

## Economy, Residents, Communities and Governance Scrutiny Committee

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Meeting Venue  
**Council Chamber - County Hall,  
Llandrindod Wells, Powys**

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Meeting Date  
**Tuesday, 20 August 2019**

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Meeting Time  
**10.00 am**

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County Hall  
Llandrindod Wells  
Powys  
LD1 5LG

For further information please contact  
**Wyn Richards, Scrutiny Manager and  
Head of Democratic Services**  
wyn.richards@powys.gov.uk

13.08.2019

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Mae croeso i chi siarad yn Gymraeg neu yn Saesneg yn y cyfarfod. Rhowch wybod pa iaith rydych am ei defnyddio erbyn hanner dydd, ddau ddiwrnod gwaith cyn y cyfarfod.

You are welcome to speak Welsh or English in the meeting. Please inform us of which language you wish to use by noon, two working days before the meeting.

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### AGENDA

<b>1.</b>	<b>APOLOGIES</b>
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To receive apologies for absence.

<b>2.</b>	<b>MINUTES OF PREVIOUS MEETINGS</b>
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To authorise the Chair to sign the minutes of the previous meeting(s) held as follows as a correct record:

- 24 June, 2019  
(Pages 3 - 12)

<b>3.</b>	<b>DECLARATION OF PARTY WHIPS</b>
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To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

<b>4.</b>	<b>DISCLOSURES OF INTEREST</b>
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To receive any disclose of interests by Members relating to items to be considered at the meeting.

<b>5.</b>	<b>TENANT SATISFACTION</b>
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To receive and consider the report of the Head of Housing and Community Development

(Pages 13 - 44)

<b>6.</b>	<b>SCRUTINY WORK PROGRAMME</b>
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To receive a copy of the Scrutiny Forward Work Programme and to make any suggestions for items to be added or deleted for consideration by the Co-ordinating Committee.

(Pages 45 - 50)

# Public Document Pack

Economy, Residents, Communities and Governance Scrutiny Committee 24.06.2019

## MINUTES OF A MEETING OF THE ECONOMY, RESIDENTS, COMMUNITIES AND GOVERNANCE SCRUTINY COMMITTEE HELD AT COUNCIL CHAMBER, COUNTY HALL - COUNTY HALL ON MONDAY, 24 JUNE 2019

PRESENT: County Councillor G Jones (Chair)  
County Councillors K W Curry, D O Evans, L George, J Gibson-Watt, I McIntosh,  
P C Pritchard, J Pugh, D Selby and M Barnes

In attendance: Mr Dafydd Llywelyn, Police and Crime Commissioner for Dyfed Powys Police

Cabinet Portfolio Holders In Attendance: County Councillors A W Davies (Portfolio Holder for Finance, Countryside and Transport) and J Evans (Portfolio Holder for Corporate Governance, Housing and Public Protection) Evans

Officers: Nina Davies (Head of Housing and Community Development), Wyn Richards (Scrutiny Manager and Head of Democratic Services), Fay Smith (Community Safety Partnership Co-ordinator), Clive Jones (Professional Lead - Trading Standards, Community Safety and Emergency Planning), Dafydd Evans (Service Manager Housing Solutions) and Mark Davies (Affordable Housing Team Leader)

### 1. APOLOGIES

Apologies for absence were received from the County Councillor E M Jones, and from the Chair, County Councillor M Dorrance who was on jury duty.

### 2. MINUTES OF PREVIOUS MEETINGS

The Chair was authorised to sign the minutes of the previous meetings on 25.03.2019 and 17.04.2019 as correct records.

### 3. DECLARATION OF PARTY WHIPS

There were no disclosures of prohibited party whips in accordance with Section 78(3) of the Local Government Measure 2011.

### 4. COMMUNITY SAFETY PARTNERSHIP UPDATE

The Chair welcomed Fay Smith (Community Safety Partnership Co-ordinator), Clive Jones (Professional Lead - Trading Standards, Community Safety and Emergency Planning), County Councillor Aled Davies (Portfolio Holder with responsibility for Community Safety) and Mr Dafydd Llywelyn (Police and Crime Commissioner for Dyfed Powys Police) to the meeting.

#### **Safer Communities Programme.**

Welsh Government's Safer Communities Programme had been established in 2017, which included a new shared vision of community safety in Wales. The vision was underpinned by 6 key principles and a set of 11 commitments, and the programme would be taken forward by means of a multi agency programme board.

#### **Serious Organised Crime**

Powys was not exempt from the effects of County Lines. Police enforcement action last year had eradicated the largest drugs suppliers from Powys but had not eradicated the use of drugs in the county. Regional and Local Serious Organised Crime Board has been established. It was noted that County Lines was only one form of Serious Organised Crime, others included Child Sexual Exploitation, Modern Slavery, Illicit Tobacco. The Police are currently monitoring drugs issues in the county and a serious violence strategy is to be launched in July 2019.

**Question / Comment:** Domestic Homicide Reviews – why is this described separately from other forms of homicide?

**Response:** The statutory duty to undertake Domestic Homicide Reviews (DHRs) sits with the Community Safety Partnership (CSP). The Police will notify the CSP that a DHR has occurred. The CSP has to agree that the incident meets the required criteria for a DHR. The CSP will then advise the Home Office. The review will be undertaken by a Panel with an independent Chair, which will include relevant individuals who have been involved with the family.

Once completed the report comes to the CSP for approval, and then to the Home Office Quality Assessment Panel. Once agreed by the Home Office the report is published by the CSP.

**Question / Comment:** Vehicle Offences – how much impact does the theft of quad bikes have on vehicle statistics?

**Response:** The statistics produced by the Police are for the last 12 months. Rural Crime Teams were established and have been in place since September 2018. In relation to quad bike thefts there have been 33 thefts between September 2018 and April 2019. Two other areas of concern are sheep theft and animal worrying. It was noted that other agencies including the Police, Fire and Rescue Service, Natural Resources Wales and the Brecon Beacons National Park Authority all have rural crime staff. Part of the strategy is also prevention including disseminating information to farmers regarding when gangs are operating in the area and what is being targeted. Police detection is also good in respect of rural crime.

**Question / Comment:** Welsh Government policies are going to open up the countryside to the public, which will lead to more crime. How are the strategies going to address this?

**Response:** Whilst there is nothing specifically in the strategies, this could be dealt with by means of awareness raising. Rural crime teams are making a difference, e.g. previously there was no data on sheep thefts, which does now exist. There is also a network of people undertaking this work. This risk can also be built into the intelligence requirement by agencies.

**Question / Comment:** With a greater use of footpaths and bridleways by the public, can better signage be provided to make people more aware of livestock and the need to keep dogs on leads?

**Response:** Signage is available but there is a balance required to ensure that there are not too many signs in the countryside. However if there are issues landowners should speak to area Rights of Way Officers.

**Question / Comment:** There are a number of Automatic Number Plate

Recognition (ANPR) cameras in Powys. Does this reduce crime? Will the number of cameras be increased? There is a problem with Google and Street Maps which can focus in detail on properties and if the information is up to date, provide information on vehicles which could be targeted by thieves.

**Response:** There is nothing that the Council can do about Google Maps. The issue is prevention and awareness raising about keeping properties safe.

The Commissioner commented that Powys has a very effective ANPR system of cameras which are reviewed on an annual basis. Attempts are also made to be sensitive about the location of these cameras. In addition a tactical desk has been established to monitor travelling criminals, by looking for particular vehicle registration numbers. These numbers are shared with rural crime teams. The analysis of ANPR information had also been useful in dealing with the issue of illegal tobacco in Powys. The Commissioner agreed to provide information regarding the number of ANPR cameras in Powys.

**Question / Comment:** Public Order Offences – how many are dealt with as cautions? Are young people being cautioned disproportionately? Being cautioned can mean that young people find difficulty in getting a job due to a caution. How does Powys compare to other areas?

**Response:** The Commissioner commented that he was concerned regarding the low level criminalisation of individuals. In future the process would be changing and simple cautions would no longer be possible. A Pathfinder project is to be established in November 2019 in Dyfed Powys which will mean that more people in the same way that young people up to 18 years old can be dealt with outside the court system by means of the Council's youth services, which should not therefore deter an individual from being able to get a job in future. Those where a caution was necessary would receive one, with others diverted away from the justice system.

Youth services will deal with those under 18. Anyone in school or college can be dealt with by the School Beat system i.e. restorative justice process, and dealt with as a 'pocket book exercise'.

**Question / Comment:** How long does a caution last as it could stop an individual becoming a school governor for example.

**Response:** The duration of a caution is not known. However with regard to school governing bodies this should be considered from the point of safeguarding. In addition a potential employer will need to undertake a judgement regarding the suitability of a particular individual for a role based on a risk assessment, dependent on what the caution was in relation to.

**Question / Comment:** Whilst it is right to trumpet the success of the County Lines operation last year, this has resulted in more people with chaotic drug use and also in unforeseen circumstances as a result of the Police Operation such as an increased demand on the services of Kaleidoscope. In addition there is concern that young people need something more interesting to do rather than take drugs which is a challenge when the Council is reducing its youth service provision.

**Response:** The Police operation did move individuals out of the County that were having a detrimental effect on the county. However there have

been increased demand for services such as Kaleidoscope. Multiple agencies had been prepared prior to the Police operation due to shared information. The Area Planning Board is also looking at the future funding of Kaleidoscope as well as the potential effect of any future Police operations. The Community Safety Partnership will be made aware of any future Police operations and the Area Planning Board is setting funding aside in case it is required to react to deal with the effects of a future operation. The consequences of the Police action will also be considered when support services are being recommissioned in 2020. However the increased numbers of clients will already have been known to Kaleidoscope rather than being brand new clients.

The Commissioner commented that trying to reduce the market for drugs is important. Welsh Government had provided additional funding to the Area Planning Board in 2019. Last year's Police operation was also not a one-off and it was a constant battle against drugs with some recent enforcement action. The funding of youth services was acknowledged to be an issue as was the funding of the Youth Justice Team which had received additional funding from the Commissioner's office.

**Question / Comment:** Residents had met in Newtown to discuss County Lines and there is enthusiasm amongst the public to eradicate County Lines. Are there ways to mobilise residents to assist with prevention? There are also no Business Crime Reduction Partnerships (BCRPs) in Powys – is there any work underway to initiate these?

**Response:** The Commissioner commented that it was good that such meetings are taking place and it would be beneficial for a representative from his office as well as the Police to be at such meetings. Communities however, needed to understand how to share any information they have with the authorities in a structured way. Part of this could be assisted by the current restructuring of the Community Policing Teams.

The Commissioner suggested that he would discuss the issue of BCRPs with the Police as an operational issue. CCTV cameras had been rolled out to the main towns in Powys which were being monitored from Police HQ.

**Question / Comment:** County Lines – could posters or leaflets be distributed to schools, parents and communities to raise awareness. In relation to BCRPs Brecon and Newtown were in the process of establishing business districts and it would be beneficial to encourage crime reduction in the business plans for these new districts.

**Response:** There is much engagement already about County Lines. However, there is a need to ensure that the message being given out to the public is consistent and that that wrong messages are not causing a fear of crime which may not exist as County Lines, although important, is not the most urgent concern in the county.

The Commissioner commented that the Home Office has provided additional funding for a Youth Worker employed by Crime Stoppers who is going around the Dyfed Powys area. Crime Stoppers can pass information onto the Police on behalf of the public. There is a need to reduce the impact of substance misuse and deter gangs from coming into Powys.

**Question / Comment:** What effect has the changes to overnight Police cover had on deterring crime gangs coming into Powys. The Commissioner

has undertaken to, and introduced, CCTV cameras with the Police and the Town Council in Welshpool agreeing the location of the cameras. The Town Council was then able to move its cameras to other locations which the public have welcomed.

**Response:** The Commissioner commented that the Police made changes to how resources were allocated overnight. There has been no reduction in the number of staff, the difference being that staff are out in cars rather than located at the Police Station in Welshpool. This matter is kept under review and if required can be changed.

## 5. POLICE AND CRIME COMMISSIONER FOR DYFED POWYS POLICE

County Councillors D O Evans and L George disclosed Personal Interests in regard to this matter as Council representatives on the Dyfed Powys Police and Crime Panel.

