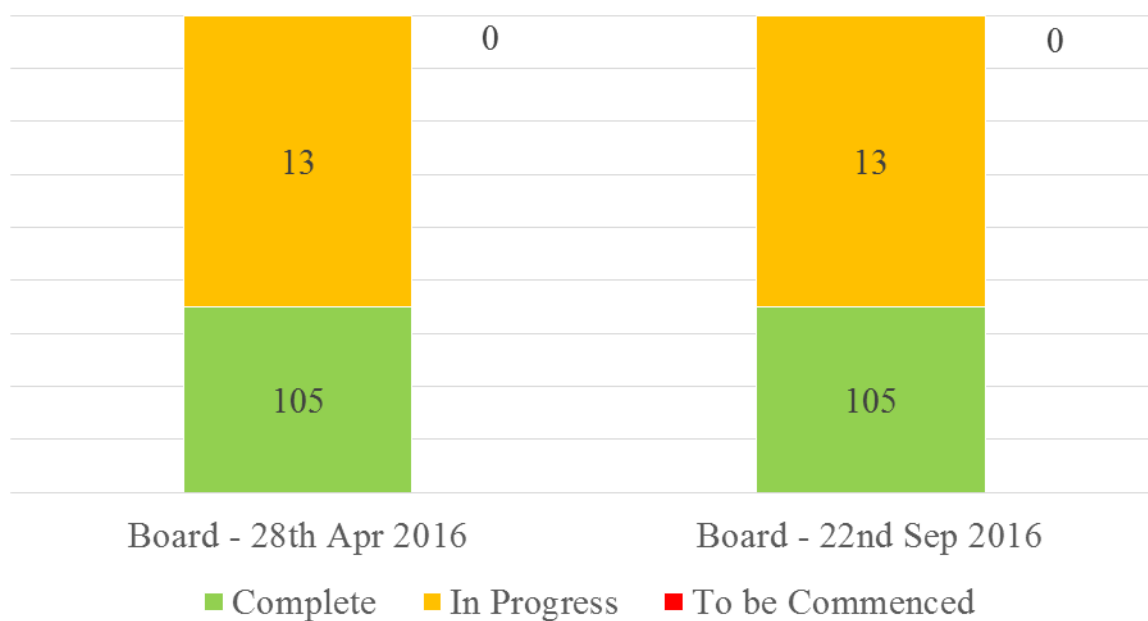
It is worth noting that the scrutiny of these update reports is complemented by regular meetings between the Chief Executive of NPT Homes and previously the Head of Community Care and Housing Services, and now the Head of Business Strategy and Public Protection.

## 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.

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**



The full list of promises including all those completed is accessible on the NPT Homes website.

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.

Although no further promises have been completed since the last report in April, good progress continues to be made with the WHQS programme having completed the following works since transfer:

- 6,942 kitchens
- 6,413 bathrooms
- 5,270 heating system installations
- 1,898 roof replacements

- 2,167 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. 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.

DWP has recently announced that the roll out of Universal Credit is to be further delayed for the area until September 2018. Until then it is expected that the numbers affected will remain low. The greatest impact is expected when full roll out of all claimants takes place which is now expected to start in July 2019 and planned to end by 2022.

As part of the ongoing welfare reform changes, it was announced in the summer budget of 2015 that the household benefit cap originally introduced in 2013 would be further reduced to £20,000 per annum for families (£384.62/week) and £13,400 (£257.69/week) for single people.

We have 66 tenants thought to be affected by the new reduced benefit cap with affected households seeing their benefit reduced in November. Our Financial Inclusion Officers are currently contacting those households who will be affected to provide appropriate support and advice.

NPT Homes has used 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. It was successfully used earlier in the year on designing the new service for tenants living in over 55's accommodation, now called Haven Housing.

We are currently using this approach to work in partnership to co-design our Anti-Social Behaviour (ASB) Policy. A number of co-design sessions have taken place. Staff have visited tenants in the Borough who have had previous experience of ASB to ask them for their views on what is really important for us to consider as part of the review. Last month, staff and partners, including officers from the Local Authority, Police, other registered social landlords who operate in the County Borough and

victim support agencies, met to follow up on the work and findings of the sub groups ahead of finalising the new co-designed ASB policy.

