

To: Members of the Communities  
Scrutiny Committee

Date: 25 January 2024

Direct Dial: 01824 712554

e-mail: [democratic@denbighshire.gov.uk](mailto:democratic@denbighshire.gov.uk)

Dear Councillor

You are invited to attend a meeting of the **COMMUNITIES SCRUTINY COMMITTEE** to be held at **10.00 am** on **THURSDAY, 1 FEBRUARY 2024** in **COUNCIL CHAMBER, COUNTY HALL, RUTHIN AND BY VIDEO CONFERENCE**.

Yours sincerely

G. Williams  
Monitoring Officer

## **AGENDA**

### **PART 1 - THE PRESS AND PUBLIC ARE INVITED TO ATTEND THIS PART OF THE MEETING**

#### **1 APOLOGIES**

#### **2 DECLARATION OF INTERESTS (Pages 5 - 6)**

Members to declare any personal or prejudicial interests in any business identified to be considered at this meeting.

#### **3 URGENT MATTERS AS AGREED BY THE CHAIR**

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B(4) of the Local Government Act 1972.

#### **4 MINUTES (Pages 7 - 12)**

To receive the minutes of the Communities Scrutiny Committee held on 7 December 2023 (copy enclosed).

**5 DRAFT CAR PARK INVESTMENT PLAN 2024 - 2029** (Pages 13 - 46)

To consider a report by the Traffic, Parking and Road Safety Manager (copy enclosed) which seeks the Committee's observations on the Council's draft Car Park Investment Plan for the period April 2024 to March 2029.

**10.10am – 10.45am**

**6 COMMUNITY HOUSING TENANCY MANAGEMENT** (Pages 47 - 78)

To consider a report by the Lead Officer Community Housing (copy enclosed) which seeks the Committee's observations on the Council's approach towards the management of its council housing and estates, including the support available to households.

**10.45am - 11.15am**

**BREAK 11.15am - 11.30am**

**7 COUNCIL HOUSING TENANT FEEDBACK AND SATISFACTION SURVEY**  
(Pages 79 - 108)

To consider a report by the Lead Officer Community Housing (copy enclosed) which presents the Committee with the feedback received from Council tenants in response to a recent survey on the service they receive from the Community Housing Service and seeks members' views on the findings.

**11.30am – 12pm**

**8 SCRUTINY WORK PROGRAMME** (Pages 109 - 126)

To consider a report by the Scrutiny Coordinator (copy enclosed) seeking a review of the committee's forward work programme and updating members on relevant issues.

**12pm – 12.20pm**

**9 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

To receive any updates from Committee representatives on various Council Boards and Groups.

**12.20pm – 12.30pm**

**MEMBERSHIP**

**Councillors**

Councillor Huw Williams (Chair)

Councillor Karen Anne Edwards (Vice-

Michelle Blakeley-Walker  
James Elson  
Jon Harland  
Carol Holliday  
Alan James

Chair)  
Brian Jones  
Delyth Jones  
Merfyn Parry  
Cheryl Williams

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## LOCAL GOVERNMENT ACT 2000

### Code of Conduct for Members

### DISCLOSURE AND REGISTRATION OF INTERESTS

I, *(name)*

a \*member/co-opted member of

*(\*please delete as appropriate)*

**Denbighshire County Council**

**CONFIRM** that I have declared a **\*personal / personal and prejudicial** interest not previously declared in accordance with the provisions of Part III of the Council's Code of Conduct for Members, in respect of the following:-

*(\*please delete as appropriate)*

Date of Disclosure:

Committee *(please specify)*:

Agenda Item No.

Subject Matter:

Nature of Interest:

*(See the note below)\**

Signed

Date

\*Note: Please provide sufficient detail e.g. 'I am the owner of land adjacent to the application for planning permission made by Mr Jones', or 'My husband / wife is an employee of the company which has made an application for financial assistance'.

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## COMMUNITIES SCRUTINY COMMITTEE

Minutes of a meeting of the Communities Scrutiny Committee held in COUNCIL CHAMBER, COUNTY HALL, RUTHIN AND BY VIDEO CONFERENCE on Thursday, 7 December 2023 at 10.00 am.

### PRESENT

Councillors Michelle Blakeley-Walker, Karen Edwards (Vice-Chair), James Elson, Jon Harland, Carol Holliday, Alan James, Brian Jones, Delyth Jones, Cheryl Williams and Huw Williams (Chair)

The Lead Member for Housing and Communities (Councillor Rhys Thomas) for agenda item 5, Housing Rent Increase and Budgets 2024/25

### ALSO PRESENT

Head of Housing & Communities Service (LG), Lead Officer - Community Housing (GD), Finance and Assurance Manager (JR), Lead Officer Housing Property (MC), Programme Manager - Housing Development (MD), Scrutiny Co-ordinator (KE) and Committee Administrators (NH, RhTJ)

Observer – Councillor Diane King.

### 1 APOLOGIES

Apologies were received from Tony Ward, Corporate Director: Economy and Environment. In his absence Liz Grieve, Head of Housing & Communities Service supported the Committee.

### 2 DECLARATIONS OF INTEREST

No declarations of interest were raised.

### 3 URGENT MATTERS AS AGREED BY THE CHAIR

There were no urgent agenda items raised.

The Chair advised the Committee that he had received a telephone call the previous evening notifying him of the Corporate Director: Economy and Environment's ill health. Due to them being the lead reporting officer for agenda item 6, Rhyl Regeneration and Governance, the report would be deferred to a later meeting.

### 4 MINUTES

The minutes of the Communities Scrutiny Committee meeting held on 19 October 2023 were submitted.

### ***Matters arising –***

Agenda item 5, the Scrutiny Co-ordinator informed the Committee that additional information regarding the Review of Car Park Tariffs requested at the previous meeting had been circulated to committee members.

The Scrutiny-Co-ordinator advised the Committee that the Draft Sustainable Transport Plan was delayed due to the difficulties in procuring an engagement consultant to undertake the survey. The report had been deferred until the meeting on 9th of May 2024.

***RESOLVED*** that the minutes of the meeting held on 19 October 2023 be approved as a true and correct record of the proceedings.

## **5 HOUSING RENT INCREASE AND BUDGETS 2024 / 25**

The Lead Member for Housing and Communities introduced the report (previously circulated) on the Housing Rent Increase and Budgets for 2024 / 25.

The Lead Member for Housing and Communities advised that the report was to consider the process for determining the recommendation on the level of weekly rent increase for Community Housing tenants. Each year the Housing Service, which manages the council housing stock through the Housing Revenue Account (HRA), was required to issue a rent increase notification to tenants.

Introducing supporting officers the Lead Member advised that they would guide the Committee through the report and respond to any queries they might have.:

- Head of Housing & Communities Service (HPPCS);
- Lead Officer - Community Housing (LOCH);
- Finance and Assurance Manager (FAM);
- Lead Officer Housing Property (LOHP) and
- Programme Manager - Housing Development (PMHD).

The Officers informed the Committee that the maximum increase to weekly rents was set by Welsh Government Rent Policy, based on the September CPI figure each year. This year, CPI was 6.7%, so the Minister had recommended a 6.7% maximum increase.

Officers understood that any increase was a challenge for residents and had to be carefully considered. There was the additional requirement to ensure sufficient income generation to maintain and improve the Council housing stock of 3,334 homes to the standard required by the Welsh Housing Quality Standard (WHQS) and the Council's Corporate Plan.

The LOCH informed members that it was a comprehensive report with all the pressures detailed in Appendix 1. The LOCH highlighted the summary of the report as follows –



- With the maximum increase allowed, weekly rents remained within affordability measures for those households with the lowest levels of earned income.
- Even with the maximum increase, the Authority faced significant budget pressures to achieve the new Welsh Housing Quality Standard.
- Denbighshire County Council could demonstrate the positive impact that investment in their stock had on their tenants through reduced bills.
- Any rent increase less than the maximum allowable would mean less investment in existing council homes.
- Council tenants report that they receive value for money.
- Council tenants believe that their rents are fair.
- The Authority can demonstrate that their rental income is well utilised.
- Council tenants were satisfied with the services they received.

The officers demonstrated what the 6.7% increase would look like monetary wise for the various household types that the Council had within their stock; for example, a three-bedroom family council house would be £123.97, this was £4.55 less than the living rent model. It was clear that the Council's rent was lower than the Living rent model.

Rent was set using details from the Office of National Statistics and was calculated against the incomes of Denbighshire, as it was slightly lower than other areas, then using the Joseph Roundtree Foundation (JRF) living rent model - which states that no one in the lowest 30th percentile, of earned incomes should have a weekly rent more than 28% of their income.

Members of the Committee confirmed that the majority of tenants were very happy with both the large-scale improvements to their homes – kitchens / bathrooms / heating etc. and the minor maintenance that the Service undertook in a prompt and efficient manner. They thanked the maintenance team for their service and communication with tenants.

Responding to the Committee's questions Officers advised that:

- Welsh Government are not able to confirm yet if there will be additional funding to cover the increased costs incurred for bringing the Authority's housing stock up to their new standard.
- The cost of new housing development within the council was heavily dependent on WG support.
- The examples of rent increase within the report pertained to tenants who were in paid work.
- 72% of Denbighshire's housing tenants were on Universal Credit (UC), the rent increase would be covered by UC payment.
- Single Access Route to Housing (SARTH) was used by both Denbighshire County Council and Registered Social Landlords (RSLs) with SARTH people were banded depending on a myriad of different factors including links to the area.
- Asylum Seekers and Refugees were offered temporary housing through various funding streams, including the private rental sector.

- Eco4 grants were only available to private landlords; however, there were many different grants which Denbighshire could draw on through housing to promote eco-friendly schemes.

Officers highlighted the budget pressures faced, referring to a table which indicated the need for an increase in the rent to maintain enough funds to support the bare minimum with the HRA annual spending and balances.

There was a summary of the rent increase; for each 1% increase, it equated to roughly a pound extra per week per household. The income generated would be an additional £180k to the Authority annually. The increased revenue income funded the three million pounds of borrowing, which would support the capital spending.

Referring to the Welsh Housing Quality Standard (WHQS) and the additional pressures on the Council's level of investment required, to achieve the required quality of housing stock.

The Authority needed to spend an additional £3.8m per year to achieve the additional WHQS 2 items plus the kitchen/bathroom programme, as well as safety and compliance matters.

Even with the maximum rent increase this year, the Authority did not have sufficient funding to complete the new standards, within the required timescale, without a significant increase in Welsh Government support.

Officers highlighted the positive side of investing in the housing stock; twelve random homes were selected following "retrofit" improvement works, which had significantly improved the energy efficiency and, therefore, weekly bills for those households. Each property saved approximately £36 per month due to Retrofit energy efficiency works.

Members were informed that Denbighshire had an 85% value for money satisfaction, which places Denbighshire County Council at 16th out of 46 in Wales.

Responding to members' questions the Officers advised that:

- The method used to source material and contractors was the same throughout the Council; the matter would go through the agreed procurement process and would go to tender.
- Regarding the WHQS and air source heating, the houses would have a secondary form of heating e.g. a log burner or a Charnwood fire.
- It would be useful to circulate additional instructions with newly installed air heating to advise on the best, most economical way of utilising it.
- Regarding the secondary heating source, officers were happy to circulate a briefing note later to members.
- Members were reassured that through the communication channels and the services of the Citizens Advice Bureau tenants were guided to the correct tariffs for their needs.
- Officers clarified that the WHQS required for social housing did not apply to the Agricultural Estate properties.

The chair thanked the officers and members for the positive discussion.

**RESOLVED:** that

- I. the committee have considered and agreed the content of the report and
- II. the Committee commend the positive work carried out.

## **6 RHYL REGENERATION PROGRAMME AND GOVERNANCE**

With the agreement of the Chair the report was to be discussed under the Committee's forward work programme and deferred to a later meeting.

## **7 SCRUTINY WORK PROGRAMME**

The Scrutiny Coordinator guided members through the Communities Scrutiny Committee Forward Work Programme report (previously circulated).

The next meeting was scheduled for 1<sup>st</sup> February 2024, proposed for that meeting were three agenda item –

- Draft Car Park Investment Plan 2024 – 2029
- Community Housing Tenancy Management
- Council Housing Tenant Feedback and Satisfaction.

The Committee were asked if the deferred Rhyl Regeneration Programme and Governance item could be tabled for the March meeting, as the work programme for the month was empty, all members in attendance were happy for item to be discussed in March.

The Scrutiny Co-ordinator encouraged Members if they had concerns on any matters to complete and return the Members Proposal Form (Appendix 2) for deliberation at the next Scrutiny Chairs and Vice Chairs meeting on the 29 January 2024.

**RESOLVED** that subject to the rescheduling of the above-mentioned Rhyl Regeneration Programme and Governance item to March 2024, to confirm the Committee's forward work programme as detailed in Appendix 1 to the report.

## **8 FEEDBACK FROM COMMITTEE REPRESENTATIVES**

Councillor Alan James informed the Committee that he represented the Committee at the Adult Services and Homelessness Service Challenge. Councillor James highlighted that the meeting was intense and immersive, that despite the significant work being undertaken the figures for homelessness were not reducing. He advised that once the minutes were available from the meeting he would either provide a presentation to the Committee or potentially submit a scrutiny proposal form for the Committee to hear from the Service themselves.

Councillor Cheryl Williams informed the committee that she had attended the Housing and Communities service challenge, the main topic of conversation during

the Service Challenge was the budget constraints and the impact it had on the Service.

***Resolved:*** *that the updates be noted.*

The Chair thanked the Committee's supporting officers for all the hard work they had done over the past year and members for their attendance. The Chair wished everyone a Happy Christmas and closed the meeting.

The meeting concluded at 11:20 am

<b>Report to</b>	Communities Scrutiny Committee
<b>Date of meeting</b>	1 <sup>st</sup> February 2024
<b>Lead Member / Officer</b>	Lead Member for Environment and Transport
<b>Head of Service</b>	Head of Planning, Public Protection and Countryside Services
<b>Report author</b>	Traffic, Parking and Road Safety Manager
<b>Title</b>	Draft Car Park Investment Plan

## 1. What is the report about?

- 1.1. To provide details of the Council's draft Car Park Investment Plan for the period April 2024 to March 2029.

## 2. What is the reason for making this report?

- 2.1. To enable the Communities Scrutiny Committee to examine the content of the draft Car Park Investment Plan, including the suggested programme.
- 2.2. To provide Committee with details of the previous Car Park Investment Plan, including what activities were delivered.

## 3. What are the Recommendations?

- 3.1 That the Committee confirms that it has read, understood and taken account of the Well-being Impact Assessment (Appendix A) as part of its considerations.
- 3.2 That Communities Scrutiny Committee notes the contents of the report, and provides observations on the proposed report, as appropriate.

## 4. Report details

- 4.1. The Council operates 47 public car parks, 40 of these are pay and display car parks. The remainder are free to use.
- 4.2. All car parks contain various assets. For surface-level car parks; the most expensive asset will usually be the car park surfacing itself, which will typically be constructed from tarmac. Other assets within our car parks include boundary walls, hedges and fences; pay and display machines; signs and posts; road markings; litter bins; trees, hedges and shrubs; kerbs; drainage gullies; lamp columns; CCTV; height barriers, and so on.
- 4.3. We also have two car parks which are actually buildings. These are Central Car Park in Rhyl (formerly known as the Underground Car Park), and the Multi-Storey Car Park at Barker's Well Lane in Denbigh. As well as containing most of the assets found in surface-level car parks; the assets in these car parks also include ventilation systems; the building structure and walls; stairwells; fire-fighting sprinkler and dry-riser systems; plant rooms, and so on.
- 4.4. In addition to periodic maintenance of the assets themselves, there is also the need to keep car parks clean, tidy and safe. For this reason, all car parks have an individual Service Level Agreement (SLA) for grounds maintenance. This includes activities such as emptying bins, litter picking, trimming hedges, and applying weed killer. This work is undertaken by the Council's Streetscene team, within Highways and Environmental Services. This is further supported by visual inspections that are undertaken by members of the car park team and parking enforcement team.
- 4.5. Investment in our car parks is funded from both the Car Park revenue budget and from the Traffic and Parking Block Capital allocation. Rising costs due to inflation have reduced the availability of revenue funding in recent years, placing a greater reliance on the Block Capital allocation.
- 4.6. The previous Car Park Investment Plan, was also the Council's first Car Park Investment Plan. It was produced in 2018, and covered a 5-year period until 2023. A copy of the 2018-23 Plan is included in Appendix B.

- 4.7. The actual work undertaken within the car parks over the lifespan of the 2018-2023 Investment Plan is detailed in Appendix C. The work undertaken varied from the original plan due to a number of factors. In the first two years of the Investment Plan, this variation was due to the need to prioritise works associated with major regeneration projects in Rhyl, coupled with an urgent need to resurface sections of the Vale Street car park in Denbigh on health and safety grounds. The planned work to resurface the upper decks at Denbigh Multi-Storey Car Park had to be placed on hold owing to the identification of a number of issues relating to the car park's mechanical and electrical systems. A package of remedial works to rectify many of the issues identified within the Multi-Storey Car Park was undertaken instead.
- 4.8. Year 3 of the Investment Plan onwards was the year of the pandemic, of course. From that point onwards, the amount of spare car park revenue available for reinvestment has reduced, resulting in fewer activities in the second half of the Investment Plan compared to the first half. Rising inflation since the pandemic, especially around the cost of construction materials has exacerbated this further.
- 4.9. Despite these challenges, the 2018-23 Car Park Investment Plan has seen some significant achievements being delivered. Nearly all of our pay and display machines are now networked and accept card payments as well as cash payment. The networking of these machines also means that they are now all linked to a back office system, providing important management information around tariff sales, fault status and how full the cash collection box is. The 2018-23 also saw major investment in the Central and Sky Tower Car Parks in Rhyl to complement regeneration projects. A new car park has also been created on Water Street, on the site of the old Post Office building, to provide central short stay parking, whilst also serving the Town Hall which is now the site of the relocated Registry Office. The 2018-23 Plan also saw the introduction of smartphone-app based payment methods for all of our car parks, adding further convenient payment options for our customers.
- 4.10. The last two years have seen the introduction of electrical vehicle (EV) charging points in 12 different car parks across Denbighshire. These provide enough charging points to be able to charge over 70 electric vehicles at any one time. The EV charging hub at West Kinmel Street Car Park in Rhyl, which was

project-managed by the Council's Fleet team, is the second largest EV hub in the UK.

4.11. A copy of the Draft Car Park Investment Plan for 2024-29 is included in Appendix D.

4.12. Where much of the focus on the first plan was on improving car park payment and information systems (pay and display machines, car park signage etc) The new Plan focuses on the physical car park infrastructure. However, there will also need to be realism in light of the uncertain financial situation over the next few years.

4.13. It is proposed that we will aim to resurface a minimum of two of our car parks every financial year, and this will be prioritised based on a condition assessment for all of our car parks. We will also use the new Plan to programme in works to repair, replace and/or rebuild car park boundary walls and fences where necessary, and where the ownership lies with the Council.

4.14. The new Investment Plan also includes proposals to pilot a motorhome/campervan parking area in one of our car parks in the south of Denbighshire, subject to consultation with the local members and Town/Community Council.

4.15. We also recognise that the importance of keeping our car parks clean, safe and tidy. This will mean ensuring that we continue to review our Service Level Agreements to ensure that they're efficient.

## **5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?**

5.1. The Car Park Investment Plan will support the delivery of a prosperous, better connected, greener, fairer, safe and more equal Denbighshire

## **6. What will it cost and how will it affect other services?**

6.1. Estimated costs are provided in the draft Car Park Investment Plan in Appendix D to this report. The majority of these costs are expected to be funded from the annual Traffic and Parking Block Capital allocation, which means they will be included in a detailed Business Case submitted to Capital Scrutiny Group for



approval annually. Some of the smaller costs may be funded from the revenue budget, depending upon actual car park income levels.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

7.1. It is important that we continue to maintain our car parks to keep them safe, clean, tidy and welcoming to use. Whilst national transport policy gives a higher priority for modes of transport other than the car, private car use will continue to play an important role in a predominantly rural county like Denbighshire. Effective, well-managed car parks are important for the local economy especially in terms of retail and tourism.

## **8. What consultations have been carried out with Scrutiny and others?**

8.1. The presentation of this report to Communities Scrutiny Committee, will form the basis of the consultation on the Car Park Investment Plan. There is no statutory requirement to produce a Car Park Investment Plan, nor to consult on it. However, it is suggested that an annual update be provided to the Committee by way of an information report, to inform the Committee on progress.

## **9. Chief Finance Officer Statement**

9.1. As highlighted in the report at paragraph 4.12 the financial constraints on the council now and in the future will have an impact on all services. Whilst there will always be a need for the capital block allocations, those block allocations will need to be reviewed over the next few months and scaled down. The review will consult with all service areas, CET, SLT and Members

## **10. What risks are there and is there anything we can do to reduce them?**

10.1. There is no statutory requirement to produce a Car Park Investment Plan. However, a failure to produce such a Plan could lead to inefficient use of limited financial resources for reinvestment into our car parks.

## **11. Power to make the decision**

11.1. Section 7.4.2 of the Council's Constitution outlines Scrutiny's powers with respect to examining the impact of decisions and the application of policies.

Contact Officer: Traffic, Parking and Road Safety Manager Tel: 01824 706959

## **Car Park Investment Plan: Well-being Impact Assessment Report**

This report summarises the likely impact of the proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

**Assessment Number:** 1338

**Brief description:** 5 year investment plan for Denbighshire CC managed public car parks (not including Countryside Services car parks).

**Date Completed:** 18/01/2024 19:48:33 Version: 1

**Completed by:** Mike Jones

**Responsible Service:** Planning, Public Protection and Countryside Services

**Localities affected by the proposal:** Whole County,

**Who will be affected by the proposal?** Car park users, retailers and tourist operators

**Was this impact assessment completed as a group?** Yes

## Summary and Conclusion

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

### Score for the sustainability of the approach

**2 out of 4 stars**

**Actual score : 24 / 36.**

### Summary for each Sustainable Development principle

#### Long term

The purpose of the Car Park Investment Plan is to ensure that investment in our car parks is prioritised to ensure most the effective and efficient use of limited available funding. The Plan is intended to ensure that a strategic approach is taken to ensure that works are prioritised where they are most needed.

#### Prevention

Consideration will be given to the recycling of planings, and use of recycled resurfacing materials.

#### Integration

The proposal contributes towards the Connected Denbighshire theme. This is because well-maintained and well-managed car parks are an important part of the transport network.

#### Collaboration

The Investment Plan is based on the existing condition of our car park assets, with prioritised according to that condition.

#### Involvement

## Car Park Investment Plan

The Draft Car Park Investment Plan is to be considered and discussed by Communities Scrutiny Committee.

### Summary of impact

Well-being Goals	Overall Impact
<a href="#">A prosperous Denbighshire</a>	Positive
<a href="#">A resilient Denbighshire</a>	Neutral
<a href="#">A healthier Denbighshire</a>	Neutral
<a href="#">A more equal Denbighshire</a>	Neutral
<a href="#">A Denbighshire of cohesive communities</a>	Positive
<a href="#">A Denbighshire of vibrant culture and thriving Welsh language</a>	Neutral
<a href="#">A globally responsible Denbighshire</a>	Positive

### Main conclusions

It is important that we continue to maintain our car parks to keep them safe, clean, tidy and welcoming to use. Whilst national transport policy gives a higher priority for modes of transport other than the car, private car use will continue to play an important role in a predominantly rural county like Denbighshire. Effective, well-managed car parks are important for the local economy especially in terms of retail and tourism.

## **The likely impact on Denbighshire, Wales and the world.**

### **A prosperous Denbighshire**

#### **Overall Impact**

Positive

#### **Justification for impact**

The Plan involves taking a proactive approach to optimise investment in our car parks.

#### **Further actions required**

Submit annual business case for Traffic and Parking Block Capital so that Capital Scrutiny Group has the opportunity to scrutinise proposed car park spend.

#### **Positive impacts identified:**

##### **A low carbon society**

Within the lifespan of the previous Car Park Investment Plan, we introduced Electric Vehicle Charging Points in a total of 12 of our public car parks. We are currently at the stage of evaluating the usage of those existing EV charging points before deciding upon the introduction of any further charging points.

##### **Quality communications, infrastructure and transport**

Safe, secure, clean, tidy and well-managed car parks are an important part of infrastructure for many car-based trips, especially trips to town centres and tourist attractions.

##### **Economic development**

Well-managed car parks are important for town centre retail. A regular turnover of parking spaces ensures availability of spaces. A failure to maintain car parks effectively can negatively impact perceptions and the visitor experience.

##### **Quality skills for the long term**

Not applicable

**Quality jobs for the long term**

Not applicable

**Childcare**

Not applicable

**Negative impacts identified:**

**A low carbon society**

Modern national transport policy prioritises sustainable modes of transport such as active travel and passenger transport. In large towns and cities, transport policy can sometimes involve reducing the number of available parking spaces to encourage greater use of other modes of transport. We are not proposing to take that approach because we recognise that Denbighshire is predominantly rural, meaning that many people are dependent upon the private car.