The Commissioner indicated that he had a number of roles which included setting the direction for Dyfed Powys Police, preparing the Police and Crime Plan 2017-21, and holding the Chief Constable to account for the delivery of the Police and Crime Plan. He was also responsible for the appointment and dismissal of the Chief Constable and for funding policing in Dyfed Powys. The level of funding could be vetoed by the Dyfed Powys Police and Crime Panel. Funding for the Police was approximately 50% from the Home Office and 50% from Council Tax Payers.

The Commissioner acts as the bridge between communities and the Police Service. Dyfed Powys Police is well engaged with its communities and a review of how Community Policing Teams are deployed is currently being undertaken.

The Commissioner commissions and funds services e.g. grants for services to domestic violence victims as well as smaller grants such as for services for missing young people. Other funding by the Commissioner such as for drugs and alcohol services (£70,000 in Powys) are for commissioned services to reduce the demand on the Police Service. The Youth Offending Team in Powys has been given additional funding by the Commissioner (from £20k to £45K per annum) and an additional £25k has been made available to the Community Safety Partnership this year.

The Commissioner leads on data analysis and is seeking to establish a strategic process for the analysis and sharing of information across public bodies. The Commissioner is also heavily involved in the estate for Dyfed Powys Police, to ensure that the police has adequate and appropriate estate resources available.

**Question / Comment:** How much collaboration is there with the County Council, Mid and West Wales Fire and Rescue Authority and the Health Board in relation to the joint use of buildings? Is the plan to rationalise, or replace police stations which will lead to more closures? Has the closure of the court in Brecon had an impact on the work of Dyfed Powys Police?

**Response:** Other than attendance of police officers at court the impact of court closures has been limited as evidence files can now be submitted electronically. However the Commissioner agreed that access to justice should be close to people. A commission was currently looking at justice in

Wales. The Commissioner believed that there were opportunities for the use of digital courts in rural Wales.

With regard to the police estate, discussions were ongoing about the joint use of facilities such as in Brecon with much of the discussion through the Public Service Board. Co-location of services was already happening. There was also a need for investment in the estate and a need to rebuild at some locations.

**Question / Comment:** How does the Needs Assessment link to the Police and Crime Plan and does finance rule it all (50% from the Government and 50% from Council tax payers) – Is the crime plan produced based on the available finances or is the plan driving the funding?

**Response:** The depth the plan can go into depends on the funding available. The strategic crime plan comes from the Home Office, but it only funds less than 50% of the total funding. The danger of this is that it could focus the plan on local issues rather than strategic issues. There are 50 measurable items in the plan which need to be prioritised. Focussing on serious crime initiatives could lose public support as they are not relevant to them. The plan is restricted by the funding available e.g. the provision of CCTV cameras.

**Question / Comment:** If the plan is to be achieved, the public have to pay twice – Council Tax and the precept from the Police?

**Response:** Agreed. The public willingness to pay more is at a tipping point. The Home Secretary allowed Police and Crime Commissioners the discretion to vary the police precept by £2 per month per property. However this is a 10.7% increase which was implemented generally across England and Wales. Not making this increase would have led to a reduction in the numbers of police officers in Dyfed Powys. However with the increase, the Dyfed Powys police precept is still the lowest in Wales for a Band D property.

**Question / Comment:** Is Brecon police station in a poor state of repair? If a new building is to be established how will the Commissioner ensure that the new building is built to last?

**Response:** The police station in Brecon is not one you would want to keep for the long term, probably no longer than 5 years. As there is a need for much repair to the building, the better option is to build a new building. However the building is not in a state of disrepair and the custody suite is at the standard required by the Home Office. Any new building needs to be value for money and most new buildings are expected to last at least 35 years.

**Question / Comment:** What is the general policy regarding Police Community Support Officers (PCSOs)?

**Response:** A review is looking to restructure community policing. However the resources are not changing and there are 140 PCSOs in Dyfed Powys with some of the funding coming from Welsh Government. The current PCSOs are well thought of but need better support especially in terms of a line management structure.

**Question / Comment:** Is there a funding formula which determines how



much funding comes from Welsh Government and Government and can Members have access to the formula?

**Response:** Yes the formula can be made available. It has been under review for 10 years. The new funding formula if implemented could lead to a £7m reduction of funding to Dyfed Powys Police.

## 6. HRA NEW BUILD PROGRAMME

The Committee received the report of the Portfolio Holder for Corporate Governance, Housing and Public Protection.

The target set by Welsh Government is for 20,000 new homes in Wales. The Cabinet has set a target of 250 new homes in Powys by 2023. Welsh Government has created new funding streams to assist development.

**Question / Comment:** What is meant by affordable? Can the terminology be changed or clarified?

**Response:** This means social housing i.e. housing coming into Powys stock for rent. A low cost housing strategy is to be produced which will clarify the terminology.

The Committee noted the sums allocated in the Housing Revenue Account (HRA) and Affordable Housing Grant for Council house building. An Innovative Housing Project Grant would provide £30m across Wales. Other initiatives were also being introduced such as Self Build and Rent to Own, with Self Build being launched in Autumn 2019. The HRA business plan was in the process of being completed, and the Housing Register was being updated. Work was also being undertaken to attempt to identify hidden need for properties. Events were being undertaken with local businesses / developers to encourage businesses to work together.

**Question / Comment:** One bedroom properties have been identified as the greatest need for single young people and single bedroom properties for elderly people. If the new properties being built were single bedroom properties this could release a number of houses for other occupation. How many of the 250 properties will be one bedroom properties?

**Response:** One bedroom properties are currently the highest need in Powys. The intention is to build 21 single bedroom properties in Newtown. Figures can be provided to Members as to the numbers of types of properties which are being planned.

**Question / Comment:** Over what period is the commitment by Welsh Government to build 20,000 properties and why is Powys only committing to 250 new homes.

**Response:** This is the current Welsh Government term which ends in 2021. The target of 250 new homes is the County Council's commitment. However housing associations will also be building new properties in Powys. Only 11 of the stock retaining Councils in Wales are building new properties with some not building at all. Other Councils are also building larger numbers of new properties due to local demand. Whilst Powys may be a quarter of the land mass of Wales it is very rural. The Council is hopeful that the target it has set can be achieved.

**Question / Comment:** It is estimated that by 2023, £35m will have been spent on new properties which is around £140k per property?

**Response:** This figure per property will also include the cost of purchasing land as not all of the land will be in public ownership. The Cabinet has also decided that the properties developed will be of mixed tenure rather than just social housing.

**Question / Comment:** Is this a change from what was stated earlier in the meeting about the types of property?

**Response:** No, to clarify, there will be social housing built and there will be opportunities on some estates for mixed tenure properties.

**Question / Comment:** The Council needs to be careful about mixing development as some do not work well together e.g. single young persons and single elderly persons properties together.

**Response:** The type of tenure is being considered on its merits for each site. Housing Management are involved in these discussions.

**Question / Comment:** In view of recent issues with large building companies should there be a different process for delivering houses where the Council brings different people together to build properties? What can the Cabinet do about this to encourage economic development?

**Response:** It would be for the contracts manager to look at this as it is they who manage the contract.

Members question whether this was a role HOWPS should be undertaking on behalf of the Council. It was suggested that what was required was someone to oversee the building of properties to ensure value for money and to provide accountability. Apprenticeships were not working in Powys and there is a need for a strategy where schools guide young people into apprenticeships.

**Question / Comment:** With the timescale for building the new properties this feels like a slow process – will the timescale slip and can this be completed at a reasonable cost?

**Response:** Building properties can be a slow process with Housing Associations estimating it can take 3 to 4 years for a development to be completed. The Affordable Housing Team has assessed over 180 sites for their suitability. In addition the Council needs to be careful about building too many single bedroom properties for the elderly as there could be support need if a person falls ill. The other consideration is that the cost of building 2 bedroom properties is not much more than building single bedroom properties.

The Head of Housing and Community Development was asked to comment on the recent press speculation regarding Jiscourt going into administration, who had been appointed to develop properties for the Council in Newtown. The Committee was advised that the Council had not received formal notification that Jiscourt had gone into administration. However options were being considered so that in the event that formal notification was received the Council could move quickly following notification. Members would receive an update once further information was available.

<b>7.</b>	<b>SCRUTINY OBSERVER - LOCAL DEVELOPMENT PLAN WORKING GROUP</b>
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The Committee was requested to appoint a Scrutiny Observer on the Local Development Plan Working Group.

**RESOLVED that County Councillor P Pritchard be appointed as the scrutiny observer on the Local Development Plan Working Group.**

<b>8.</b>	<b>REPORT OF WORKING GROUPS</b>
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The Committee received the observation report of the Joint Scrutiny Working Group regarding the Vision 2025 Annual Report and Update which met on 11 June 2019.

<b>9.</b>	<b>SCRUTINY WORK PROGRAMME</b>
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The Committee received a copy of the Scrutiny Forward Work Programme.

**Other Business.**

The Scrutiny Manager and Head of Democratic Services apologised to the Committee that the appointment of the Vice-Chair had not been included on the agenda. However, the Committee were in agreement that the matter should be considered as an additional item.

**RESOLVED that County Councillor G Jones be elected Vice-Chair for the ensuing year.**

**County Councillor G Jones  
Chair**

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**Cyngor Sir Powys / Powys County Council****Economy, Residents, Communities and Governance Scrutiny Committee  
20 August 2019**

**REPORT AUTHOR:** Head of Housing and Community Development

**SUBJECT:** Tenant Satisfaction

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**REPORT FOR:** **Committee Briefing**

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## 1. **Background**

- 1.1 As part of its oversight of the landlord function of both Local Authorities (LAs) and Housing Associations (HAs) the Welsh Government (WG) requires that a Tenant Satisfaction Survey (TSS) is carried out by both LAs and HAs every two years.
- 1.2 Early in 2019 WG issued a ministerial directive requiring all stock-retaining LAs to use the same format of survey so as to permit comparison between them.
- 1.3 WG mandated 7 questions to be used by all and it was decided to add 3 further questions to inform specific areas of concern for Powys. The questions may be found at Appendix 1.
- 1.4 In preparing for the survey it was decided to secure an independent company to select a sample of tenants and contact them by telephone to conduct the survey. This resulted in Beaufort Research (Cardiff) securing the contract and conducting the survey during April.
- 1.5 The Engagement Team, with management involvement, also discussed and agreed that there was little follow-up on people contacting Housing Services for whatever reason. It was decided to follow the TSS with an exercise by the First Contact Officers in the first two weeks of May 2019. The officers called customers back to ask how easy they had found it to get to the right person and how satisfied they were with the outcome of their call.

## 2. **Survey Responses**

- 2.1 The Star Survey: Beaufort Research conducted 713 interviews spread across the county and from a varied demographic. The full survey report is attached for information at Appendix 2.

In summary the results are:

*65% overall satisfaction*

*77% satisfied with quality of the home*

*84% happy with neighbourhood as a place to live*

*71% felt rent provides value for money*

*65% felt service charge provides value for money*

*54% satisfied with repairs and maintenance*

*47% felt PCC Housing listens to views and acts upon them*

*62% agree housing service has a good reputation in my area*

*78% agree housing service has friendly and approachable staff*

*72% trust Powys County Council Housing Services*

- 2.2 In-house call back survey: 128 calls were received in the two weeks chosen and 57 (44%) responded to the call back. Adding contacts by email (87) of which only 11 replied takes the total to 68 out of 215 (32%). The following is a summary of the findings:

*56% of respondents did not find it easy to get hold of the right person.*

*52% of respondents were not satisfied with the outcome of the query.*

*28% of respondents found it easy to contact the right person and were satisfied with the outcome. Officers understand that not all contacts that are immediately resolved are recorded on the system (QL). This means the actual satisfaction may be higher.*

*There were 35 comments made.*

*49% were about issues with maintenance and repairs*

*83% about communication, including not being called back and waiting for something to be resolved.*

### **3 Conclusions:**

- 3.1 Both surveys show a level of tenant/customer satisfaction that is below desirable levels. The Housing Service accepts this and has put in place training in customer relations for all staff. Processes and procedures are under review to ensure that we offer the best possible service as well as being pro-active in providing for our tenants.

