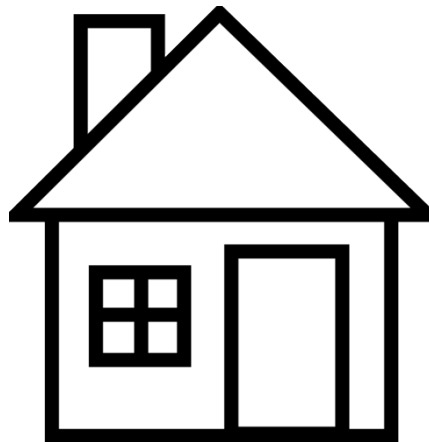




# WHQS Compliance Policy



Prepared by:  
Capital Works Team

In connection with:  
Achieving WHQS by 2020

Prepared by:  
Tony Jones FCIQB

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7. **Appendicies**

7.1 **WHQS Compliance Certificate**

01.

## Revision History

Revision	Amendments	Issued to	Date of Issue
00	None	Tony Jones - Capital Works Manager, Flintshire County Council	April 2016

02.

## Quality Statement

This Document was:

Prepared by: Tony Jones  
Capital Works Manager

Checked by: Nik Evans  
Service Manager  
Council Housing Services

Approved by: Clare Budden  
Chief Officer  
Community & Enterprise

Date: .....

## **1. Policy Introduction**

Flintshire County Council is proud to have developed and agreed a revised delivery programme that will meet the WHQS by the year 2020. This is a significant achievement for the authority having being in a position in 2012 where achievement of the standard was only possible by 2036.

At the heart of the development of a revised plan was the desire to provide high quality housing and neighbourhoods for the tenants of Flintshire. This Policy demonstrates Flintshire's interpretation and application of the WHQS compliance with individual components and its intentions for assessment and verification of achievement of the standard.

## **2. Policy Purpose**

The WHQS Compliance Policy is a requirement of Welsh Government to verify the Authority's interpretation and achievement of the standard. Flintshire County Council have produced a programme to achieve WHQS compliance to their properties by 2020.

The compliance policy will be operational from April 2016 and reviewed annually. It will also become part of the business planning process and will support the major repairs programme.

The policy will clarify Flintshire County Councils approach to:

- a) Interpretation of the WHQS reflecting resources and circumstances.
- b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress
- c) Data collection
- d) Data storage
- e) WHQS progress and reporting
- f) Independent Verification
- g) WHQS plus standard
- h) Summarised annual financial investment in the stock
- i) Link to WG statistical return
- j) Interpretation and measurement of Community Benefits.

### **3. Intention**

This Policy document is intended to form part of a consultation process involving tenant groups, Senior Management Team, Housing & Regeneration Project Board and the Community & Enterprise Scrutiny committee. The outcome will be an agreed approach to, and, an interpretation of the WHQS. The document will be publically available.

Development of the Compliance Policy;

- Collate all compliant documents previously agreed and create draft document.
- Review Information with Senior Management Team.
- Review Information with Tenants Federation representing Individual tenant groups.
- Review Information at Housing & Regeneration Project Board, including Leader, Deputy Leader of the Council, Lead Housing Cabinet Member, Chief Executive, Chief Officer and Housing Asset Management.
- Present & review at Community & Enterprise Scrutiny committee.
- Seek Cabinet approval

Flintshire County Council will implement the Compliance Policy in the 1st Quarter of 2016/17.

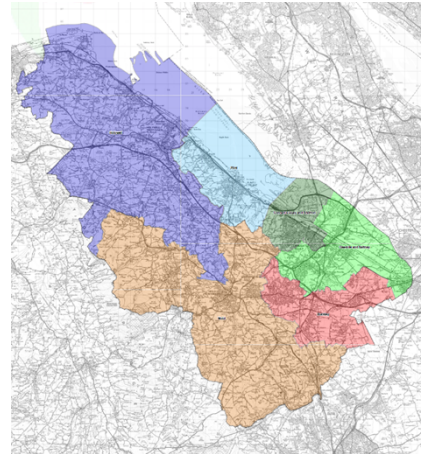
The WHQS compliance certificate will be further developed and implemented in the 3<sup>rd</sup> Quarter of 2016/17.

The Compliance Policy and Certificate will be reviewed and in the 4<sup>th</sup> and final Quarter of 2016/17 considering the feedback and input of all major stakeholders.

### **4. Current Housing Stock**

Flintshire County Council Currently have circa 7200 residential properties, the WHQS delivery programme will be delivered within 6 district areas:

- **Buckley**
- **Connahs Quay & Shotton**
- **Deeside & Saltney**
- **Flint**
- **Holywell**
- **Mold**



## 5. Current Plans

The development of a 6 year delivery programme that commenced in 2015/16 which includes improvement in Elemental & Component Breakdown;

- Internal Whole House Programme - Including kitchens, bathrooms and heating upgrade.
- Kitchens and Bathrooms upgrade.
- Bathrooms and Heating upgrade.
- External Whole House Programme - Including chimney, roof, gutters, pointing, rendering, windows and doors upgrade.

Some properties will become empty (void) each year and some of these properties may be brought forward as required.

Some tenants may refuse to have the works completed for various reasons. These properties will be re-introduced into the programme in a subsequent year.

## 6. Work Progress March 2016

The 6 year delivery programme has been developed and subsequently several new workstreams have been procured and implemented on site.

New tenders have been let for various timescales, 2 / 3 / 4 year durations to enable the Capital Works Team to review / analyse / change if necessary any projects / workstreams that require adaptation for any reason.

