

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

**REGENERATION AND SUSTAINABLE DEVELOPMENT CABINET
BOARD**

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

21 JULY 2017

SECTION A – MATTER FOR MONITORING

WARD(S) AFFECTED: All

NPT HOMES PROGRESS REPORT – TO MAY 2017

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 4th March 2011.

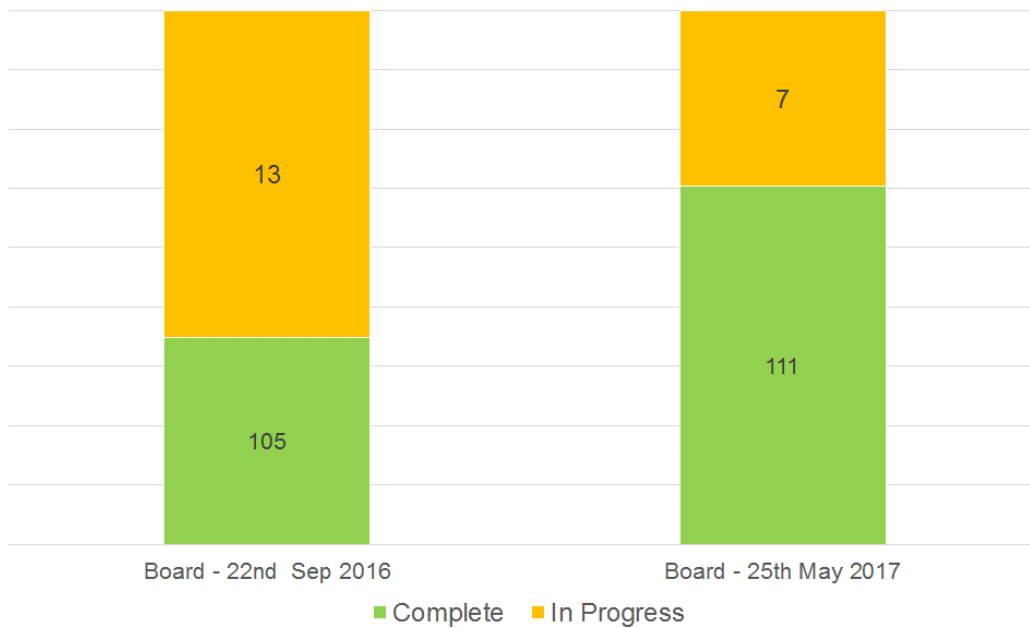
As part of the Transfer Agreement, NPT Homes committed to providing half yearly update reports to the Council's Social Care, Health and Housing Cabinet Committee (which has since been replaced by the Regeneration and Sustainable Development Cabinet Board) on progress made in respect of the delivery of the Offer Document promises to tenants.

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.

Appendix 1 sets out the Offer Document promises completed since the last report and the progress made on those which remain outstanding. The 7 remaining promises are due for completion in 2017.

Business Update

Welfare Reform - Universal Credit (UC) presents a risk to NPT Homes as the new benefit includes housing costs and is paid to the tenant whereas previously it was paid direct to NPT Homes. A substantial amount of work has been undertaken to ensure that tenants understand their new benefit and that they need to pay their rent from the total amount they receive. From October 2017 there will be a natural migration to UC with any changes in circumstances that result in a change in existing legacy benefit resulting in a transfer to UC. We are ensuring our processes and team structures will give the maximum possible support to our tenants to assist them in paying their rent and sustaining their tenancies.

Local Housing Allowance (LHA) rates will become applicable for tenants that rent from social landlords from April 2019. Tenants whose rent and service charges are higher than the LHA cap will have to pay the difference between the benefit they receive and their rent. This will expose NPT Homes to an increased risk of rent arrears and non-payment while at the same time

increasing the pressure on tenants. NPT Homes has a number of initiatives to help mitigate the impact of this change on our tenants and reduce the risk of increased rent arrears.

Copper Foundation - NPT Homes has ring fenced a small proportion of its external boundary work and utilised targeted recruitment and training to directly employ local teams of residents furthest away from the employment market for a period of one year. Dependent upon opportunity, performance and aptitude the possibility exists to “move on” employees by triggering community benefit clauses with contractors.

The project has commenced with a pilot of one delivery team, within the communities of Croeserw and Glyncorrwg, of 7 posts with a manager and supervisors seconded from our existing workforce. NPT Homes has worked in partnership with the DWP, LIFT and Communities for Work teams to identify individuals who require support to obtain employment within the communities of the Afan valley.

By working in partnership we have been able to secure the ability of all participants (whether they are successful in securing a final position or not) to gain a CSCS card (which allows holders to work on site) and receive the benefit of experiencing the selection and interview process as well as training, help and guidance in relation to the “softer skills” of team working, social skills and confidence building.