**Quality communications, infrastructure and transport**

[TEXT HERE]

**Economic development**

[TEXT HERE]

**Quality skills for the long term**

Not applicable

**Quality jobs for the long term**

Not applicable

**Childcare**

Not applicable

## **A resilient Denbighshire**

### **Overall Impact**

Neutral

### **Justification for impact**

There are fairly even mix of positive and negative impacts above.

### **Further actions required**

Consider use of permeable paving solutions for the Lower Barkby Beach Car Park.

Consider rain water gardens in some car parks, providing that any features provided are very low maintenance.

### **Positive impacts identified:**

#### **Biodiversity and the natural environment**

Not applicable - The Car Park Investment Plan is not likely to increase biodiversity in the natural environment.

#### **Biodiversity in the built environment**

We do not have any immediate plans to increase the amount of green infrastructure in our car parks under these proposals. However, this is something that could be considered, and could also help to reduce the amount of impermeable areas.

#### **Reducing waste, reusing and recycling**

The potential to recycle car park surface planings, and to use recycled materials for new surfacing will be considered.

#### **Reduced energy/fuel consumption**

[TEXT HERE]



### **People's awareness of the environment and biodiversity**

The Car Park Investment Plan will not impact upon people's awareness of the environment

### **Flood risk management**

Generally, the Car Park Investment Plan is not likely to increase the amount of impermeable surfacing within our car parks, the only exception to this is the Lower Barkby Beach Car Park.

### **Negative impacts identified:**

#### **Biodiversity and the natural environment**

Not applicable - The Car Park Investment Plan is not likely to increase biodiversity in the natural environment.

#### **Biodiversity in the built environment**

[TEXT HERE]

#### **Reducing waste, reusing and recycling**

Despite any potential use of recycled materials, resurfacing car parks is still likely to result in the production of some waste products.

#### **Reduced energy/fuel consumption**

Additional fuel will be consumed using construction plant to resurface the car parks, and for other construction works

### **People's awareness of the environment and biodiversity**

The Car Park Investment Plan will not impact upon people's awareness of the environment

### **Flood risk management**

We are considering proposals to resurface the car park at Lower Barkby Beach in Prestatyn. The

current surface is unbound and permeable.

## **A healthier Denbighshire**

### **Overall Impact**

Neutral

### **Justification for impact**

The Car Park Investment Plan is not applicable to the majority of these.

### **Further actions required**

Not applicable.

### **Positive impacts identified:**

#### **A social and physical environment that encourage and support health and well-being**

Not applicable. The Car Park Investment Plan will not contribute towards health and well-being.

#### **Access to good quality, healthy food**

Not applicable. The Car Park Investment Plan will not contribute towards access to good, healthy food.

#### **People's emotional and mental well-being**

Not applicable. The Car Park Investment Plan will not contribute towards people's emotional and mental well-being.

#### **Access to healthcare**

Maintaining car parks well, may have a positive impact on access to healthcare in some cases, for example, any car parks that are the best location for parking to access healthcare, will assist if they are well-maintained i.e. feel safe, secure, are well-lit and free of potholes and other trip hazards.

**Participation in leisure opportunities**

Not applicable. The Car Park Investment Plan to people's participation in leisure opportunities.

**Negative impacts identified:**

**A social and physical environment that encourage and support health and well-being**

Not applicable. The Car Park Investment Plan will not contribute towards health and well-being.

**Access to good quality, healthy food**

Not applicable. The Car Park Investment Plan will not contribute towards access to good, healthy food.

**People's emotional and mental well-being**

Not applicable. The Car Park Investment Plan will not contribute towards people's emotional and mental well-being.

**Access to healthcare**

[TEXT HERE]

**Participation in leisure opportunities**

Not applicable. The Car Park Investment Plan to people's participation in leisure opportunities.

**A more equal Denbighshire**

**Overall Impact**

Neutral

**Justification for impact**

The Car Park Investment Plan is intended to ensure that car parks are well-maintained, and to avoid situations (such as potholes, loose handrails or uneven surfaces) that could be potential barriers to

people with impaired mobility.

### **Further actions required**

Ensure effective inspection regimes, reporting of problems and effective prioritisation of works.

### **Positive impacts identified:**

**Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation**

If car parks are not maintained well, then they could potentially have a negative impact upon people with impaired mobility as this could make areas of the car park inaccessible. Having a Car Park Investment is therefore more likely to have a positive impact in this regard.

### **People who suffer discrimination or disadvantage**

Not applicable. The Car Park Investment Plan will not impact upon this.

### **People affected by socio-economic disadvantage and unequal outcomes**

Not applicable. The Car Park Investment Plan will not impact upon this.

### **Areas affected by socio-economic disadvantage**

Not applicable. The Car Park Investment Plan will not impact upon this.

### **Negative impacts identified:**

**Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation**

[TEXT HERE]

### **People who suffer discrimination or disadvantage**

Not applicable. The Car Park Investment Plan will not impact upon this.

**People affected by socio-economic disadvantage and unequal outcomes**

Not applicable. The Car Park Investment Plan will not impact upon this.

**Areas affected by socio-economic disadvantage**

Not applicable. The Car Park Investment Plan will not impact upon this.

**A Denbighshire of cohesive communities**

**Overall Impact**

Positive

**Justification for impact**

The Car Park Investment Plan will help contribute towards safety, connected communities and the attractiveness of an area.

**Further actions required**

Ensure Investment Plan is used as basis of Block Capital bid and progress is reviewed against it regularly.

**Positive impacts identified:**

**Safe communities and individuals**

Well-maintained car parks are more likely to feel safe, i.e. lighting and CCTV (where provided) is working effectively, surfaces are maintained, car parks are kept tidy and not overgrown.

**Community participation and resilience**

The Car Park Investment Plan is not applicable to this.

**The attractiveness of the area**

Whilst people do not visit an area to view its car parks, there is no doubt that badly-maintained car

## Car Park Investment Plan

parks can create a negative perception for an area. Often, within a car park will be the first time where a brand new visitor to an area sets foot on the ground.

### **Connected communities**

Well-maintained car parks are an important part of transport infrastructure.

### **Rural resilience**

The Car Park Investment Plan is not likely to impact upon rural resilience.

### **Negative impacts identified:**

### **Safe communities and individuals**

[TEXT HERE]

### **Community participation and resilience**

The Car Park Investment Plan is not applicable to this.

### **The attractiveness of the area**

[TEXT HERE]

### **Connected communities**

[TEXT HERE]

### **Rural resilience**

The Car Park Investment Plan is not likely to impact upon rural resilience.

### **A Denbighshire of vibrant culture and thriving Welsh language**

### **Overall Impact**

Neutral

**Justification for impact**

The Car Park Investment is not likely to have an impact upon Welsh language usage or promotion, not Welsh culture and heritage.

**Further actions required**

Not applicable

**Positive impacts identified:**

**People using Welsh**

Not applicable - the Car Park Investment Plan is not likely to impact upon usage of the Welsh language.

**Promoting the Welsh language**

All Car Park signage will be provided in accordance with the Welsh Language Standards i.e. Bilingual Welsh above English. The smartphone app we use, PayByPhone, also has a Welsh Language version available.

**Culture and heritage**

Not applicable - the Car Park Investment Plan is not likely to impact upon Welsh culture and heritage.

**Negative impacts identified:**

**People using Welsh**

Not applicable - the Car Park Investment Plan is not likely to impact upon usage of the Welsh language.

**Promoting the Welsh language**

[TEXT HERE]

**Culture and heritage**

## Car Park Investment Plan

Not applicable - the Car Park Investment Plan is not likely to impact upon Welsh culture and heritage.

### **A globally responsible Denbighshire**

#### **Overall Impact**

Positive

#### **Justification for impact**

Use of local supply chains and suppliers. Encouraging use of EVs through providing charging points in our car parks.

#### **Further actions required**

Consider availability of local contractors and suppliers when procuring work and equipment.

#### **Positive impacts identified:**

##### **Local, national, international supply chains**

Local contractors and suppliers will be used wherever possible, subject to compliance with Contract Procedure Rules.

##### **Human rights**

Not applicable to human rights

##### **Broader service provision in the local area or the region**

Not applicable

##### **Reducing climate change**

We will use LED lighting when lighting is being upgraded. 98% of our Pay and Display machines use solar power. We have existing EV charging points in our car parks, and will consider providing more where there is demand, and where it is financially viable.



**Negative impacts identified:**

**Local, national, international supply chains**

[TEXT HERE]

**Human rights**

Not applicable to human rights

**Broader service provision in the local area or the region**

Not applicable

**Reducing climate change**

Well-maintained car parks do not contribute directly to encouraging greater use of active travel modes and passenger transport.

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## Appendix B

### Previous Car Park Investment Programme (2018-23)

<b>2018-19 (Year 1)</b>		
1.1	Replace all 39 no. existing "Parkeon Classic" Pay and Display machines with new "Parkeon Strada" machines  (23 no. in various car parks across Denbighshire  16 no. on Rhyl Promenade)	£176,000
1.2	Re-waterproof decks at Denbigh Multi-storey CP  (Undertaking this work early reduces the risk of subsequent structural damage occurring such as corrosion of the reinforced concrete beams).	£200,000
1.3	Provide new information signs in all car parks to replace existing signage  (This will include an audit of existing signs to remove any unnecessary duplication and clutter including redundant posts etc.)	£150,000
1.4	Resurfacing of 2 no. car parks with Category C condition  (Category C refers to an expected usable life of 5 years or less remaining)	£25,000
1.5	Renewal of road markings in 10 car parks with lines in Category C condition  (Category C refers to an expected usable life of 5 years or less remaining)	£15,000
	<b>Total</b>	<b>£566,000</b>

<b>2019-20 (Year 2)</b>		
2.1	Replace 31 no. remaining "Parkeon Evolution" Pay and Display machines with new "Parkeon Strada" machines	£140,000
2.2	Replacement of height barriers classified as Category C condition  (Category C refers to an expected usable life of 5 years or less remaining)	£50,000
2.3	Resurfacing of 5 no. car parks with Category C condition  (Category C refers to an expected usable life of 5 years or less remaining)	£75,000
2.4	Refurbishment of ventilation and fire prevention systems within Denbigh Multi-Storey Car Park  (*Specialist survey work required to define extent and provide more accurate cost estimate for this work)	£250,000
	<b>Total</b>	<b>£515,000</b>

<b>2020-21 (Year 3)</b>	
Landscaping improvements – Phase 1 (Scope of which car parks will be included in this phase will need defining nearer the time)	£50,000
Replacement of street lighting – Phase 1 (Scope of which car parks will be included in this phase will need defining nearer the time)	£30,000
Boundary wall or fence repairs and replacement where required.	£40,000
<b>Total</b>	<b>£120,000</b>

<b>2021-22 (Year 4)</b>	
Landscaping improvements – Phase 2 (Scope of which car parks will be included in this phase will need defining nearer the time)	£50,000
Replacement of street lighting – Phase 2 (Scope of which car parks will be included in this phase will need defining nearer the time)	£30,000
<b>Total</b>	<b>£80,000</b>

<b>2022-23 (Year 5)</b>	
Landscaping improvements – Phase 3 (Scope of which car parks will be included in this phase will need defining nearer the time)	£50,000
Replacement of street lighting – Phase 3 (Scope of which car parks will be included in this phase will need defining nearer the time)	£30,000
<b>Total</b>	<b>£80,000</b>

<b>Yearly totals</b>	
2018-19	£565,000
2019-20	£515,000
2020-21	£120,000
2021-22	£80,000
2022-23	£80,000
<b>Grand total</b>	<b>£1,360,000</b>



## Appendix C

### Car Park Investment Plan – Actual Works Undertaken (2018-23)

<b>2018-19 (Year 1)</b>	
1.1	Major refurbishment of Rhyl Central Car Park
1.2	Paving works and remodelling of Vale Street Car Park, Denbigh

<b>2019-20 (Year 2)</b>	
2.1	Major refurbishment of Rhyl Sky Tower Car Park
2.2	Upgrade of 16 Pay and Display machines to accept contactless card payment, including networking.
2.3	Implementation of Smartfolio software system to enable back office monitoring of networked pay and display machines.
2.4	Improvements to Nova West Car Park including new kerbed island, repositioning of pay and display machines, remodelling of car park layout, areas of resurfacing and new barriers
2.5	Improvements to Nova East Car Park including new kerbed island, repositioning of pay and display machine.
2.6	Improvements to Barkby Beach Car Park including new kerbed island, repositioning of pay and display machine.
2.7	Installation of new tariff board signs at all car parks in Rhyl and Prestatyn
2.8	Improvements to fire doors at Denbigh Multi-Storey Car Park.

<b>2020-21 (Year 3)</b>	
3.1	Construction of brand new car park on Water Street in Rhyl, opposite the Town Hall.
3.2	Installation of new tariff board signs at 10 further car parks in Denbigh, Llangollen and Corwen
3.3	Introduction of cashless parking app for use at all of our pay and display car parks

<b>2021-22 (Year 4)</b>	
4.1	Upgrade of 23 more Pay and Display machines to accept contactless card payment, including networking.
4.2	Installed safety barriers adjacent to pay and display machines in Central Car Park
4.3	Replaced 2 x height barriers at Nova Rear, Prestatyn
4.4	Replaced 3 x bins and re-located pay and display machine and tariff board at Factory Ward, Denbigh
4.5	Re-located pay and display machine and tariff board at Lower High St, Prestatyn
4.6	Installed low level barriers and bollards to close off overflow section of Pavilion Theatre, Rhyl
4.7	Introduction of virtual permit system for staff parking permits.

<b>2022-23 (Year 5)</b>	
5.1	Introduction of Electrical Vehicle Charging Hub in West Kinmel Street Car Park
5.2	Upgrade of 19 more Pay and Display machines to accept contactless card payment, including networking.
5.3	Undertook patching works at Multi-Storey, Denbigh

<b>2023-24 (Current Year)</b>	
6.1	Resurfacing of East Street Car Park, Llangollen, including repositioning of pay and display machines and painting of railings
6.2	Interim resurfacing of Lower Barkby Beach Car Park, Prestatyn ahead of new design to provide a permanent paving solution, including surface water drainage design
6.3	Introduction of Electrical Vehicle Charging points in 9 different car parks across our main towns.
6.4	Upgrade of 3 more Pay and Display machines to accept contactless card payment, including networking.
6.5	Installation of new tariff board signs at Rhyl Promenade, Ruthin, St Asaph and Rhuddlan
6.6	Refurbished height barrier at Bowling Green, St Asaph
6.7	New height barrier at Nova West, Prestatyn

## Appendix D - Draft Car Park Investment Plan (2024-29)

<b>2024-25 (Year 1)</b>		<b>Estimated Cost (£)</b>
1.1	Introduce pilot parking for motorhomes/camper vans at a suitable car park location in South Denbighshire (subject to consultation with local members and Town or Community Council)	5,000
1.2	Completion of work to install height barriers in North Denbighshire, in locations that are vulnerable to illegal encampments due to not being protected by existing height barriers.	60,000  (funding already allocated)
1.3	Works to mechanical and electrical systems at Denbigh Multi-Storey Car Park	10,000
1.4	Works to introduce pay and display parking in Vicarage Lane Car Park, Rhuddlan	5,000
1.5	Resurfacing of Post Office Lane Car Park, Denbigh	57,000
1.6	Remedial works at Central Car Park, Rhyl to replace existing steel hoops and netting to discourage nesting pigeons.	20,000
1.7	Replace height barriers at Sky Tower Car Park, Rhyl	10,000
1.8	Car park surface asset condition survey	5,000
1.9	Assessment of remedial works required at Denbigh Multi-Storey Car Park	5,000
	<b>Total</b>	<b>177,000</b>

<b>2025-26 (Year 2)</b>		<b>Estimated Cost (£)</b>
2.1	Introduction of further motorhome/camper van parking at a location in North Denbighshire, subject to the performance of the pilot site, and subject to local member and Town/Community Council consultation.	5,000
2.2	Resurfacing of two car parks, subject to findings from condition survey and prioritisation	100,000
2.3	Improvements to car park boundary walls and fences at various locations.	15,000
2.4	Introduction of parking for powered two-wheelers in a selection of car parks, covering our main towns. Identification of car parks will be based on surveys looking at actual space available.	10,000
	<b>Total</b>	<b>130,000</b>

<b>2026-27 (Year 3)</b>		<b>Estimated Cost (£)</b>
3.1	Resurfacing of two car parks, subject to findings from condition survey and prioritisation	90,000
3.2	Improvements to car park boundary walls and fences at various locations.	15,000
3.3	Introduction of coach parking in Quay Street Car Park, Rhyl	40,000
	<b>Total</b>	<b>145,000</b>

<b>2027-28 (Year 4)</b>		<b>Estimated Cost (£)</b>
4.1	Resurfacing of two car parks, subject to findings from condition survey and prioritisation	120,000
4.2	Improvements to car park boundary walls and fences at various locations.	20,000
4.3	Replace half of Pay and Display machines on Rhyl Promenade (Phase 1)	30,000
	<b>Total</b>	<b>170,000</b>

<b>2028-29 (Year 5)</b>		<b>Estimated Cost (£)</b>
5.1	Resurfacing of two car parks, subject to findings from condition survey and prioritisation	120,000
5.2	Improvements to car park boundary walls and fences at various locations	20,000
5.3	Replace remaining half of Pay and Display machines on Rhyl Promenade (Phase 2)	30,000
	<b>Total</b>	<b>170,000</b>

<b>Yearly totals</b>	
2024-25	£177,000
2025-26	£130,000
2026-27	£145,000
2027-28	£170,000
2028-29	£170,000
<b>Grand total</b>	<b>£792,000</b>

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<b>Report to</b>	Communities Scrutiny Committee
<b>Date of meeting</b>	1 <sup>st</sup> February 2024
<b>Lead Member</b>	Councillor Rhys Thomas - Lead Member for Housing & Communities
<b>Head of Service</b>	Liz Grieve - Head of Housing & Communities
<b>Report author</b>	Geoff Davies - Lead Officer Community Housing
<b>Title</b>	Community Housing Tenancy Management

## **1. What is the report about?**

- 1.1. To consider the management of council housing / estates, including support available to all households and powers to deal with breaches of tenancy conditions.

## **2. What is the reason for making this report?**

- 2.1. To examine the Community Housing Team's management of council housing including dealing with antisocial behaviour, criminal activity and complaints about tenant's behaviour whilst supporting victims and also perpetrators of breaches of tenancy.
- 2.2. Community Housing receive occasional enquiries from members about how we manage council estates, including the behaviour of households and also the condition of gardens. This included a question being raised at a recent Scrutiny meeting looking at the Housing Strategy. At that meeting Community Housing offered to bring a separate report to Communities Scrutiny.

### **3. What are the Recommendations?**

The committee considers the contents of the report and appendix 1 and makes any comments or recommendations.

### **4. Report details**

- 4.1. In recent years the landscape around housing tenancy management has changed. The historical image of a Housing Officer as an enforcement official with a rule book with an expectation to enter our tenant's homes on demand has significantly changed.
- 4.2. Housing Officers have embraced this significant change in how they approach their roles to become less process driven and more people focussed in responding to community needs.
- 4.3. A number of factors have driven this change including a greater awareness that blunt instrument and bureaucratic approaches often only further entrench issues within households and communities. The outcome that this only further marginalises households that will then continue to require longer and costlier interventions as well as not addressing the issues.
- 4.4. We have moved away from specialist Housing roles that would deal solely with Income Management or Neighbourhood matters, to create generic officers who can provide a more holistic service to tenants and which also increases our efficiency in managing workloads.
- 4.5. In very recent years, challenges for Housing staff have increased due to the impact of the pandemic lockdowns on society as a whole; the cost of living crisis increasing pressure on households and communities and the ever growing pressures on other services that are important to support quality neighbourhoods.
- 4.6. Housing Officers are also required to support complex and often fraught issues involving a mixture of issues such as mental health, drug and alcohol abuse, child protection, domestic abuse, safeguarding, threats of suicide and have always to be aware of the safety of tenants is our utmost priority and this includes an increasing focus on matters such as mould and also fire safety.



- 4.7. Increasingly complex housing needs means that when allocating vacant homes in our communities we have to find appropriate homes, and ways to integrate households with complex and challenging needs, into settled communities. This is to ensure we adhere to our legal obligations through Housing Allocations & Homelessness Policies. There is always extremely limited availability of homes which means options are very limited. Our approach with new tenants is dealt with in the appendix 1 report.
- 4.8. Partnerships with agencies such as North Wales Police are crucial and other options such as support or mediation are considered. Appendix 1 outlines our approach to tenancy management and includes case studies to illustrate the innovative approaches used to resolve issues.
- 4.9. We must also acknowledge the implementation of new tenancy legislation through the Renting Homes (Wales) Act. Whilst this has had a big impact on our ways of working and processes, the legislation does not change any of the tools for dealing with tenancy contract breaches. This would still require application to the County Court for Injunction or Possession due to the breach. There are other remedies available and these are covered by the Anti-Social Behaviour Crime and Policing Act 2014.
- 4.10. We have introduced a programme of Tenancy Visits to get to know our tenants and their households better, with a longer term aim to reduce the demands to respond to issues by implementing a more proactive and preventative approach.
- 4.11. We have introduced a Tenancy Support service (funded by Housing Support Grant) who have been vital in supporting the team through providing additional and more intensive, short term support to enable households to navigate through difficult periods.
- 4.12. The focus of this report is on management of people and households so does not give detail on income management, general estate management matters and wider community resilience work which although interconnected and form part of a Housing Officer's scope, these would need separate consideration.
- 4.13. Engaging with tenants' groups is important to understand local communities and issues and priorities in local areas. We continue to work with DTARF, the

Denbighshire Tenants and Residents Federation which represents resident's groups. The Community Resilience Team are working with DTARF and resident's groups to ensure representation and to grow our engagement activities. However, we look at a wide range of feedback to ensure we understand local needs.

4.14. It is important to note that overall, satisfaction among council tenants remains good and stable. Detailed work is carried out to monitor our satisfaction and the areas our tenants want us to prioritise. A separate report about the recent STAR survey of council tenants shows high levels of satisfaction with the service.

## **5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?**

5.1 Housing is a Corporate Priority - A Denbighshire of quality housing that meets people's needs and to Ensure sufficient good quality housing is available, meeting the needs of all Denbighshire residents.

## **6. What will it cost and how will it affect other services?**

6.1. The Housing Revenue Account (HRA) is ring fenced and costs for delivering services to tenants are budgeted and funded by the HRA.

## **7. What are the main conclusions of the Well-being Impact Assessment?**

7.1. No impact assessment has been carried out as no decision is required or changes to services are proposed in this report.

## **8. What consultations have been carried out with Scrutiny and others?**

8.1. No formal consultation has been carried out as no decision or changes proposed with this report. Housing staff meet our tenant's representative forum DTARF on a monthly basis to discuss issues of concern for our tenants and our communities.

## **9. Chief Finance Officer Statement**

9.1. There are no costs associated with this report.

## **10. What risks are there and is there anything we can do to reduce them?**

10.1. The risk associated with managing communities is that failure to respond to known issues can lead to escalation and potential harm to individuals as well as the impact on the reputation of the Council. The Community Housing service is striving to be as proactive as possible in getting to know our households and communities.

## **11. Power to make the decision**

11.1. This report is for information only.

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# Community Housing Tenancy Management

## Communities Scrutiny 1st February 2024



## **Introduction**

In recent years the landscape around housing tenancy management has changed. The historical image of a Housing Officer as an enforcement official with a rule book and an expectation to enter our tenant's homes at will stipulating our view of model behaviour has significantly changed.

In addition, the commitment by all social landlords to avoid evicting households into homelessness may appear weak to the general public but there is greater understanding of the cost to families and the public purse of such approaches. Impacts of threatened evictions include lifetime lasting adverse childhood experiences; disruption and increased demands to public services such as social care, health and education and the police; increased costs to Local Authorities of homelessness all of which makes alternative and more long lasting approaches more appropriate for all involved.

This has resulted in Housing tenancy management being more about dialogue, collaboration and alternative approaches as opposed to more formal, process driven actions that may not ultimately resolve the "problem".

However, the time and patience to achieve positive outcomes with this type of approach is often under pressure from communities who have to live alongside families who causes issues.

## **Background**

Housing Officers are required to manage often fraught situations involving a mixture of complex issues such as mental health, drug and alcohol abuse, child protection, domestic abuse, safeguarding, threats of suicide but they must also be aware that the health and safety of our tenants is our utmost priority. This includes an increasing focus on public health and safety issues such as mould and condensation and fire safety following significant events in the housing sector and the changing policy and legislative landscape.

Housing staff face pressure to deal with an increasingly wide range of issues and also increasing workloads, such as increases in rent arrears for example, which place competing demands on their time. The impact of the needs of customers on managing these priorities, such as the additional demands that dealing with a person with mental health issues can place on officers, can be significant. We have examples of Housing Officers who regularly spend time engaging with individuals with mental health issues that have no housing issues that we can deal with for them.

Denbighshire's Community Housing team has moved away from Housing roles that would previously deal with specialist areas of work such as Income Management or Neighbourhood matters, to create generic Housing Officers who can provide a

better and more holistic service to tenants in a locality and which also increases our efficiency in managing workloads.

### **Society's Challenges**

The challenges for households and communities have changed in recent years, and therefore, for Housing staff, challenges have also increased. This is due to the impact of the pandemic lockdowns on society as a whole, the cost of living crisis increasing pressure on households and communities, and the ever growing pressures on other services that are important to support quality neighbourhoods, including services like drug and alcohol support, mental health support and local policing.