## HOUSING ASSET MANAGEMENT WHQS 2020 PLAN

	WORK STREAM	DISTRICT	PROPERTIES	TOTALS		WORK STREAM	DISTRICT	PROPERTIES	TOTALS	
YEAR 1 2015-2016	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)	Buckley Holywell	124 451	575	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms	C'Quay & Shotton Deeside & Saltney	181 373	554		Kitchens & Bathrooms		0	
		Bathrooms & Heating	Flint Mold	105 223	328		Bathrooms & Heating	Holywell Flint	285 104	389
	<b>Envelope Works</b>	WHOLE HOUSE	Holywell	317	317	<b>Envelope Works</b>	WHOLE HOUSE	Deeside & Saltney	282	282
		Gutter Line & Above Works	-	-	-		Gutter Line & Above Works	Buckley Mold	253 107	360
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	C'Quay & Shotton Flint	56 162	218
YEAR 2 2016-2017	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)	Deeside & Saltney Mold	275 306	581	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms	Holywell Flint	276 173	449		Kitchens & Bathrooms		0	
		Bathrooms & Heating	C'Quay & Shotton	368	368		Bathrooms & Heating		0	
	<b>Envelope Works</b>	WHOLE HOUSE	Flint	209	209	<b>Envelope Works</b>	WHOLE HOUSE	Mold	479	479
		Gutter Line & Above Works	-	-	-		Gutter Line & Above Works	Flint Mold	279 106	385
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Holywell	323	323
YEAR 3 2017-2018	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)	C'Quay & Shotton Flint	335 255	590	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms	Buckley Mold	236 222	458		Kitchens & Bathrooms		0	
		Bathrooms & Heating	Buckley Deeside & Saltney	232 208	440		Bathrooms & Heating		0	
	<b>Envelope Works</b>	WHOLE HOUSE	C'Quay & Shotton	287	287	<b>Envelope Works</b>	WHOLE HOUSE	Buckley	282	282
		Gutter Line & Above Works	Holywell	371	371		Gutter Line & Above Works	C'Quay & Shotton Deeside & Saltney	162 255	417
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Deeside & Saltney Buckley Mold	94 89 87	270
YEAR 4 2018-2019	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)			0	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms			0		Kitchens & Bathrooms		0	
		Bathrooms & Heating			0		Bathrooms & Heating		0	
	<b>Envelope Works</b>	WHOLE HOUSE			0	<b>Envelope Works</b>	WHOLE HOUSE		0	
		Gutter Line & Above Works			0		Gutter Line & Above Works		0	
		Gutter Line & Below Works			0		Gutter Line & Below Works		0	
YEAR 5 2019-2020	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)			0	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms			0		Kitchens & Bathrooms		0	
		Bathrooms & Heating			0		Bathrooms & Heating		0	
	<b>Envelope Works</b>	WHOLE HOUSE			0	<b>Envelope Works</b>	WHOLE HOUSE		0	
		Gutter Line & Above Works			0		Gutter Line & Above Works		0	
		Gutter Line & Below Works			0		Gutter Line & Below Works		0	
YEAR 6 2020-2021	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)			0	<b>Internal Works</b>	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms			0		Kitchens & Bathrooms		0	
		Bathrooms & Heating			0		Bathrooms & Heating		0	
	<b>Envelope Works</b>	WHOLE HOUSE			0	<b>Envelope Works</b>	WHOLE HOUSE		0	
		Gutter Line & Above Works			0		Gutter Line & Above Works		0	
		Gutter Line & Below Works			0		Gutter Line & Below Works		0	



# WHQS Compliance Policy

The Welsh Housing Quality Standard



The properties will be assessed on the criteria based in the WHQS Appendix A3, Standard Assessment Checklist, which briefly includes;

- Part 1 :** Is the building in a good state of repair.
- Part 2 :** Is the building safe and secure.
- Part 3 :** Is the building adequately heated, fuel efficient and well insulated.
- Part 4 :** Does the building contain up-to-date kitchens and bathroom.
- Part 5 :** Well managed (rented housing).
- Part 6 :** Located in attractive and safe environments.
- Part 7 :** Does the building as far as possible, suit the specific requirement of the household (e.g. specific disability).

This policy will clarify Flintshire County Councils approach to:

- a) Interpretation of the WHQS reflecting resources and circumstances.
- b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress.
- c) Data collection.
- d) Data storage.
- e) WHQS progress and reporting.
- f) Independent Verification.
- g) WHQS plus standard.
- h) Summarised annual financial investment in the stock.
- i) Link to WG statistical return.
- j) Interpretation and measurement of Community Benefits.

**a) Interpretation of the WHQS reflecting resources and circumstances.**

**Resources;**

Flintshire County Council intends to have a rolling programme of works let to selected contractors on various contracts. The work is arranged geographically, each district receiving a programme of works each year. The Council intends to work towards WHQS plus wherever possible and this has commenced with the recent Vibrant and Viable funding project in the Deeside district.

The Council resources assigned to delivering WHQS are approximately 30 members of staff within the Capital Works Team, which has increased significantly since 2012 when only 8 members of staff were delivering the previous programme. The budget has also increased significantly to achieve the WHQS programme from annual budgets of circa £10/12m to circa £20m for the next five years. New team members have been identified to help facilitate delivery, such as System Auditors, Tenant Liaison officers, Contract Surveyors, Clerk of Works and Modern apprentices.