- 3.2 Engagement and liaison with our tenants has been reviewed, staff resources increased and a new approach is being piloted under the title "Love where you live". As part of this approach, the Housing Service is liaising with the Library Service to consider the ways in which the Mobile Library Service might be supported to facilitate a means of providing a

Housing presence on estates we do not normally spend sufficient time with. This will roll out during Autumn in the North of the County and if successful will spread to the South in the coming year.

- 3.3 A full Action Plan to address the results of these surveys is in preparation by Housing Management.

#### **4 Scrutiny Committee Comments and Observations**

- 4.1 The Housing Service will be taking the Tenant Satisfaction Survey results to Cabinet in September for information and would wish to receive the comments of the Economy, Residents, Communities and Governance Scrutiny Committee on the findings.

## Appendix 1:

### Star Survey Questions

	Question	Response options						Stock	Star question	HouseMark benchmark
Cor1	Taking everything into account, how satisfied or dissatisfied are you with the service provided by [your social housing provider]?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star Home ownership
Cor2	How satisfied or dissatisfied are you with the overall quality of your home?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star
Cor3	How satisfied or dissatisfied are you with your neighbourhood as a place to live?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star
Cor4	How satisfied or dissatisfied are you that your rent provides value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable	All except leaseholders	Core	Core Star
Cor5	How satisfied or dissatisfied are you that your service charges provide value for money?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Not applicable	All	Core	Core Star
NB For advice on whether or not to include a Not applicable option in Cor4 and Cor5, see section 4.2 of Star features										
Cor6	Generally, how satisfied or dissatisfied are you with the way [your social housing provider] deals with repairs and maintenance?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star Home ownership
Cor7	How satisfied or dissatisfied are you that [your social housing provider] listens to your views and acts upon them?	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied		All	Core	Core Star Core (resident involvement module)

#### **Additional questions chosen by PCC:**

- a) "My housing service has a good reputation in my area."
- b) "My housing service has friendly and approachable staff."
- c) "I trust Powys County Council Housing Services."

## Appendix 2:

### Star Survey Report and Comments Recorded.

See Attached Documents



# Tenants Satisfaction Survey

Powys County Council 2019

Page 17

## Survey Findings



Prepared for:  
Powys County Council

Prepared by:  
Beaufort Research



## Contact Details

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Project: B01915

Date: May 2019

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# Background & Methodology

Powys County Council's Housing Service is committed to continuous improvement of the way it works. In order to do this the Council needs to know what to improve by understanding tenants experience and how they feel about the service they receive. The Council therefore commissioned Beaufort Research - an independent research company - to conduct a survey of tenants in regard to satisfaction with services.

The survey was required by the Welsh Government to use a core set of seven 'Star Survey' questions, to allow like for like comparisons with other Local Authorities in Wales. In addition to this, three questions were added to inform specific areas of interest to the Council. Findings from this survey, undertaken in 2019, will establish a baseline for future survey.

## Research Method



- The research universe consisted of tenants of all (c.5,400) council housing units in Powys.
- Interviews conducted **by telephone** utilising CATI (Computer Aided Telephone Interviewing).
- **Quotas** were set on area, housing type and number of occupants, to reflect the overall tenant profile.
- An overall sample size of **713 interviews** were achieved.
- No more than one person was interviewed in each household.
- **Fieldwork** for the survey took place in April 2019.

# Sample Profile

The interviewed sample profile closely matched that of the universe

Rent	Universe %	Survey %	Survey No.
Less than £90	27	27	196
£90 to £99	31	31	218
£100+	42	42	299
Area			
Montgomery	48	47	338
Raichor	23	24	169
Brecknock	29	29	206
Tenancy Length			
Less than 1 year	10	9	63
1 to 2 years	16	11	79
3 to 5 years	17	17	122
6 to 9 years	16	15	105
10 to 19 years	21	21	149
20+ years	21	27	195
<b>Total</b>	<b>100</b>	<b>100</b>	<b>713</b>

Housing type	Universe %	Survey %	Survey No.
Bungalow	27	26	185
Flat / maisonette	19	19	139
House	54	55	389
No. of occupants			
1	53	56	397
2	24	26	182
3 or more	22	19	134
No. of bedrooms			
1	15	14	101
2	43	43	305
3 or more	42	43	307
<b>Total</b>	<b>100</b>	<b>100</b>	<b>713</b>

## Key Findings

# Overall Satisfaction – Key Star Survey Measures

Extent satisfied/dissatisfied (%)

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied

Neither/DK

**Overall satisfaction** with services provided by Powys CC Housing Services



17%

Page 22

Your **neighbourhood** as a place to live



6%

The overall quality of your **home**



11%

That your **rent** provides value for money



15%

That your **service charges** provide VFM\*



11%

The way PCC Housing Services deals with **repairs and maintenance**



15%

That PCC Housing Services **listens to your views and acts upon them**



24%

Base (all): 713

\*Excludes those who stating this was 'not applicable'

## Overall Satisfaction – Key Star Survey Measures

### Extent satisfied/dissatisfied (%)

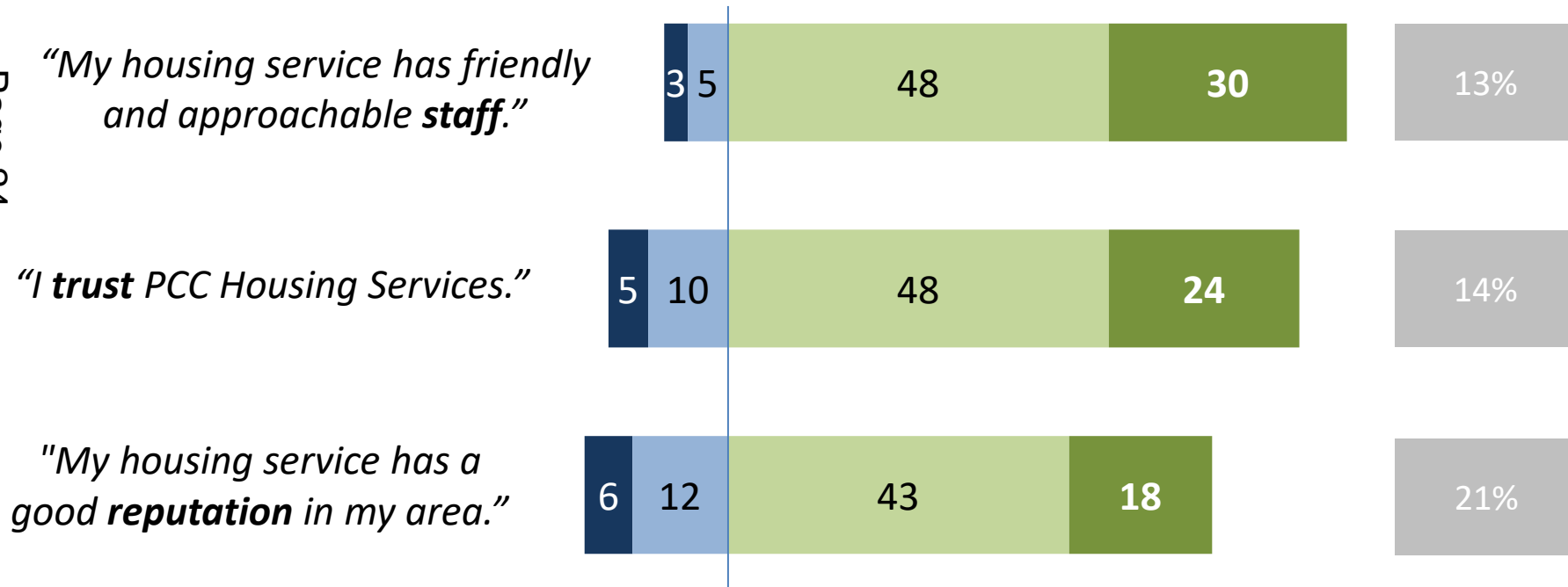
- Two thirds (66%) of tenants were either very or fairly satisfied with services provided by Powys County Council Housing Services. However, almost one in five (19%) were dissatisfied.
- The highest levels of satisfaction were evident for their neighbourhood as a place to live (85% satisfied, of which 59% were 'very satisfied'), followed by the overall quality of their home (76% satisfied) and that rent and service charges provide value for money (70% and 65% satisfied respectively). Tenants were more likely to be dissatisfied with service charge value for money (24% dissatisfied) cf. rent (14% dissatisfied).
- Lowest levels of satisfaction were evident for 'the way Powys County Council Housing Services deals with repairs and maintenance' (54% satisfied) and 'that Powys County Council Housing Services listens to views and acts upon them' (47% dissatisfied), although levels of satisfaction still outweighed dissatisfaction.

# Overall Satisfaction – Additional PCC Measures

Extent agree/disagree with statements (%)

Disagree strongly
  Disagree
  Agree
  Agree strongly
  Neither/DK

Page 24





## Overall Satisfaction – Additional PCC Measures

### Extent agree/disagree with statements (%)

- The majority of tenants agreed with positive statements relating to the friendliness and approachability of Powys County Council Housing Services staff (78%), having trust in Powys County Council Housing Services (72%) and the reputation of their housing service in their area (61%). However it is worth noting that tenants were more likely to simply 'agree' with all three of these statements, than 'agree strongly'.
- Fewer than one in ten (8%) gave a negative response in relation to staff, while one in seven (15%) disagreed that they trusted Powys County Council Housing Services, and approaching one in five (18%) did not feel their housing service had a good reputation in their area.

## Satisfaction:

### Differences by sub-groups

- The following section illustrates differences in satisfaction among sub-groups.
- In general, the largest differences in satisfaction were evident when examining the data by age of tenant, with younger tenants tending to be less satisfied. For example, there was a 27 percentage point difference between the proportion of 16 to 34 year olds and those aged 75+ stating they were satisfied overall with services provided by Powys County Council Housing Services. The difference between age groups was most marked in relation to 'the way Powys County Council Housing Services deals with repairs and maintenance', where a 49 percentage point difference between these age groups existed.
- Perhaps reflecting tenant age profile, those in houses, with more rooms, more occupants and paying more rent also tended to be less satisfied on almost all dimensions.

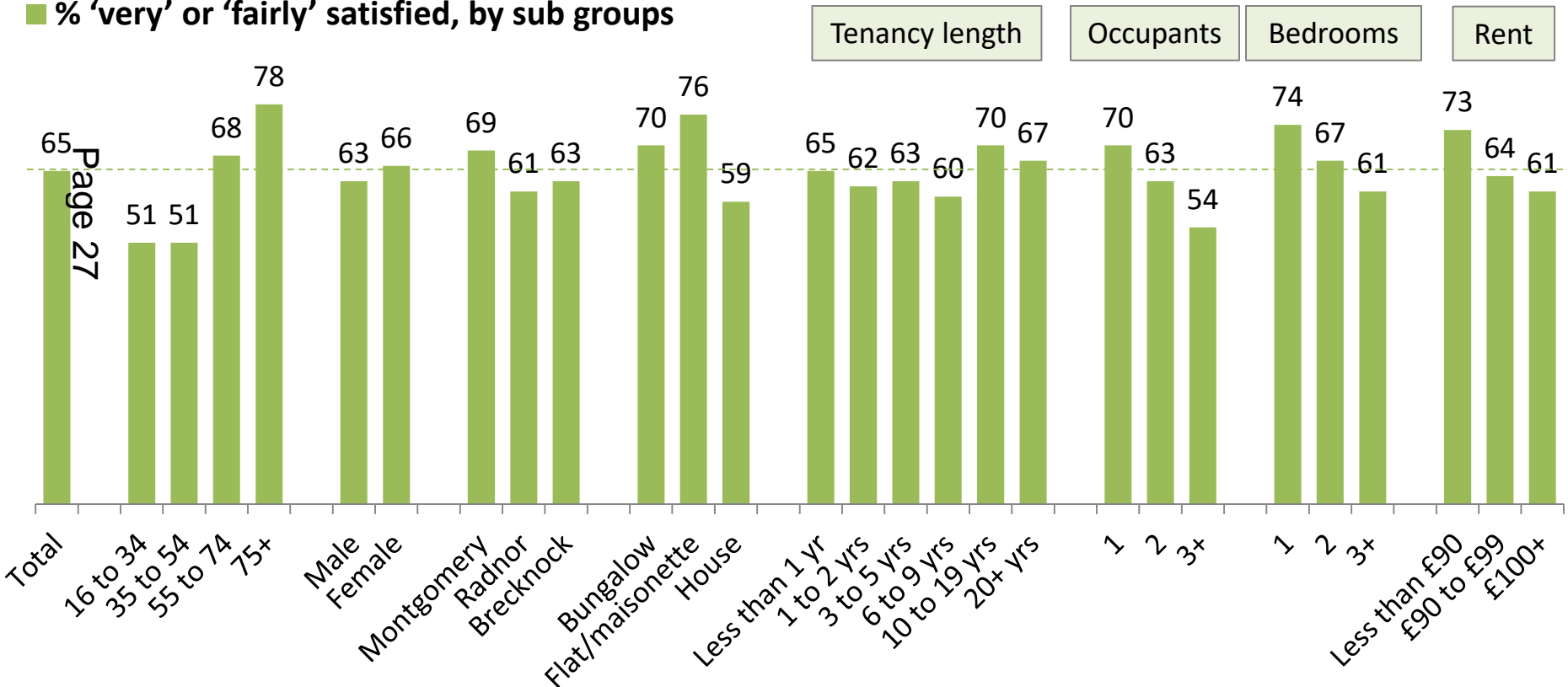
# 1. Overall satisfaction with services provided by Powys CC Housing Services