Following a successful monitoring and evaluation of the Glyncorrwg and Croeserw projects, there is the ability to roll out the model to Neath, Sandfields and the Western Valleys. The rolling programme will allow for the creation of 80 fixed term positions over the lifetime of the project.

Already the pilot delivery team have been able to successfully complete their first fencing project in Croeserw.

Financial Literacy project - NPT Homes in partnership with Michael Sheen have been successful in securing Welsh Government Fusion Grant (Museums, Archives and Libraries division). The grant has allowed NPT Homes to appoint a coordinator who will facilitate collaboration with local schools and Flying Start provision in the Sandfields area leading to the co-design of programmes and events, utilising the arts and culture sector to facilitate financial literacy and to enhance future employability skills of our young people and others. Culture and the arts would be used as a “hook”. This approach will have a core of numeracy and literacy skills embedded

within the course. Michael will play a leading role in the design and delivery of school events and will engage his contacts (other actors, singers, and creative people) to support the projects and is working with the partners to look at long term funding options.

The project will engage with pupils in the local area to co-design and create successful project events through facilitation and collaboration whilst making sure the link of financial literacy and employability skills are embedded throughout. We aim to meet partners and begin planning in the summer with delivery commencing in the autumn.

Financial Impact

There are no financial impacts associated with this report.

Equality Impact Assessment

There are no equality impacts associated with this report.

Workforce Impact

There are no workforce impacts associated with this report

Legal Impacts

There are no legal impacts associated with this report

Risk Management

There are no risk management issues associated with this report

Recommendation

Members are asked to note the content of the report.

Appendices

Appendix 1 – Offer Document Promises - Tracking Document.

List of Background Papers

None.

Officer Contact

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Appendix 1 - Offer Document Promises Tracking Document



Key:



Complete



In progress

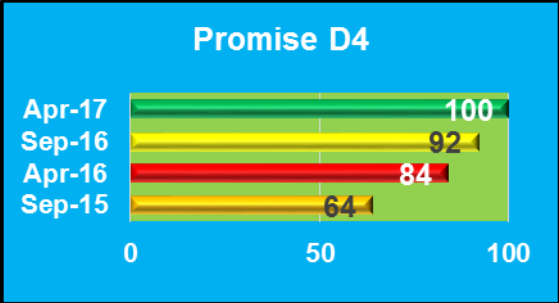
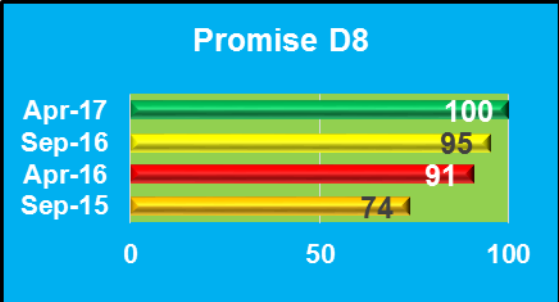


To be commenced

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.			✓	<div data-bbox="1550 504 2110 810" data-label="Figure"> <table border="1"> <caption>Promise C16 Performance Data</caption> <thead> <tr> <th>Period</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>100</td> </tr> <tr> <td>Sep-16</td> <td>90</td> </tr> <tr> <td>Apr-16</td> <td>90</td> </tr> <tr> <td>Sep-15</td> <td>90</td> </tr> </tbody> </table> </div> <p data-bbox="1532 868 2096 970">The Director of Housing is a member of the Safer Neath Port Talbot Partnership Board.</p> <p data-bbox="1532 1015 2096 1232">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 data-bbox="1532 1276 2123 1417">An ASB internal audit (June 2015) reported a 'substantial' level of assurance regarding the way in which NPT Homes seeks to address/prevent ASB. A further</p>	Period	Score	Apr-17	100	Sep-16	90	Apr-16	90	Sep-15	90
Period	Score														
Apr-17	100														
Sep-16	90														
Apr-16	90														
Sep-15	90														

C16 Cont.					<p>audit is planned for June 2017.</p> <p>NPT Homes has worked in partnership with tenants and other stakeholders to complete a co-design review of the anti-social behaviour policy and procedure. The policy was approved by Board in February 2017 and the procedure/toolkit completed and launched in April.</p>
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Part D Improving and repairing your home															
	Planned Maintenance and Improvements														
	Windows and external doors –														
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"> - High quality double glazed uPVC windows - Secure locking handles to ground floor windows and doors. <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"> - Multi point locking system complying with, Secure by Design Standard; - Security chain. 			✓	<div data-bbox="1550 274 2110 582" data-label="Figure"> <table border="1"> <caption>Promise D1 Compliance Data</caption> <thead> <tr> <th>Date</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>100</td> </tr> <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> </tbody> </table> </div> <p>PVC door and window renewal programme has now completed - 2,264 properties are compliant (100% of target) including 0 acceptable fails.</p>	Date	Compliance (%)	Apr-17	100	Sep-16	88	Apr-16	93	Sep-15	81
Date	Compliance (%)														
Apr-17	100														
Sep-16	88														
Apr-16	93														
Sep-15	81														