### **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**

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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:**



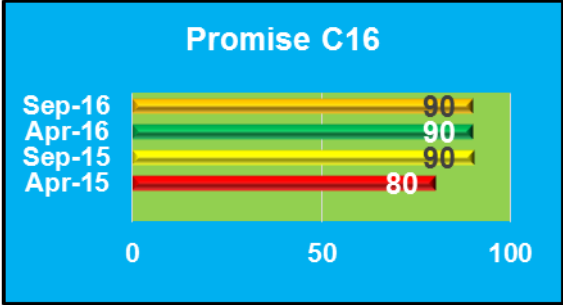
Complete



In progress



To be commenced

Part C	Delivering local services and tackling anti-social behaviour – NPT Homes would plan to:				
	Service Improvements:				
	Anti-social behaviour and breach of tenancy				
C16	Develop expertise and best practice in dealing with anti-social behaviour problems and gather evidence to help ensure successful court action.		✓		 <p>The Director of Housing is a member of the Safer Neath Port Talbot Partnership Board.</p> <p>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 with our specialist lawyers.</p> <p>Staff involved in ASB cases attended both</p>

C16 Cont.

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 & development in this area.

A suite of KPIs have been established in relation to ASB; these are reported quarterly.

An ASB internal audit (June 2015) reported a 'substantial' level of assurance regarding the way in which NPT Homes seeks to address/prevent ASB.


NPT Homes has embarked on a co-design review of the anti-social behaviour policy and procedure. Tenant input into the process is considered a more appropriate validation/accreditation of our procedure and will result in 100% compliance with this promise. 3 of the planned 4 co-design sessions have been undertaken to date and officers are due to attend the pre-board session scheduled for the 24<sup>th</sup> November 2016.

Part D Improving and repairing your home															
	<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 windows and doors.</li> </ul> <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>		✓		<div data-bbox="1541 272 2114 580" data-label="Figure"> <table border="1"> <caption>Promise D1 Compliance Data</caption> <thead> <tr> <th>Period</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>88</td> </tr> <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> </tbody> </table> </div> <p>PVC door and window renewal programme is ahead of target to meet WHQS by 2016/17.</p> <p>As at 22/07/2016 2,167 properties are compliant.</p> <p>88% of current target; 88% including 0 acceptable fails. (% compliance now includes acceptable fails).</p> <p>The figures noted above indicate a lower compliance figure than previously reported. This amendment has been done intentionally to ensure the WHQS verification process is thorough and accurate. The change in compliance is the result of the removal of 'door only installations' which require further verification. The delivery programme remains on target to be complete by March</p>	Period	Compliance (%)	Sep-16	88	Apr-16	93	Sep-15	81	Apr-15	74
Period	Compliance (%)														
Sep-16	88														
Apr-16	93														
Sep-15	81														
Apr-15	74														



					2017. This programme is still on target and is in line to be complete by March 2017.										
	<b>Kitchens –</b>														
D4	<p>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.</p> <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 compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		✓		<table border="1"> <caption>Promise D4 Compliance Data</caption> <thead> <tr> <th>Date</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-15</td> <td>58</td> </tr> <tr> <td>Sep-15</td> <td>64</td> </tr> <tr> <td>Apr-16</td> <td>84</td> </tr> <tr> <td>Sep-16</td> <td>92</td> </tr> </tbody> </table> <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 22/07/2016, 6,942 properties had received new kitchens.</p> <p>81% of current target; 92% including 967 acceptable fails. (% compliance now includes acceptable).</p>	Date	Compliance (%)	Apr-15	58	Sep-15	64	Apr-16	84	Sep-16	92
Date	Compliance (%)														
Apr-15	58														
Sep-15	64														
Apr-16	84														
Sep-16	92														

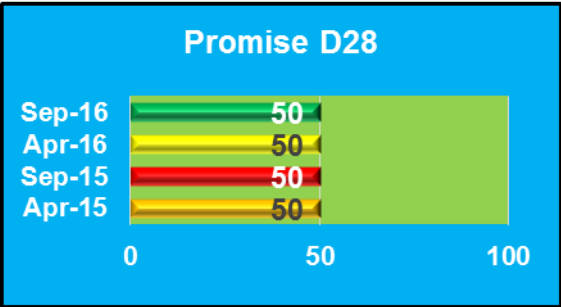
	Heating –														
D8	<p>It is planned that all homes where heating systems fail the WHQS would be offered a new full central heating system with boilers and radiators, with approximately 6,000 central heating boilers being replaced in the first 6 years following transfer.</p> <p>All new systems 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 compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		✓		<div data-bbox="1554 309 2114 616" data-label="Figure"> <table border="1"> <caption>Promise D8 Compliance Data</caption> <thead> <tr> <th>Period</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>95</td> </tr> <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> </tbody> </table> </div> <p>The main programme commenced in October 2011. As at 22/07/2016, 5,270 new heating systems have been installed and the programme is on target to complete during 2016/17.</p> <p>87% of current target; 95% including 476 acceptable fails. (% compliance now includes acceptable).</p>	Period	Compliance (%)	Sep-16	95	Apr-16	91	Sep-15	74	Apr-15	70
Period	Compliance (%)														
Sep-16	95														
Apr-16	91														
Sep-15	74														
Apr-15	70														