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK  
= 17%

## ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 713

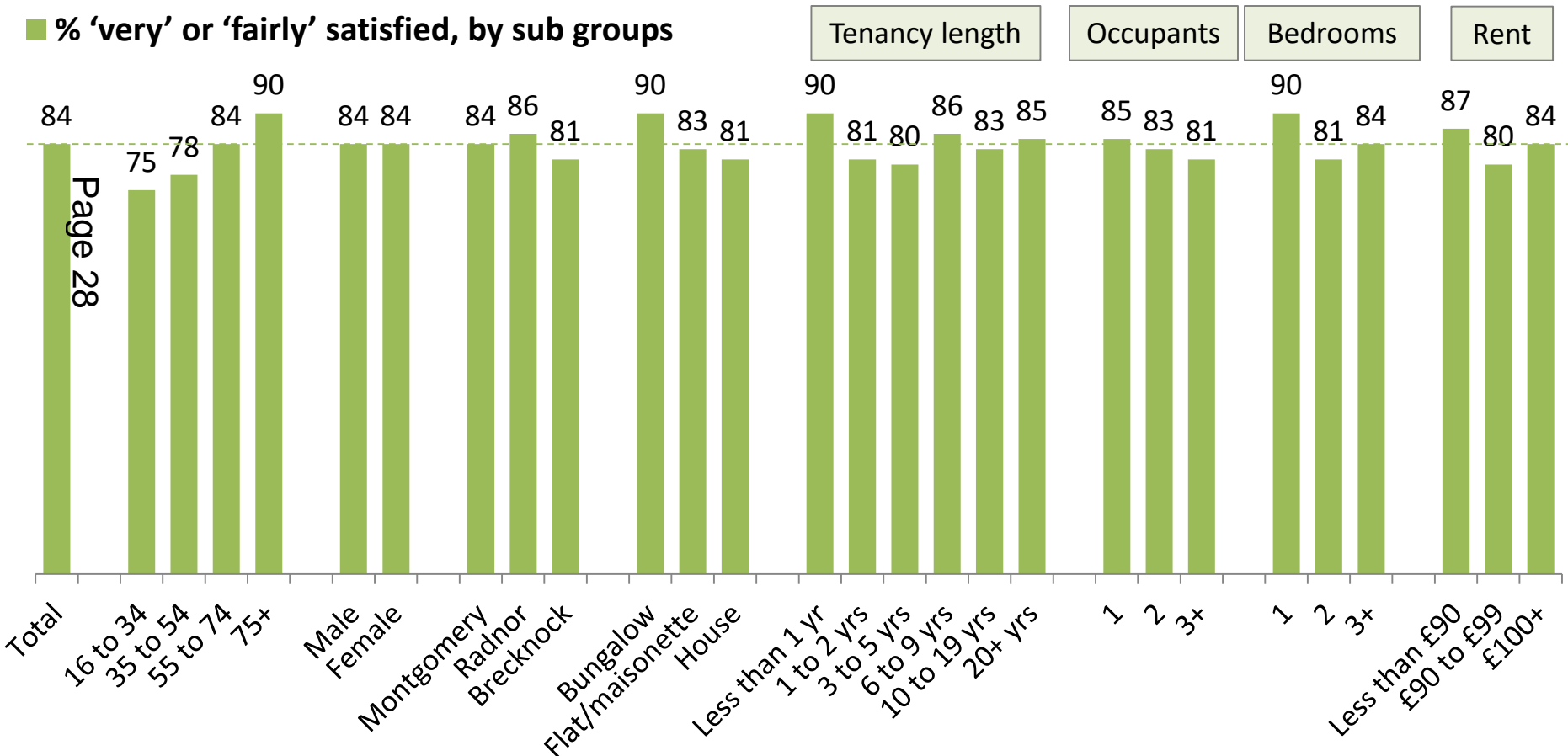
Powys County Council - Tenants Satisfaction Survey 2019

## 2. Your neighbourhood as a place to live

■ Very dissatisfied 
 ■ Fairly dissatisfied 
 ■ Fairly satisfied 
 ■ Very satisfied



### ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 713

Powys County Council - Tenants Satisfaction Survey 2019

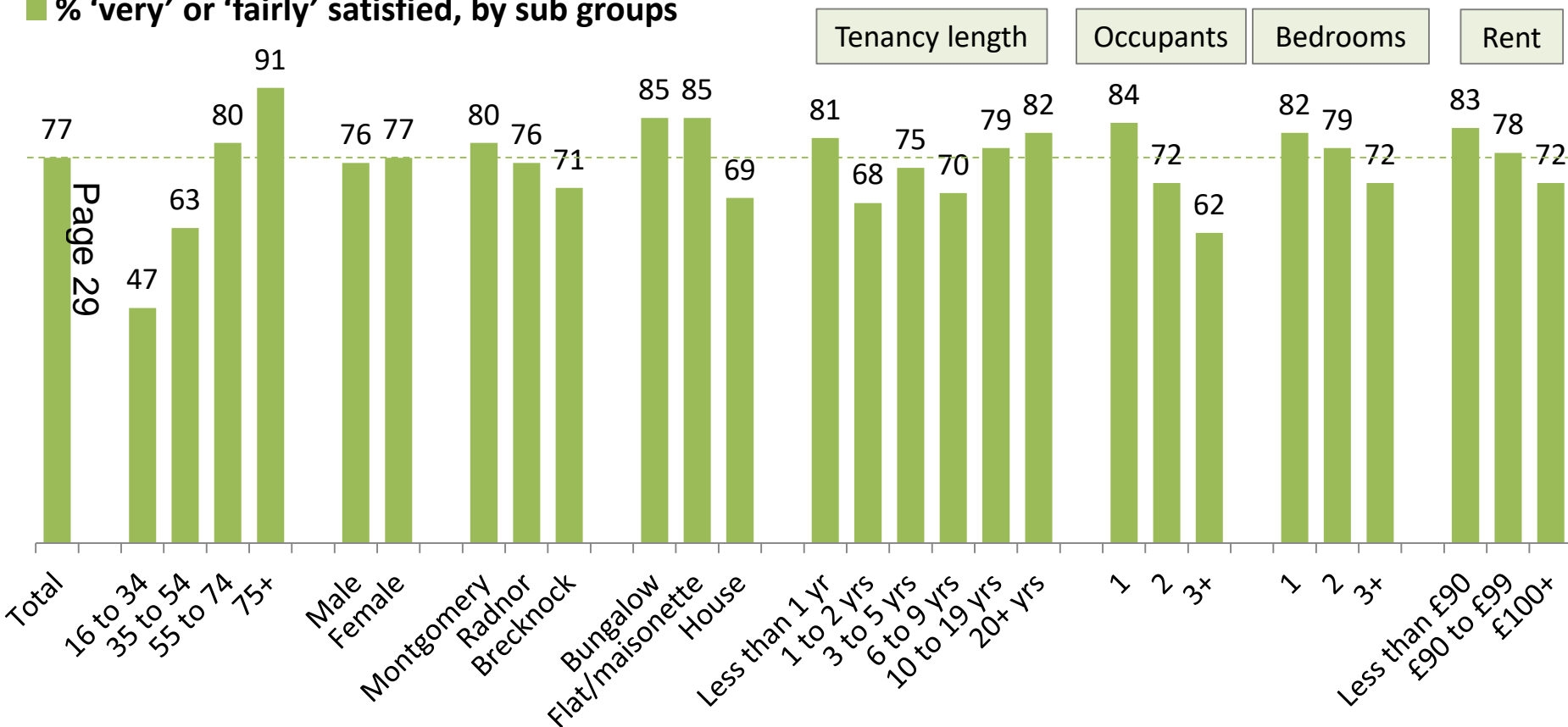
### 3. The overall quality of your home

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 11%

■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 713

Powys County Council - Tenants Satisfaction Survey 2019

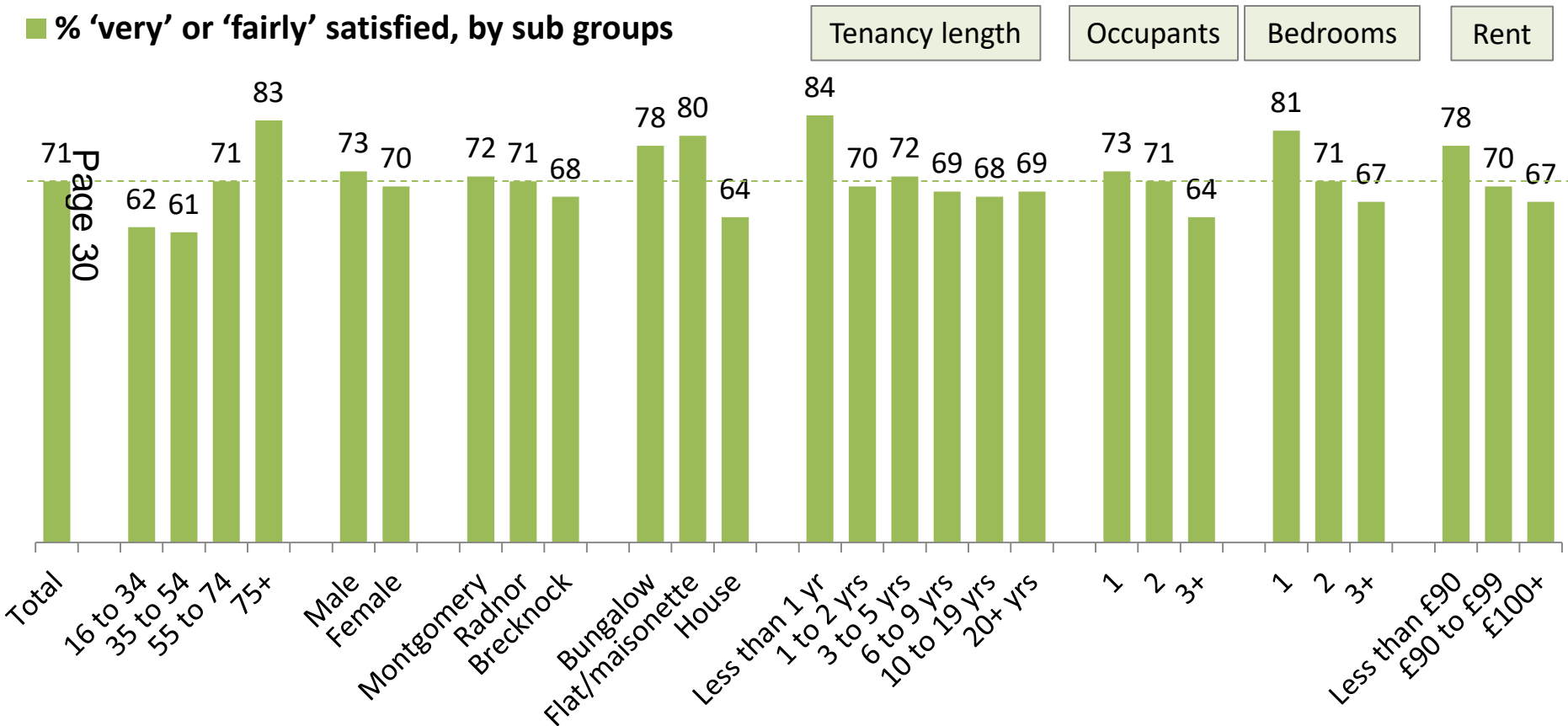
# 4. That your rent provides value for money