### Circumstances;

Defining compliance with the WHQS is not a simple process. It is a complex calculation requiring information on between 50-70 components per property.

The following interpretation of the WHQS is to be adopted:

- Where a component fails the standard in relation to its condition or other significant factor relating to the health and safety of the occupier(s) it will be renewed within the prescribed timescale.
- When a component meets the criteria of the WHQS in relation to its condition and has a significant remaining working life, but does not meet all of the requirements, for example a bathroom in good condition fitted with slip resistant flooring but currently lacking a shower, it is proposed that the whole bathroom will not be replaced until such time that it reaches the end of its useful life. In such cases, the required upgrading works will be prioritised over other planned programmed works to achieve compliance with the WHQS as soon as practical.
- All Primary Elements as defined in the revised guidance document that fail to meet the required criteria will be renewed within the prescribed timescales.

### WHQS analysis

On the basis of the principals set out above our analysis of the WHQS data collected has been made on the following assumptions:

- Electrical installations will be brought up to WHQS standards when renewed at the end of their economic life.
- Timber fascia's will be renewed with uPVC at the end of their economic life, unless forming part of wider project such as whole house approach.
- Timber doors will be renewed with uPVC at the end of their economic life, unless forming part of wider project such as whole house approach.
- Timber windows will be renewed with uPVC at the end of their economic life, unless forming part of wider project such as whole house approach.
- Kitchens that are over 15 years old will be renewed as part of this approach.
- When renewed, kitchens will be upgraded to meet all requirements of the WHQS.
- Bathrooms without showers will be upgraded when the current bathroom reaches the end of its economic life; or as part of a Capital Works Internal project; or 'Major Void' works.

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 1: In a Good State Of Repair</b>		
<b>(P - Primary, S - Secondary)</b>		
1 a) Is the dwelling structurally stable and free from disrepair	<i>Any properties found to have components that require attention, via stock condition surveys; regular inspections; capital works projects; or reported to the repairs team directly are systematically dealt with and rectified as part of the works or through our insurances.</i>	P
1 b) Is the dwelling free from damp	<i>Any properties found to have components that require attention, via stock condition surveys; regular inspections; capital works projects; or reported to the repairs team directly are systematically dealt with and rectified as part of the works or raised as separate jobs.</i>	P

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 2: Safe and Secure</b>		
<b><u>Stairs and landings</u></b>		
2 a) Stairs must have at least one handrail and not be considered hazardous	<i>Communal area properties have been provided with this requirement and all other properties that do not have a handrail will be identified when the property is inspected at the Void stage and subsequently furnished with the minimum requirement while the property is void.</i>	P
<b><u>Kitchens and bathrooms</u></b>		
2 b) The kitchen should have adequate space for appliances	<i>Kitchen replacements are specifically designed with tenants input and choices are accommodated where possible with an external Kitchen designer, with drawings produced.</i>	S
2 c) The kitchen should be a well organised working area with adequate work surfaces for resting pans and food preparation	<i>Kitchen replacements are specifically designed with tenants input and choices are accommodated where possible with an external Kitchen designer, with drawings produced.</i>	S
2 d) The kitchen should have sufficient storage to meet the needs of the residents	<i>Kitchen replacements are specifically designed with tenants input and choices are accommodated where possible with an external Kitchen designer, with drawings produced.</i>	S

- 2 e) The kitchen should have sufficient and conveniently located power sockets *Kitchen replacements are completely rewired and adequate sockets are provided at this time.* S
- 2 f) The dwelling should have flooring suitably designed for kitchens and bathrooms, and, where necessary, flooring suitable for use in wet areas *All new kitchen and bathroom replacement schemes are being provided with new floor coverings as part of the works, and meeting minimum standards.* S

### Fire escape

- 2 g) The dwelling should have an external fire escape *Properties will be compliant and any properties that do not comply will be surveyed as part of our ongoing Fire Risk Assessments and will comply with any fire officers alternative recommendations.* S
- 2 h) The dwelling must have adequate fire alarms and equipment *All common areas of flats are compliant and weekly checks are also completed to all blocks.* P
- 2 i) The dwelling should have an escape route from the rooms used for sleeping to an external door which does not pass through another room *All dwellings should be compliant; any that are found to have been altered are rectified.* S
- 2 j) The dwelling must have a suitably located, mains powered, smoke alarm (with a backup secondary power source such as a sealed lithium battery) on each floor *All properties have this facility and are renewed systematically on a 10 year replacement cycle.* P
- 2 k) The dwelling should not have windows fitted with locks with an automatic locking action in rooms used for sleeping *The Council's new window specification allows for this requirement. All new window schemes being replaced will be required to follow this specification.* S

### Electrical installations, heating installations and appliances

- 2 l) The gas, solid fuel or oil service and safety inspection certificate must be current. All heating installations and appliances must be checked and certified safe by an appropriately qualified person at least annually and as required by law *All new installations are certified and the Council have an in-house DLO servicing team ensuring all properties are serviced on an 11 month cycle.* P
- 2 m) Electrical lighting and power installations must be checked and certified safe by an appropriately qualified person at least every 10 years as a minimum *All new kitchen and bathroom installations are rewired and any faults rectified. Additionally, all Void properties are checked before re-allocation. The smoke alarm replacements also provide the opportunity to check the electrical system with the 10 year smoke alarm replacement schemes completed by the in-house DLO team.* P