	<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> <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 compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		✓		 <p>The bathroom replacement programme has made excellent progress since it commenced 4 years ago.</p> <p>As of 22/07/2016, 6,413 properties had received new bathrooms and the programme is on target to complete during 2016/17.</p> <p>80% of current target; 91% including 820 acceptable fails. (% compliance 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 percentage compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>		✓	<div data-bbox="1554 194 2114 501" data-label="Figure"> <table border="1"> <caption>Promise D13 - Percentage Compliance</caption> <thead> <tr> <th>Period</th> <th>Percentage Compliance</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>84%</td> </tr> <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> </tbody> </table> </div> <p>The roof repair programme has continued since transfer and is programmed to be compliant within 6 years.</p> <p>As at 22/07/2016, 1,898 roofs have been replaced since transfer and the programme is on target to complete during 2016/17.</p> <p>84% of current target; 84% including 0 acceptable fails. (% compliance now includes acceptable fails).</p>	Period	Percentage Compliance	Sep-16	84%	Apr-16	78%	Sep-15	53%	Apr-15	49%
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Sep-16	84%													
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Apr-15	49%													

	<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 improvements to fences and gates.</li> </ul>		✓		<div data-bbox="1550 309 2112 614"> <p style="text-align: center;"><b>Promise D15</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>55</td> </tr> <tr> <td>Apr-16</td> <td>55</td> </tr> <tr> <td>Sep-15</td> <td>55</td> </tr> <tr> <td>Apr-15</td> <td>55</td> </tr> </tbody> </table> </div> <div data-bbox="1550 671 2112 976"> <p style="text-align: center;"><b>Promise D15 (i)</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>100</td> </tr> <tr> <td>Apr-16</td> <td>100</td> </tr> <tr> <td>Sep-15</td> <td>100</td> </tr> <tr> <td>Apr-15</td> <td>100</td> </tr> </tbody> </table> </div> <div data-bbox="1550 1034 2112 1339"> <p style="text-align: center;"><b>Promise D15 (ii)</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>10</td> </tr> <tr> <td>Apr-16</td> <td>10</td> </tr> <tr> <td>Sep-15</td> <td>10</td> </tr> <tr> <td>Apr-15</td> <td>10</td> </tr> </tbody> </table> </div> <p style="text-align: right;">Security lights form part of D14 rewiring</p>	Period	Progress (%)	Sep-16	55	Apr-16	55	Sep-15	55	Apr-15	55	Period	Progress (%)	Sep-16	100	Apr-16	100	Sep-15	100	Apr-15	100	Period	Progress (%)	Sep-16	10	Apr-16	10	Sep-15	10	Apr-15	10
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D15 Cont.					<p>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>										
	<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 hard landscaping;</li> <li>- enhancing the landscaping features around the homes;</li> </ul>		✓		<div data-bbox="1550 651 2110 960" data-label="Figure"> <p style="text-align: center;"><b>Promise D17</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>35</td> </tr> <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> </tbody> </table> </div> <p>The Regeneration Team has an on-going programme of community consultation following Welsh Government best practice (100% compliant as at 31<sup>st</sup> December 2015) which will establish a resident led approach to define estate based priorities and neighbourhood enhancements.</p> <p>Interpreting the environmental standard will be different for each area as it will have</p>	Period	Progress (%)	Sep-16	35	Apr-16	35	Sep-15	35	Apr-15	35
Period	Progress (%)														
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Apr-16	35														
Sep-15	35														
Apr-15	35														
D17 Cont.	- reviewing the use of and improving														

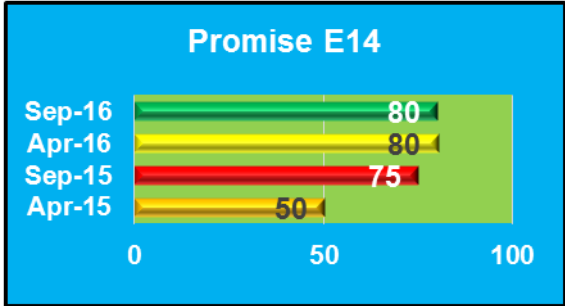
	<p>communal drying areas;</p> <ul style="list-style-type: none"> <li>- reviewing the use of underused garage sites and rationalising their provision; and</li> <li>- play areas.</li> </ul>				<p>to meet the needs of each local neighbourhood.</p> <p>A co-design approach to the works that will be completed 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>Planned Maintenance Programmes –</b>														
D28	Decorate internal communal areas in sheltered schemes and blocks of flats.		✓		 <p><b>Promise D28</b></p> <table border="1"> <thead> <tr> <th>Period</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <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> </tbody> </table> <p>A review is currently underway of all communal areas in blocks of flats to identify the full extent of the works required to upgrade the communal areas.</p> <p>A pilot refurbishment scheme has been completed in Gwent House, Sandfields. The communal corridors in Sheltered/Haven housing buildings are being upgraded and painted as part of the</p>	Period	Progress (%)	Sep-16	50	Apr-16	50	Sep-15	50	Apr-15	50
Period	Progress (%)														
Sep-16	50														
Apr-16	50														
Sep-15	50														
Apr-15	50														
D28 Cont.															