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 15%

■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 713

Powys County Council - Tenants Satisfaction Survey 2019

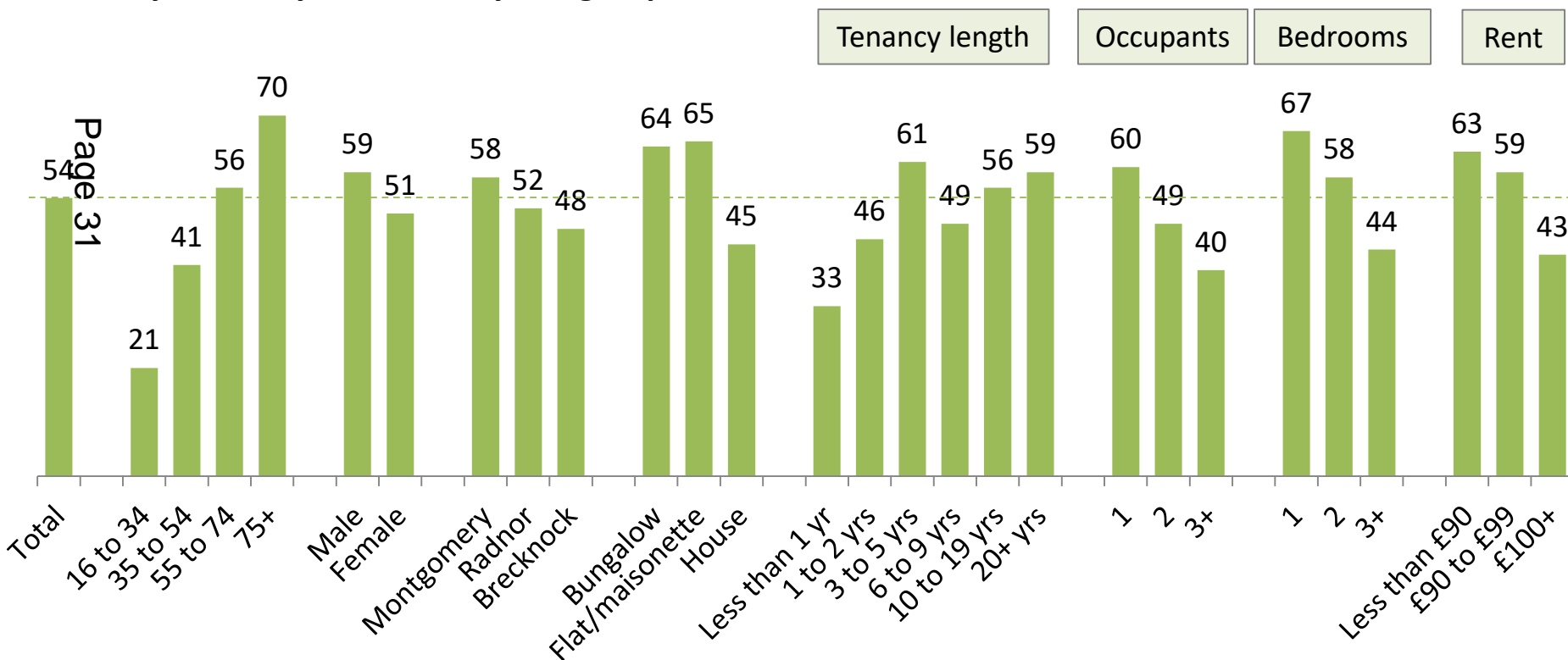
## 6. The way PCC Housing Services deals with repairs and maintenance

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK  
= 15%

### ■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 713

Powys County Council - Tenants Satisfaction Survey 2019

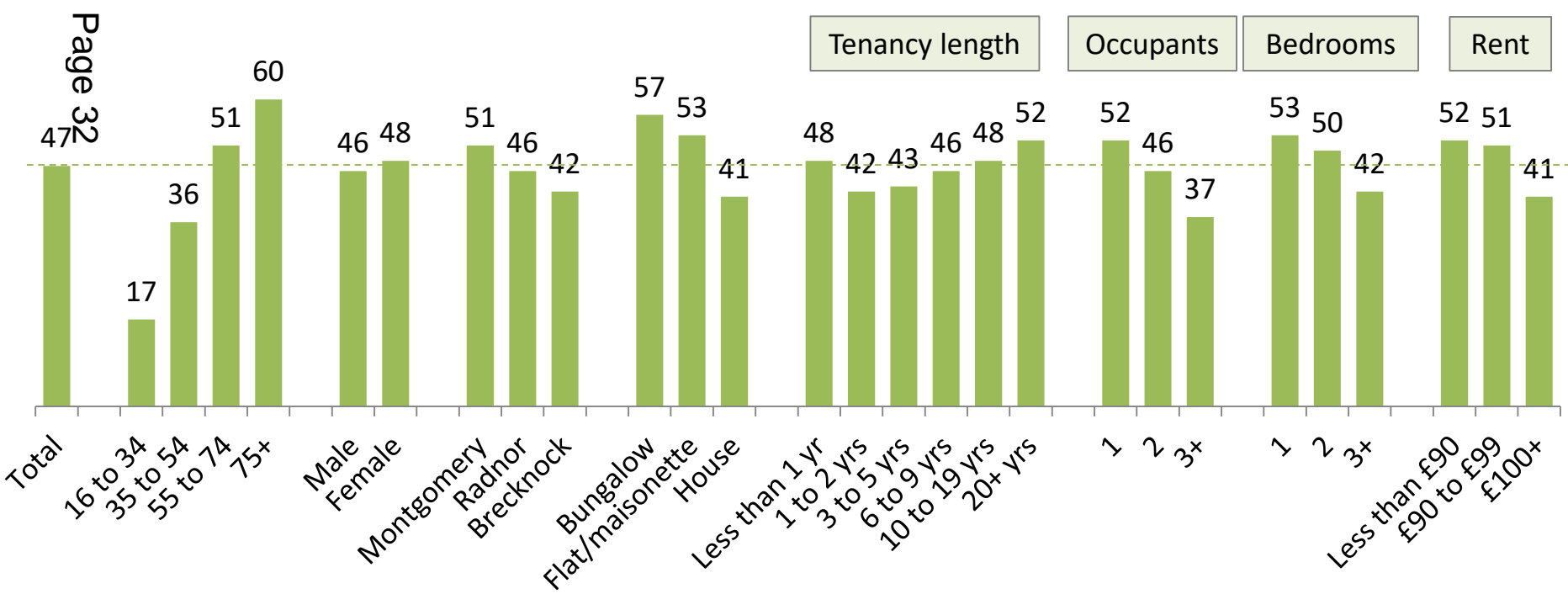
# 7. That PCC Housing Services listens to your views and acts upon them

■ Very dissatisfied  
 ■ Fairly dissatisfied  
 ■ Fairly satisfied  
 ■ Very satisfied



Neither/DK = 24%

■ % 'very' or 'fairly' satisfied, by sub groups



Base (all): 713



## Additional PCC Measures: Differences by sub-groups

- The following section illustrates differences in levels of agreement with the additional statements regarding Powys County Council Housing Services among sub-groups.
- As was the case with the key star survey satisfaction measures, the largest differences in agreement were evident when examining the data by age of tenant, again with younger tenants tending to be less satisfied.
- Consistently, those in houses, with more rooms, more occupants and paying more rent also tended to be less likely to agree with the positive statements relating to staff, trust and reputation.

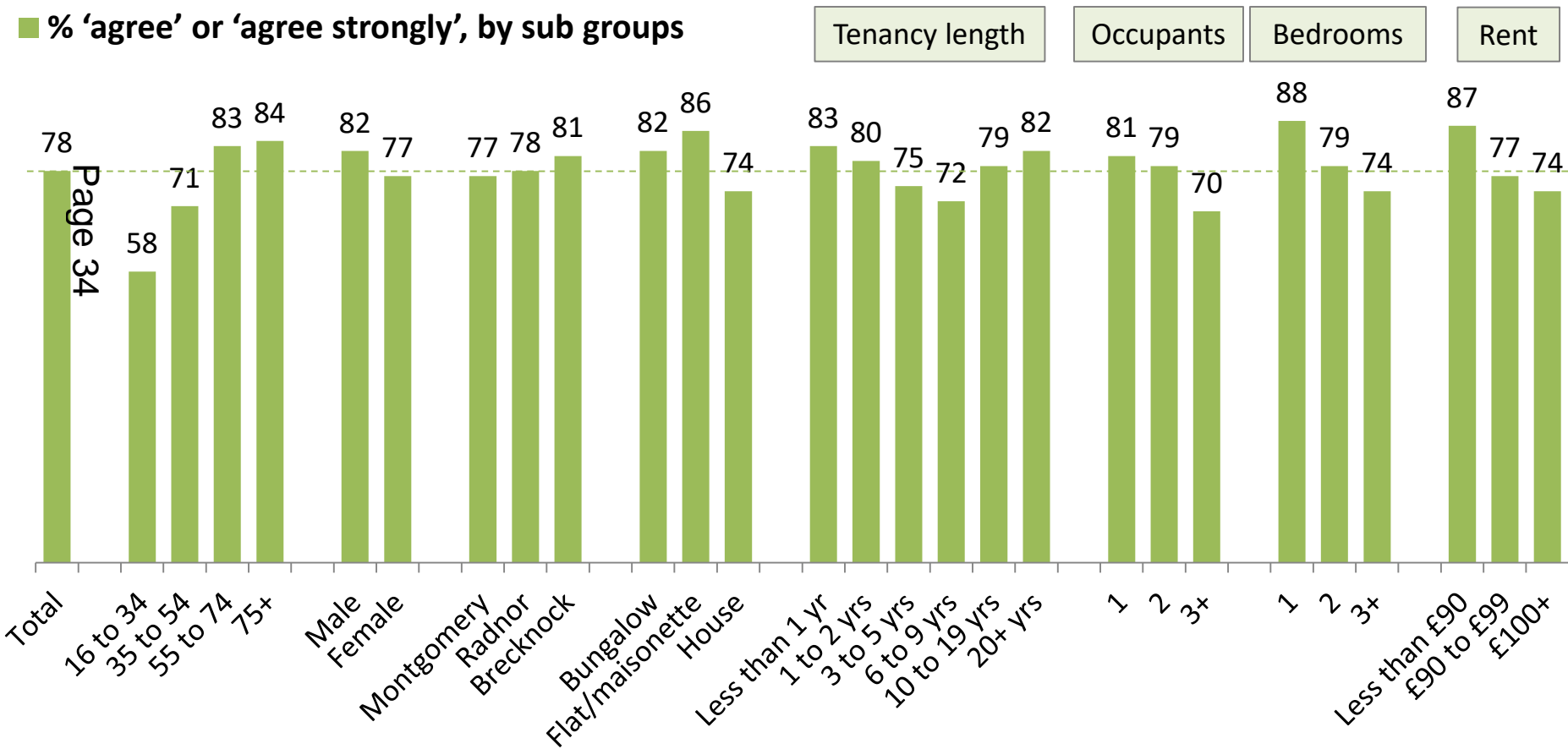
# A. "My housing service has friendly and approachable staff."