### Security

- 2 n) The dwelling must have a reasonable level of physical *All Council properties are adequate for this requirement, any repair issues are dealt with by our in house DLO team. New installations* P

security (windows & Doors)

*are being supplied to Secure By Design (SBD) standard.*

### Outside the dwelling

- 2 o) All opportunities must be taken to make gardens safe and suitable for young children to play in, easy to maintain and reasonably private
- The WHQS is very descriptive and onerous. Flintshire County Council have agreed a fencing policy that complies with the requirements however the garden maintenance issues are not compliant and difficult to comply with. This issue is being investigated and Flintshire County Council will endeavour to honour as many of the principles as required.*
- P

## Element

## Interpretation & Rationale

## P/S

### Part 3: Adequately Heated, Fuel Efficient and Well Insulated

- 3 a) Heating systems must be reasonably economical to run and capable of heating the whole of the dwelling to a comfortable level in normal weather conditions
- All Council properties are adequate for this requirement, substantial investment has occurred in previous financial years, and properties that still require improvement are being completed within current workstreams.*
- At the time of writing this report (March 16) oil prices are low and tenants are reluctant to opt for a different choice of heating when offered.*
- Major off gas projects are being undertaken where financially viable to remove / eliminate any electrical storage heater properties. Any other properties that cannot obtain main gas lines due to financial constraints will be offered alternative new technology such as Air Source Heat Pumps (ASHP).*
- P
- 3 b) External doors and windows must be sufficiently well fitting so that they do not cause severe draughts
- The majority of our properties have uPVC windows and doors. However, many were fitted beyond 20 years ago and require replacement. Existing repair issues are dealt with via Inspections / DLO repair and new installations e.g. the Whole House Envelope project will be systematically renewed on new workstreams going forward.*
- P
- 3 c) The main entrance door should not open directly into the living room
- We do have some properties where this occurs, however the staircase hinders the opportunity to provide additional lobby areas.*
- There are no plans to provide the facility to comply as funding will not be made available to facilitate new built porches externally.*
- S
- 3 d) The hot water tank must be effectively insulated
- Any tanks that are remaining have been adequately insulated and are checked when they become Void.*
- P

- |      |   |  |   |
|------|---|--|---|
| 3 e) | Kitchens and bathrooms should have an adequate amount of mechanical ventilation | <i>New kitchen and bathroom installations are provided with adequate mechanical ventilation.</i> | S |
|------|---|--|---|

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
----------------	---------------------------------------	------------

**Part 4: Contain up-to date Kitchens and Bathrooms**

**Kitchens**

- |      |  |   |   |
|------|--|---|---|
| 4 a) | The dwelling must have a kitchen 15 years old or less unless it is in good condition | <i>The Council have adopted this requirement and built the 30 year business plan to continue with this requirement.</i> | P |
|------|--|---|---|

**Washing and drying clothes**

- |      |   |   |   |
|------|---|---|---|
| 4 b) | The dwelling should have adequate facilities for washing, drying and airing clothes | <i>Where properties do not have facilities for drying clothes, they are fitted with rotary airers; paths and lines in gardens that are past their repair or useful life are being removed and replaced with rotary airers also. Washing lines that are in good working order will remain insitu until the end of their economical life.</i> | S |
|------|---|---|---|

**Bathroom and WC facilities**

- |      |   |  |   |
|------|---|--|---|
| 4 c) | The bathroom and WC facilities must be 25 years old or less, unless it is in good condition | <i>The Council have adopted this requirement and built the 30 year business plan to continue with this requirement.</i>  | P |
| 4 d) | The dwelling must have a bathroom with a bath and shower which may be an over bath shower   | <i>The Council have adopted this requirement on new Capital projects and any 'Major' Voids that do not comply are fitted with a shower. Showers in 'Minor' Voids will be renewed as part of planned works.</i> | P |

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
----------------	---------------------------------------	------------

**Part 5: Well Managed**

- |      |   |  |     |
|------|---|--|-----|
| 5 a) | Is the dwelling fairly, efficiently and well managed? | <i>Although WG do not assess this section, FCC can state that in addition to the existing management procedures that were in place, the Housing Management team have recently been amalgamated with the Housing Asset management team all under the supervision of one Service manager. This will provide an improvement in the management of the housing stock.</i> | N/A |
|------|---|--|-----|

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
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**Part 6: Located in Attractive and Safe Environments**

6 a)	All roads and footpaths should be accessible and provide safety	<i>Flintshire County Council are beginning feasibility studies around our requirements and compliance towards Section 6 Standards.</i>	S
6 b)	There should be soft and hard landscaping	<i>This section will be reviewed and amended accordingly upon our findings and conclusions.</i>	S
6 c)	Street lighting should be adequate	<i>Feasibility Studies to conclude.</i>	S
6 d)	There should be safe play areas for young children	<i>Feasibility Studies to conclude.</i>	S
6 e)	Communal areas should be practical and maintainable	<i>Feasibility Studies to conclude.</i>	S
6 f)	The dwelling should have a clearly defined boundary	<i>Existing Open Plan properties will remain wherever possible on estate wide projects.</i>	S
6 g)	Utilities should be clearly identified	<i>Feasibility Studies to conclude.</i>	S
6 h)	Car parking should also be practically located and should be clearly visible to residents	<i>Feasibility Studies to conclude.</i>	S

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 7: As far as possible, suit the specific requirements of the household (e.g. specific disabilities)</b>		