The levels of tolerance and attitudes towards neighbours is also a factor. Often much of Housing Officer workloads is complaints about different standards and attitudes which are very difficult to deal with. The ability to change the behaviour of a household who may not have the same standards and attitude towards garden maintenance as their neighbours, for example, is a challenge.

We ultimately have to decide if an issue is a clear breach of tenancy and is it "serious and persistent" enough to warrant action. In the vast majority of cases we deal with we would seek to resolve an issue through dialogue and support.

### **Safe Communities**

We want to create safe and secure communities. Where there are more serious issues such as criminal activity or serious nuisance, we will take more formal action. However, any legal action is a long and resource-intensive process that could also require neighbours to provide evidence and act as witnesses, which many quite understandably do not wish to do. Any formal sanction has to be proven to the County Court.

An issue that leads to a criminal conviction, such as drug dealing for example, does not necessarily also mean that a family should lose their home due to the behaviour of a member of their household. Criminal offences are dealt with by criminal remedies however where there has been serious nuisance caused in a community there may be grounds to apply for eviction but we have to convince the Court that this is reasonable and proportionate.

Social media can also play a part in spreading intolerance and false information in communities and also fuel disputes between neighbours.

## **New Tenancies**

### **The Allocation Policy & Process**

There is high demand for social rented homes in the county, and few vacancies to meet demand.

The Allocations Policy is governed by Housing Act 1996 and the Code of Guidance for Homelessness and Allocations 2016 and Welsh Statutory Instruments 2014 No 2603 (w. 257) – Housing Wales – The Allocations of Homelessness (Eligibility) (Wales) Regulations 2014.

Denbighshire County Council is a member of the Conwy, Denbighshire and Flintshire SARTH Partnership, which in turn has developed 'The Common Housing Allocation Policy', 2018 known as SARTH. As a Local Housing Authority, we are required by law to carry out housing related duties and functions. We have a role to ensure that Social Housing is an effective housing option for people on low incomes or who cannot rent or buy privately. We must ensure social housing properties in our area are allocated according to this policy.

Anyone over 16 can apply for social housing, either as a sole or joint applicant. All applicants and their household members are verified to ensure that they are eligible for an allocation of social housing.

Part of the application process is to check that the applicant's household does not contain someone ineligible i.e. because they are unsuitable to be a tenant because of serious unacceptable behaviour. However, previous serious unacceptable behaviour may not justify a decision to treat the applicant as ineligible where the applicant can show that the behaviour has improved.

Applicants found ineligible because of unacceptable behaviour can reapply at any time, but will not be eligible until they can show that their behaviour is now satisfactory.

### **Pre-Tenancy Verification & Assessment Process**

Vacancies are allocated to those applicants listed in the highest band (in date order). Every applicant household has their circumstances verified by us as their prospective Landlord before an allocation is made. Verification checks may include a visit to an applicant's current home, and making enquiries with third parties such as former landlords and health professionals (and sometimes the Police if any ASB or Criminal Behaviour history has been disclosed as part of the application process).

As well as verification, the purpose of this process is also to ascertain that the applicant has access to all the support required to successfully take on a new tenancy. At this stage, the Housing Officers will submit relevant referrals in an



attempt to have support in place as soon as possible. At this stage, referrals are often made to SPOA, Supporting People Pathway, 'Key to Advice' etc.

If during the verification process, a significant concern has become apparent - an offer may be withdrawn and the applicant referred back to the SARTH Register Team but more often than now, once the verification process is complete – the applicants are presented with a formal offer of the accommodation.

### **New Tenancy Follow-Up Contact**

A month after the new tenancy has been granted and the property handed over to the new tenant, a Housing Officer will visit to check-in with the new tenant(s). The purpose of this contact is to ensure that the tenant(s) have moved in, and all appropriate paperwork and payment plans set-up timely and correctly. This contact is also an opportunity to check whether the new tenant is in need of any additional help or support with setting up their tenancy. Should there be no concerns or support requirement noted, the Housing Officer will not carry out any further new tenancy follow-up visits. If there are outstanding matters to deal with, the Housing Officer will follow a person centred approach to on-going contact and will maintain contact with the new tenants(s) until they have settled-in and all outstanding matters addressed.

### **Cyclical Tenancy Verification/Check-In Visits**

We have introduced regular, cyclical tenancy visits where we aim to visit every household. The aim of this is to ensure we can get to know all our tenants and their households, help identify issues at an earlier stage and improve communication with our customers in their communities.

People occasionally comment that they do not know their Housing Officer. Most households do not need anything from us and a lack of contact from us usually means we are dealing with negative issues with other households. Carrying out routine visits is resource intensive but it has real value if we can spot an early sign of a problem whilst also maintaining a more visual presence in our communities.

This visit provides our tenants with an opportunity to ask for advice about their tenancy, raise concerns about the property or neighbourhood, and to give us general feedback. During the visit, the Housing Officer may need to check who is living at the property, the condition of the property, check that the property is not being used for anything that breaches the Occupation Contract and check that all the details in our records are up to date.

If there is a need for intervention or support from us, then we will agree how and when we can help. If a household do not need anything we will agree to visit again in the future and can update our records about their family circumstances.

We will be reviewing the impact of this work during 2024.

## **Process for Managing Complaints of Anti-Social Behaviour (ASB)**

Anti-Social Behaviour (ASB) is a term which covers a broad range of issues. There are several definitions for ASB but it is most defined as 'anything causing a nuisance or annoyance'.

We ask that any person whom is experiencing ASB should report the issue to us as the Landlord. If the nuisance being experienced takes the form of threats of violence or any other possible criminal activity, victims/complainants will be advised and encouraged to report this to the Police also.

We use the following methods for dealing with ASB:

- Direct contact and conversation with the complainant
- Ask the victim to complete diary sheets or in the case of noise nuisance and/or report via the 'The Noise App' if they have access to the app.
- Installing sound monitoring equipment
- Offer mediation between the relevant parties
- Draw up Acceptable Behaviour Contracts (ABCs) between the parties concerned.
- Issue warnings to the alleged perpetrator

In investigating serious ASB, we use the following methods:

- Work with the alleged perpetrator to uncover deeper issues which may be contributing to the behaviours such as safeguarding
- Involve other agencies such as the Police or Environmental Health.
- Facilitate or attend Multi-Disciplinary Meetings/Complex Case Conferences
- Apply to the Court for an injunction.
- Go to Court to get the person behaving in an anti-social way evicted, if they are a tenant.

We would only seek to have someone evicted for ASB if the behaviour is serious and persistent and all other interventions have failed. To evict an individual, we as the landlord would need substantial evidence that we could rely on in court.

Prior to considering tenancy management enforcement action, to be compliant with the Equalities Act 2010, we as a Landlord must determine that the action is 'proportionate' i.e. that the issuing of proceedings was a "proportionate means of achieving a legitimate aim".

## **Partnerships**

Partnership working is crucial to tackling issues that might negatively affect individuals and the wider community, in order to protect people's quality of life and well-being.

We have forged strong links with partner agencies so that we can work together to take a holistic approach to managing ASB. Examples of partnerships that we work with are:

### **MARAC (Multi-Agency Risk Assessment Conferences)**



MARAC is a local meeting to discuss how to help victims at high risk of murder or serious harm. A Domestic Abuse specialist (IDVA), Police, Probation, Social Services, Health, Housing and other specialists from the statutory and voluntary sectors. Conferences are held weekly within the most serious cases being listed for wider discussion at a larger conference meeting at the end of the month.

During the MARAC meeting, all relevant information about individuals is shared, and then the representatives discuss options for increasing the safety of the victim and turn these into a co-ordinated plan. The primary focus of the MARAC is to safeguard the primary victim. The MARAC will also make links with others forums to safeguard children and manage the behaviour of the perpetrator.

See below for the number of Denbighshire Council Housing households listed to be discussed at MARAC during 2023:

<b>2023</b>	<b>Cases Discussed Weekly</b>	<b>Referred to Monthly Conference</b>
January	15	3
February	8	3
March	1	1
April	8	3
May	7	2
June	8	0
July	3	1
August	10	0
September	5	0
October	13	2
November	7	2
December	9	1

## **ADAPT (Domestic Abuse Prevention Service)**



Repeat perpetrators are referred into this group (meets monthly). The aim of this intervention programme is to help people improve their relationships and to avoid using abuse.

### **Monthly Liaison Meetings with the Neighbourhood Policing Teams (North & South)**

We work in close partnership with the Neighbourhood Policing Teams. This forum was set-up by ourselves to ensure that we have a regular opportunity to discuss any issues arising locally, and share timely and relevant information where appropriate to do so.

### **Conwy & Denbighshire Anti-Social Behaviour Tasking Group**

We also attend the monthly ASB Tasking Meeting where the most serious or persistent ASB issues within the counties of Conwy & Denbighshire are discussed. This meeting is attended by Police, Probation, Housing, Social-Services, and Mental Health Services etc, thus to ensure a partnership approach to managing and monitoring ongoing cases.

### **Joint work with Youth Service**



We work with the Youth service who have a number of interventions and programmes around the county. Some of their work involves work with individual young people and also wider activity to engage and offer diversionary activity and support for young people within their communities. We have some recent examples of this in Clawdd Poncen, Rhualt, Meliden and Rhyl.

## Community Resilience Team

Much of the work we do when engaging with communities and working alongside partners like Countryside Services and The Youth Service involves the Community Resilience Team. Posts are funded by the Housing service to support us working alongside other services and residents to improve community engagement and resilience.

The team give support to local resident's groups and partners agencies around the county, and organise events on a wide range of issues at our community centres, advice roadshows and activities to get people involved. These include cost of living support, armchair exercise and art and crafts to reduce loneliness.

### Community Resilience Update

Our community resilience team have been busy over the summer, delivering support, advice and fun activity programmes within our communities. These include:

#### Let's Play Out

During the summer holidays, we worked in partnership with South Denbighshire Community Partnership (SCDP), Denbighshire Leisure Ltd, and Denbighshire Play. Together we delivered Let's Play Outside sessions in Corwen (Wednesday's 10:30am-12:30pm) and Llangollen (Wednesday's 2:00-3:00pm) for over 100 people! Activities included sports, messy play and art crafts. Families said that they really enjoyed the weekly sessions and can't wait for them to be on every school holidays. Please keep an eye on SCDP's Facebook page for more information <https://www.facebook.com/SouthDenbighshireCommunityPartnership>



#### Cost of Living Roadshows

Working in partnership with Welsh Water, Nest, Warm Wales, Cambrian Credit Union, Citizen's Advice Denbighshire, Wales Illegal Money Lending Unit, and Working Denbighshire, our team have been on tour across the county, advising people about the cost-of-living crisis.

We wanted to visit our communities, listen to people about their worries, offer advice and support about rising costs of energy, fuel and food. Partners were able to share ideas, hints and tips to help over the coming months.

Over 450 residents came along to our roadshows, with 26 being referred for more support. Feedback from the events showed that this is something that communities want, and we hope to be out and about again soon. Please keep an eye on our social media accounts for up-to-date information.



#### Croeso Cynnes / Warm Welcome

This winter, we are supporting the Croeso Cynnes/Warm Welcome project, where a safe, warm place is available to anyone. Denbighshire County Council are putting together a timetable of venues that will be hosting Warm Welcomes across the County. People can pop along to a local hub, where they will find a warm welcome, fun activities and a hot cuppa! Once this timetable has been confirmed, it will be announced on the Council's website, so keep an eye out. Everyone is welcome!



#### Eat Well, Cook Slow Project:

After a successful pilot in 2020/21, Denbighshire Housing and Citizens Advice Denbighshire came together again to deliver slow cookers to our tenants.

The idea of the project was to connect with tenants who were at risk of falling into food and fuel poverty this winter. 66 tenants were given a slow cooker, fresh ingredients, a recipe book, and a link to online demonstrations on how to prepare meals, along with energy saving measures.

We checked in with tenants to see how they were getting on, as well as having a chat about maximising household income, reducing expenses where they could, resolve debt issues, energy and utility advice, and how to apply for grants and entitlements.

As this was such a successful project, we will continue to work with Citizen's Advice Denbighshire in the future, to help our tenants.



#### Pengwern Community Hub Official Opening:

This August, the Chairman of Denbighshire County Council officially opened the new Pengwern Community Hub. Families from the local community came along to enjoy activities including arts, crafts, nature, hair braiding, bracelets, keyring making to name a few. There was also bike health checks, entertainment and refreshments.

This new hub aims to increase opportunities for people to raise skills and aspirations, as well as resources to deliver activities and services to support people.

Cllr Rhys Thomas, Lead Member for Housing and Communities, said: "We are really proud to continue working with our partner organisations in supporting the hub's continued work to increase the overall wellbeing of the local community."

Margaret Sutherland, Chief Executive Officer of South Denbighshire Community Partnership (SDCP) said: "SDCP are delighted to have worked in partnership with Denbighshire County Council, Denbighshire Housing and Friends of Pengwern on the development of the community hub, which will provide enhanced activities and services for the Llangollen community.

"Extensive consultation in the summer of 2021 identified services and activities that the community felt were needed. All partners have a very clear aspiration for the hub to provide a place that the Llangollen Community will embrace and actively contribute to the management and direction of."

Keep an eye on the Hub's Facebook page for up-to-date activities they have planned.



#### Do you want to become a digital champion?

We recently surveyed our tenants and asked them about their digital skills, and if they'd like help and support to get online.

Over 400 tenants took part, and 134 said that they'd like to become a digital champion, helping others get online. This is an amazing response and has helped us, in partnership with Digital Communities Wales, put together a course to support this. We are contacting everyone who said they'd like to become a champion, and once we have enough numbers, we will run this in the New Year either face to face or online.

If you'd like to know more about this, or want to become a digital champion, please contact our Community Resilience team on community.resilience@denbighshire.gov.uk



## **Mediation**

We often use informal mediation to try and resolve issues between neighbours. Housing Officers will generally meet people separately and try to broker compromise and understanding of different opinions.

There are formal mediation services available that can resolve disputes between neighbours, however deeply entrenched, through experienced mediators bringing people together. This does however take some persuasion and in many cases people are simply unwilling, for a variety of reasons, and often understandably do not want to meet face to face with someone who is causing them deep distress and anxiety.

This would obviously only work where there is not a clear victim and perpetrator but where there is justification that both sides need to see a different opinion to their own. The mere suggestion of this can often offend people.

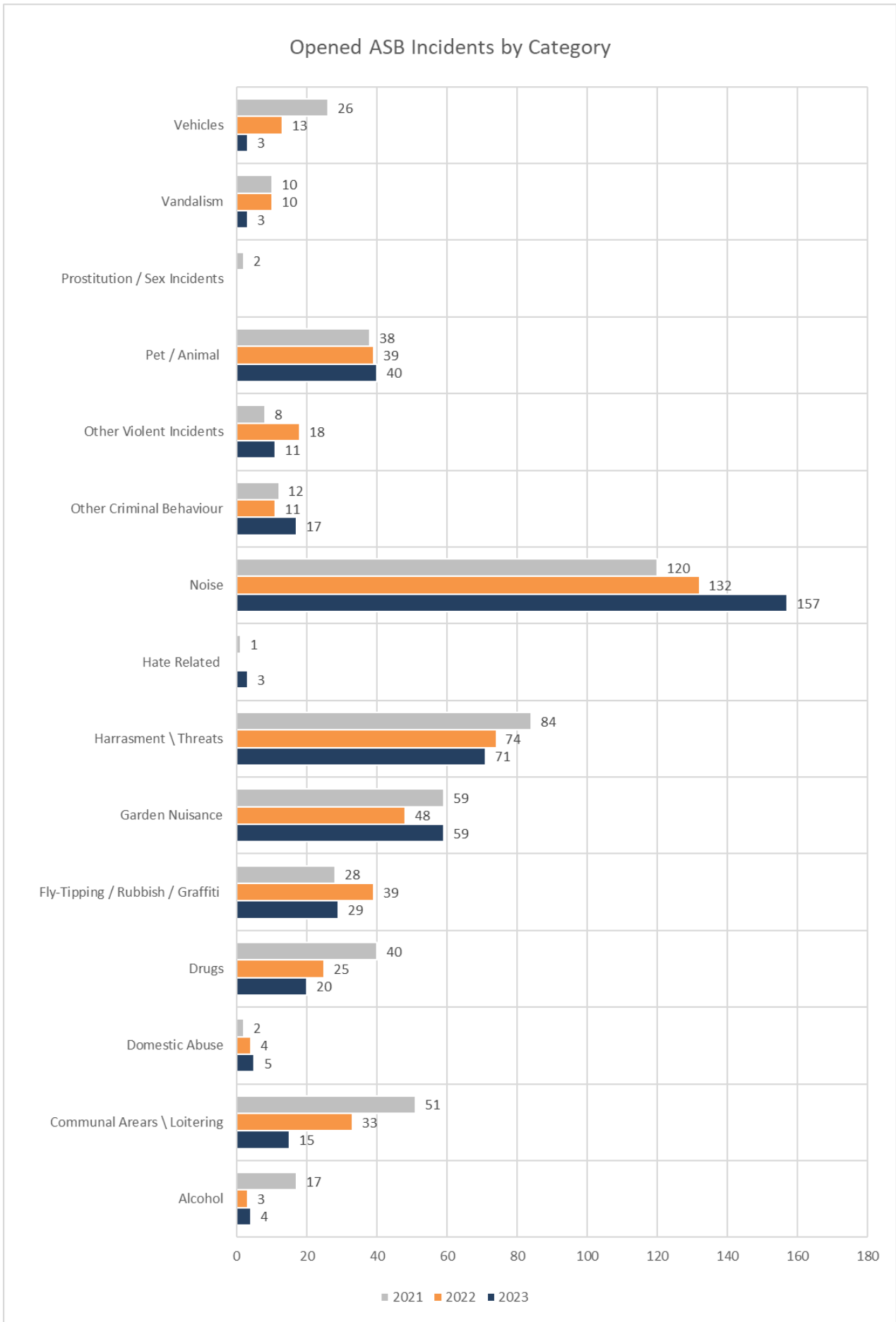
## **Other Non-Formal Actions**

We try and look at ways to be innovative to provide solutions and fairly low level and cost effective interventions may make a big difference to a problem.

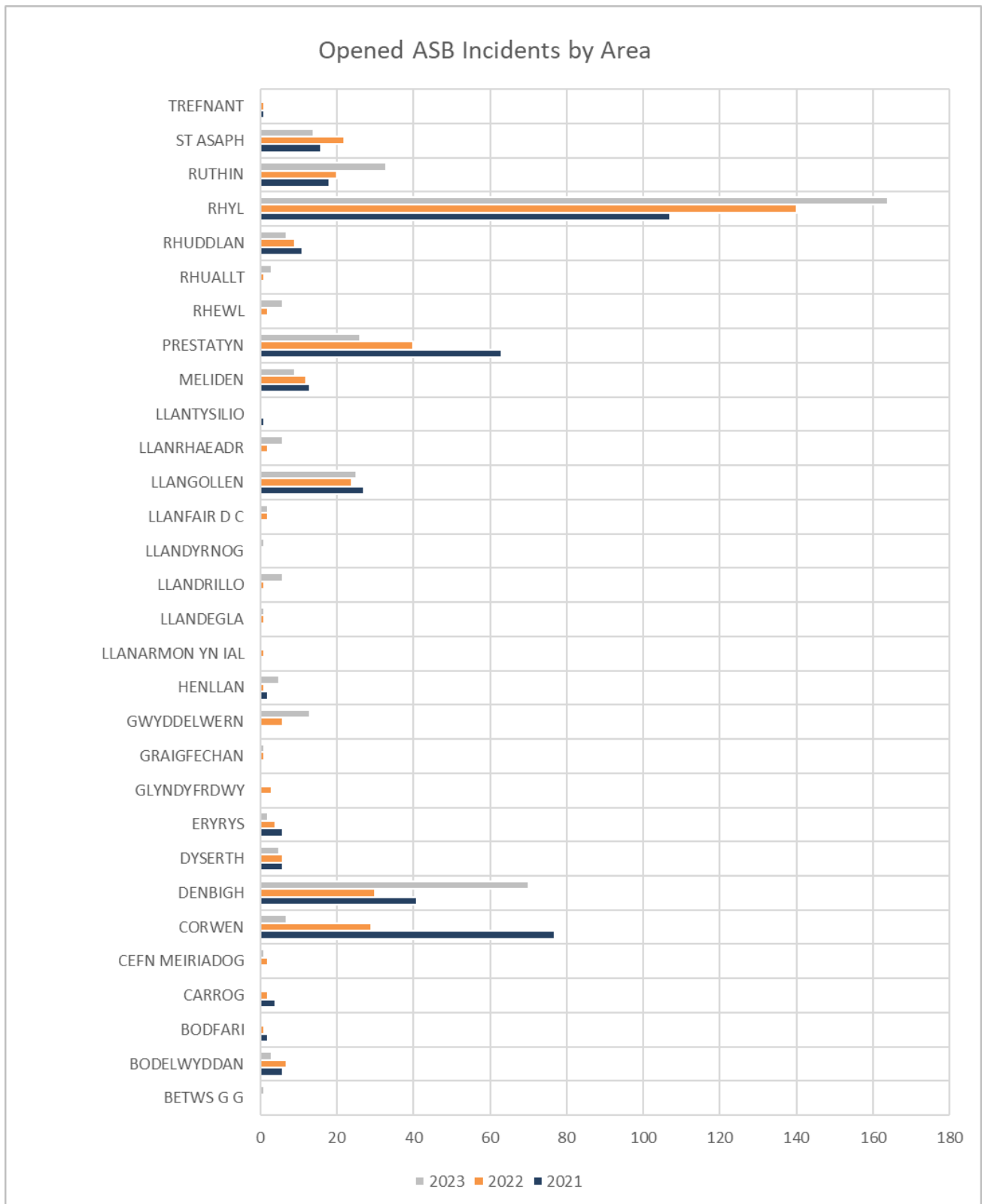
Examples include:

- Supplying dog barking deterrent devices
- Providing headphones to play music.
- Provided sound proofing between homes
- Provided additional floor covering to reduce noise transfer
- Improve boundaries between properties for increased security and privacy
- Provided domestic CCTV cameras
- Offering Dog Training sessions
- Provision of soft closers on cupboards and doors

**Statistics** - This graph shows the nature and volume of incidents over 3 years -



This graph shows the geographical areas where incidents have occurred -





## Proactive Neighbourhood Management

### Clean, Tidy and Green Neighbourhood Management

In addition to dealing with individual households we aim to take a proactive approach to managing our neighbourhoods.

In addition to Housing Officer's being out and about, our Green Space team are regularly visiting our neighbourhoods to keep an eye on a range of issues, such as grounds maintenance, play areas and communal area cleaning.

We work with services like Streetscene, Housing Enforcement and Countryside Services to ensure we can provide neighbourhoods that are clean, tidy and green and deliver a service that is proactive and preventative as well as responding to issues.

Working with the Community Resilience team and the above services where we have areas that are prone to fly tipping we will hold Clean Up days. This gets the community involved in clearing rubbish from the area and enables residents to dispose of unwanted items and prevent potential future fly tipping. This has been successful in Bruton Park in Rhyl where the use of a refuse lorry hired for the day has enabled us clear large volumes of unwanted items.

An estate walkabout between residents, various services and the local members have been successful in raising awareness of issues in the area.



## Tenancy Support

Housing Officers will only have limited time resources to deal with cases. Additional support is vital to help with dealing with issues in communities. The following example shows how our own Tenancy Support team have been able to add additional time and more intensive support to resolve issues to support the housing outcomes.

### Case Study - Tenancy Support Team

#### Pen Picture

Perpetrator of ASB but also vulnerable and lonely often drinking with another tenant at the complex resulting in complaints from neighbours. As a result the neighbours are asking to move. NW Police involved with the ASB. Also has mobility needs and struggling with the stairs so it was agreed to arrange a managed move arranged to a more suitable ground floor property.

The other tenant / drinking partner was also moved to another location.

The tenant was referred to the Tenancy Support Service to ensure that the new tenancy could be sustainable and behaviour improved.