Disagree strongly Disagree Agree Agree strongly



Neither/DK = 13%

% 'agree' or 'agree strongly', by sub groups



Base (all): 713

## B. "I trust PCC Housing Services."

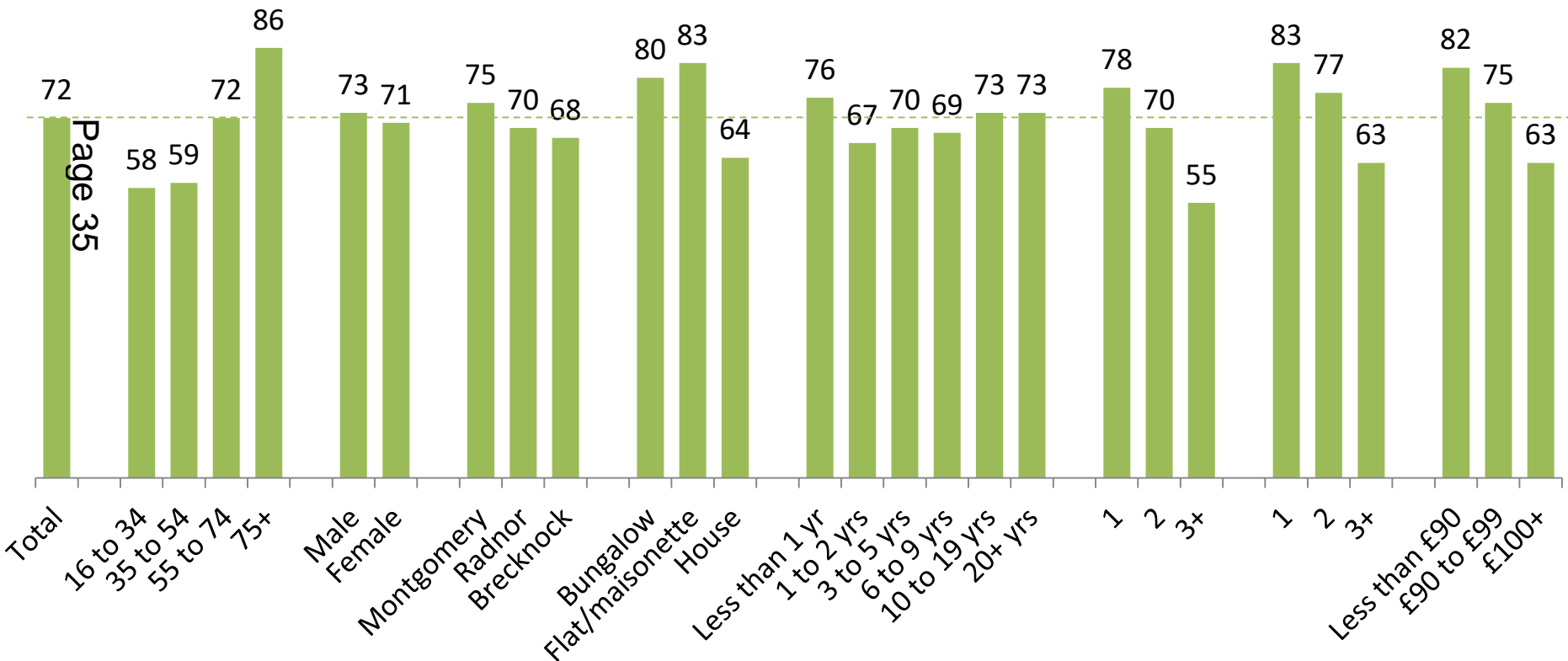
Disagree strongly Disagree Agree Agree strongly



Neither/DK = 14%

% 'agree' or 'agree strongly', by sub groups

Tenancy length Occupants Bedrooms Rent



Base (all): 713

Powys County Council - Tenants Satisfaction Survey 2019

# C. "My housing service has a good reputation in my area."

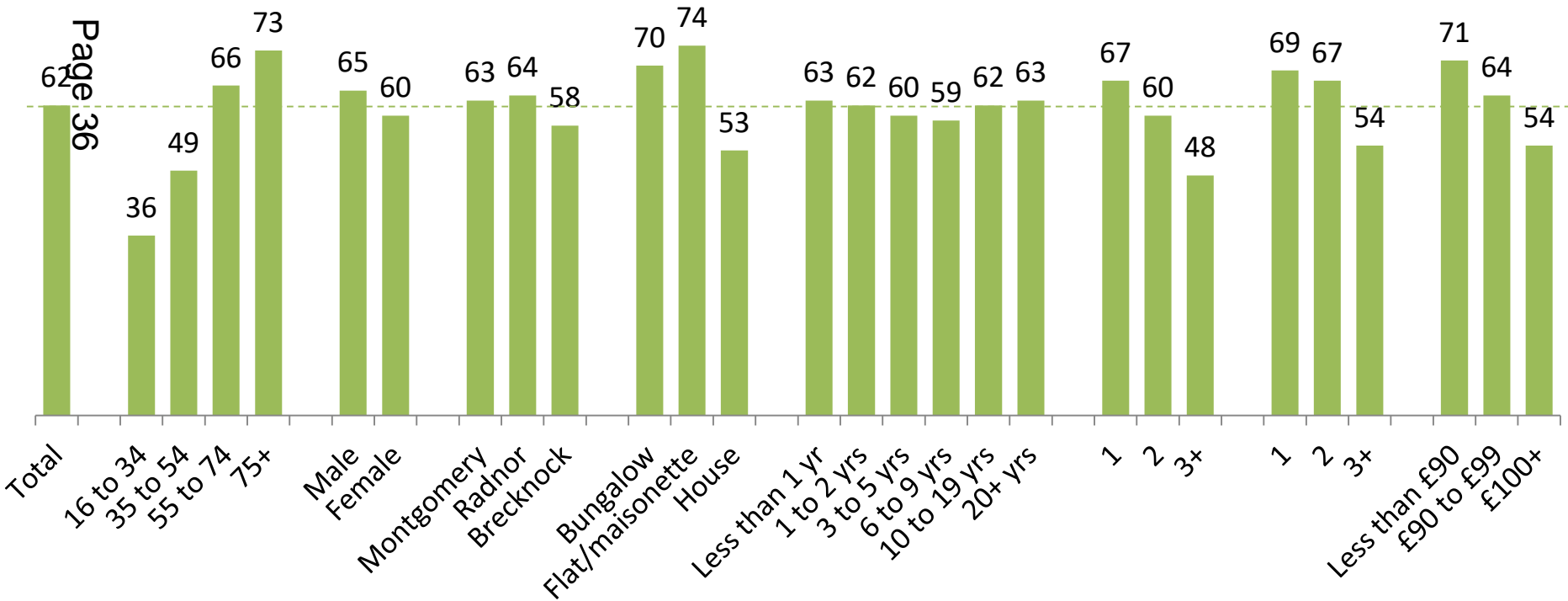
■ Disagree strongly   
 ■ Disagree   
 ■ Agree   
 ■ Agree strongly



Neither/DK = 21%

■ % 'agree' or 'agree strongly', by sub groups

Tenancy length   
 Occupants   
 Bedrooms   
 Rent



Base (all): 713

Powys County Council - Tenants Satisfaction Survey 2019

# Tenants Satisfaction Survey

Powys County Council 2019

Page 37

Survey Findings



Prepared for:  
Powys County Council

Prepared by:  
Beaufort Research

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Notes
Repairs have been good but times have changed. She's very happy with the maintenance men but not with the Housing Officers. It depends on who you talk to. Some don't even get back to you. Parking is a problem as some people have far too many cars. She thought that the housing services were run by SEER. She doesn't have to pay rent at the moment. I don't know why I don't get an allowance because it's only myself and my son living here.
She's waiting to hear from the Housing Department about her stairlift that needs attention. The only thing that bothers her is a fence that's fallen nothing can be done about the fence. I HAVE BEEN WAITING FOR OVER THREE YEARS FOR THE COUNCIL TO REPLACE A GARDEN SHED.
The lady dealing with her at the moment is very good but the ones before her were not very good. Why does the council waste money instead of listening to people who live locally/tenants. They should listen to the feedback. He doesn't pay rent and doesn't have any dealings with the Housing Services. 2 door locks need fixing but he hasn't chased Housing. She's not happy with the grass cutting service provided under the service charge.
LADY IS DESPERATELY UNHAPPY WITH THE RUBBISH COLLECTION IN HER AREA AND WOULD LIKE IT SORTED ASAP AS IT IS STARTING TO ATTRACT VERMIN... Very satisfied with the service but would like to abandon the garage for a drive off parking space. Other tenants have this but he hasn't yet been granted one.
I HAD TO MOVE TO A GROUND FLOOR FLAT DUE TO MOBILITY PROBLEMS BUT HAVE HAD DIFFICULTY WITH A NEIGHBOUR ABOVE ME. THE COUNCIL HAVE TOTALLY IGNORED MY CONCERNS. I HAD TO REMOVE ANY REFURBISHMENTS THAT I HAD MADE TO MY FLAT AND WAS CHARGED WITH A BILL FROM THE COUNCIL, I THINK THIS IS A BAD POLICY BY THE COUNCIL TO CHARGE PEOPLE TO REMOVE ANY ADAPTATIONS THEY HAVE MADE TO THEIR ACCOMODATION WHEN THEY ARE RE HOUSED. New locks are needed on one of her doors. She's not happy with her central heating system. She won't be able to read the display panel as she's losing her sight. Her home's one of the first council houses to be built in her area. So it's quite old now. She's had some problems with one Housing Officer but the others have been fine. They were not happy at all with the Housing Services. They've had a leaking toilet but told it wasn't a priority. A problem with the ceiling was being dealt in November with but the work then stopped. They complained about it and the process is now at Stage 2. NICE TO KNOW WHERE HOUSING OFFICERS ARE NOWADAYS AS THEY SEEM TO HAVE DISAPEARED, VERYTHING IS ALL ON ONE NUMBER NOW. A lot of dialogue with the council, been here 9 years. First 7 were nothing less of a nightmare. State of the place when moved in was terrible.
She's been told that things are not urgent so any repairs and maintainance are not done. They listen to what she has to say but bury their heads in the sand and don't do anything. WANTED TO ADD THAT YOU CANNOT BE SATISFIED WITH A SERVICE THAT YOU CANNOT GET HOLD OF GETING THROUGH TO HOUSING OFFICERS CAN BE TRICKY
ALL GOOD
ALL GOOD
IM SO HAPPY IN THIS HOUSE - LIVED HERE FOR 53 YEARS - IM ABSOLUTELY IN LOVE WITH IT - ILL NEVER MOVE
ALL GOOD
WHEN I PHONE POWYS I'D LIKE TO SPEAK TO SOMEONE AND NOT A MACHINE - PHONE ALWAYS PUT ON HOLD AND I HAVE TO PAY FOR THESE PHONE CALLS - TROUBLE IS WITH POWYS THEY WASTE MONEY, SOME OF THE CONTRACTORS THEY EMPLOY I WOULDNT HAVE THEM - IF YOU ASK QUESTIONS AND THEY WONT GIVE YOU A STRAIGHT ANSWER, DO ANYTHING TO BE IN GOOD BOOKS
HOUSING OFFICER IS EXCEPTIONAL
REPORTED ONE INDIVIDUAL IN PARTICULAR FROM THE HOUSING SERVICE WAS FANTASTIC BUT ALL THE REST WERE BAD
Still waiting for someone to come out to fix cracks in both walls. Been promised this but as of yet noone has come out
Council doesnt service your garden and hedges anymore which is a shame. Have to get neighbours to do it now. Voluntary service is finished. Should get that started again. Bathroom isn't very good. Would like more room too. House is always full of damp, they never get in touch. Been asking for people to come out and survey it and they completely dissmis everything. Been here 40 years and quite happy, pleased with how things are going. Not too bad a company Waiting on ot person from council to come and see what else I need in the house.