7a)	The dwelling should provide sufficient space for everyday living	<i>Section 7 will be reviewed per property when the WHQS compliant certificate is collated at the time of the Void and consequent re-lets.</i>	S
7 b)	The dwelling should have enough storage both internally and externally	<i>Verified at Void stage and accommodated wherever possible unless too costly to rectify. Existing external storage facilities will be repaired when required, however the Council will not be providing additional external storage where none exists at present at this stage.</i>	S
7 c)	The dwelling layout should meet the specific cultural needs of the tenants	<i>The Council comply with this requirement.</i>	S
7 d)	All necessary physical aids required by the residents should be provided	<i>Properties are adapted wherever possible with DFG funding. Capital projects have also just adopted the RNIB colour schemes to provide aid to partially sighted individuals.</i>	S
7 e)	Dwellings with a garden should have a directly accessible, reasonably sized level area	<i>Verified at Void stage and accommodated wherever possible unless too costly to rectify.</i>	S
7 f)	The dwelling should have paved access to any garden gate and drying line	<i>Verified at Void stage and accommodated wherever possible unless too costly to rectify.</i>	S

## **b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress**

The WHQS may be interpreted in many ways and Flintshire County Council will follow the following procedure when adopting 'Not Applicable' and 'Acceptable Fails' for primary and secondary criteria. It is intended that acceptable fails are kept to a minimum. However, where the WHQS cannot practically be applied or implemented as intended, these shall be highlighted and their reason identified.

Acceptable fails may only apply to one or a combination of the following elements:

- Cost of remedy
- Timing of remedy
- Residents choice
- Physical constraint

### **Cost of Remedy**

Presently, Flintshire County Council has not adopted 'Cost of remedy' as an Acceptable Fail criterion except with the caveat of not providing extensions to properties to overcome Physical Constraints such as larger kitchens. However, as the programme is realigned every second year, this Acceptable fail criteria may be required for certain circumstances.

### **Timing of Remedy**

Presently, Flintshire County Council has not adopted 'Timing of remedy' as an Acceptable Fail criterion. However, as the programme is realigned every second year, these Acceptable fail criteria may be required for certain circumstances.

### **Residents Choice**

Some tenants refuse to have the works completed for various reasons. These properties will be re-introduced into the programme in subsequent years.

When properties have been surveyed we often find that some tenants have replaced their own fixtures and fittings, i.e. kitchens / bathrooms and no longer require the upgrade works to be completed. This allows the Capital Works Team with the opportunity to put forward additional properties and complete the works earlier than originally planned.

### **Physical Constraint**

Flintshire County Council takes every possible step to overcome Physical Constraint, however, this acceptable fail criteria is applied where kitchens cannot be practically adapted.

Other properties are subject to Disabled Facility Grants and these properties may often be re-scheduled dependent on the Occupational Therapists assessment and personal circumstances of the individuals concerned.

Based upon the above circumstances and many others, Flintshire County Council will review the planned 'Programme and Sequence of Works' every second year of the programme. The



purpose of this is to re-align and re-schedule any Acceptable fail properties that can be re-scheduled back into the programme.

### **c) Data collection**

Flintshire County Council undertook condition surveys in 2013-2014 on their residential properties and the survey formed an overall schedule of stock condition.



In addition to this, the Capital Works Team collated a large amount of historical data on works that had been achieved, dating back to 2006 as a base date, then began to cleanse the existing data that was available. This information is now being uploaded onto our internal software system. This revised data provided the opportunity to develop the new six year delivery programme to reach WHQS by 2020.

### **d) Data storage**

The stock condition surveys were undertaken by Savills on 7200 properties in Flintshire. This data formulated the basis from which to plan the workload to achieve the standard by 2020.

Flintshire County Council have reviewed their data storage capacity within the current Capita Open Housing system. The system when it was originally installed was designed for repair and housing management issues. Although further modules were available for capital works data collection, the system was not fit for purpose for reporting mechanisms in line with WHQS data collection requirements.

The Council assessed external Asset Management software such as Keystone and PIMMS, however, this additional software was not completely compatible with our current system and also attracted significant additional costs with ongoing support. It was important to try and integrate Capital projects with repair projects.

To this aim, discussions were held with Capita with a view to try and rebuild sections of the current system to align with the components that are the underlying principles of the WHQS criteria. This piece of work has been completed through an internal working group and the group is currently uploading the existing data that has been collated into the system.

The system will then be able to quantify accurately all works that have been completed on the properties either through Capital works or repairs. This will enable more accurate data for reporting purposes both internally and externally and for WHQS data reporting to Welsh Government.

The Capital Works Team are responsible for collecting and analysing all data required for WHQS delivery.

The data collected has also been rebuilt to highlight acceptable fail criteria and will also ensure these properties can be highlighted in future workstreams as the programme is realigned to accommodate them.

The system has a Scenario Planner module and this has not been used to date as there was limited data in the system to utilise it fully. As part of the rebuild, life cycles have been reviewed and updated to reflect current plans.

With the rebuild and continuous information being updated monthly, through valuations, the Scenario planner will then become a vital piece of software for future forecasting and help facilitate more accurate 30 year Business Plan forecasting.

The properties have Unique Property Reference numbers; cross referenced with the Place Reference numbers; and additionally northing's / easting's have also been included into the system. This information has been uploaded where the data can now be reported in several formats, including indicating on maps to initiate progress to date of certain components / elements.

#### **e) WHQS progress and reporting**

Flintshire County Council have only reported a small number of their properties reaching the full WHQS in recent years. The primary reason for this is that the previous 5 years of investment have concentrated on internal workstreams in isolation.