#### Support

Tenancy Support provided:

Practical support with all aspects of a house move

- Setting up the new tenancy and utilities
- Maximising income – accessing full benefit entitlement
- Setting up direct rent payment
- Better understanding tenancy responsibilities
- Accessing support with alcohol misuse and the underlying support needs
- Accessing Mental health support
- Accessing support with loneliness
- Accessing support for independent living

**Reflection**

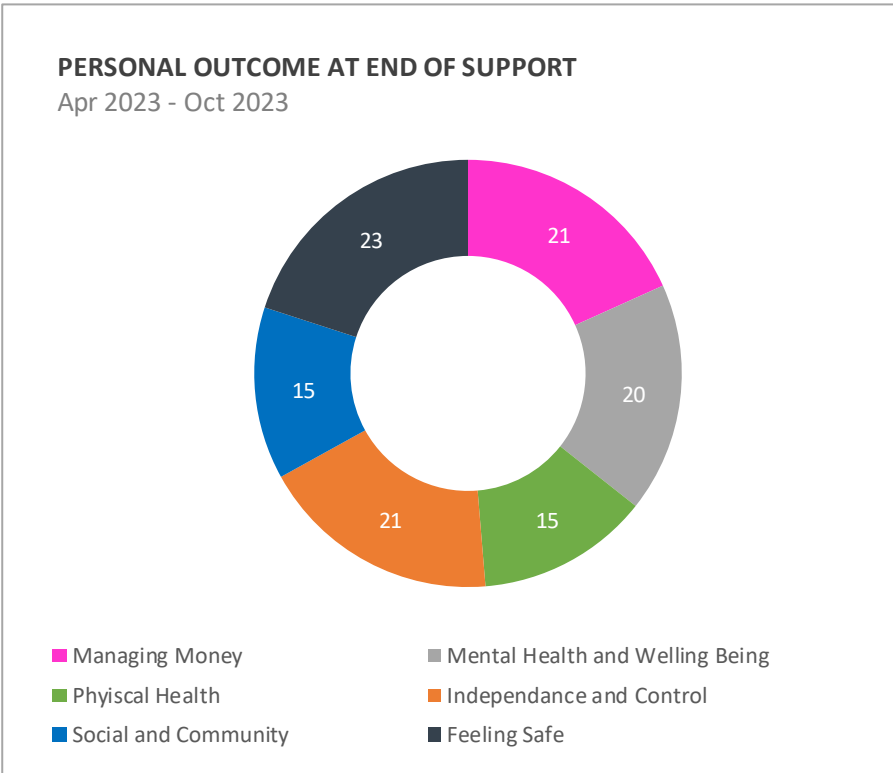
Tenant responded positively to support and engaged well and seemed genuine in wanting to get support with addiction.

Tenancy support was intensive to begin with and during this time tenant made every effort to abstain from drinking and with support put significant effort into making their new flat home.

Tenant would talk with Mental Health support services over phone but when it came to appointment she would always cancel at the point of closure until advised tenant did not wish to receive support.

Support from TST came to an end as all Tenancy aspects of support had been completed. Tenant was advised could re-access support at any point if she needed.

This chart shows the personal outcomes experienced by users of the Tenancy Support Team.



## Tenancy Management Case Study

An example of a case where we input significant resources but were not able to fully resolve the matter to the satisfaction of all involved. We know that cases like this can reoccur at any time requiring further intervention.

<b>Issue</b>	Issues between our tenant who is 80 years old and an attached private occupier. Poor state of garden and dog barking.
<b>Work of Housing Officer</b>	Housing officer visits our tenant on a fortnightly basis. We have offered dog training sessions, dog care and walking services. There are no welfare concerns for the dog. We provided a dog barking deterrent device.
<b>Can it be Resolved? What can a landlord do?</b>	<p>Poor state of the garden. The tenant's approach towards her garden has been evident for over 30 years and whilst we appreciate this is not how many people would choose how to enjoy their garden, she has had the philosophy that the garden should be allowed to grow with very limited maintenance. We will continue to engage with our tenant about this we have to accept that we would struggle to justify formal action regarding this matter after tolerating this for over 30 years of her tenancy.</p> <p>Nuisance from dog barking. This is a far more complex issue. The dog is really important to our tenant and our recent threats to seek removal of the dog has caused considerably distress. We are reassured that our tenant is engaging with us and has made a commitment to reduce the instances and frequency of the dog barking and we believe this to be the case.</p> <p>The neighbour suggests there has been some improvement. Whilst this means there will still be some nuisance caused by the barking we may have to accept a sustained improvement is the best outcome for everyone.</p> <p>We have to be proportionate. The characteristics of our tenant, the timing of the nuisance tending to be daytime and the fact that our tenant is engaging with us and is making genuine efforts to reduce the impact would significantly reduce the merit of any formal action.</p>

## Tenancy Management Tools

In handling ASB cases, there are a number of tools and legal powers that can be used to deal with the behaviour. It is important that the most appropriate action is pursued in order to ensure that issues are effectively resolved. Below are 2 examples of where we have used 2 different actions:

### **Acceptable Behaviour Contract (ABC)**

ABCs or Acceptable Behaviour Agreements as they are sometimes called are voluntary written agreements made between people involved in anti-social behaviour and the local police, housing department, the registered social landlord etc. The voluntary agreement is signed by an individual committing anti-social behaviour. In signing the contract, the individual is agreeing to abide by the terms specified and to work with the relevant support agencies. Ideally, the terms of the ABC are developed and agreed with the individual to ensure that they fully understand what is being asked of them and they are able to comply with the contract. Once the contract has been drafted, the individual and relevant agencies will all sign the document, and all parties receive a copy.

#### **Example 1: ABC to address tenant's non-disposal of waste & recycling resulting in an accumulation of rubbish in the rear garden.**

In this case, our tenant was persistently failing to dispose of refuse and recycling on a weekly basis. Tenant appeared to lack structure and motivation to deal with this issue. Subsequently, over a period of time – the accumulation of undisposed refuse and recycling accumulated to an unacceptable level within the rear garden area. This situation had occurred on a previously also. On the previous occasion, the waste from the garden was cleared by the Probation Service. On this occasion, we were unable to engage Probation Services again – we therefore facilitated a one off clearance and arranged for the provision of bigger bins and worked with the tenant to agree acceptable behaviour conditions (ABC) moving forward. To this day, this situation has not re-occurred. ABC now lapsed and we consider this case resolved.

Example of the conditions contained within the ABC can be seen below:

#### **Agreement as to future conduct:**

- *I will ensure that my front and rear garden areas at the property are kept clear of rubbish and household waste, and will remain in a maintained and reasonable standard (as illustrated in the enclosed photograph taken on [date]).*

- *I will fetch and leave my refuse, recycling and green and food waste bin (if applicable) out at the nearest accessible point to the road on collection day. I will return my bins to an appropriate storage space within the boundary of my property within the same day following the collection (bin collection schedule for your area attached).*
- *I will ensure that all bins are used correctly and that there will be no contamination (as outlined in the enclosed explanation sheets for correct use of bins).*
- *I will make timely contact with Denbighshire County Council in order to arrange and pay for removal of excess waste bags and any bulk items, this within no more than 2 weeks of the waste/items being left out in the garden (see attached contact details sheet).*
- *I agree to remain calm, and will not shout, swear, threaten or abuse of Denbighshire County Council's staff whilst making contact with the Council via telephone and/or in person.*

Should voluntary ABC not prove successful in resolving the issues, we could therefore consider applying for a legal remedy in the form of an injunction.

## **Injunctions**

The Police or any Social Landlord can apply for an injunction to prevent nuisance or annoyance to stop antisocial behaviour of any person aged 10 or over. Housing related injunctions can be granted where there is conduct capable of causing nuisance or annoyance to:

- A person in relation that person's occupation of residential premises (regardless of tenure), or
- Any person that directly or indirectly relates to the housing management functions of a local authority or other social landlord.

An application for a housing-related injunction can be made in relation to a person living in or visiting the residential premises.

An example of where we have successfully obtained an injunction as a result of a tenant's behaviour can be seen below:

**Example: Application for an Injunction to prevent ongoing drunk and disorderly behaviour from within and around a specific Council property.**

Council tenant living in an adjoining property next to elderly owner-occupiers. Tenant experienced personal heartache which sadly resulted in the tenant turning to substance misuse. Despite us being in regular contact with the tenant, her family and other agencies, the tenant's behaviour continued to deteriorate with the occurrence of loud rowdy parties overnight on a weekly basis (sometimes daily) which would often result in drunk and disorderly behaviour that occurred within the property and outside on to the street. Eventually an Injunction Order with the power of arrest was sought from the Court, and in this particular case - successfully granted. For some time thereafter, the behaviour did generally improve but following a return to the unacceptable behaviour – a Breach of Injunction Order action was pursued. Once again, the tenant had to attend Court with further conditions added to the original order. Following this second hearing, no further reports of nuisance have been reported to us since. The order has now lapsed and we consider this case to have been resolved.

See below for examples of the conditions noted within the order:

***The Court Ordered that [name of tenant] be forbidden (by herself or by instructing or encouraging any other person) from***

- 1. Engaging in or threatening to engage in conduct capable of causing nuisance or annoyance to any persons residing in, visiting or otherwise engaging in lawful activity (street address).*
- 2. Inciting or encouraging any person to engage in such behaviour.*
- 3. Engaging in conduct capable of causing housing related nuisance or annoyance to any person.*

***The Defendant must***

- 4. Engage with the relevant services in relation to her drug and alcohol misuse.*

## Management Move's

In exceptional circumstances, we may allocate vacant properties to facilitate the management of our own stock, for example, to resolve a complex situation and/or protect a vulnerable household. The number and reasons for such moves are recorded and scrutinised by the Neighbourhood Manager to ensure that such moves are kept to a minimum and do not impact on the fairness of allocations overall.

### **Investigation of Noise Complaint**

An older lady had lived alone in a 3 bedroom council property for many years. Residing in the adjoining property was a family who privately owned their property. The family consisted of a young adult with disabilities (non-verbal). Sadly, our tenant passed away. As per the Allocation Policy, we allocated the property to the highest listed applicants on the housing register - a couple with 2 teenage children. We were aware of that the incoming family had vulnerabilities of their own, but found no reason to not consider the allocation suitable.

Soon after the new family moved-in, we started to receive complaints from the neighbours about the behaviour of the family (loud shouting and arguing could be heard regularly). We initially approached the family who gave their reasons for why there was shouting and arguing within the home; this was verified by the agencies supporting the family. For some time we continued to keep in touch with the neighbours and monitored any improvement in the circumstances/behaviour of our household by maintaining regular case management meetings with our family and the support providers.

Regrettably, the neighbours reported very inconsistent improvement in the noise being heard. It was now becoming apparent that the noise emitting from our property was having a detrimental impact on the neighbours' disabled child. To assist us in gaging the level of the noise being heard, we, via our colleagues in the Environmental Health department deployed noise monitoring equipment to the neighbouring property (in case management, noise monitoring can be deployed up to 3 times). On all 3 occasions the monitoring concluded that the level of noise emitting was not at a level that would be constituted at a Statutory Nuisance; the monitoring picked up that loud shouting and arguing could be heard but not at a level that should be unacceptable to the ordinary person. However, we were in no doubt that despite this, the situation was clearly having a detrimental impact on the neighbouring family. By this time, both families were very frustrated with the situation and it was becoming increasingly likely that we were going to be



unable to repair the ill-feeling and distress caused by this situation (a situation that had been on-going with investigations and management for 2 years by this time).

Following on-going discussions with our tenant(s), a decision was made to move them. The family were moved to a different 3 bedroom property in a neighbouring location. Where they were placed was strategically chosen (and agreed with them). When their former property was vacant, we installed sound insulation boards to the adjoining walls in a bid to mitigate any further likely situations in the future.

Since the family were re-located, we have not received any complaints about their behaviour from their new neighbours. Equally, we have not received any further complaints from the previous neighbour about their new neighbours.

## Communications & Social Media

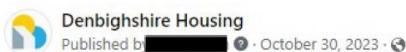
An important factor in managing issues in communities and ensuring facts and expectations are managed is how we are able to communicate. Social media is a great way to get information out quickly but can equally cause incorrect information to spread quickly. Below are some examples of information we have issued to communities in different formats.



### Marketing, engagement and communication



#### Example social media posts



Here to help!  
We are always here to help with any issues you might be having with your rent arrears, benefits and general money advice, anti-social behaviour or any other problems.  
So why not give us a call today on 01824 706000.



Polite Notice! Anti-social behaviour is no fun for anyone. Please treat your neighbours and people in your community with respect and consideration. For more information visit <https://www.denbighshirehousing.co.uk/anti-social-behaviour/>



We are proud that we have made the pledge! #makeastand  
Chartered Institute of Housing #whitenbton #enothecycle #16daysofaction  
#internationaldayfortheeliminationofviolenceagainstwomenu

## Marketing, engagement and communication Example community/tenant bulletins



Dear Resident/Tenant, July 2023

Denbighshire Housing and the North Wales Police have been investigating recent complaints. These include anti-social behaviour, harassment, threats and violence within your community.

We always work with our communities, to resolve any problems where we can. People should feel safe in their community, being considerate and kind to neighbours.

We know we can't expect everyone to like and agree with each other's views. But we are asking you to be considerate of other people's opinions. No longer causing a nuisance or disturbance to others.

People have been using CCTV recording in your community. Please make sure when you are using CCTV you are adhering to the relevant guidelines and laws. For more information, visit <https://ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-using-cctv/>

We would like to remind you to follow this advice. If not, and the problems continue, then a Community Protection Notice (CPN) or Acceptable Behaviour Contract (ABC) would be issued.

If you have any questions, please contact us at:  
Email: [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)  
Phone: 01824 706000

Kind regards

Geoff Davies  
Lead Officer Community Housing



housing@denbighshire.gov.uk  
01824 706000

Further to my letter in August, advising that parking at Penderfan was for tenants only, it has been brought to my attention that this has caused concerns and frustrations with local residents. We have monitored the situation and the parking area highlighted, seems to be underutilised by our tenants.

On Wednesday 9 November at 8:30am and collected Thursday 10 Nov at 10:30am from the top carpark at Min Y Ceed. The Council will be available between 8:30am – 2:30pm. You make sure that any items you clear are placed in the skip provided, or tenant's bulky items only. We will offer using the skip to prevent the spread of germs and viruses. For more information, please call us on 01824 706000.

What you can't put in the skip?

- X Asbestos
- X Tyres
- X Fridge/Freezer
- X Paint Tins
- X Batteries
- X Electrical Items/TVs/Monitors
- X Gas Cansisters / Bottles

If you have any questions, please contact me at [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk) or by calling 01824 706000.

Yours sincerely,  
Geoff Davies  
Lead Officer Community Housing

Denbighshire Housing  
PO Box 62, Ruthin, LL15 9AZ  
[www.denbighshirehousing.co.uk](http://www.denbighshirehousing.co.uk)



Dear Resident, October 2020

To improve the parking situation, we have decided to reconsider the allocation of this parking provision and open up the space from the Friday 23 October 2020 to residents on Castle Street for use for cars only. No motorhomes, vans or commercial vehicles may be parked here. We will monitor the situation and if we find that these types of vehicles parked in the area, we reserve the right to retract permission, and allocate the space for tenants use only.

We thank you in advance for your cooperation in this matter. If you would like more information, please feel free to contact me on 01824 712247 or 01824 706000.

Yours sincerely,  
Geoff Davies  
Lead Officer Community Housing

Denbighshire Housing  
PO Box 62, Ruthin, LL15 9AZ  
[www.denbighshirehousing.co.uk](http://www.denbighshirehousing.co.uk)

## Marketing, engagement and communication Example newsletter articles

### Tenancy Fraud

**Action we take against tenancy fraud**

We will investigate all allegations of tenancy fraud, as it is very serious. Where we have sufficient evidence that fraud has taken place, we will take action. This action can include a criminal prosecution and/or a claim for possession of the property through civil courts.

**What can you do to help?**

If you suspect someone is committing tenancy fraud please let us know by speaking to your Housing Officer, call us on 01824 706000 or email [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)

All reports will be treated in the strictest of confidence and you will remain anonymous to the reported party. You do not have to give us your name.

**Code of conduct**

We believe that our tenants have a right to be heard, understood and respected. We also believe that our staff have the right to work in a safe environment and free from any harm caused by others. We expect all tenants to treat our staff with courtesy and respect.

In a very small number of cases, where some tenants become frustrated, their actions become unacceptable because they give abuse of our staff. Actions that result in unreasonable demands and/or abusive behaviour towards our staff are unacceptable.

Aggressive or abusive behaviour includes language (whether verbal or written) that may be considered as threatening, intimidating or abusive.

Abusive behaviour includes:

- 1. If you do have a complaint, please let us know by email or in person.
- 2. If you are unhappy with the way our complaints procedure and we will look into it.
- 3. If you are still unhappy with the Ombudsman's decision, you can appeal to the Ombudsman.

### Housing Disrepair Claims - Beware of

We know solicitors are knocking on doors offering to help tenants and a "no win no fee" basis. Who have no planning or repairs and suggesting compensation may be due. We don't want to help people and certainly do not want to stop tenants from challenging us, but please be cautious. You may be liable for costs if you change your mind and if you are unsuccessful in court.

**Anti-social behaviour (ASB)**

As I am sure you can appreciate, we have seen an increase in anti-social behaviour in our communities during the pandemic. It has been difficult circumstances for everyone. However, we are asking everyone if they could be thoughtful and considerate to their neighbours during this pandemic. Following the Welsh Government's latest advice and rules, parking considerately, not shouting and screaming, being aware of what your children are up to in the community, are just a few examples of how we can all help each other.

If you would like to report any ASB, please contact us on 01824 706000 or via our website [www.denbighshirehousing.co.uk/anti-social-behaviour/](http://www.denbighshirehousing.co.uk/anti-social-behaviour/)

### Alcohol Abuse and Domestic Violence

When you look at alcohol abuse and domestic abuse, it is easy to see that there are connections between the two behaviours.

Often the violence in the home is accompanied by excessive drinking of alcohol over a long period. While the drinking is not usually the cause of the violence, it can make the situation more volatile, increasing the severity and frequency of the abusive episodes.

While drinking can make the violence worse, it may also become an escape for the abused person, which in turn escalates the cycle of domestic abuse even further. This violence can affect any children exposed to the situation in many negative ways.

Alcohol abuse combined with domestic abuse often results in increased injury to the battered spouse, and everyday drinking is one of the leading risk factors for domestic abuse.

If you or someone you know is experiencing domestic abuse, you can go ring the Live Fear Free Helpline on **0808 8010 800**

Anyone in immediate danger should call **999**.

**#LiveFearFree #Youarenotalone**

You can also visit the Alcoholics Anonymous website for help and also find your nearest group.

<https://www.alcoholics-anonymous.org.uk/Home>

**Our Pledge:**

Domestic abuse is one of the biggest issues we face. In 2019, Denbighshire Housing made a pledge in support of people experiencing domestic abuse. A large proportion of domestic abuse goes unreported, but studies suggest millions of people are affected every year. Tragically, two women are killed every week by their partner or ex-partner.

Our pledge is focused on four commitments that we are agreeing to make to provide support for people experiencing domestic abuse. These include:

- Putting in place and embedding a policy to support our tenants who are affected by domestic abuse.

Making information about national and local domestic abuse support available on our website and other relevant places, so it is easily accessible.

Amending or putting in place an HR policy, to support staff who may be experiencing domestic abuse.

Appointing a champion, at a senior level, to own the activity of what we are doing to support people experiencing domestic abuse.

For more information about our pledge, please visit <http://www.ch.gov.uk/makeastand>

**Useful helplines:**

The National Domestic Violence Helpline is a free, confidential helpline run by Women's Aid and Refuge for anyone experiencing domestic abuse and it is available 24 hours a day, seven days a week. You can contact them on **0808 2000 247** or visit [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

Women's Aid provides a range of information and support on domestic abuse, including support for people experiencing domestic abuse, and people who are concerned that others may be. You can contact them on **0808 80 10 800** or visit <https://www.welthomensaid.org.uk>



## **A Day in the life of a Housing Officer**

### **We asked one of the Housing Officer's to describe their day -**

I started work at **8:50am** as I needed to prepare for my day of visits. I quickly check my emails and update our Finance system to confirm that some works have been completed as I had asked a contractor to clean up some fly tipping for me.

I answer some telephone calls. One from a Homelessness Prevention Officer asking if there are any updates on a property identified for a person she is supporting as a potential new tenant. We talk about what the person will need to be able to move in and what financial help we can look for. Another call is from a customer about needing to increase a direct debit due to a change in benefits and the amount they need to pay has increased.

### **9:15am**

I head off to an office to print off some documents I need for the day ahead as I have a "sign up" with a new tenant today and a "Pre tenancy assessment" with a prospective new tenant tomorrow. I also print a letter for a tenant I have arranged to visit about rent payments, in case they are not in as agreed. I also scan documents from yesterday's work to upload into the Housing Management system.

On the way to my visit, I stop off at a flat to leave a Direct Debit form, a tenant has requested.

I now must visit someone due to missed rent payments. I have tried every method such as previous visits, letters, phone calls and emails so it is time for a further visit now. I knock several times, but I know the person works and is rarely home and the car is not there. I leave the letter I prepared earlier with all my details on advising the person to contact me.

As I am leaving the building, I am called over by another resident who asks me about a house they think has become available, closer to their daughter who is also her carer. We briefly talk over the circumstances and I offer advice and numbers to contact for more information and set off to my next visit.

### **10am**

At my next visit I meet a Manager who has come along because we need to visit someone who is on the Staff Protection Register. This means the tenant has been identified as a risk to staff. There have been some very concerning issues recently and we have worked hard trying to find ways to diffuse and resolve the situation. First though I ask the manager to accompany me to another house in the same street, which is currently unoccupied, as I have been told that the rear garden has been filled with fly tipping.

We are able to identify where the fly tipping has come from and we find several clues to confirm this. We take some photographs for evidence.

I was so disappointed to see the state of the alleyway nearby as over the last few years we have worked with environmental crime teams to tackle this fly tipping hotspot.

### **10:30am**

This visit has to be a two person as the tenant is on the Staff Protection Register. This person has chaotic behaviour, diagnosed Mental Health issues (Schizophrenia) and openly admits drug use on occasion. There are suspicions that this person possibly deals drugs and we have shared information on this with North Wales Police.

Property searches have been previously carried out, but nothing was found. Today, we are here to discuss some ongoing issues between this person and the neighbour. They were once friends but have fallen out and it got to the point that the police were being called on a regular basis but now knives were alleged used, arrests were made, and bail conditions put in place. This is a sensitive situation and has the potential to turn into a very dangerous one. We spoke to the tenant but we had to be careful as we didn't want to trigger any Mental Health issues and cause paranoia so we gave our reassurances and we planned to return to with North Wales Police.

### **11am**

My next visit was in the same street. This was a sign up of a new tenant who is a gentleman who had been a lodger in a house for years but has been asked to leave and then lost his job. The sign up takes a good hour as we run through everything from fire safety, gas safety, the laundry rooms and financial matters before we hand over the keys to his new home.

During the visit I identified he would benefit from a referral to Citizens Advice Denbighshire as he is unsure about his benefits with very recently having lost his job. This gentleman owned very few possessions so we had to look at ways of obtaining things for him and I was able to identify some recycled furniture and goods for his flat. He as very grateful so I took some real job satisfaction away with me.

I also remember before I left the area that I promised to post a form in someone's door. I had offered the day before when we spoke on the phone to post it in the mail, but he said he had not been receiving letters so as I knew I was in the area I said I would push it through.

**12:30pm**

I meet my Senior Housing Officer. I have received some calls/messages from an upset resident at our older person's accommodation. Her neighbour has allegedly been getting very drunk and verbally abusing and even threatening her. This took place over Christmas and is apparently because her little dog has been urinating near his door. Things have turned quite nasty at times and the police have been called. I wanted support as the perpetrator can be quite unpredictable at times.

We visited the lady and she said things had settled a little, but she said she really would like to move. She became tearful and said it was affecting her health. I explained how she could apply for a move and she said she had literacy issues so I offered to refer her to our Tenancy Support Team. She asked us not to visit the alleged perpetrator today and we agreed as he had seen us enter and as things were quiet. Sometimes a visit from an Officer can trigger things again so we left it for today.

There are other issues at the scheme. Firstly, we had bird feeding issues where an upset resident has sent pictures in of his car covered in bird droppings. We knew who the bird feeder was and had a chat about the bird feeding but she said she was only feeding from the small bird feeders and that she wasn't feeding seagulls or throwing food out. The lady produced all her letters from public protection, her RSPB leaflets and said she would fight this all the way. She then said if we are going to start on her about bird droppings then perhaps we should look at the dog fouling in the communal gardens. We agreed to monitor this and raise with the Dog Warden service if necessary. We left on good terms and the lady understood if we had complaints that we had to investigate them. I will need to update the complainant at some point.

Something I have learned is that if you raise a complaint to one person about an issue with them, they usually raise one about something else!

Secondly, sadly we had a resident who had passed away in hospital and a neighbour had the key to the deceased's flat. We have managed to locate their family in Tenerife who will be dealing with the case.

**1:30pm**

A quick lunch at home but didn't get much peace as my mobile was ringing most of the time.

## **2pm**

At my desk, I contact the fly tipping perpetrator from earlier and I tell her we have evidence she is responsible for the rubbish. She admits the rubbish is hers and I tell her that if I have to take further action it is a criminal offence. I will need to return and check on the area and give her a deadline to sort this matter out. I offered contact details of a reputable licenced waste carrier.

I have notes to write, missed calls to return, emails to respond to and listen to voicemails. Messages vary from the contact centre asking for advice about a case, a fellow Housing Officer asking for advice and a tenant telling me her good news that she no longer needs to take her cancer treatment. I need to add the notes about my visits and ensure I make the referrals for my customers.

I must prepare for another Pre-tenancy assessment the following day where we are looking at housing a larger family with 7 children. I need to read through the file and liaise with her Homelessness Support Co-ordinator. The purpose of the form is to check that all the circumstances / occupants are still the same and to ensure their needs match the house so we can make best use of our stock. I take several more calls from customers.