Very very poor with repairs, phoning them two or three times a week, not very professional
We've got a guy who throws food cartons over the floor and it's making everywhere in his block smell really bad and im very dissatisfied with it, it's embarrassing and needs sorting out. Don't want to have visitors because of it.
Sort repairs out that need doing
Just need to do their repairs and not make me wait 20 odd years for things.
Doesn't understand why hes paying rent and council tax on top of that, they should be seperate.
We've lived here 50 years and if you want something done you don't seem to get it done. Keep your house tidy and you don't get anything, but mistreat it and they come and help
When they say they are going to come and do a job they need to do it straight away. Doesnt matter how many times you ring them they don't come any quicker. Since they've started outsourcing it's gone terrible. Poor in their response times. Waiting for a hand rail to go up the stairs for my wife.
Beautiful flat, council have been good
Waited november until april for potholes to be filled. **** from welshpool council was very good
Been here 9 years. Simple things aren't done. They don't always listen to requests.
How long does it take to get a bungalow
Quite happy
I personally feel that stress I've had due to refusing to pay rent as it's not livable due to lack of repairs has caused me to have health issues.
When problems are reported, they don't always get seen to. We share a path with our neighbour, we've both queried the isssues with it and nobody has ever been back to see about it.
You pay full rent and council tax and don't get a lot done. When you're on benefits you get everything done so dissapointed.
I always find them very friendly, got no complaints whatsoever
Waited 5 weeks for them to do my kitchen. Not good
Getting in touch with them over phone is the worst thing. Waiting on the phone for ages.
Have asked for certain work to be done over 18 months ago and still waiting
Did ask for extension rails down the hall months and months ago but they didn't come. Only complaint
Twice notified the council for the service poeple to fix things, was notified things would be resolved. Ceiling is falling down and no one has come. They are not paying attention to somebody my age. I'm suppose to have aided collection of rubbish and they haven't done it for months.
TO DO WITH THE ADJOINING FACE BETWEEN MY NEIGHBOURS. IT BLEW DOWN AND THE LADY NEXT DOOR IS OLDER AND ON DIALYSIS. SHE'S POORLY AND NOT IMMENSELY WEALTHY, WE CAN'T AFFORD A FENCE AND WE SEE YOUNG FAMILIES GETTING FENCES PUT UP STRAIGHT AWAY. IT'S UNREASONABLE. WE JUST WANT A FENCE. IT'S BEEN TOO LONG. I BELIEVE THE COUNCIL SHOULD DO IT. IF THERE WAS A POLICY THAT SAYS THEY DON'T THEN IT WOULD BE FINE. BUT THERE ARE 4 FAMILIES THAT HAVE HAD THE FAMILIES PUT FENCES UP FOR THEM AND WE HAVEN'T.
THEY DON'T COME UP OFTEN ENOUGH TO CUT GRASS. THEY DON'T CLEAN AFTER THEMSELVES. THEY'LL SAY THEY DON'T HAVE TO DO IT AND THEY'RE ONLY CUTTING GRASS BUT IT'S AN OLD AGE AREA AND MANY PEOPLE CANNOT CLEAN AFTER THE GRASS CUTTING. WE PAY FOR THIS, IT SHOULD BE SORTED.
Still waiting for heating, not happy that they have taken the green bin. Have to pay extra now
IT'S LIKE A BLACK HOLE HERE. WE HAVE REPORTED IT TO A COUNCILMAN BUT THERE HAS BEEN NOTHING DONE. IT'S VERY DARK IN THE WINTER, THERE'S A LIGHT ON 72 AND THERE'S NO LIGHT 'TIL FURTHER PAST THE HOUSES. THE SECOND BLOCK IS PITCH BLACK. THERE'S A PARK BY THE CHILDREN'S PLAY AREA, A LOT OF PEOPLE TAKE THEIR DOGS FOR A WALK AND WE'VE ASKED FOR A LIGHT AND THEY WON'T DO IT.
THEY NEED TO GET THEIR COMPUTER SYSTEM SORTED OUT. WE'VE HAD A PROBLEM WITH HAVING INTERACTIVE PAYMENTS. I CAN PAY WHATEVER I LIKE BUT THERE'S NO RECORD. IT'S HIT AND MISS SO INSTEAD OF PAYING BY BANK TRANSFER OR INTERNET I HAVE TO PHONE THEM TO GET A RECEIPT.
No room for parking, roads are bad
Getting in and out of the gate is difficult. It's blocked. Need a new post and a gate
BACK GARDEN WAS A MESS WHEN I GOT HERE AND IT'S STILL LIKE IT NOW- RENT IS QUITE DEAR
Lady made a complaint about noise, the council did not properly respond to complaints about the garden and noise.
WANTED TO ADD THAT THE SERVICES FORGET TO CLEAN DEBRIS OUT FROM THE SMALL ROADS AT THE BACK OF THE HOUSE (BUT DO THE MAIN ROADS)
Upon ringing about repairs sometimes the services do not contact back, and they are unhelpful with the arrangement of service timings for fulltime workers.



SERVICES NOT CHECKING ON WORK THAT THEY HAVE CONTRACTORS DOING - NOT CHECKING IF UP TO STANDARD JUST SEEM TO DO THE WORK AND LEAVE, CONTRACTORS DON'T ANSWER TO NOBODY
Lots of previous surveys conducted. She had heard much word of mouth of improved living services for others, but no active improvement taken within their house. Quality of care not particularly good not consistent communication.
FEEL THAT REPAIRS ARE NOT DONE TO A GOOD STANDARD
REQUEST FOR REGULAR (EVEN ONCE OR TWICE A YEAR) RENT STATEMENTS
FRUSTRATING TRYING TO GET HOLD OF THE SERVICES - ON THE PHONE FOR AGES
VERY HAPPY WITH THE SERVICE, EVERYTHING WE HAVE ASKED FOR THEY HAVE HELPED WITH
When repairs are reported, the council are infrequent in their responses, a complaint about a manhole that can be dangerous to members of the house, was reported 2 years ago with no contact or aid provided by the council.
Infrequent with maintenance communication.
The pathing outside of the house is not safe and requires hand railing construction, it limits household members from their daily activities and the council still does not aid the household. The council has been infrequent. Unorganised or low in standard in their maintenance when needed and communication is difficult. Issues have been frequent for 45 years with little improvement in council maintenance attitudes.
AM SHOCKED BY THEM, I THINK THEY ARE APPALLING.
Moved out of a previous Powys property, the council did not provide sufficient maintenance on a property where health standards had not been met. Time and personal money was required due to lack of aid from the Council. Communication and social standards have not been good. Angry to be spending £600 on a flat to restore to habitable when it will soon be demolished. Recharge standards are not reasonable within these specific circumstances so the standards require more specification.
A maintenance issue was not corrected, communication is infrequent.
Very good service
There has been a serious lack of communication and promised response within the council in relation to maintenance and repair. There has been a reoccurring issue for the past 20 years. Communication has been lacking professional manner.
The maintenance and repair commissioned by the council did not use quality or sustainable materials.
The Council is fair and reasonable and follows through promptly with requests.
Communication with the council is infrequent.
Council needs to be more communicative and responsive in relation to disabled needs.
Not very happy with them at the moment. They've let me down. They did a partial repair of the fence, widened the pathway and put a new gate in. I can't get my one seater buggy through it. I've chased 4 times but nothing's been done yet.
VERY UNHAPPY ABOUT THE FACT THAT WHEN IT RAINS THE CAR PARK IS NOT ABLE TO BE USED, COVERED IN MUD AND DIRT. WHEN ITS WINDY, THE WINDOWS WHISTLE AND MAKE IT VERY UNPLEASANT.
Powys are very good but slow in getting round to making repairs. Took 3 weeks to get a new window in. The neighbourhood used to be very quiet until the council moved a family with children into a house over the road. There's nothing for the children to do apart from make a nuisance of themselves. The council shouldn't put children in quiet areas like this.
The quality of care has not increased to scale with the increasing rate rent, the maintenance is not properly done.
Not happy with the service charge. They never cut grass. I have to do it myself. They put in new rotary lines which we didn't ask for. Now we have to pay £60 for them. Why didn't they go to B&M and pay £15 for them?
Wated two years to have a porch done on the house. Called so many times, they don't call back, make excuses. Ongoing, can't get anywhere with it.
WAS ABLE BODIED, RECENTLY BECOME DISABLED, MOVED INTO A HOUSE WHICH WAS PROMISED TO BE REFURBISHED, IT WASNT. NOW BEEN WAITING 2 YEARS TO BE MOVED INTO A DISABLED FRIENDLY HOUSE. NOT HAPPENING.
KEEP DOING ALL THIS RESEACH BUT ITS NOT IMPROVING ANYTHING, THEY JUST KEEP GETTING WORSE, DONT LISTEN TO US. MONEY WASTING, DONT CARE ABOUT THE LARGER PROBLEMS UNLESS ITS FIXING A TOILET SEAT.
We are grateful to Powys County Council Housing Services for their help. We had been having problems in private rental accomodation.
There was an issue with the attitude of the staff, in relation to maintenance and repair, and an inconsistency in the communication leading to delayed repairs.
POWYS WOULD BE REALLY GREAT BUT GETTING THINGS DONE IN THE HOUSE IS A NIGHTMARE. KEEP ASKING AND ASKING BUT NOTHING IS BEING DONE, PEOPLE COME AND EVALATE THE PROBLEMS BUT NOTHING IS BEING SORTED.

Lady has been waiting a long time for numerous repairs and adaptations to her house. She also has a problem with an abusive neighbour which the council has consistently failed to address  
I THINK IT IS TIME THEY SORTED THEMSELVES OUT

THE REFUGE BINS ARE ALWAYS LEFT OUT OF REACH OF MY PLACE WHEN THEY ARE EMPTIED AND BECAUSE I AM DISABLED I CANNOT REACH THEM. I HAVE MENTIONED THIS TO THE COUNCIL BUT NOTHING EVER CHANGES. PLEASE CAN THE EMPTY BINS BE PUT BACK IN THEIR RIGHT LOCATION AFTER BEING EMPTIED. WHEN YOU CALL THEM THEY ARE NEVER EVER THERE AND WHEN THEY DO REPLY THEY ARE VERY RUDE.

Living in a patio house and kitchen has flat roof and shed that joins to wall. Had new flat roof but said they were going to do it again. As seems a waste of money and ivy growing all over the flat roof and should have the ivy removed. Outside the property still has areas of wall with weeds which should be sorted out. Cracks in garden wall need to be fixed and dangerous to children.

Lady has asked the council to do repairs over 2 years ago - nothing has happened. It is a trip hazard for an elderly lady

When trying to phone the Housing Services it takes a very long time to get through to anyone, we get messages to go on-line however we do not have internet access so we wait patiently to get through to someone on the phone - which is costly for us OAPs. When we finally getting to talk to someone on the phone they often say "we'll phone you back" but they never phone back promptly and we can be waiting all day for a phone back that never comes. Not happy with this aspect of the Housing services.

THEY TEND TO CHANGE THE GRASS CUTTING SERVICES AND EVERY TIME THEY CUT THE GRASS THEY LEAVE THE GRASS CUTTINGS FOR US TO CLEAR UP.

An elderly and infirm lady who was full of praise for the council's housing services, however she was a little concerned that when it came to repairs and maintainance they were a long time coming and sometimes did not fix the problem satisfactorily

An elderly lady who was full of praise for some elements of the housing service but was dissatisfied with the fact that younger, noisier people had been moved into an area that was once predominantly an elderly area. She also bemoaned cuts to funding that inevitably led to cut in funding.

Like many respondents the gentleman was more dissatisfied with Heart Of Wales as opposed to Powys County Council

Spoken to them about parking and haven't been helpful at all. Should be entitled to a disabled parking space and haven't had anything

Got promised kitchen and bathroom before taking property on. Got kitchen but still got same bathroom. No carpets. Been here over a year, keep promising but don't do it so don't trust them. Rent has gone up by £50. and has gone up 4 times in 2 years. No consultation.

Outsides of the estate are in disrepair. The place has really declined over the last forty years. E.g. Loads of weeds, dog fowling, not enough painting has been done. However I think the rent is fair.

Lighting isn't great. Electrics need redoing.

I've been trying to organise repairs. It's taken weeks. The person I've been dealing with has been very rude. His attitude to a customer has been very bad. I asked him in the conversation 'what have I done to upset you?' I haven't been treated with respect. I'm waiting to hear from the said person. If I knew his name I would have written a complaint.

On several occasions Heart of Wales were approached and spoken to in relation to a maintenance issue. Contact was numerous but the heart of wales did not conduct the repairs.

Repairs were infrequent and not what was promised. No problem with the Council itself but the Heart of Wales is a disatisfactory partnered service.

They never clean the guttering. They used to come twice a year but they never come now.

Council spending is erratic and driving away members of the community.

Asbestos overhang is broken since last February and still have not come to repair it. Somebody took photographs of it and need specilaist staff and not completed and she would like to know when this will be completed?

He's only been in the property since March this year. He wants to change the shower room to a wet room but can't get hold of anyone on the phone. The boiler broke and took a week to fix. They've got a young baby so it was a problem. It was Powys' sub-contractor's fault. Powys stepped in to sort it out.

She's been waiting too long for repairs to be done to the home. It's getting worse.

Reputation in Brecon not great. Repairs fine.