The net result of this is that many properties have 1, 2, or maybe 3 major WHQS components but not many properties have all the components required to become fully WHQS compliant.

The new programme now reflects the other workstreams such as Envelope works, External works and Environmental workstreams. The remaining Internal workstreams have been grouped together to increase delivery of the remaining components. This has enabled the Council to commence delivery of other workstreams.

It is envisaged that along with the rebuild of our software, as each year progresses then the numbers of compliant properties will see significant increases year on year.

The existing programme will be 'refreshed' every other year to adjust and reflect any changes in 'Acceptable Fail' criteria. The programme will then be realigned to accommodate any changes necessary.

The WHQS reporting mechanisms in place consist of;

- Monthly Project meetings with each contractor to ensure targets are being met.
- Monthly Financial meetings to ensure overall expenditure is on target.
- Monthly Board meetings with Leader / Deputy Leader / Lead member for Housing / Chief Officer to discuss progress to date.
- Quarterly financial reports to Welsh Government when requesting MRA funding.

- Quarterly meetings with the delivery team to ensure Team targets are being met.
- Bi Annual updates for the Tenants federation and regular updates throughout the year as major changes occur.

#### f) Independent Verification

Flintshire County Council will undertake random checks on their surveys and databases to assess accuracy and clarity. Flintshire County Council will provide WHQS Compliance Certificates at re-letting stage from mid-year 2016/17 including their EPC.

The compliance to WHQS will be independently verified by Flintshire County Councils neighbouring authority, Wrexham County Borough Council.

Verification will be undertaken by officers who have an involvement in the delivery of WHQS through data collection management or direct engagement.

#### g) WHQS plus standard

<u>Element</u>	<u>WHQS Plus Information</u>	<u>P/S</u>
<b>Part 2: Safe and Secure</b>		
<b>Kitchens and bathrooms</b>		
2 b) The kitchen should have adequate space for appliances	<i>Where there are Communal Laundry facilities, the Council allows for 600mm base units to be installed where a Washing Machine would normally be located. They can be easily changed for alternative appliances in the future, making it easier for tenants to install their preferred additional appliances if needed.</i>	S
2 d) The kitchen should have sufficient storage to meet the needs of the residents	<i>The Council ensures the minimum storage capacity requirements are met and also allows the storage capacity to exceed by 0.2m<sup>3</sup> for every archetype.</i>  <i><u>1bed</u> - 1.1m<sup>3</sup>-1.3m<sup>3</sup></i> <i><u>2bed</u> 1.3m<sup>3</sup>-1.5m<sup>3</sup></i> <i><u>3bed</u> -1.5m<sup>3</sup>-1.7m<sup>3</sup></i>	S
2 e) The kitchen should have sufficient and conveniently located power sockets	<i>The Council specifies that the Kitchen must be fitted with 5 double sockets in addition to 3 low level outlets thus reducing the use adapters and excessive use of trailing flexes and extension leads. This is over and above the minimum 3 double sockets required by the</i>	S

## WHQS.

- 2 f) The dwelling should have flooring suitably designed for kitchens and bathrooms, and, where necessary, flooring suitable for use in wet areas *The Kitchen & Bathrooms are both specified with an R10 slip resistant floor covering.* S

### Fire escape

- 2 i) The dwelling should have an escape route from the rooms used for sleeping to an external door which does not pass through another room *The Council ensures any 'Room within a Room' is assessed and appropriately converted so that these rooms have access to an external door.* S

### Electrical installations, heating installations and appliances

#### Security

- 2 n) The dwelling must have a reasonable level of physical security (windows & Doors) *The Council has specified that every ground floor window will be laminated (providing extra security measures) and that no key locks will be utilised in any window within the property. This is to ensure that in the event of a fire every window is accessible with regards to access and egress.* P