## **3pm**

Whilst I was hoping to benefit from a couple of hours at the end of day to check some rent accounts and catch-up with my outstanding admin work, this was not to be. I took a call from a concerned neighbour who reported that he had not seen his neighbour for a couple of days and that this was very unusual. It is not uncommon to receive calls such as this. Our record state that this person has no next of kin so I make enquiries with SPOA to check that he's not been admitted to hospital. I feel I need attend the property as I am concerned. I ring the Police who advise that they would not attend until such time we have gained access and know for sure that we would require their attendance. I make arrangements for one of our joiners to meet me at the address to force entry into the flat. Upon entry, we find the tenant deceased on the bathroom floor. I called the Emergency Services who asked that I remain at the scene until they are able to deploy someone to take over the scene. I left the site, and finished for the day at 6.10pm.

<b>Report to</b>	<b>Communities Scrutiny</b>
<b>Date of meeting</b>	<b>1<sup>st</sup> February 2024</b>
<b>Lead Member / Officer</b>	<b>Rhys Thomas - Lead Member for Housing &amp; Communities</b>
<b>Head of Service</b>	<b>Liz Grieve - Head of Housing &amp; Communities</b>
<b>Report author</b>	<b>Geoff Davies - Lead Officer Community Housing</b>
<b>Title</b>	<b>Council Housing Tenant Feedback</b>

## **1. What is the report about?**

1.1. The Feedback from council house tenants following a recent survey.

## **2. What is the reason for making this report?**

2.1 To review feedback from Council tenants about the service received from Community Housing, the satisfaction with their homes, areas for improvement and information on local area priorities.

## **3. What are the Recommendations?**

3.1. That the Committee confirms that it has read, understood the reports and to comment on the feedback if necessary.

## **4. Report details**

4.1. The Community Housing team carries out a full survey of all council house tenants every 2 years.

4.2. Appendix 1 is a detailed report into the responses given by council tenants to the survey undertaken in December 2023. This covering report summarises the key findings and outlines what is proposed in order to respond to this feedback.

- 4.3. In December 2023, a STAR (Survey of Tenants & Residents) survey was sent to every council home in Denbighshire. Out of the 3,277 surveys sent, responses were received from 893 households which is an 28% response rate.
- 4.4. This table shows that there was a representative response from all age groups. It is worth noting that the feedback includes households of all ages to include families.

Age	Total	%
18-24	18	2%
25-34	106	12%
35-44	161	18%
45-54	178	20%
55-64	181	20%
65+	243	27%
(blank)	6	1%
<b>Grand Total</b>	<b>893</b>	<b>100%</b>

- 4.5. The survey asks for detailed feedback on a wide range of service areas provided by Community Housing. The purpose of the survey is to assess overall satisfaction, seek feedback on priorities for our tenants and to help inform plans for future service delivery
- 4.6. It is now a requirement for all councils and registered social landlords (RSLs) in Wales to carry out a STAR survey every 2 years. Welsh Government publishes the data from all social landlords to allow tenants to compare their landlord to others in Wales. This is next due to be published in June 2024. The published data is useful as we can compare our outcomes and the level of our customers' expectations. We can also look at best practice organisations to learn from and note experiences of neighbouring LA's or local RSL's.
- 4.7. Overall, satisfaction remains good and consistent. We are able to look at where they have been variations from previous surveys to monitor improvements and areas of concern. It is good to note that whilst satisfaction dropped during the year of the pandemic, which is understandable due to restrictions on service delivery caused by lockdowns, we have seen a consistent move to previous satisfaction levels.



- 4.8. One area we have improved significantly since the last survey is satisfaction with value for money for service charges. This follows a plan to communicate and clarify what service charges are and resolve some issues about grounds maintenance that affected the outcomes in previous surveys.
- 4.9. Where possible we follow up with individual customers if they have outstanding issues that they have commented on in the survey. We also pass on compliments about individual members of staff to the relevant officer.

#### **4.10. Main Satisfaction Outcomes**

A summary of the main satisfaction responses is below –

How satisfied are you with the service by Denbighshire Housing?	85%
How satisfied are you with the overall quality of your home?	82%
How satisfied are you that your rent provides value for money?	86%
How satisfied are you with your neighbourhood as a place to live?	82%
How satisfied are you we provide a home that is safe and secure?	84%
How satisfied are you that we listen to your views and act?	64%

#### **Areas for Improvement**

When asked in free text boxes about the main areas for improvements, of responses the highest responses were –

- Improving the quality of our properties
- Carry out repairs quicker
- Complete outstanding repairs jobs
- Reduce ASB in area
- Listen to tenants more
- Improve communication

#### **Action Plan**

It is vital that we listen to this feedback and act on the messages. We will include a “You Said – We Did” update in our regular newsletters to council households.

Further work will be undertaken to consider the detail behind these comments in order to enable us to develop our response. The initial action plan will focus on the following actions:

- Communicate how the new WHQS 2 will impact on our property improvements and how and when programmes will be delivered.
- We will review our **Repairs Policy** - this will include more detailed tenant engagement to investigate expectations and potential improvements.
- We will carry out analysis of comments about **Anti-Social Behaviour** and look at geographical areas where satisfaction is lower.
- We will develop our **Engagement Plan** with DTARF to look at ways we can improve communication and understand how we can listen more to our customers.

## **5. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want**

5.1. A Denbighshire of quality housing that meets people's needs.

## **6. What will it cost and how will it affect other services?**

6.1. There are no costs associated with this report

## **7. What are the main conclusions of the Well-being Impact Assessment?**

7.1. No impact assessment has been carried out as the report is for information only.

## **8. What consultations have been carried out with Scrutiny and others?**

8.1. This report is being brought to Communities Scrutiny and will be shared with the Tenants Federation (DTARF)

## **9. Chief Finance Officer Statement**

9.1. There are no costs association with this report. All funding for council housing is ring-fenced within the Housing Revenue Account (HRA)

## **10. What risks are there and is there anything we can do to reduce them?**

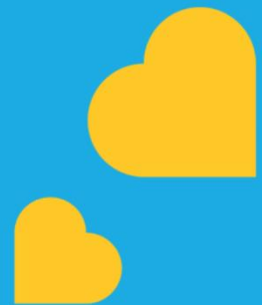
10.1. The risk is we do not listen and respond to feedback from tenants which leads to increased dis-satisfaction and failure to deliver a service that meets the needs of households and communities.

## **11. Power to make the decision**

11.1. No decision is required

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# STAR 2023 Data Analysis Report



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### STAR Survey 2023

We have recently completed our sixth STAR survey for Denbighshire Housing tenants using 14 satisfaction questions from the STAR survey options in HouseMark with the option to provide free text comments on how we can improve and an additional 4 questions based on rents with the option to provide a free text comment.

This is currently one of our biggest opportunities to gather better intelligence from our tenants which allows us to address issues that are important to them and assist us to deliver value for money as well as knowing our strengths and identifying areas for improvement.

This is an opportunity to use this information to identify any service improvements, new developments and inform us of tenant perception which we could potentially influence through better communication.

### Engagement

2,525 text messages and 1,197 emails with a link to the online survey were sent out to tenants, with three further reminder texts and emails sent out during the 6 week period. A letter was sent out to the remaining tenants who we were not able to contact electronically with a link to the online survey and the option to request a paper copy of the survey. The survey was also promoted on Denbighshire Housing's social network pages.

893 completed surveys were received in total (28% of all tenancies), 3 paper copies and 890 completed online. This is the highest response rate we have received since we started running STAR.

### Profile

47% of responses were from people age 55 and over, 38% age 35 – 54 and 14% 34 and under.

Rhyl had the highest response rate at 33% followed by Denbigh, Ruthin, Prestatyn and Corwen, however when you look at the return rates against the stock levels Llanferres had the highest response rate at 50%, followed by Meliden at 43%, Ruthin at 42% and Corwen at 40%.

### Main satisfaction outcomes

Of the 13 questions which were asked in the 2022 survey, we have seen an increase in satisfaction in 4 of the questions, a decrease in satisfaction in 7 of the questions and satisfaction remained the same in 2 of the questions. The results of these can be seen below;

- 85% of our tenants were satisfied with the overall service provided by Denbighshire Housing.
- 82% of our tenants said they were satisfied with the overall quality of their home.
- 79% of our tenants said they were satisfied with the overall repair service provided by Denbighshire Housing.
- 63% of our tenants said they were satisfied that that we give them a say in how services are managed.
- 63% of our tenants said they were satisfied with that Denbighshire Housing listen to their views and act upon them.
- 86% of our tenants said they were satisfied that their rent provides value for money.
- 69% of our tenants said they were satisfied that their service charge provides value for money.
- 62% of our tenants said they were satisfied with the way we deal with anti-social behaviour.
- 84% of our tenants said they were satisfied with their neighbourhood.
- 84% of our tenants said they were satisfied that Denbighshire Housing provides a home, that is safe and secure.
- 83% of our tenants said they were satisfied that Denbighshire Housing is easy to deal with.

### Areas for improvement

Based on tenants' comments throughout the survey, the top areas for improvement are as follows:

- Improving the quality of our properties
- Carrying out repairs quicker
- Completing outstanding repairs
- Reducing ASB
- Listening to tenants
- Providing better communication

## 2. Introduction

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As part of the current 5 year social housing rent policy, landlords in Wales agreed to undertake a standardised tenant satisfaction survey which would be published to assist tenants in scrutinising and comparing landlord performance.

This survey gives Denbighshire Housing the opportunity to measure tenant and resident satisfaction and identify if they are meeting, exceeding or failing expectations. This satisfaction measurement is also about gathering robust, actionable data to inform business decisions on any changes to service delivery.

Denbighshire's 2023 STAR survey incorporates 14 satisfaction questions from the STAR survey options in HouseMark with the option to provide free text comments on how we can improve and an additional 4 questions based on rents with the option to provide a free text comment at the end.

Each local authority in Wales agreed to ask the same 12 satisfaction questions and to carry out their survey within a similar timeframe to allow for performance to be compared.

For a better analysis of the information gathered from tenants, this report should be used in conjunction with other performance related information such as performance monitoring stats, customer transactional surveys carried out, other ad hoc tenant satisfaction surveys and customer complaints.

## 3. Methodology

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This is the sixth STAR survey that has been carried out by Denbighshire Housing since 2015.

The survey was launched on the 19<sup>th</sup> October 2023 and ran for 6 weeks with a closing date for returns of the 30<sup>th</sup> November 2023.

2,525 text messages and 1,197 emails with a link to the online survey were sent out to tenants, with three further reminder texts and emails sent out during the 6 week period. A letter was sent out to the remaining tenants who we were not able to contact electronically with a link to the online survey and the option to request a paper copy of the survey. The survey was also promoted on Denbighshire Housing's social network pages.

Following the successful return rate from the last survey we again added the opportunity for tenants to be entered into a prize draw for surveys returned within the first four weeks of the opening date as incentive to increase response rates. Tenants who responded within this timescale were entered into a prize draw with one prize of £250 and four prizes of £100 each, given to the winners in the form of a gift card.



## 4. Statistical reliability and analysis

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The satisfaction questions used in this STAR questionnaire asked tenants how satisfied they are with particular service areas or service provision.

For questions leading with 'How satisfied are you' there are five possible responses to these questions: Very satisfied, Fairly satisfied, Neither, Fairly dissatisfied and Very dissatisfied.

For questions leading with 'To what extent do you agree with' there are five possible responses to these questions: Agree strongly, Agree, Neither, Disagree and Disagree strongly.

For benchmarking purposes, the "Very satisfied" and "Fairly satisfied" responses are added together to produce an overall "satisfaction" figure and the "Agree strongly" and "Agree" responses are added together to produce an overall "agree". It is these figures that are reported to HouseMark and allows for comparison with other landlords that engage with the STAR questionnaire.

This report presents results using the following:

- % satisfied = very satisfied + fairly satisfied
- % neither
- % dissatisfied = fairly dissatisfied + very dissatisfied
- % agree = agree strongly + agree
- % neither
- % disagree = disagree strongly + disagree

All respondents were able to choose whether or not to answer each question. This means that some questions may have fewer responses than others.

Percentages displayed in the report have been rounded so may not always add up to 100% and may differ slightly when compared with the appendices, however this is likely in most cases to be less than 1%.

To provide further insight into the results, analysis by demographic groups and areas has been undertaken and drawn out in the report where possible.

## 5. Questions

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Denbighshire's 2023 STAR survey incorporates 14 satisfaction questions from the STAR survey options in HouseMark with the option to provide free text comments on how we can improve and an additional 4 questions based on rents with the option to provide a free text comment.

Each local authority in Wales agreed to ask the same 12 satisfaction questions and to carry out their survey within a similar timeframe to allow for performance to be compared.

The 12 agreed satisfaction questions covered:

- Overall service
- Quality of the home
- Repairs and maintenance
- Safe and secure home
- Listening and acting
- Neighbourhood as a place to live
- Value for money – Rent
- Value for money – Service Charge
- Dealing with ASB
- Having a say in how services are managed
- Opportunities to participate in decision making
- Trust in Denbighshire Housing

The 2 additional satisfaction questions covered:

- Easy to deal with
- Making a positive contribution to your neighbourhood

The 4 additional rent questions covered:

- Rent booklet
- Rent charge
- Rent charge for new homes
- Rent increases

## 6. Satisfaction questions results

893 completed surveys were received in total (28% of all tenancies), 3 paper copies and 890 completed online. This is the highest response rate we have received since we started running STAR.

The results of the satisfaction questions are below;

Question	% Satisfied / Agree
How satisfied are you with the service provided by Denbighshire Housing?	<b>85%</b>
How satisfied are you with the overall quality of your home?	<b>82%</b>
Generally, how satisfied are you with the way we deal with repairs and maintenance?	<b>79%</b>
How satisfied are you that we give you a say in how services are managed?	<b>63%</b>
How satisfied are you that we listen to your views and act upon them?	<b>64%</b>
How satisfied are you that your rent provides value for money?	<b>86%</b>
How satisfied are you that your service charge provides value for money?	<b>69%</b>
How satisfied are you with opportunities given to participate in our decision making process?	<b>57%</b>
How satisfied are you with the way we deal with anti-social behaviour?	<b>62%</b>
How satisfied are you with your neighbourhood as a place to live?	<b>82%</b>
Thinking about your home specifically, how satisfied are you that we provide a home that is safe and secure?	<b>84%</b>
How satisfied are you that we are easy to deal with?	<b>83%</b>
How satisfied are you that we make a positive contribution to your neighbourhood?	<b>67%</b>
To what extent do you agree with the following statement - "I trust Denbighshire Housing"?	<b>74%</b>

2017, 2019, 2021, 2022 and 2023 data comparisons can be found in appendix 3, page 19.

## 7. Demographic groups and area analysis

### Area breakdown

A total of 891 responded to the area question.

The table below shows the number of responses for each area and the percentage of those against the total responses and the percentage of those against the total number of tenancies for that area.

Area	Total	% of responses	% of tenancies
Bodelwyddan	28	3.1%	29.5%
Bodfari	7	0.8%	29.2%
Carrog	1	0.1%	6.3%
Cefn Meriadog	3	0.3%	27.3%
Corwen	51	5.7%	39.8%
Cyffyllog	2	0.2%	15.4%
Cynwyd	2	0.2%	6.7%
Denbigh	114	12.8%	26.6%
Dyserth	27	3.0%	23.5%
Eryrys	11	1.2%	34.4%
Gellifor	1	0.1%	6.3%
Glyndyfrdwy	1	0.1%	10.0%
Graigfechan	3	0.3%	23.1%
Gwyddelwern	4	0.4%	26.7%
Henllan	4	0.4%	13.8%
Llanbedr DC	5	0.6%	25.0%
Llandegla	4	0.4%	18.2%
Llandyrnog	7	0.8%	19.4%
Llanfair DC	1	0.1%	3.8%
Llanferres	3	0.3%	50.0%
Llangollen	35	3.9%	26.7%
Llanrhaeadr	5	0.6%	20.8%
Meliden	42	4.7%	42.9%
Prestatyn	53	5.9%	19.7%
Pwllglas	2	0.2%	13.3%
Rhewl	3	0.3%	15.8%
Rhuallt	5	0.6%	20.8%
Rhuddlan	38	4.3%	31.4%
Rhyl	294	32.9%	28.7%
Ruthin	83	9.3%	42.3%
St Asaph	42	4.7%	6.1%
Trefnant	10	1.1%	7.7%

The responses when matched against the tenancies in each area shows that the highest return rates were Llanferres at 50%, Meliden at 42.9%, Ruthin at 42.3% and Corwen at 39.8%.

### Age breakdown

A total of 887 responded to the age question.

For context, 55% of current tenancies have a tenant aged 55 and over.

Age Profile	Number	%
Below 25	18	2%
25 – 34	106	12%
35 – 44	161	18%
45 – 54	178	20%
55 – 64	181	20%
65 and over	243	27%

### Overall satisfaction by age

The table below shows the satisfaction with the service provided by Denbighshire Housing split by age group.

The figures are displayed as a percentage of the total for each group e.g. 65 and over had 243 responses in total and 138 of those were very satisfied equalling 57%.

Age Profile	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Below 25	61%	28%	6%	6%	0%
25 - 34	52%	36%	9%	2%	1%
35 - 44	52%	29%	12%	6%	2%
45 - 54	51%	31%	10%	7%	1%
55 - 64	55%	28%	7%	4%	6%
65 and over	57%	35%	3%	3%	2%

## 8. Areas for improvement

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Throughout the survey tenants were asked how could we improve. Where tenants referred to the same thing more than once this was counted as just one comment and each comment has been given a specific theme for analysis.

The majority of comments received were regarding improvements tenants want making to their home or garden, this is followed by tenants wanting repairs carried out quicker and wanting outstanding repairs jobs completing.

The table below shows the improvement themes and the number of tenants who commented on them.

Improvement theme	Total
Improvements to home/garden	485
Carry out repairs quicker	122
Complete outstanding repairs jobs	87
Reduce ASB in area	79
Listen to tenants more	78
Improve communication	66
Improve grass cutting in area	55
Provide more communication	40
Improve quality of repairs work	38
Improve grounds maintenance in area	36
Provide more opportunities to input into service	34
Introduce repairs appointments	35
Reduce rent	34
Provide more parking	33
Introduce regular property inspections	30
Improve customer service	32
Respond to queries quicker	27
Answer phone calls quicker	27
Reduce amount of rent increases	20

Further details on the areas of improvement can be found in appendix 2, page 15.

## 9. Taking the results forward

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The top priorities drawn from this survey are:

- Improving the quality of our properties
- Carrying out repairs quicker
- Completing outstanding repairs
- Reducing ASB
- Listening to tenants
- Providing better communication

## 10. Progress from the 2022 survey results

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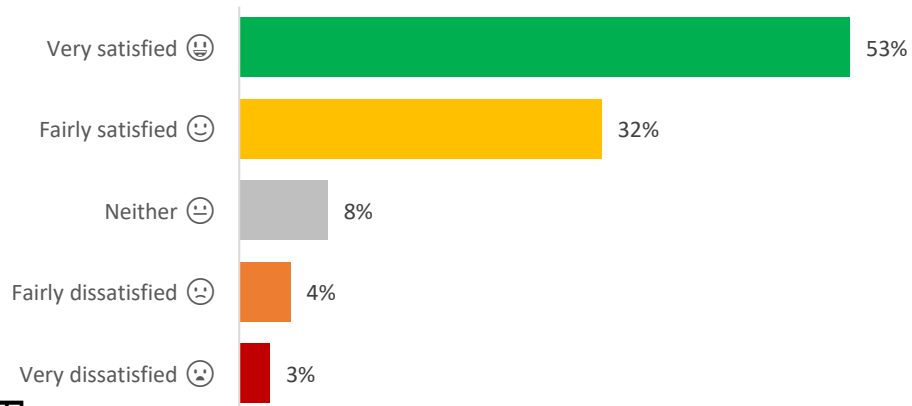
In comparison to the results of the 2022 survey with the same 13 questions we asked:

- We have seen a small decrease in satisfaction in 7 of the questions.
- We have seen a small increase in satisfaction in 3 of the questions and a large 40% increase in satisfaction with service charges value for money.
- For the remaining 2 questions satisfaction remained the same.

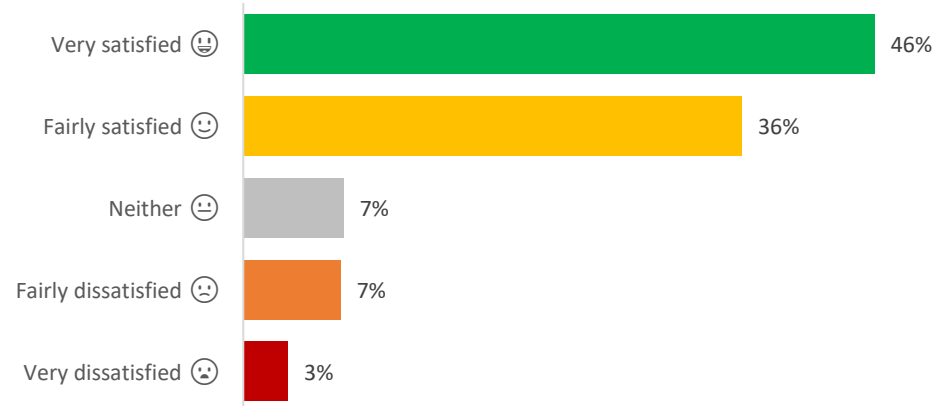
In the 2022 survey it was identified that a lot of tenants were unsure what was included in their service charges. Since then we have provided tenants with information on what service charges are and how they are calculated for each tenancy and this is reflected in the increased level of satisfaction.

Further details on the comparisons between the surveys can be found in appendix 3, page 18.

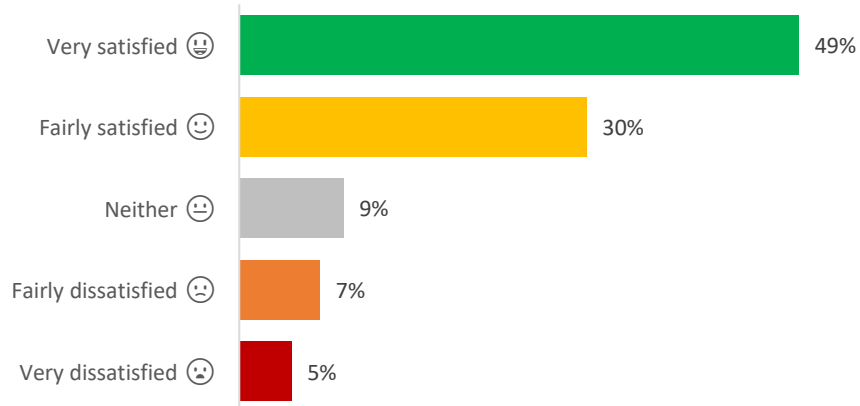
How satisfied or dissatisfied are you with the service provided by Denbighshire Housing?



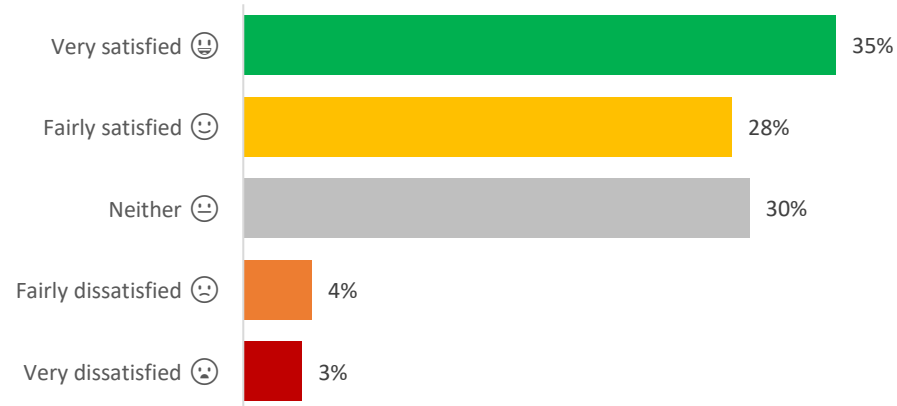
How satisfied or dissatisfied are you with the overall quality of your home?



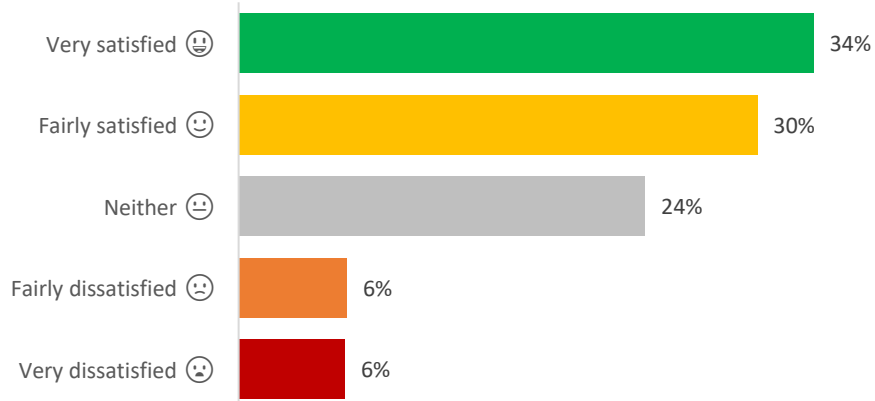
Generally, how satisfied or dissatisfied are you with the way we deal with repairs and maintenance?