					<p>wider WHQS works that are being undertaken at the schemes.</p> <p>With regard to the communal lounge areas a pilot refurbishment programme is in progress, commencing at Llys Nant Fer which is due for completion August 2016. This will see the lounge area overhauled and will include the provision of new furniture for which a service charge will be applied. The scheme will be used to show tenants in other scheme what can be achieved; if successful it will be rolled out across all of the schemes.</p>
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Part E	Service for older people and sheltered housing services														
	<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="1550 469 2112 775" data-label="Figure"> <table border="1"> <caption>Promise E11 Compliance Data</caption> <thead> <tr> <th>Date</th> <th>Compliance Percentage</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <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> </tbody> </table> </div> <p data-bbox="1532 815 2134 884">8 of the 13 schemes that require WHQS upgrades are compliant or are in progress.</p> <p data-bbox="1532 927 2134 1107">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 data-bbox="1532 1150 2134 1289">Shower/wet room upgrades are completed as standard and, where feasible, an assisted bathing/communal bathing facility is made available.</p>	Date	Compliance Percentage	Sep-16	50	Apr-16	33	Sep-15	33	Apr-15	25
Date	Compliance Percentage														
Sep-16	50														
Apr-16	33														
Sep-15	33														
Apr-15	25														

E13	Ensure accommodation is more accessible where possible by automotive doors to communal areas.		✓		<div data-bbox="1550 226 2114 533" data-label="Figure"> <table border="1"> <caption>Promise E13 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <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> </tbody> </table> </div> <p data-bbox="1532 580 2128 724">This is being considered/delivered as part of the sheltered housing WHQS programme; this commenced in Summer 2014 and will be completed during 2017.</p> <p data-bbox="1532 766 2128 836">8 of the 13 schemes that require WHQS upgrades are compliant or are in progress.</p> <p data-bbox="1532 877 2128 1171">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 data-bbox="1532 1212 2128 1315">Where replacement doors are required to communal areas the feasibility of these being fully automated will be considered.</p> <p data-bbox="1532 1356 2128 1426">Notwithstanding the work that will take place as part of WHQS, progress has been</p>	Date	Progress (%)	Sep-16	50	Apr-16	33	Sep-15	33	Apr-15	25
Date	Progress (%)														
Sep-16	50														
Apr-16	33														
Sep-15	33														
Apr-15	25														

E13 Cont.				<p>made towards 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>										
	<b>Scheme Managers</b>													
	<p>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:</p>													
E14	<p>Introducing a tenants' handbook specifically for tenants of sheltered housing.</p>		✓	 <table border="1"> <caption>Promise E14 Progress</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>80</td> </tr> <tr> <td>Apr-16</td> <td>80</td> </tr> <tr> <td>Sep-15</td> <td>75</td> </tr> <tr> <td>Apr-15</td> <td>50</td> </tr> </tbody> </table>	Date	Progress (%)	Sep-16	80	Apr-16	80	Sep-15	75	Apr-15	50
Date	Progress (%)													
Sep-16	80													
Apr-16	80													
Sep-15	75													
Apr-15	50													

E14 Cont.

A draft handbook has been produced. The handbook's content was produced by a working group made up of tenant volunteers, scheme managers and the tenant empowerment officer with responsibility for 'older persons'.

The working group was split into small task and finish groups, looking at individual subjects/sections of the handbook in more detail.

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.

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.

This promise will be considered to have been achieved once the amendments have been made and the handbook published. It is anticipated that this promise will be complete by December 2016

	<b>Other improvements:</b>														
	Additional improvements could include:														
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="1541 363 2114 671" data-label="Figure"> <table border="1"> <caption>Promise E24 Progress Data</caption> <thead> <tr> <th>Date</th> <th>Progress (%)</th> </tr> </thead> <tbody> <tr> <td>Sep-16</td> <td>50</td> </tr> <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> </tbody> </table> </div> <p>The Sheltered Housing WHQS programme commenced in the summer 2014 and due to finish 2017. 8 of the 13 schemes that require WHQS upgrades are compliant or are in progress.</p> <p>Based on the costs of the works completed to date and that planned at the other schemes the budget will increase from £5.5 million to circa £11m.</p>	Date	Progress (%)	Sep-16	50	Apr-16	33	Sep-15	33	Apr-15	25
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