### **h) Summarised annual financial investment in the stock**

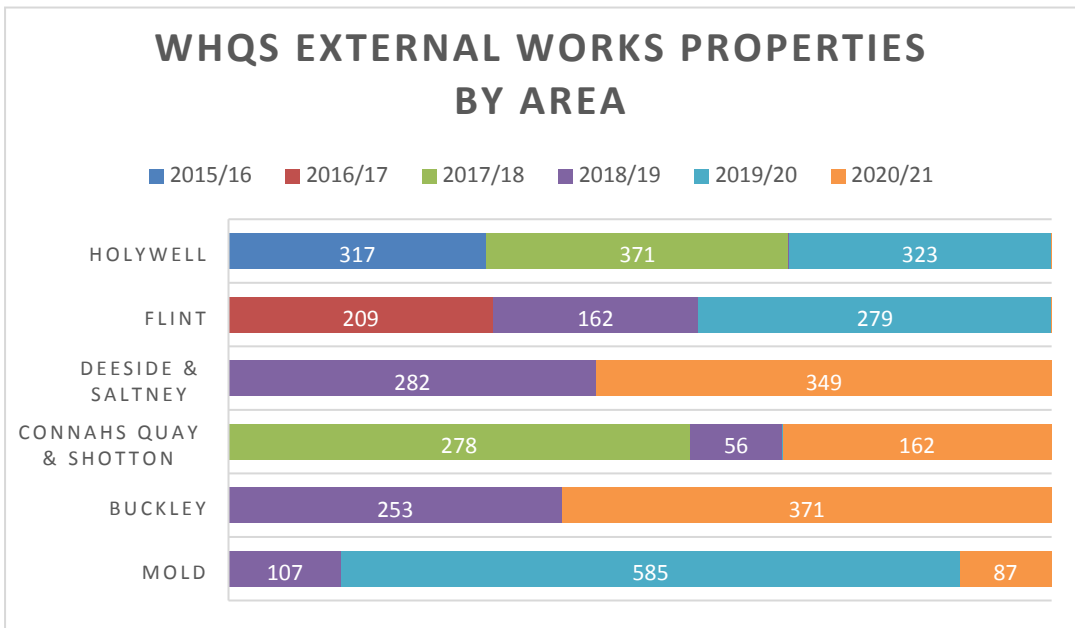
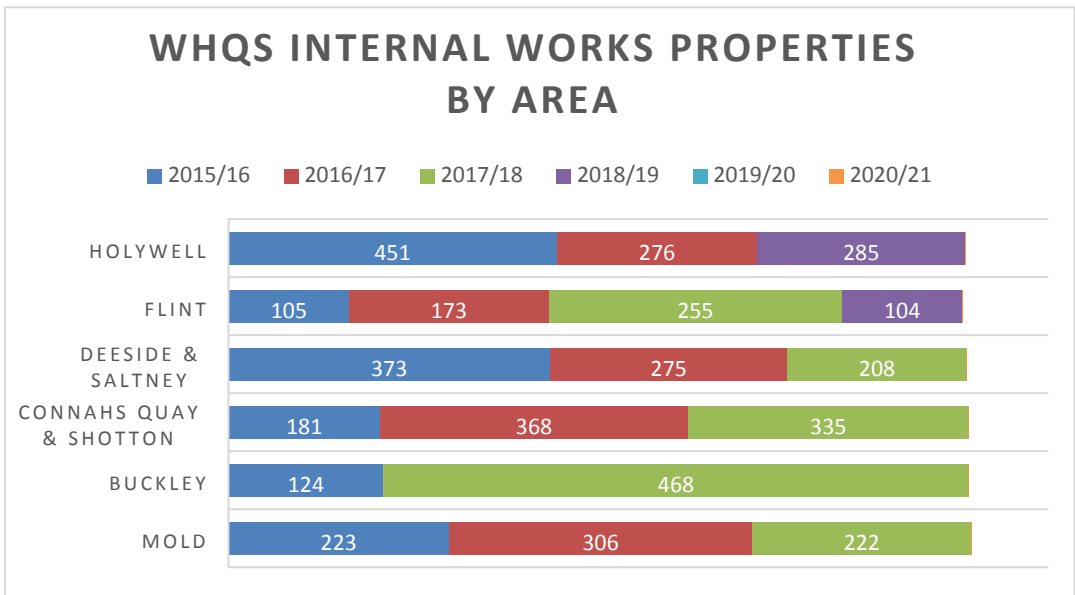
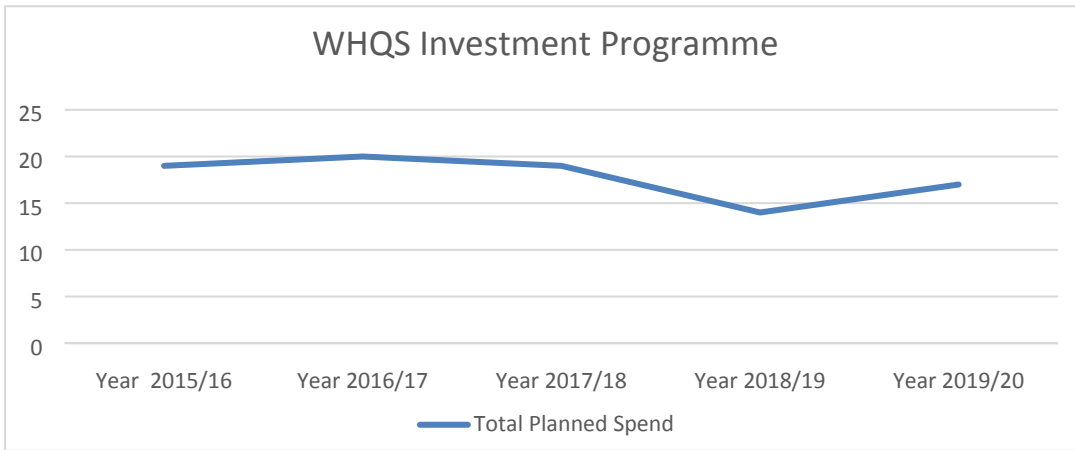
Previous to the new delivery plan, the annual investment programme was circa £10 /12 million per annum. Through the planning stages of the programme, the team worked closely with the Finance team to ensure funding could be sought for the new programme of works. To achieve the WHQS by the required timescales, the following funds have been made available to ensure delivery is achievable.

<b>Year</b>	<b>Total planned spend (£M)</b>
<b>15/16</b>	<b>19</b>
<b>16/17</b>	<b>20</b>
<b>17/18</b>	<b>19</b>
<b>18/19</b>	<b>14</b>
<b>19/20</b>	<b>17</b>
<b>20/21</b>	<b>14</b>
<b>TOTAL</b>	<b>103</b>

Flintshire County Councils 30 Year business plan has the following assumptions to allow WHQS to be maintained;

- Responsive, Void & Cyclical repairs                    £1,150 per property /pa
- WHQS Works    £2,384 per property /pa
- Other Capital Works    £ per property /pa
- Total    £3,534 per property /pa
- Total Expenditure (all stock)                                £8.3m/Repairs - £Average £17.15m WHQS

The graph below indicates the Planned and Actual WHQS investment programme to date:



**i) Link to WG statistical return**

Data collection is provided on an annual return basis to Welsh Government. Flintshire County Council are currently rebuilding the software collection model to reflect more accurately the increase in properties that become WHQS compliant. The new Compliance Certificate will also help facilitate this collection and will enable the maintenance of the standard beyond 2020 to be recorded accurately allowing efficient future planning.