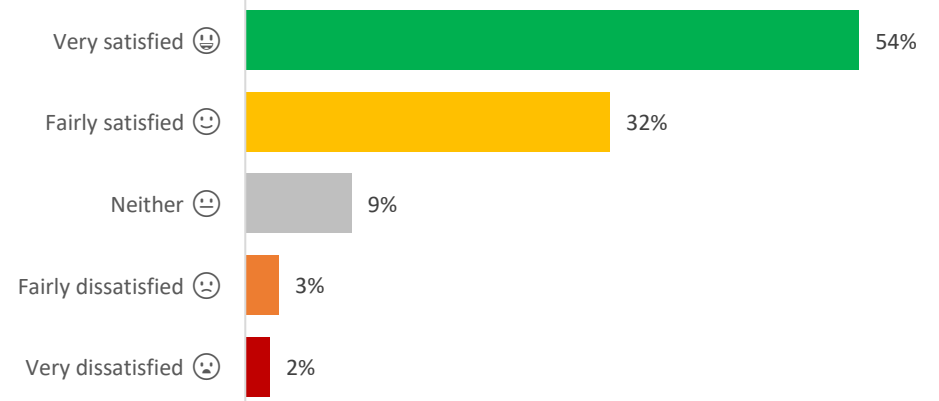
How satisfied or dissatisfied are you that we give you a say in how services are managed?



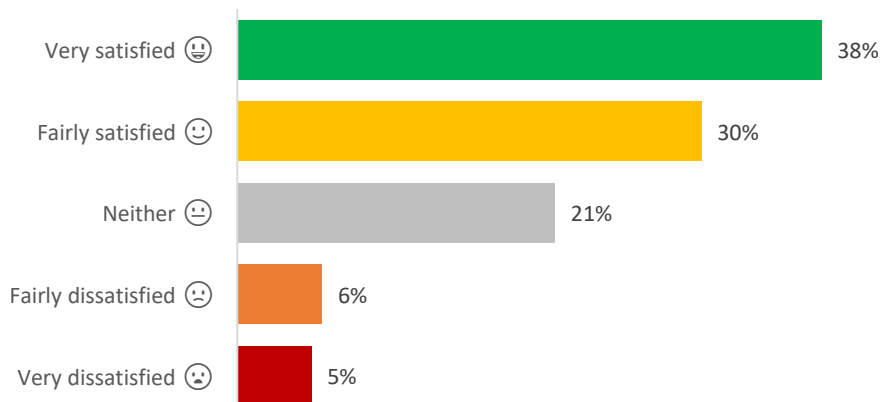
How satisfied or dissatisfied are you that we listen to your views and act upon them?



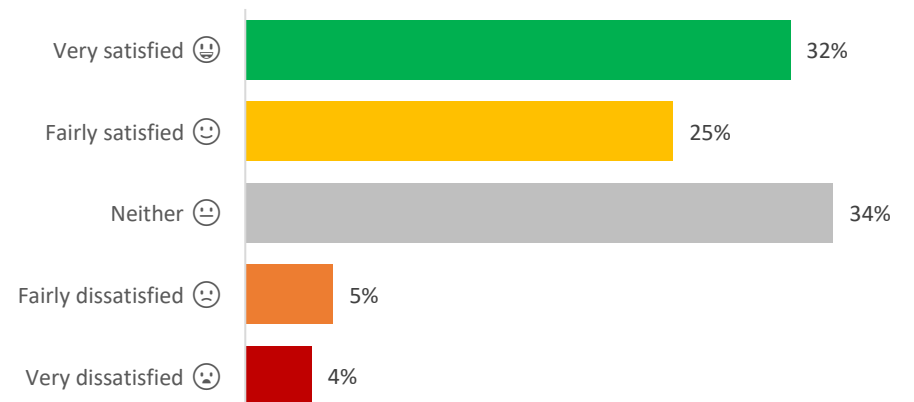
How satisfied or dissatisfied are you that your rent provides value for money?



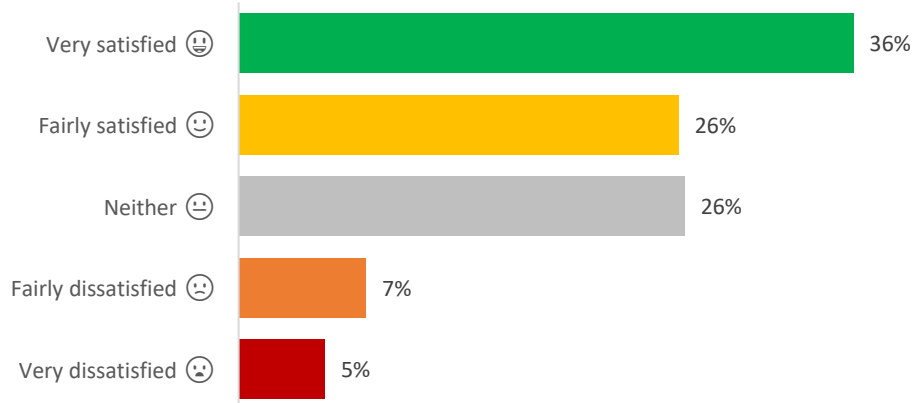
How satisfied or dissatisfied are you that your service charge provides value for money?



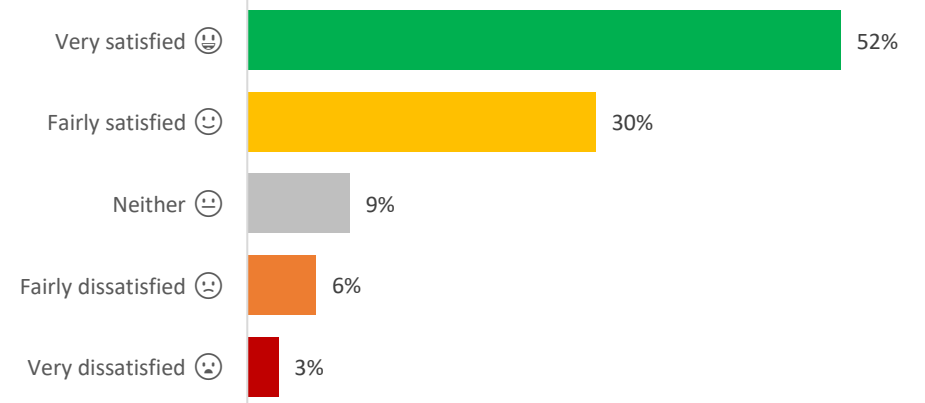
How satisfied or dissatisfied are you with opportunities given to you to participate in our decision making process?



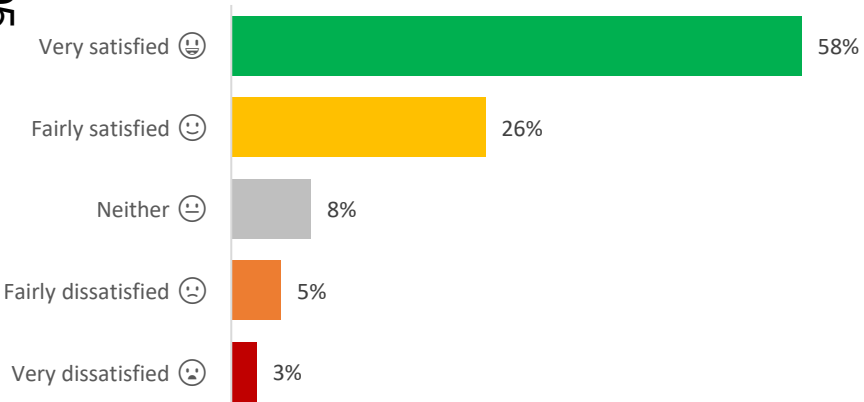
### How satisfied or dissatisfied are you with the way we deal with anti-social behaviour?



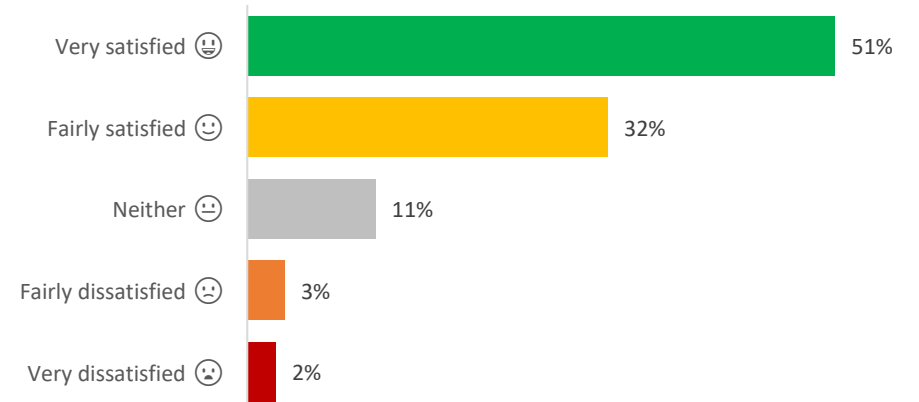
### How satisfied or dissatisfied are you with your neighbourhood as a place to live?



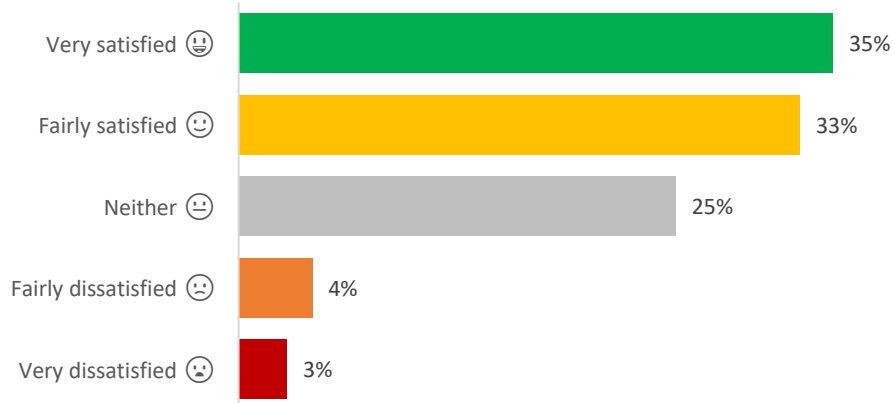
### Thinking about your home specifically, how satisfied or dissatisfied are you that we provide a home that is safe and secure?



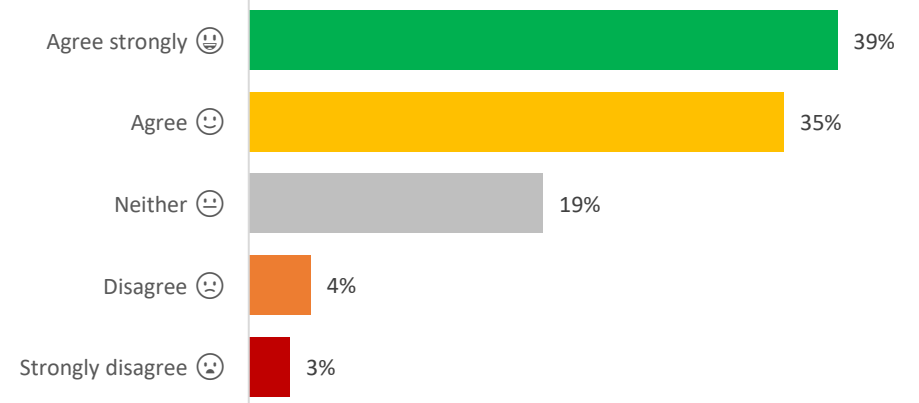
### How satisfied or dissatisfied are you that we are easy to deal with?



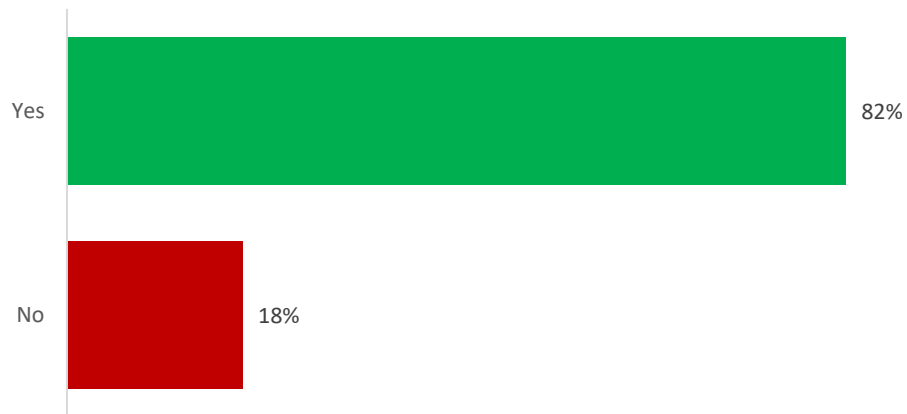
How satisfied or dissatisfied are you that we make a positive contribution to your neighbourhood?



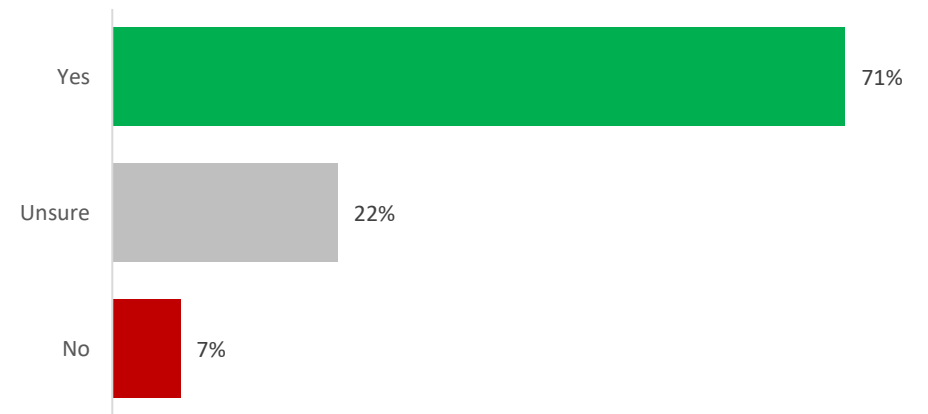
To what extent do you agree with the following statement - "I trust Denbighshire Housing"?



Do you read the booklet we send with the rent increase notice every year?



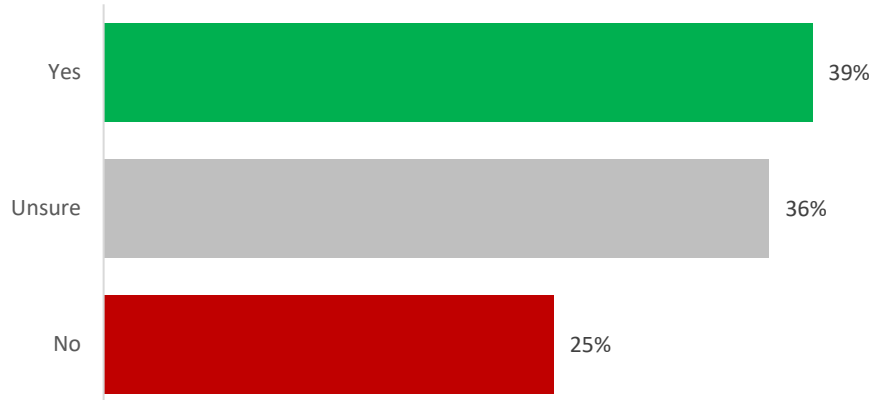
Do you think that the weekly rent we charge for your home is fair?



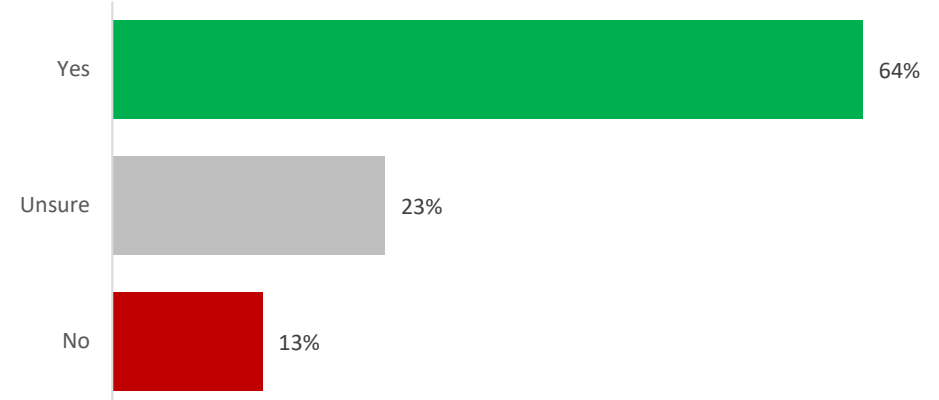
Page 96



Do you think we should charge a higher weekly rent for newer homes that are built to higher standards than our homes that are much older?



Do you understand how we increase your weekly rent each year?



Page 97	How satisfied or dissatisfied are you with the service provided by Denbighshire Housing?		How satisfied or dissatisfied are you with the overall quality of your home?		Generally, how satisfied or dissatisfied are you with the way we deal with repairs and maintenance?		How satisfied or dissatisfied are you that we give you a say in how services are managed?		How satisfied or dissatisfied are you that we listen to your views and act upon them?		How satisfied or dissatisfied are you that your rent provides value for money?		How satisfied or dissatisfied are you that your service charge provides value for money?	
	Responses	Skipped	Responses	Skipped	Responses	Skipped	Responses	Skipped	Responses	Skipped	Responses	Skipped	Responses	Skipped
	893	0	889	4	879	14	874	19	886	7	881	12	864	29
Very satisfied 😊	477	53%	409	46%	430	49%	302	35%	297	34%	473	54%	331	38%
Fairly satisfied 😊	283	32%	323	36%	267	30%	249	28%	268	30%	281	32%	263	30%
Neither 😐	69	8%	65	7%	80	9%	258	30%	210	24%	82	9%	180	21%
Fairly dissatisfied 😞	40	4%	63	7%	62	7%	35	4%	56	6%	26	3%	48	6%
Very dissatisfied 😞	24	3%	29	3%	40	5%	30	3%	55	6%	19	2%	42	5%
Satisfied	760	85%	732	82%	697	79%	551	63%	565	64%	754	86%	594	69%
Neither	69	8%	65	7%	80	9%	258	30%	210	24%	82	9%	180	21%
Dissatisfied	64	7%	92	10%	102	12%	65	7%	111	13%	45	5%	90	10%

	How satisfied or dissatisfied are you with opportunities given to you to participate in our decision making process?		How satisfied or dissatisfied are you with the way we deal with anti-social behaviour?		How satisfied or dissatisfied are you with your neighbourhood as a place to live?		Thinking about your home specifically, how satisfied or dissatisfied are you that we provide a home that is safe and secure?		How satisfied or dissatisfied are you that we are easy to deal with?		How satisfied or dissatisfied are you that we make a positive contribution to your neighbourhood?	
Responses	878		873		883		883		881		883	
Skipped	15		20		10		10		12		10	
Very satisfied 😊	279	32%	313	36%	458	52%	514	58%	453	51%	306	35%
Fairly satisfied 😊	219	25%	224	26%	269	30%	229	26%	278	32%	289	33%
Neither 😐	301	34%	227	26%	79	9%	72	8%	99	11%	225	25%
Fairly dissatisfied 😞	45	5%	65	7%	53	6%	45	5%	29	3%	38	4%
Very dissatisfied 😞	34	4%	44	5%	24	3%	23	3%	22	2%	25	3%
Satisfied	498	57%	537	62%	727	82%	743	84%	731	83%	595	67%
Neither	301	34%	227	26%	79	9%	72	8%	99	11%	225	25%
Dissatisfied	79	9%	109	12%	77	9%	68	8%	51	6%	63	7%

	To what extent do you agree with the following statement - "I trust Denbighshire Housing"?	
Responses	884	
Skipped	9	
Agree strongly 😊	342	39%
Agree 😊	311	35%
Neither 😐	171	19%
Disagree 😞	36	4%
Strongly disagree 😞	24	3%
Satisfied	653	74%
Neither	171	19%
Dissatisfied	60	7%

	Do you read the booklet we send with the rent increase notice every year?		Do you think that the weekly rent we charge for your home is fair?		Do you think we should charge a higher weekly rent for newer homes that are built to higher standards than our homes that are much older?		Do you understand how we increase your weekly rent each year?	
Responses	881		888		888		891	
Skipped	12		5		5		2	
Yes	719	82%	634	71%	345	39%	570	64%
Unsure	N/A	N/A	195	22%	324	36%	207	23%
No	162	18%	59	7%	219	25%	114	13%

Throughout the survey tenants were asked how we could improve. Where tenants referred to the same thing more than once this was counted as just one comment.

Each comment has been given a specific theme and the themes that were mentioned the most can be seen below;

### **Make improvements to property/garden**

485 comments were received regarding improvements tenants want making to their home or garden, these have been broken down further;

- 55 tenants stated that they wanted improvements made to their kitchen.
- 54 tenants said that they wanted general improvements made to their home.
- 34 tenants said that they need damp/condensation issues fixed in their home.
- 34 tenants stated that the doors in their home need improving.
- 32 tenants stated that they wanted improvements made to their bathroom.
- 28 tenants said that they wanted the external appearance of their home improving.
- 28 tenants said that the fencing in their garden needs improving.
- 25 tenants stated that the heating in their home need improving.
- 24 tenants stated that the windows in their home need improving.
- 23 tenants stated that they wanted improvements made to their garden.
- 19 tenants said that they would like CCTV installing outside their home.
- 18 tenants said that they would like solar panels fitted to their home.
- 16 tenants said that the insulation in their home needs improving.
- 16 tenants stated that they need cold/draught issues fixed in their home.
- 15 tenants said that the locks in their home needs improving.
- 14 tenants stated that the roof on their home need improving.
- 12 tenants said that the plastering in their home needs improving.

### **Carry out repairs quicker**

122 tenants stated that they want Denbighshire Housing to carry out repairs quicker after they have been reported. Some examples of these are,

- Would be good if you could get to call outs quicker.
- Try and put maintenance timings a bit closer to when report is made and work is carried out.
- Turn around for work could be quicker or separate jobs in order of priority.
- Staff are very professional but wait can be quite some time before repair/job is done.

### **Complete outstanding repairs**

113 tenants said they wanted the outstanding repairs that they had reported to be carried out.

### **Reduce ASB in area**

79 tenants stated that they want the ASB in their area dealt with, this primarily relates to drug use.

### **Listen to tenants**

78 tenants stated that they want Denbighshire Housing to listen to tenants more, this includes listening to tenant issues and complaints.

### **Improve communication**

66 tenants said that Denbighshire Housing needs to improve their communication, this includes returning calls, responding to queries and regular updates on repairs dates.

### **Improve grass cutting**

55 tenants said that the grass cutting in their area needs improving, this includes wanting the grass cut more and having the grass collected after it is cut.

### **Provide more communication**

40 tenants said that Denbighshire Housing should provide more communication.

### **Improve quality of repairs work**

38 tenants said that Denbighshire Housing needs to improve the quality of their repair work.

### **Improve grounds maintenance**

36 tenants said that the general grounds maintenance in their area needs improving.

### **More opportunities to input into service**

34 tenants stated that they would like more opportunities to input into the service.

### **Introduce repairs appointments**

35 tenants said they wanted Denbighshire Housing to introduce repairs appointments.

### **Reduce rent**

34 tenants felt that their rent was too expensive.

### **Provide more parking**

33 tenants said they wanted more parking provided.

### **Provide better customer service**

32 tenants said that Denbighshire Housing needs to improve its customer service.

### **Property inspections**

30 tenants said they wanted Denbighshire Housing to introduce regular property inspections.

### **Respond to queries quicker**

27 tenants said that Denbighshire Housing needs to respond to queries quicker.

### **Answer phone calls quicker**

27 tenants said that Denbighshire Housing needs to answer phone calls quicker.

There were a selection of other improvement areas where 20 or less people made reference to them, these included;

- Reduce amount of rent increases
- Move to a more suitable property
- Improve communal area cleaning
- Provide more home visits
- Reduce fly tipping in area
- Reduce noise issues
- Improve online services
- Provide more communication methods
- Improve hedge cutting in area
- Reduce dog fouling in area
- Provide more information about service charges
- Hold more events
- Reduce rubbish in area
- Stop dangerous parking
- Improve quality of paths in area
- Improve community
- Improve customer service
- Improve knowledge of staff
- Reduce flooding issues
- Stop missing appointments
- Provide a Warden Service
- Reduce the amount of cars per household
- Reduce amount of Service Charge

We also received a number of comments regarding things unrelated to housing, these included;

- Bins
- Street cleaning
- Quality of roads
- More local amenities

## Areas for improvement split by area

The table below shows the areas for improvement split by each area. Improvements to property/garden came top in all but 1 of the areas with carry out repairs quicker coming top in the other 2 areas.