	Kitchens –				
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>			✓	 <p>The kitchen replacement programme has now completed - 8,559 properties are compliant (100% of target) including 1,042 acceptable fails.</p>
	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"> - separate radiator thermostats; - energy efficient boilers; 			✓	 <p>The heating system programme has now</p>

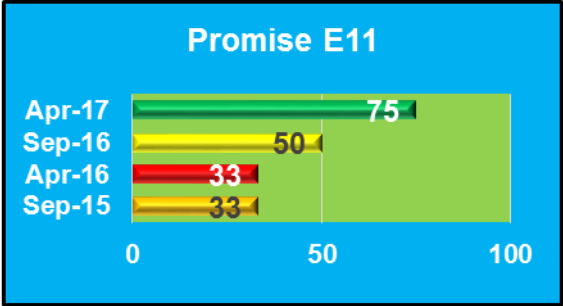
	<p>- programmable heating timers.</p> <p><i>Further survey work since transfer has led to a revised target of 5,900 new or upgraded heating systems and the percentage compliance is reviewed against this figure which may be further revised as the programme is completed.</i></p>			<p>completed - 6,012 properties are compliant (100% of target) including 489 acceptable fails.</p>										
	<p>Bathrooms –</p>													
<p>D10</p>	<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"> - over bath electric showers (or separate shower cubicles where space and budget permit); - extractor fans; - non-slip flooring; - a choice of tiles. <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</i></p>		<p>✓</p>	<div data-bbox="1550 786 2112 1094" data-label="Figure"> <table border="1"> <caption>Promise D10 Compliance Data</caption> <thead> <tr> <th>Date</th> <th>Compliance (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>100</td> </tr> <tr> <td>Sep-16</td> <td>91</td> </tr> <tr> <td>Apr-16</td> <td>80</td> </tr> <tr> <td>Sep-15</td> <td>61</td> </tr> </tbody> </table> </div> <p>The bathroom replacement programme has now completed - 7,920 properties are compliant (100% of target) including 928 acceptable fails.</p>	Date	Compliance (%)	Apr-17	100	Sep-16	91	Apr-16	80	Sep-15	61
Date	Compliance (%)													
Apr-17	100													
Sep-16	91													
Apr-16	80													
Sep-15	61													

	<p><i>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>Roofs –</p>														
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 612 2110 919" data-label="Figure"> <table border="1"> <caption>Promise D13 Compliance Data</caption> <thead> <tr> <th>Time Point</th> <th>Compliance Percentage</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>100</td> </tr> <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> </tbody> </table> </div> <p>The roof repair programme has now completed - 2,293 properties are compliant (100% of target) including 0 acceptable fails.</p>	Time Point	Compliance Percentage	Apr-17	100	Sep-16	84	Apr-16	78	Sep-15	53
Time Point	Compliance Percentage														
Apr-17	100														
Sep-16	84														
Apr-16	78														
Sep-15	53														

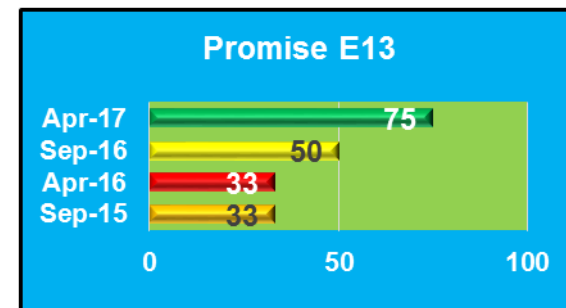
	Security –																																		
D15	<p>Tenants would be offered (where appropriate):</p> <ul style="list-style-type: none"> - (i) front and rear external entrance lights; - (ii) NPT Homes would have a budget for improvements to fences and gates. 		✓		<div data-bbox="1552 272 2112 576"> <p style="text-align: center;">Promise D15</p> <table border="1"> <caption>Promise D15 Data</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>80</td> </tr> <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> </tbody> </table> </div> <div data-bbox="1552 635 2112 938"> <p style="text-align: center;">Promise D15 (i)</p> <table border="1"> <caption>Promise D15 (i) Data</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>100</td> </tr> <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> </tbody> </table> </div> <div data-bbox="1552 997 2112 1300"> <p style="text-align: center;">Promise D15 (ii)</p> <table border="1"> <caption>Promise D15 (ii) Data</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>60</td> </tr> <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> </tbody> </table> </div> <p data-bbox="1532 1358 2105 1428">Security lights form part of D14 rewiring works which has previously been signed</p>	Period	Completion %	Apr-17	80	Sep-16	55	Apr-16	55	Sep-15	55	Period	Completion %	Apr-17	100	Sep-16	100	Apr-16	100	Sep-15	100	Period	Completion %	Apr-17	60	Sep-16	10	Apr-16	10	Sep-15	10
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D15 Cont.				<p>off as complete.</p> <p>The provision of gates and fences has been assessed (globally) as part of the land appraisal process. The survey programme has now been completed and a tender for £15m of works over the next 5 years has been issued. Works will commence by the end of 2017 and this will signal the completion of this promise.</p>										
	Environmental and Security Improvements													
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"> - improved estate car parking; - fencing, walls and railings around communal blocks; - improved external lighting and security lighting; - repairs to walkways, pathways and other hard landscaping; - enhancing the landscaping features around the homes; 		✓	<div data-bbox="1550 759 2110 1066" 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-17</td> <td>60</td> </tr> <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> </tbody> </table> </div> <p>The survey programme has now been completed and a tender for £15m of works over the next 5 years has been issued.</p>	Date	Progress (%)	Apr-17	60	Sep-16	35	Apr-16	35	Sep-15	35
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Apr-17	60													
Sep-16	35													
Apr-16	35													
Sep-15	35													