**Table 1 - Stock wholly compliant with the WHQS at 31st March 2013**

Stock at 31st March 2013	Fully compliant stock at 31st March 2013	Compliant stock subject to acceptable rate at 31st March 2013	Non-compliant stock	Percentage fully compliant with acceptable rate	Expected year of full compliance for all stock	Validation	Comment
a	b	c	d	e	f	g	h
7,482	2,375	0	4,429	40%	2020	✓	
7,482	5,294	0	2,358	68%	2020	✓	
7,482	2,790	0	4,950	47%	2020	✓	
7,482	3,558	0	3,899	54%	2020	✓	
7,482	4,760	0	2,644	64%	2020	✓	
7,482	2,964	0	4,484	40%	2020	✓	

**Component**

Component	Stock at 31st March 2013	Fully compliant stock at 31st March 2013	Compliant stock subject to acceptable rate at 31st March 2013	Non-compliant stock	Percentage fully compliant with acceptable rate	Expected year of full compliance for all stock	Validation	Comment
a	b	c	d	e	f	g	h	
Floors and associated components	7,482	2,375	0	4,429	40%	2020	✓	
Windows	7,482	5,294	0	2,358	68%	2020	✓	
External doors	7,482	2,790	0	4,950	47%	2020	✓	
Rooflines	7,482	3,558	0	3,899	54%	2020	✓	
Electrical systems	7,482	4,760	0	2,644	64%	2020	✓	
Other	7,482	2,964	0	4,484	40%	2020	✓	

**Component**

Component	Stock at 31st March 2013	Fully compliant stock for given component at 31st March 2013	Compliant stock for given component subject to acceptable rate at 31st March 2013	Non-compliant stock for given component	Percentage fully compliant with acceptable rate for given component	Expected year of full compliance for all stock for given component	Validation	Comment
a	b	c	d	e	f	g	h	
Floors and associated components	7,482	2,375	0	4,429	40%	2020	✓	
Windows	7,482	5,294	0	2,358	68%	2020	✓	
External doors	7,482	2,790	0	4,950	47%	2020	✓	
Rooflines	7,482	3,558	0	3,899	54%	2020	✓	
Electrical systems	7,482	4,760	0	2,644	64%	2020	✓	
Other	7,482	2,964	0	4,484	40%	2020	✓	

\* Compliant properties should include any properties where a particular element of WHQS is not applicable and hence not assessed.

**j) Interpretation and measurement of Community Benefits.**

Flintshire County Council have implemented the Value Wales Measurement Toolkit and provide data to Welsh Government on its contracts. The Measurement Toolkit provides data on the major WHQS workstreams.

Flintshire County Council adopted the 'i2i' model for insertion into its contracts such as;

All contracts will be expected to deliver Core Targets and Flintshire County Council's commitment to this will be realised by adopting the i2i model for **Targeted Recruitment and Training.**

The Council have committed to provide 200 local jobs and 20 apprenticeship schemes through their commitment of spending circa £100 million over all the streams of work to help achieve WHQS. The 100 local jobs shall be **Recruited** and defined as - providing 2 persons per £1 million contract value. Every vacancy on site including those with subcontractors, are to be notified to the Council during the contract. The 10 apprenticeship schemes shall be **Trained** and defined as - 0.2 persons (or 11 person weeks) per £1 million contract value.

- A person week is the equivalent to one person being employed for five days on this contract.
- A new entrant trainee is a school or college leaver, or an adult that has not been employed in the construction industry during the previous six months and is now undertaking training towards a construction industry qualification.
- A new entrant trainee that is registered as an apprentice, including improvers, can count towards the person week target.

In addition to Core Targets, contractors will be required to supply Non-Core Community Benefits within this contract. Proposals should be planned on a cost neutral basis and proposals will become contract conditions. Contractors should utilise the Value Wales, Welsh Government Guidance on delivering maximum value for the Welsh pound. Guidance on Non-Core activities will be found in this document and contractors will be expected to provide evidence of Community Benefit and utilise the Value Wales Community Benefit Toolkit, which can be found in Appendix E.

In relation to the Core Targets, major workstreams are all achieving their required standard of apprenticeship and labour requirements as reported in the quarterly Improvement Plan reports.

In addition to this the Council have developed a new initiative, an Apprenticeship Academy whereby apprentices will be employed by an umbrella organisation and then placed with different Contractors as required over their apprenticeship lifetime. This is in addition to the contractual requirement for the contractors and will provide a further opportunity for Apprentices to acquire skills and time to complete their full apprenticeships.



The new Apprentice Academy will provide the opportunity to encompass other workstreams besides the WHQS delivery programme, i.e. 21<sup>st</sup> century schools and the new house build programme through SHARP; which will also utilise the Academy Initiative.

Non-Core community benefit will be provided and commence this forthcoming year. The new delivery programme has been split into 6 District Areas and it is the intention that each District acquires as equal amount as practically possible to ensure transparency amongst the areas. It is also the intention that contractors will come together to deliver this Community Benefit Initiative, therefore providing an opportunity to maximise the community impact in those Districts.