How can we improve breakdown theme	Bodelwyddan	Bodfari	Cefn Meriadow	Carwen	Denbigh	Dyserth	Eryrys	Graigfechan	Gwyddelwern	Henllan	Llanbedr DC	Llandegla	Llandynog	Llanferres	Llangollen	Llanrhaeadr	Meliden	Prestatyn	Rhuallt	Rhuddlan	Rhyl	Ruthin	St Asaph	Trefnant
Improvements to property/garden	16	1	1	39	46	16	11	2	2	5	2	2	9	2	12	3	21	26	3	16	158	46	32	6
Carry out repairs quicker	4	0	0	8	11	5	6	2	2	1	0	0	1	0	2	1	9	6	3	6	38	9	6	1
Complete outstanding repairs jobs	2	2	0	10	6	3	1	0	0	0	1	2	0	0	2	0	9	6	1	3	26	5	5	1
Reduce ASB in area	1	0	0	6	14	1	1	0	2	1	1	0	0	0	3	0	10	2	0	0	32	4	1	0
Listen to tenants more	1	1	0	11	8	3	3	0	0	1	0	1	0	0	2	1	5	2	0	0	23	7	5	1
Improve communication	3	0	0	3	10	3	2	0	0	1	0	2	0	0	1	2	5	1	0	2	14	10	3	1
Improve grounds maintenance in area	1	0	0	0	3	1	0	1	0	2	0	0	0	0	4	1	4	3	0	1	11	2	2	0
Improve grass cutting in area	2	1	0	2	10	1	0	0	0	0	0	1	0	0	3	1	0	1	0	2	13	10	3	5
Provide more communication	0	0	0	1	5	1	0	1	0	2	1	1	0	0	2	1	4	0	0	2	10	2	5	1
Improve quality of repairs work	1	1	0	1	6	0	0	0	0	0	0	0	1	0	2	0	2	0	0	1	15	5	1	1
Introduce repairs appointments	2	1	0	1	1	0	1	0	1	0	0	0	0	0	2	0	2	2	0	1	18	0	2	1
Opportunities to input into service	0	0	0	4	1	4	1	0	0	0	1	0	1	0	1	0	2	1	0	3	13	0	1	1
Reduce rent	3	0	0	1	4	1	1	0	0	0	1	1	0	0	2	1	0	1	0	2	3	6	5	1
Provide more parking	1	0	1	1	2	3	1	0	0	1	0	0	1	0	4	0	0	1	0	2	10	2	2	0
Improve customer service	1	1	1	3	1	1	1	0	1	0	0	0	1	1	1	0	2	0	0	2	9	6	0	0
Introduce regular property inspections	3	0	0	1	2	4	0	0	0	0	0	0	0	0	0	1	1	1	0	2	7	4	1	1
Respond to queries quicker	0	1	1	1	4	3	0	0	0	0	0	1	0	1	0	1	2	3	0	0	4	2	2	1
Answer phone calls quicker	2	0	0	1	2	1	0	0	0	1	0	0	0	0	5	0	1	0	0	1	8	3	1	0
Reduce amount of rent increases	1	0	0	1	5	1	0	0	0	0	0	0	0	0	0	2	1	0	0	0	6	1	1	1

For comparison the overall satisfaction has been calculated by adding very satisfied and fairly satisfied together.

### Overall service

When asked 'How satisfied are you with the service provided by Denbighshire Housing?'

- **85%** of our tenants said they were satisfied. This is a **2% decrease** compared with the 2022 STAR results of 87%.

### Quality of the home

When asked 'How satisfied are you with the overall quality of your home?'

- **82%** of our tenants said they were satisfied. This is a **2% decrease** when compared with the 2022 STAR results of 84%.

### Repairs and maintenance

When asked 'How satisfied are you that Denbighshire Housing Services deals with repairs & maintenance?'

- **79%** of our tenants said they were satisfied. This is a **2% increase** when compared with the 2022 STAR results of 77%.

### Safe and secure home

When asked 'How satisfied are you that we provide a home that is safe and secure?'

- **84%** of our tenants said they were satisfied. This is a **3% decrease** compared with the 2022 STAR results of 87%.

### Listening and acting

When asked 'How satisfied are you that Denbighshire Housing listens and acts?'

- **64%** of our tenants said they were satisfied. This is the same as when compared with the 2022 STAR of 64%.

### Neighbourhood as a place to live

When asked 'How satisfied are you with your neighbourhood as a place to live?'

- **82%** of our tenants said they were satisfied. This is a **3% decrease** when compared with the 2022 STAR results of 85%.

### Value for money - Rent

When asked 'How satisfied are you that your rent provides value for money?'

- **86%** of our tenants said they were satisfied. This is a **2% increase** when compared with the 2022 STAR results of 84%.

### Value for money – Service charge

When asked 'How satisfied are you that your service charge provides value for money?'

- **69%** of our tenants said they were satisfied. This is a **40% increase** when compared with the 2022 STAR results of 29%.

### Dealing with ASB

When asked 'How satisfied are you with the way we deal with anti-social behaviour?'

- **62%** of our tenants said they were satisfied. This is the same as when compared with the 2022 STAR results of 62%.

### Having a say in how services are managed

When asked 'How satisfied are you that we give you a say in how services are managed?'

- **63%** of our tenants said they were satisfied. This is a **3% decrease** compared with the 2022 STAR results of 66%.

### Opportunities to participate in decision making

When asked 'How satisfied are you with opportunities to participate in our decision making process?'

- **57%** of our tenants said they were satisfied. This is a **2% decrease** compared with the 2022 STAR results of 59%.

### Trust in Denbighshire Housing

When asked 'To what extent do you agree with the following statement - "I trust Denbighshire Housing"'

- **74%** of our tenants said they were satisfied. This is a **5% decrease** compared with the 2022 STAR results of 79%.

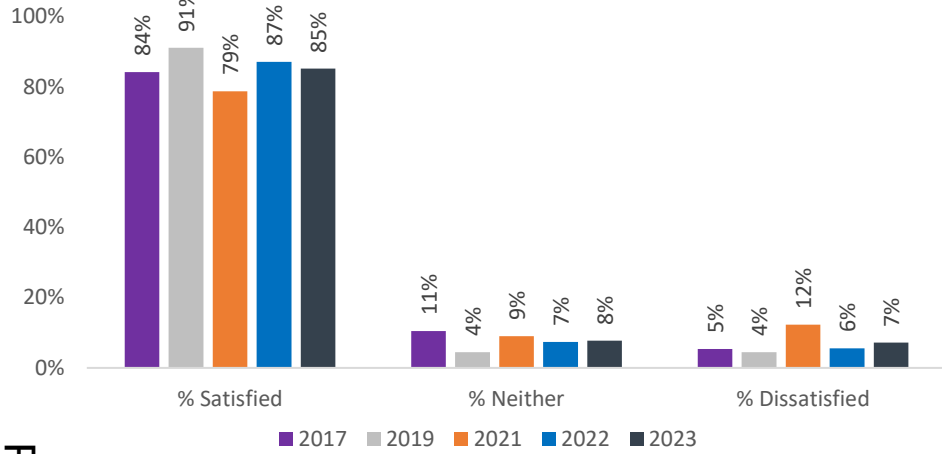
### Easy to deal with

When asked 'How satisfied are you that we are easy to deal with?'

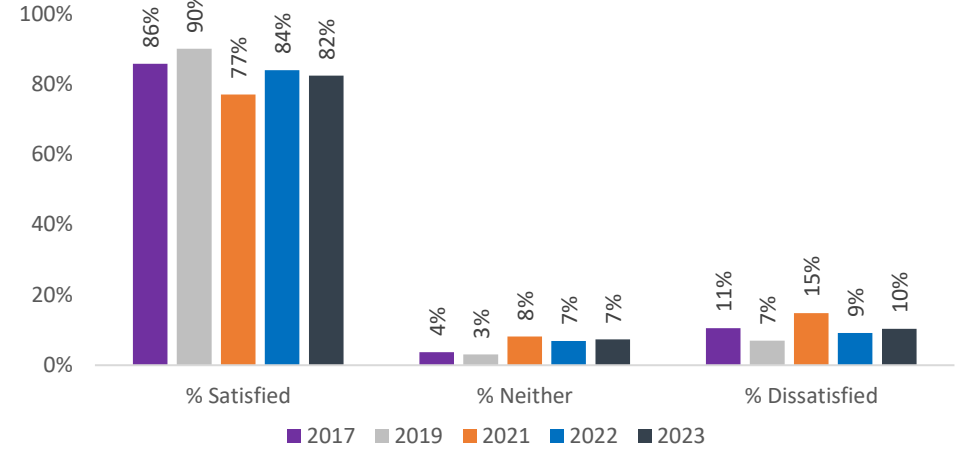
- **83%** of our tenants said they were satisfied. This is a **1% increase** compared with the 2022 STAR results of 82%.

## Comparison charts

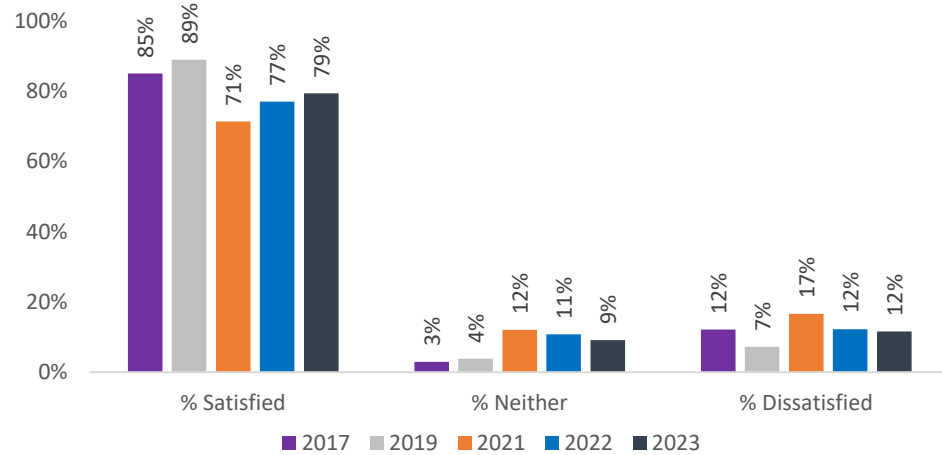
% satisfied with the overall service provided by Denbighshire Housing



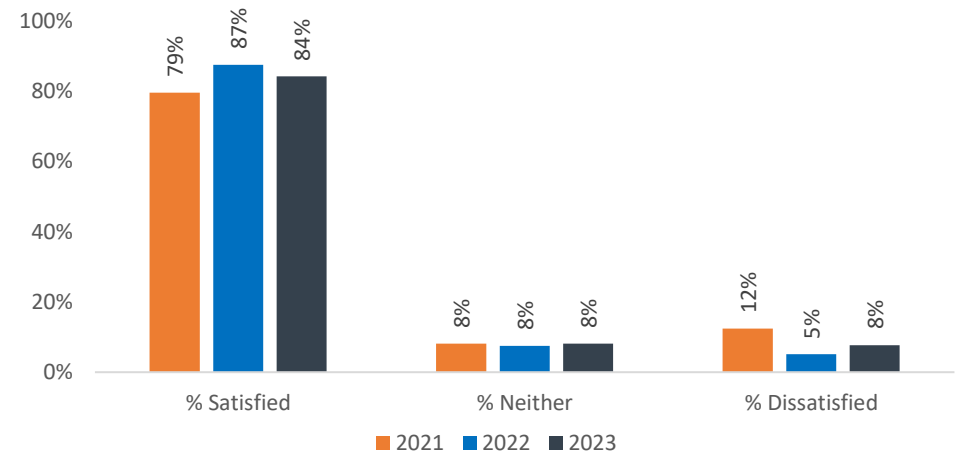
% satisfied with overall quality of their home



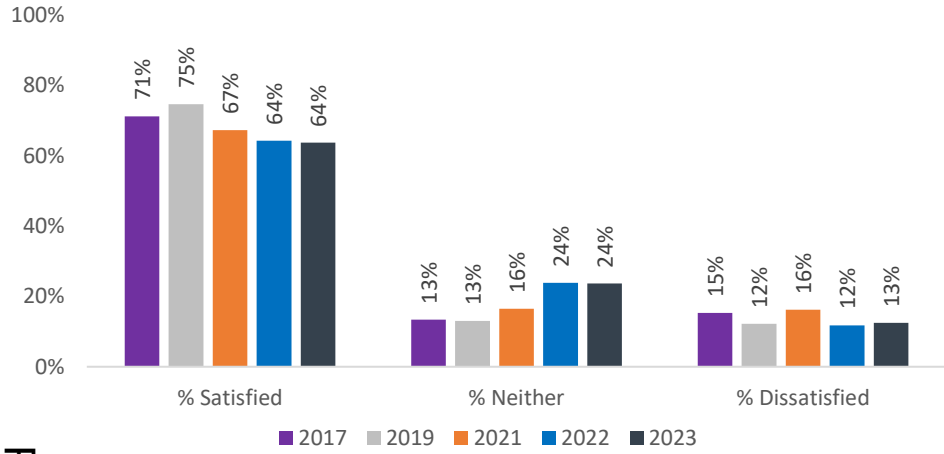
% satisfied with the way we deal with repairs and maintenance



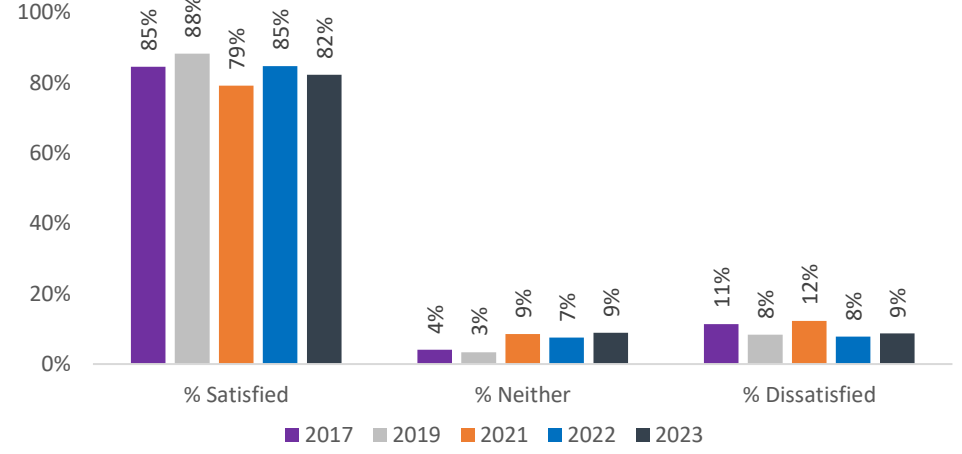
% satisfied that their home is safe and secure



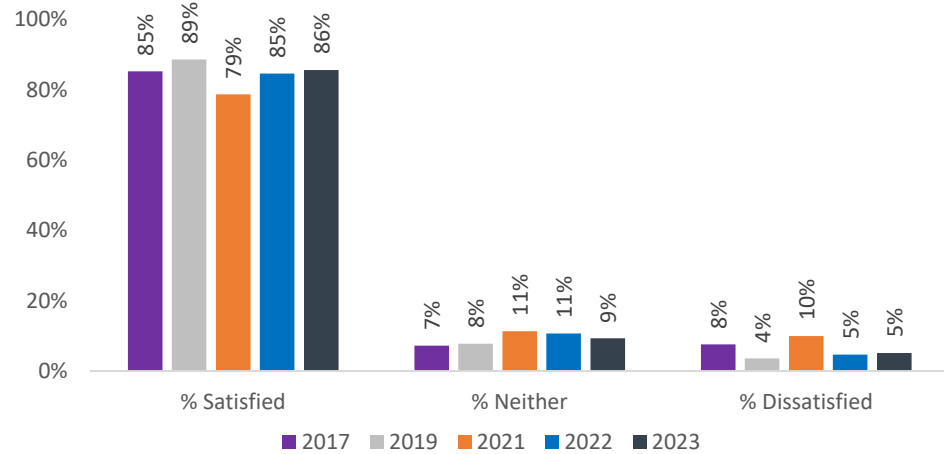
% satisfied that we listen to their views and act upon them



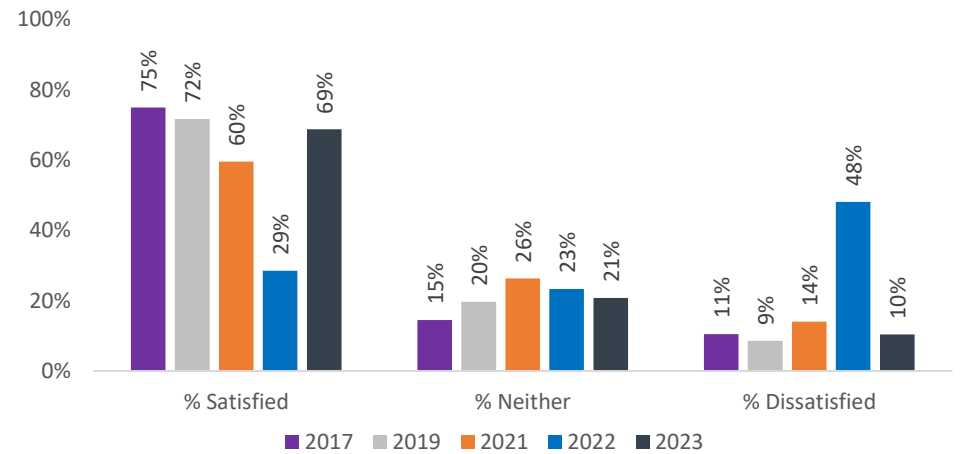
% satisfied with their neighbourhood as a place to live



% satisfied that their rent provides value for money

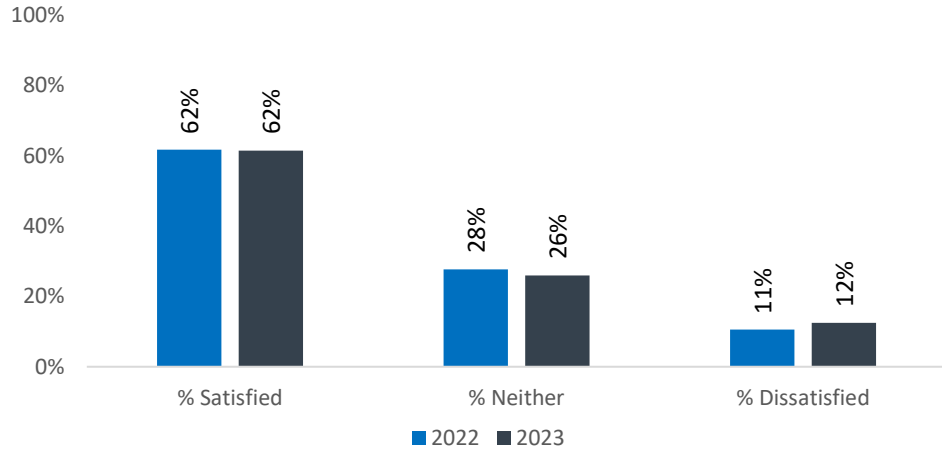


% satisfied that their service charges provide value for money

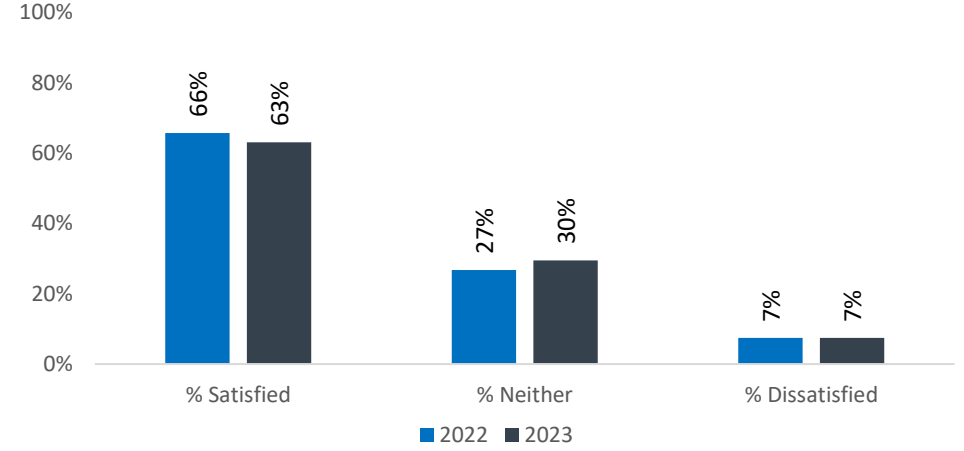




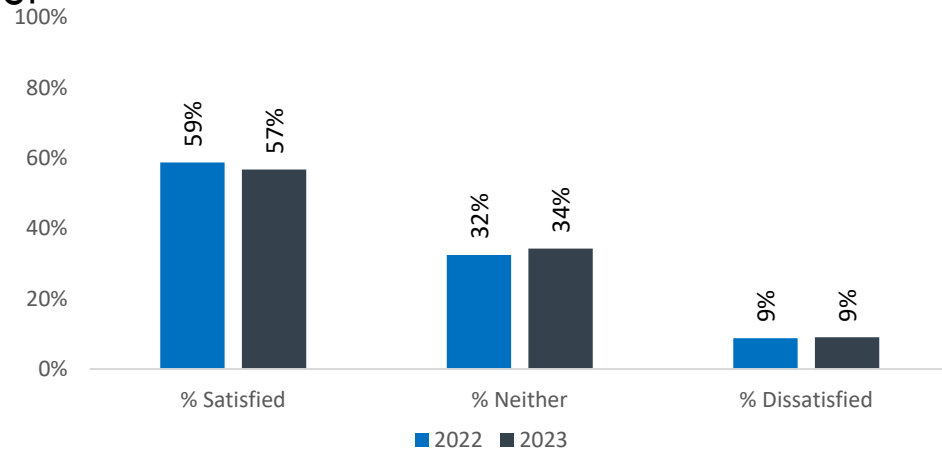
% satisfied with the way we deal with anti-social behaviour



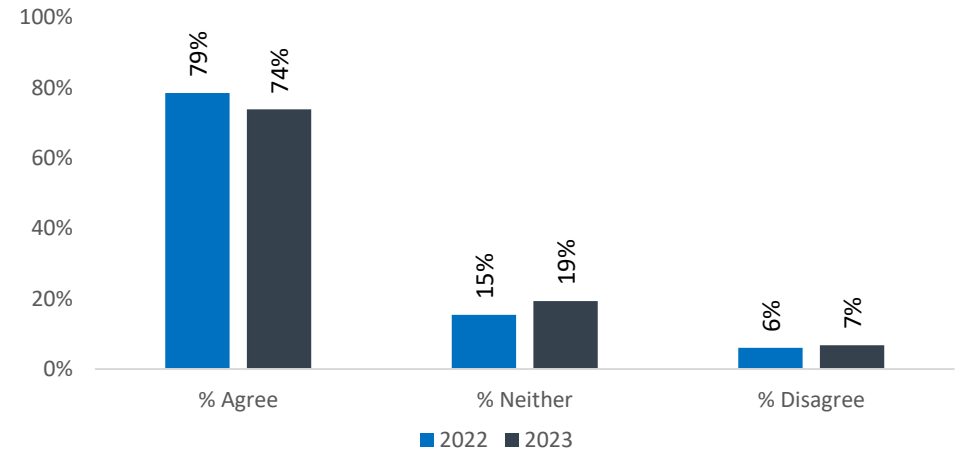
% satisfied with that we give you a say in how services are managed



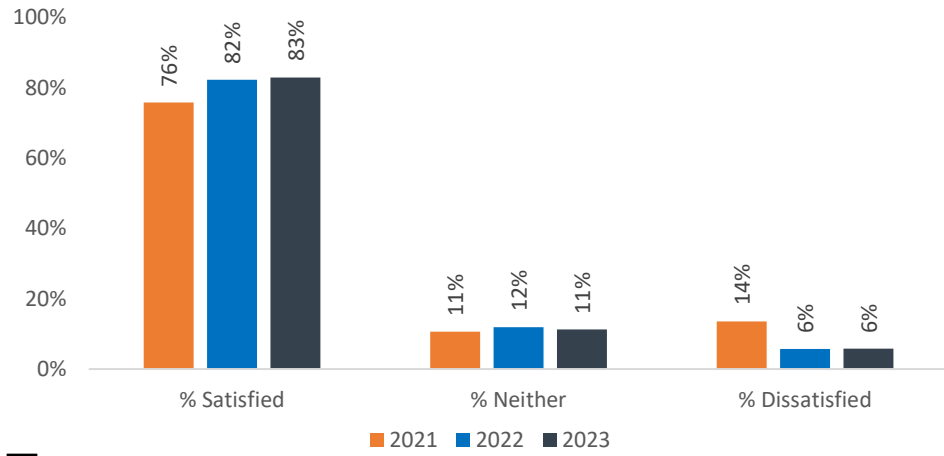
% satisfied with opportunities to participate in decision making



% in agreement with the statement - "I trust Denbighshire Housing"



% satisfied with that we are easy to deal with



### Positive comments made about Denbighshire Housing

The positive comments we receive help us to understand the very real difference Denbighshire Housing makes to people's lives. It also highlights the good work of the Housing teams and dedication and commitment from all staff within the service. Full list below:

- It's great and fast.
- Good.
- Happy.
- Can't really improve as always spot on with us.
- Spot on very happy.
- Always a quick response.
- I haven't had many problems and when I have they been done fast and more done.
- Amazing house. I've just moved into in Denbigh with Denbighshire county council.
- Beautifully redecorated.
- All's good.
- You're excellent responding to repairs and maintenance.
- I'm more than happy in the area I have been housed.
- Happy with the support and help I'm getting nothing to improve.
- A little handful of lovely people.
- Nothing to improve in super happy and safe in my home.
- They was amazing with me.
- It's a fantastic service from the call centre right through to the repair team.
- Excellent service.
- Maintenance staff are excellent. Gardeners are great.
- Always been helpful.
- The repair and maintenance seem to be very fast at responding to any work that needs doing.
- Keep doing what you're doing.
- I love where I live.
- I feel there has been improvements as now we seem to get the right person for the right job whilst in the past it wasn't the case.
- I'm happy with low cost social housing I am very lucky.
- I am happy with my home, I am very lucky compared to others who don't have any housing.
- I have always had good response from the DCC helpline.
- Happy with how you communicate to everyone, don't complicate it.
- The recent grass cutting has been excellent, I wait to see in the future.
- You cannot improve!! Fantastic!!
- I don't think you could make it better having lived in private rented houses landlords mostly ignore you, as a landlord always do the right things quickly.
- You always listen.
- Your always quick to answer concerns or requests.
- Staff are great with me always helpful and satisfying with my work they do.
- Very good staff.
- I'm happy with housing.
- Louise Ellams has been fantastic support, no improvement needed.
- Usually things are dealt with pretty quickly which is great.
- I had a repair done and it was done same day it was reported.
- I think our rent is very good for the lovely property we have.
- We have had a good experience with how this is dealt with.
- Always receive very good customer service when I call.
- It's hard for you to improve when your response times are fast, and work done is great no problems.
- Had plumbing job done very professional.
- You guys are amazing.
- Again, you are usually brilliant to deal with.
- Never had a problem always being quick when there's been a problem to sort it out.