D17 Cont.	<ul style="list-style-type: none"> - reviewing the use of and improving communal drying areas; - reviewing the use of underused garage sites and rationalising their provision; and - play areas. 			Works will commence during 2017/18 and this will signal the completion of this promise.										
Planned Maintenance Programmes –														
D28	Decorate internal communal areas in sheltered schemes and blocks of flats.		✓	<div data-bbox="1550 756 2110 1062" data-label="Figure"> <table border="1"> <caption>Promise D28 Progress</caption> <thead> <tr> <th>Period</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>70</td> </tr> <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> </tbody> </table> </div> <p data-bbox="1532 1117 2141 1187">Work ongoing and is expected to complete during 2017.</p>	Period	Completion %	Apr-17	70	Sep-16	50	Apr-16	50	Sep-15	50
Period	Completion %													
Apr-17	70													
Sep-16	50													
Apr-16	50													
Sep-15	50													

Part E	Service for older people and sheltered housing services				
	Improvements to Sheltered Schemes:				
	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.		✓		 <p>12 of the 13 schemes that require upgrades are complete or are in progress.</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>Shower/wet room upgrades are completed 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.



This is being considered/delivered as part of the sheltered housing WHQS programme; this commenced in Summer 2014 and will be completed during 2017.

12 of the 13 schemes that require upgrades are complete or are in progress.

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.

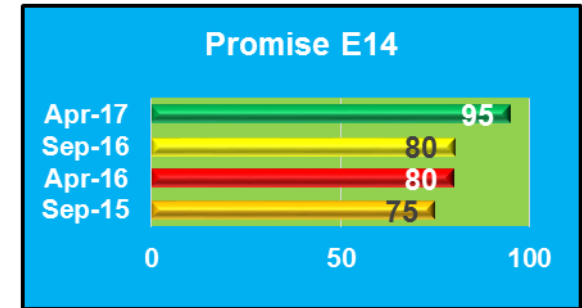
As part of the WHQS works at each scheme all Communal areas will be fitted with hold open fire rated doors.

The entrance to each scheme is also being considered; for example in relation to

E13 Cont.					<p>Hafan Brynheulog, Cysgodfa and Ty Gnoll Newydd a new entrance is being created.</p> <p>Notwithstanding the work that will take place as part of WHQS, progress has been made towards the achievement of this promise through the following actions:</p> <ol style="list-style-type: none"> 1) An automated door and access ramp have been installed at Ty Llansawel sheltered housing complex. 2) An automated door is already in place at Michaelstone Court and Gwyn Court. 3) A vertical lift has been installed at Cysgodfa, Ty Maes Marchog, Mozart Court and Maesydarren.
	Scheme Managers				
	<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

Introducing a tenants' handbook specifically for tenants of sheltered housing.



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 Haven housing scheme.

Printing the hand book had been on hold pending the outcome of the name change from NPT Homes to Tai Tarian and the outcome of the Supporting People Programme Grant tender process. The

E14 Cont.

handbook will be updated to reflect the known position and sent to print. It is proposed that the handbook is issued to tenants as part of the launch of the new name.

	Other improvements:														
	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>		✓		<p>Promise E24</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Completion %</th> </tr> </thead> <tbody> <tr> <td>Apr-17</td> <td>75</td> </tr> <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> </tbody> </table> <p>The Haven Housing WHQS programme commenced in the summer 2014 and due to finish 2017. 12 of the 13 schemes that require upgrades are complete 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	Completion %	Apr-17	75	Sep-16	50	Apr-16	33	Sep-15	33
Date	Completion %														
Apr-17	75														
Sep-16	50														
Apr-16	33														
Sep-15	33														