- All ok ' all repairs are dealt with' and always do a brilliant job.
- Very pleased with repairs.
- Can't complain about anything really been great with myself helped me adjust when I first moved in brilliant team.
- Very happy.
- Everyone has been brilliant.
- Happy with things regarding repairs to my bungalow.
- I am very happy with the service and response I have been given by the housing had been very good so far.
- From contact centre to senior officers I have always found people approachable.
- I don't think you could improve this is excellent and like the service provided.
- Repairs have always been resolved quickly.
- Very easy had lots of help over phone and visits to my home.
- Rent is fair compared to other places.
- You do not need to improve. Your service is excellent.
- You always deal with things straight away.
- We are happy to pay the rent we do for our property it is very reasonable.
- Totally trust Denbighshire council, could not speak more highly of them as a council.
- Nice helpful maintenance staff.
- All colleagues have been very professional and really supportive throughout any calls or visits been made.
- Amazing prompt and reliable.
- Every time I have had a question or issue, I have always been treated with kindness and respect.
- Very nice on the phone every time a have phoned very polite.
- I've never had a problem all repairs done quickly and to a high standard.
- The communal grounds are very well maintained and refuse collection is very good and prompt.
- I think your overall performance is excellent, and that's my personal opinion.
- Keep doing what you do, Well Done to you all.
- I can't think of anything. I'm always very happy and impressed with how quickly maintenance issues are dealt with. My housing officer is supportive and is upfront with information etc.
- Genuine answer. I feel that I trust and feel very fortunate.
- The rent is absolutely affordable and so fair.
- Everyone is lovely and very helpful at dcc.
- You're A1 with all maintenance problems and very quick to get things done.
- I trust them.
- You couldn't your fab.
- One of the nicest flats in Llangollen lovely place and neighbours.
- I feel that Denbighshire is really good and helpful when I need to ask questions.
- We are fully satisfied with the service.
- Very happy with property repairs.
- To keep on going as you are.
- Everything seems perfect.
- Very satisfied with everything I have had done.
- You've always been very good when I've asked for help.
- I'm happy the young lady that comes is always good and explains everything.
- Repair line staff amazing. Always helpful maybe update house when tenants still live there rather than when they leave.
- Repair line staff are great. Workman always been polite.
- Everything is perfect.
- I love my home thankyou!
- Excellent customer service, either by phone or in person, top quality staff in sometimes difficult situations.
- Our housing officer has been amazing.
- Chris the female housing officer is very good.
- Keep up the good work.
- Excellent service!
- Denbighshire are spot on with repairs!

<b>Report to</b>	<b>Communities Scrutiny Committee</b>
<b>Date of meeting</b>	<b>01 February 2024</b>
<b>Head of Service</b>	<b>Catrin Roberts, Head of Corporate Support Services: People</b>
<b>Report author</b>	<b>Karen Evans, Scrutiny Co-ordinator</b>
<b>Title</b>	<b>Scrutiny Work Programme</b>

## **1. What is the report about?**

1.1 The report seeks Communities Scrutiny Committee to review its draft forward work programme (see Appendix 1). As part of its review the Committee is asked to reflect on how Scrutiny can support the delivery of the Council's Corporate Plan and its aim of becoming Net Carbon Zero and Ecologically Positive by 2030, whilst also prioritising matters which the Committee deems important to scrutinise.

## **2. What is the reason for making this report?**

2.1 To seek the Committee to review and agree on its programme of future work, and to update members on relevant issues.

## **3. What are the Recommendations?**

That the Committee

- 3.1 considers the information provided and approves, revises or amends its forward work programme as it deems appropriate;
- 3.2 determines whether any key messages or themes from the current meeting should be publicised via the press and/or social media.

## 4. Report details

- 4.1 Section 7 of Denbighshire County Council's Constitution sets out each Scrutiny Committee's terms of reference, functions and membership, as well as the rules of procedure and debate.
- 4.2 The Constitution stipulates that the Council's scrutiny committees must set, and regularly review, a programme for their future work. By reviewing and prioritising issues, members are able to ensure that the work programme delivers a member-led agenda.
- 4.3 For a number of years it has been an adopted practice in Denbighshire for scrutiny committees to limit the number of reports considered at any one meeting to a maximum of four plus the Committee's own work programme report. The aim of this approach is to facilitate detailed and effective debate on each topic.
- 4.4 In recent years the Welsh Government (WG) and Audit Wales (AW) have highlighted the need to strengthen scrutiny's role across local government and public services in Wales, including utilising scrutiny as a means of engaging with residents and service-users. From now on scrutiny will be expected to engage better and more frequently with the public with a view to securing better decisions which ultimately lead to better outcomes for citizens. AW will measure scrutiny's effectiveness in fulfilling these expectations.
- 4.5 Having regard to the national vision for scrutiny whilst at the same time focussing on local priorities, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) recommended that the Council's scrutiny committees should, when deciding on their work programmes, focus on the following key areas:
- budget savings;
  - achievement of the Corporate Plan themes (with particular emphasis on their deliverability during a period of financial austerity);
  - any other items agreed by the Scrutiny Committee (or the SCVCG) as high priority (based on the PAPER test criteria – see reverse side of the 'Member Proposal Form' at Appendix 2);

- Urgent, unforeseen or high priority issues; and
- Supporting the Council's continued recovery work in relation to the effects of the COVID-19 crisis on Council services, the local economy and the county's communities

#### 4.6 Scrutiny Proposal Forms

As mentioned in paragraph 4.2 above the Council's Constitution requires scrutiny committees to prepare and keep under review a programme for their future work. To assist the process of prioritising reports, if officers are of the view that a subject merits time for discussion on Scrutiny's business agenda they have to submit a formal request to the SCVCG seeking Scrutiny to consider a report on that topic. This is done via the submission of a 'proposal form' which clarifies the purpose, importance and potential outcomes of scrutinising suggested subjects.

- 4.7 With a view to making better use of scrutiny's time by focussing committees' resources on detailed examination of subjects, adding value through the decision-making process and securing better outcomes for residents, the SCVCG decided that members, as well as officers, should complete 'scrutiny proposal forms' outlining the reasons why they think a particular subject would benefit from scrutiny's input. A copy of the 'member's proposal form' can be seen at Appendix 2. The reverse side of this form contains a flowchart listing questions which members should consider when proposing an item for scrutiny, and which committees should ask when determining a topic's suitability for inclusion on a scrutiny forward work programme. If, having followed this process, a topic is not deemed suitable for formal examination by a scrutiny committee, alternative channels for sharing the information or examining the matter can be considered e.g. the provision of an 'information report', or if the matter is of a very local nature examination by the relevant Member Area Group (MAG). No items should be included on a forward work programme without a 'scrutiny proposal form' being completed and accepted for inclusion by the Committee or the SCVCG. Assistance with their completion is available from the Scrutiny Co-ordinator.

## Cabinet Forward Work Programme

- 4.8 When determining their programme of future work it is useful for scrutiny committees to have regard to Cabinet's scheduled programme of work. For this purpose, a copy of the Cabinet's forward work programme is attached at Appendix 3.

## **5. Scrutiny Chairs and Vice-Chairs Group**

- 5.1 Under the Council's scrutiny arrangements, the Scrutiny Chairs and Vice-Chairs Group (SCVCG) performs the role of a coordinating committee. The Group's next meeting is scheduled for 29 January 2024.

## **6. How does the decision contribute to the Corporate Plan 2022 to 2027: The Denbighshire We Want?**

- 6.1 Effective scrutiny will assist the Council to deliver its Corporate Plan in line with community needs and residents' wishes. Continual development and review of a coordinated work programme will assist the Council to deliver its corporate themes, improve outcomes for residents whilst also managing austere budget and resource pressures.
- 6.2 Whilst the decision on the Committee's forward work programme itself will have a neutral contribution on the Council's aim of becoming Net Carbon Zero and Ecologically Positive by 2030, the Committee by effectively scrutinising all matters examined by it can help support the delivery of this ambition.

## **7. What will it cost and how will it affect other services?**

- 7.1 Services may need to allocate officer time to assist the Committee with the activities identified in the forward work programme, and with any actions that may result following consideration of those items.



## **8. What are the main conclusions of the Well-being Impact Assessment?**

8.1. A Well-being Impact Assessment has not been undertaken in relation to the purpose or contents of this report. However, Scrutiny through its work in examining service delivery, policies, procedures and proposals will consider their impact or potential impact on the sustainable development principle and the well-being goals stipulated in the Well-being of Future Generations (Wales) Act 2015.

## **9. What consultations have been carried out with Scrutiny and others?**

9.1. None required for this report. However, the report itself and the consideration of the forward work programme represent a consultation process with the Committee with respect to its programme of future work.

## **10. What risks are there and is there anything we can do to reduce them?**

11.1 No risks have been identified with respect to the consideration of the Committee's forward work programme. However, by regularly reviewing its forward work programme the Committee can ensure that areas of risk are considered and examined as and when they are identified, and recommendations are made with a view to addressing those risks.

## **11. Power to make the decision**

12.1 Section 21 of the Local Government Act 2000.

12.2 Section 7.11 of the Council's Constitution stipulates that scrutiny committees and/or the Scrutiny Chairs and Vice-Chairs Group will be responsible for setting their own work programmes, taking into account the wishes of Members of the Committee who are not members of the largest political group on the Council.

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## Communities Scrutiny Committee Forward Work Plan

**Note: Items entered in italics have not been approved for submission by the Committee. Such reports are listed here for information, pending formal approval.**

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
1 February 2024	<b><i>Cllr. Barry Mellor</i></b>	1. <i>Draft Car Park Investment Plan 2024 – 2029 (tbc)</i>	<i>To examine the draft investment plan for the county-owned car parks</i>	<i>The development of a deliverable programme of investment in the county's car parks that will support the delivery of a prosperous, better connected, greener, fairer, safe and more equal Denbighshire</i>	<i>Emlyn Jones/Mike Jones</i>	<i>October 2023</i>
	<b>Cllr Rhys Thomas</b>	2. Community Housing Tenancy Management	To consider the management of council housing /estates. Including support available to all households and powers to deal with breaches of tenancy conditions.	To examine the Community Housing Team's management of council housing estates - dealing with complaints about tenant behaviour whilst supporting victims and perpetrators of breaches of tenancy.	Geoff Davies / Liz Grieve	SC&VCG November 2023
	<b>Cllr Rhys Thomas</b>	3. Council Housing Tenant Feedback and Satisfaction	To review feedback from Council tenants about the service including local priorities and satisfaction with their homes and the services provided	To assess whether council tenants are receiving a satisfactory service from the council and to highlight any local community issues.	Geoff Davies / Liz Grieve	SC&VCG November 2023
14 March	<b>Leader</b>	2. Rhyl Regeneration	To examine the effectiveness of the	Identification of any barriers or slippages and the formulation of	<i>Tony Ward</i>	<i>June 2022</i>

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
		Programme and Governance	Programme Board's work in delivering the regeneration programme to date	recommendations to try and address them and sustain the delivery of the programme to secure the regeneration of Rhyl to benefit the economy and the lives of the town's residents and the county in general		
9 May	<b>Cllr. Barry Mellor</b>	1. Tree Maintenance & Management  (tbc)	To examine the Council's policy(ies) relating to tree maintenance and management along with the resources allocated for tree maintenance and management work across Denbighshire	An evaluation of the effectiveness of the Council's current work in relation to tree management and maintenance with a view to securing sufficient resources to ensure the delivery the Council's Corporate Plan themes of a greener, and a fairer, safe and more equal Denbighshire whilst also supporting the ambition of becoming an ecologically positive and net carbon zero authority by 2030.	Andrew Cutts/Joel Walley/Emlyn Jones	By SCVCG July 2023
	<b>Cllr. Win Mullen-James</b>	2. Second Homes and Short-term Holiday lets and their impact have been fully assessed)  <b>(timing tbc – once the full details of the WG proposals are known (incl. Licensing</b>	To report the findings and conclusions of the Welsh Government's study in relation to addressing the impact of second home ownership in Wales, including its proposals for reviewing the regulatory framework and	(i) An assessment of the proposals' anticipated impact on Denbighshire County Council, residents, businesses, and local economy  Formulation of recommendations with a view to realising maximum benefits for the Council, residents businesses and the economy, or for mitigating the impact of any risks that may arise from any proposals	Emlyn Jones/Angela Loftus/Lara Griffiths/Paul Barnes/Gareth Roberts	June 2022 (rescheduled November 2022/ March 2023/ October 2023)

Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)		Purpose of report	Expected Outcomes	Author	Date Entered
			Scheme proposals)	system as they apply to holiday accommodation, along with national and local taxation systems (the WG's "three-pronged approach to address [the] second homes crisis"			
(check if any WG reviews/legislation outstanding in relation to sustainable transport at present)	<b>Cllr. Barry Mellor</b>	3	Draft Sustainable Transport Plan	To consider the initial findings following the consultation of the draft plan	Pre-decision scrutiny to enable the formulation of recommendations to Cabinet in relation to approving and adopting a Sustainable Transport Plan for the county that will support the delivery of the Corporate Plan themes of a better connected and greener Denbighshire, whilst also contributing to the Council's ambition of becoming net carbon zero and ecologically positive by 2030	Emlyn Jones/Mike Jones	By SCVCG July 2023
27 June							
5 September							
24 October							
12 December							
<b>2025</b>							

## Communities Scrutiny Committee Forward Work Plan

Meeting	Lead Member(s)	Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
Feb 2025 (date tbc)						
March/ April (date tbc)	<b>Leader/Cllr. Barry Mellor</b>	1. Rhyl Promenade Masterplan	To examine the proposals contained in the Rhyl Promenade Masterplan to be implemented following the completion of the coastal flood defence schemes	Consideration of the draft masterplan and the public's views on its contents will enable the Committee to formulate recommendations with respect of the final masterplan that will support the Council, business community and residents' aspirations to realise the sustainable economic regeneration of Rhyl and Denbighshire by linking the beach/promenade to the town. Delivering a prosperous and better connected Denbighshire	Tony Ward	By SCVCG July 2023 (in response to a Notice of Motion to County Council)

### Future Issues

Item (description / title)	Purpose of report	Expected Outcomes	Author	Date Entered
	Update on the Draft Tourism signage Strategy	To provide an update on progress in regard to brown tourist direction sign projects within Denbighshire	Mike Jones/Peter McDermot	09/05/23

### For future years

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## Communities Scrutiny Committee Forward Work Plan

### Information/Consultation Reports

Information / Consultation	Item (description / title)	Purpose of report	Author(s)	Date Entered
<b>INFORMATION</b> (for circulation early autumn 2023 <i>once work has been undertaken</i> )	Community Impact Assessment on the communities of Rhewl and Llanynys	To present the findings of the community impact assessment undertaken following the closure of Ysgol Rhewl as agreed as part of the modernising education programme	Geraint Davies/James Curran	December 2020

### Note for officers – Committee Report Deadlines

Meeting	Deadline	Meeting	Deadline	Meeting	Deadline
1 <sup>st</sup> February 2024	<b>18<sup>th</sup> January</b>	14 <sup>th</sup> March	<b>29<sup>th</sup> February</b>	9 <sup>th</sup> May	<b>25<sup>th</sup> April</b>

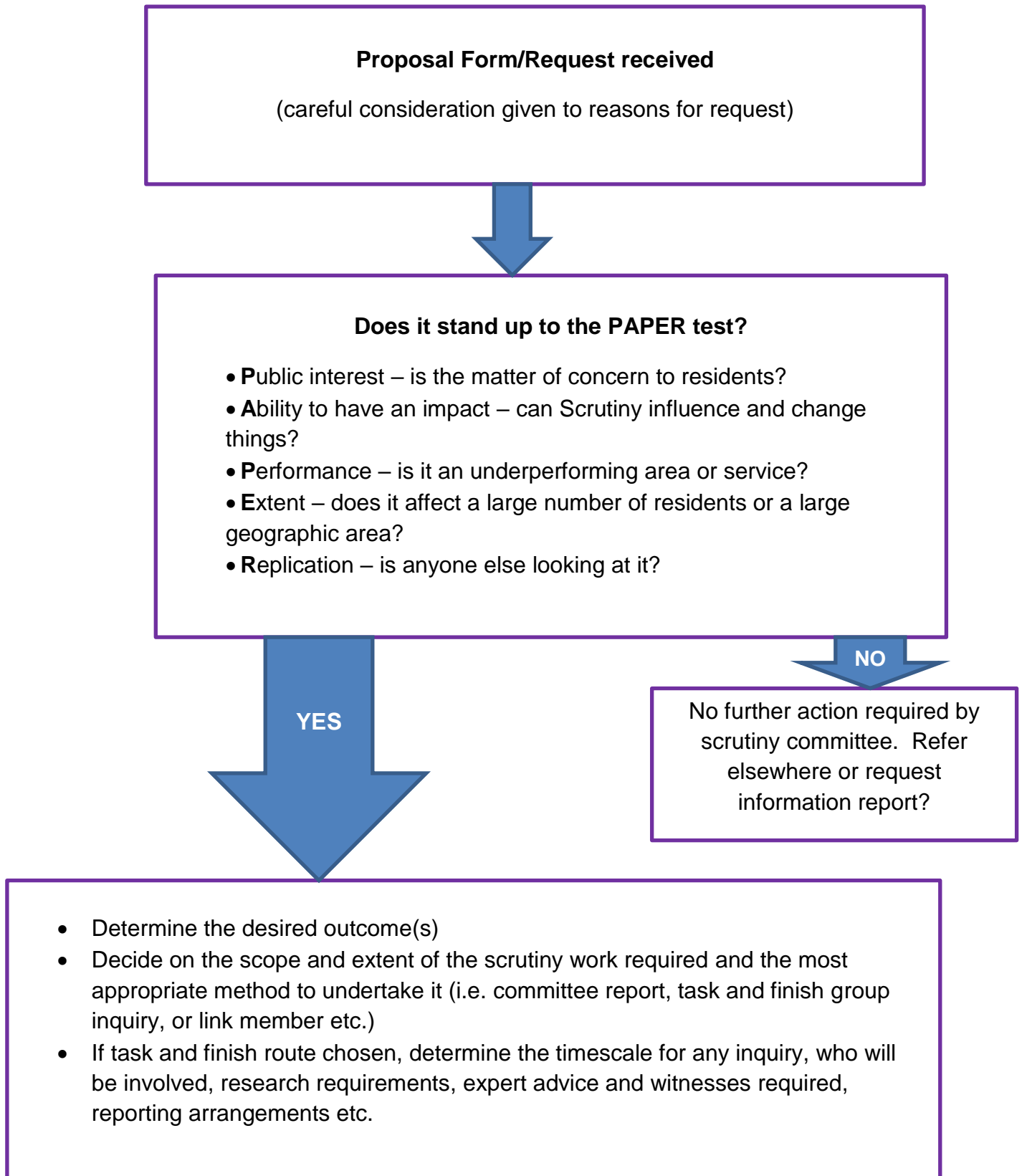
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<b>Member Proposal Form for Scrutiny Forward Work Programme</b>	
<b>NAME OF SCRUTINY COMMITTEE</b>	
<b>TIMESCALE FOR CONSIDERATION</b>	
<b>TOPIC</b>	
<b>What needs to be scrutinised (and why)?</b>	
<b>Is the matter one of concern to residents/local businesses?</b>	<b>YES/NO</b>
<b>Can Scrutiny influence and change things?</b> (if 'yes' please state how you think scrutiny can influence or change things)	<b>YES/NO</b>
<b>Does the matter relate to an underperforming service or area?</b>	<b>YES/NO</b>
<b>Does the matter affect a large number of residents or a large geographical area of the County</b> (if 'yes' please give an indication of the size of the affected group or area)	<b>YES/NO</b>
<b>Is the matter linked to the Council's Corporate themes?</b> (if 'yes' please state which theme(s))	<b>YES/NO</b>
<b>To your knowledge is anyone else looking at this matter?</b> (If 'yes', please say who is looking at it)	<b>YES/NO</b>
<b>If the topic is accepted for scrutiny who would you want to invite to attend e.g. Lead Member, officers, external experts, service-users?</b>	
<b>Name of Councillor/Co-opted Member</b>	
<b>Date</b>	

## Consideration of a topic's suitability for scrutiny



## Cabinet Forward Work Plan

Meeting		Item (description / title)	Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
<b>20 February</b>	1	Void Property Refurbishment Framework	To seek Cabinet approval for the tendering of a new voids framework. Value £16M	Yes	Cllr Rhys Thomas Lead Officer/Report Author Mark Cassidy
	2	Capital Budget Proposals 2024/25	To seek Cabinet approval for the Capital Budget Proposals 2024/25	Yes	Cllr Gwyneth Ellis Lead Officer/Report Author – Liz Thomas
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Liz Thomas
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinators
<b>19 March</b>	1	Care Home Fee Setting 2024/25	To seek Cabinet approval for the Fee Structure 2024/25	Yes	Cllr Elen Heaton Lead Officer/ Report Author Nicola Stubbins/Ann Lloyd
	2	Denbighshire's draft Local Housing Market Assessment	To seek Cabinet approval of the assessment for submission to Welsh Government	Yes	Cllr Win Mullen-James Lead Officer/Report Author – Angela Loftus
	3	Sustainable Communities for Learning – Rolling Programme	To approve the draft proposals for the next stage of the Sustainable	Yes	Cllr Gill German Lead Officer – Geraint Davies Report Author – James

## Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			Communities for Learning programme for submission to Welsh Government		Curran
	4	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Liz Thomas
	5	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinators
<b>23 April</b>	1	North East Wales Archive Project	To update Cabinet in respect of the NLHF application outcome, and to seek a decision re the next steps	Yes	Cllr Emrys Wynne Lead Officer – Liz Grieve Report Author – Craig Berry/Sian Lloyd Price
	2	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Liz Thomas
	3	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinators
<b>21 May</b>	1	Finance Report	To update Cabinet on the current financial position of	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author

## Cabinet Forward Work Plan

Meeting	Item (description / title)		Purpose of report	Cabinet Decision required (yes/no)	Author – Lead member and contact officer
			the Council		Liz Thomas
	2	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinators
<b>25 June</b>	1	Council Performance Self-Assessment 2023 to 2024 (year end)	To consider a report by the Strategic Planning Team for Council to approve the Performance Self-Assessment 2023 to 2024.	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author – Helen Vaughan-Evans, Iolo McGregor, Emma Horan
	2	Reviewed and updated Denbighshire County Council's Climate and Ecological Change Strategy (2021-2030)	To present the reviewed and updated Climate and Ecological Change strategy document for Council to decide on whether to adopt it	Yes	Cllr Barry Mellor / Liz Wilcox-Jones / Helen Vaughan-Evans
	3	Finance Report	To update Cabinet on the current financial position of the Council	Tbc	Cllr Gwyneth Ellis Lead Officer/Report Author Liz Thomas
	4	Items from Scrutiny Committees	To consider any issues raised by Scrutiny for Cabinet's attention	Tbc	Lead Officer – Scrutiny Coordinators

**Cabinet Forward Work Plan**

**FUTURE ITEMS**

<b>19 Nov</b>	Council Performance Self-Assessment Update – July to September (QPR2)	To consider a report by the Strategic Planning Team for Council to approve the Performance Self-Assessment July to September	Cllr Gwyneth Ellis Lead Officer/Report Author – Helen Vaughan-Evans, Iolo McGregor, Emma Horan
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*Note for officers – Cabinet Report Deadlines*

<i>Meeting</i>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>	<i>Meeting</i>	<b><i>Deadline</i></b>
<i>20 February</i>	<b><i>6 February</i></b>	<i>19 March</i>	<b><i>5 March</i></b>	<i>23 April</i>	<b><i>9 April</i></b>

Updated 24/01/2024 – KEJ

Cabinet Forward Work Programme.doc