Lady has health issues and has been waiting over a year for a new bathroom, while all her neighbors have had new bathrooms

There's a problem with draught from all his windows. His blinds move every time the wind blows. He'd also like a fluorescent tube light in his front room rather than the 'hanging down' light he has now.

CROWS GO DOWN THE CHIMNEYS AND YOU CAN HEAR THEM, THE CHIMNEYS ARE NOT USED ANYMORE SO WHY NOT BLOCK THEM OFF.

THEY SHOULD VET WHO WORKS FOR THEM, JOBS ARENT BEING FINISHED.

I AM NOT VERY HAPPY WITH REPAIRS THAT HAVE BEEN CARRIED OUT TO MY PROPERTY.

The slowness of getting things done is very frustrating. She had to move from a bungalow to a flat. Powys didn't, and hasn't, updated her address and the contractors kept going to the wrong address. They said that they couldn't do the work as she was out. They also put the central heating in after she'd moved into the flat rather than when the flat was empty.

Parking outside the house - i live next door to homeless shelter - awkward parking.

The property's better now after improvements have been made. Before that it was 'bloody awful'. They're moving junkies in here so the neighbourhood's gone down rapidly. He's looking to rent elsewhere. The electricity bill's gone up from £78 p.m. to £200p.m. He's fed up with chasing them (Powys). He has health problems not helped by the poor central heating. They won't listen to him about that. Central Heating's been serviced but it's worse now than it was before it was serviced.

No problems with them at all. Count myself very lucky to have a house

He's 'absolutely happy' with them. They've dealt with any issues very quickly.

The lack of response in repair conducted by the council has caused dangerous conditions within their property and the property of their neighbours , no checks have been made by the council on this matter.

They won't do the work I want. Her ceiling's 'gone through' a week ago. They've come to see it but nothing's been done yet.

I have a leak again, water is running down the wall. They just joined the pipes up and there's already a leak.

The council's maintenance and repair checks are inconsistently timed or not properly conducted. Many minor electrical issues exist that require addressing. Council repair is not appropriately adjusted around people with working hours.

Need windows and doors replacing

The shower unit is dangerous for a severely disabled person and checks to rectify this should be more frequent.

Its just to do with maintenance, I asked for a job to be done on the chimney 3 years ago and it's still not done. There's water coming down the walls upstairs and I'm still expected to pay bedroom tax when i can't use the rooms.

YOU HAVE TO WAIT A LONG TIME TO GET THINGS DONE AND YOU HAVE TO REPORT IT SEVERAL TIMES BEFORE THEY RESPOND.

The maintenance is good but it takes time to get a response.

Out of hours service needs to be rethought. There was a problem with her toilet and they sent an electrician out to see it. The out of hours service is covered by tradesmen but not always the right ones. Powys should revert back to using council workers rather than contractors. You get a better job done by council workers. Contractors' workmanship can be shoddy. They've already been paid so they don't have the same pride in their work.

I HAVE A BUNGALOW BUT THERE IS NO SPACE TO PUT A SHED, AND I NEED A FENCE TO KEEP THE CATS AND DOGS FROM COMING IN AND MAKING A MESS.

She's had very little dealings with the Housing services. No need to contact them.

THEY CAME AND LEFT A SKIP AND THEY SAID WHEN THEY WERE DOING IT AND THEY LEFT IT FOR THE DAY AND THE FOUND THAT IT WAS FILLED UP IN A COUPLE OF HOURS AND THEY HAD TO DO IT AGAIN WAS VERY THANKFUL.

LADY WAS DISSASTISFIED WITH HEART OF WALES

HE WOULD LIKE TO KNOW WHY WINDOWS AND DOORS FITTED 10 YEARS AGO THAT WERE ABSOLUTELY FINE WERE REPLACED BY NEW ONES THAT ARE ABSOLUTELY HORRIBLE. MASSIVE WASTE OF TIME AND MONEY.

General disruption and dumping has occurred in the space outside the tenant's house, it seems that frequent reports to the council are treated more as a negative that leads to lack of response more than actually addressing the issues. The council has become unapproachable for requests in relation to maintenance and has led to an attitude of reluctant indifference. Attitudes towards specific individual have been demeaning.

WASNT ABLE TO ATTEND A LOCAL MEETING ABOUT GETTING REPAIR MEN IN AS OF HER HUSBANDS DISABILITY SO SHE GOT IN CONTACT NUMEROUS TIMES TO THE COUNCIL, BUT THEY STILL HAVENT DONE HER WINDOWS AND IT HAS BEEN ABOUT 5 YEARS. PROMISED THEY WOULD SORT IT BY NOW BUT STILL NOTHING. SHE JUST WANTS THEM FIXED AS THE CONDENSATION IS BETWEEN THE PANES OF GLASS AND IS LETTING HEAT IN AND OUT.

Rent increasing without increasing the quality of the services provided.

She's had little dealings with the Housing Services but the staff she's had to deal with can be quite grumpy.

Lady has been waiting a long time for a number of repairs. She has a disabled child and husband and is extremely distressed

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Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
<b>2019</b>					
<b>JUNE 2019</b>					
Thurs 27/06/2019	HC	ACRF Complaints, Comments and Representations CIW Monitoring - Adults Finance and Performance			
<b>JULY 2019</b>					
03/07/19	Finance Panel	Outturn 2018/19 MTFS Capital Directive CIPFA Financial Management Capability Review Budget Approach			
Mon 08/07/2019 pm	LS	Complaints, Compliments and Comments (defer as Post 16 will take up this meeting) Schools Major Improvement Plan Post 16 Review			
	ERCG WG	Strategic Equality Plan - end of year Annual Information Governance Report			09/07/19
08/07/19 - 12/07/19	ERCG AND HC WG				
15/07/19 - 19/07/19	LS WG	Complaints, Compliments and Comments Schools Service Budget monitoring			
Thurs 18/07/2019	PSB	Annual Report Wellbeing Plan		04/06/19	
19/07/19	LS extra meeting				
24/07/19	Finance Panel	Financial overview and forecast - June	CANCELLED		
<b>AUGUST 2019</b>					
07/08/2019	Audit Committee	Procurement Process with ref Dawnus and Jistcourt			
07/08/2019	Finance Panel	Transformation Savings report Q1			
Mon 19/08/2019 am	LS				
Mon 19/08/2019 pm	HC	Day and Employment Services Option Appraisal Health and Care Statement of Intent			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
		CIW Monitoring - Children's			
Tues 20/08/19	ERCG	Tenants Satisfaction Survey		03/09/19	17/09/19
Fri 30/08/2018	Audit Seminar	Statement of Accounts			
02/09/19 - 06/09/19	LS WG				
03/09/19	Children's Services WG	Children Who are looked after - including the role of the Court Safeguarding and Good Social Work Practice			
05/09/19 (pm)	Adult Services WG	Service redesign and delivery Safeguarding (Adults) Occupational Therapy update Deprivation of Liberty			
Fri 06/09/2019	Audit Committee	Final Statement of Accounts and AGS Annual Governance Statement Annual Improvement Report TM Review and Q1 Strategic Risk Register Internal Audit Performance Monitoring			
09/09/19 - 13/09/19	ERCG AND HC WG				
13/09/19	Finance Panel	Financial overview and forecast - July			17/09/19
16/09/19 - 20/09/19	LS WG				
23/09/19 - 27/09/19	ERCG WG	Local Housing Market Assessment - delayed from June 2019			
	HC WG				
<b>OCTOBER 2019</b>					
Tues 01/10/2019	PSB				
02/10/19	Finance Panel	Financial overview and forecast - August			08/10/19
Mon 07/10/2019 pm	LS	School Balances and schools service budget Standards (provisional) and Inspection Outcomes Early Years standards and provision Specialist Centre Provision (from May 19)			
Mon 14/10/19	ERCG	HRA Asset Management Strategy HOWPS - Annual Report and KPIs		22/10/19	05/11/19

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
Fri 18/10/2019	HC	Assist/Cymorth Finance and Performance			
21/10/19 - 25/10/19	LS School Scrutiny Panel	School 2			
22/10/19	Children's Services WG	Early Help and Eligibility Criteria Independent Reviewing and Quality Assurance			
22/10/19 (pm)	Adult Services WG	Quality Assurance Technology Enabled Care and Robotics Digital First/ Tribe			
31/10/19	FP	Financial overview and forecast - September			05/11/19
<b>NOVEMBER 2019</b>					
04/11/19 - 08/11/19	LS WG				
11/11/19 - 15/11/19	ERCG WG				
13/11/19	Children's Services WG	Children subject to a child protection plan Children who are looked after - placements			
15/11/19	Adult Services WG	Reablement Review Update mpact of Asset Based Practice/Collaborative Communication Active Offer			
Mon 18/11/2019	LS	ALN update Fair funding formula TBC			
Mon 25/11/19	ERCG	Crime and Disorder			
25/11/19	Finance Panel	Financial overview and forecast -October			27/11/19
Fri 29/11/2019 pm	HC	Strategy for Residential Care FRM			
<b>DECEMBER 2019</b>					
04/12/2019	Adult Services WG	Service Redesign and Delivery Information, Advice and Assistance Carers and Respite			
09/12/19 - 13/12/19	LS WG ERCG AND HC WG				
11/12/19	Children's Services WG	Children in need of care and support			

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
12/12/19	Finance Panel	Financial overview and forecast - November			17/12/19
Thurs 19/12/2019	Audit				
<b>2020</b>					
<b>JANUARY 2020</b>					
<b>H&amp;C</b>	Adult Services WG	Return to Home/Accommodation for individuals with a learning disability			
		Section 33 Residential Care			
		Direct Payments			
		Continuing Health Care			
	Children's Services WG	Children at edge of care			
<b>ERCG</b>		Extra Care Housing - Brecon - update			
13/01/20 - 17/01/20					
21/01/20 - 24/01/20	Committees				
27/01/20 - 31/01/20	Committees				
	Working Groups				
<b>FEBRUARY 2020</b>					
	Children' Services WG	Children Who are looked after - placemnts			
03/02/20 - 07/02/20					
10/02/20 - 14/02/20	Committees				
17/02/20 - 21/02/20	Committees				
24/02/20 - 28/02/20	Working Groups				
	Working Groups				
<b>MARCH 2020</b>					
02/03/20 - 06/03/20					
09/02/20 - 13/03/20	Committees				
16/03/20 - 20/03/20	Working Groups				
23/03/20 - 27/03/20	Working Groups				
30/03/20 - 03/04/20	Working Groups				
	Children's Services WG	Children who are looked after - Support			
<b>APRIL 2020</b>					
06/04/20 - 09/04/20					
14/04/20 - 17/04/20	Committees				
20/04/20 - 24/04/20	Committees				
27/04/20 - 01/05/20	Working Groups				
	Children's Services WG	Young people leaving care			



Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
<b>MAY 2020</b>					
05/05/20 - 08/05/20					
	Children's Services WG	Youth Justice			
18/05/20 - 22/05/20	Working Groups				
26/05/20 - 29/05/20	Committees				
	Committees				
<b>JUNE 2020</b>					
01/06/20 - 05/06/20					
	Children's Services WG	Education - curriculum being mindful of the wellbeing of children			
15/06/20 - 19/06/20	Working Groups				
22/06/20 - 26/06/20	Working Groups	Proportion of revenue spend increase 2% 19/20			
29/06/20 - 03/07/20	Working Groups	Assess effectiveness of marketing programme			
	Committees	Check inward investment strategy and action plan			
Q1 2020					
	ERCG				
June	HC	Director of Social Services Annual Report 2019/20			
	Audit				
	LS				
<b>JULY 2020</b>					
06/07/20 - 10/07/20					
13/07/20 - 17/07/20	Committees				
27/07/20 - 31/07/20	Working Groups				
	Working Groups				
<b>AUGUST 2020</b>					
17/08/20 - 21/08/20					
24/08/20 - 28/08/20	Working Groups				
31/08/20 - 04/09/20	Working Groups				
	Committees				
<b>SEPTEMBER 2020</b>					
07/09/20 - 11/09/20					
14/09/20 - 18/09/20	Committees	Increase % of pupils assessed in Welsh in Year 2			
21/09/20 - 25/09/20	Working Groups				
28/09/20 - 02/10/20	Working Groups				
	Working Groups				
Q2 2020					
	LS				

Scrutiny date	Scrutiny Committee	Item	Working Group end date	Cab/Mgmt Team Date	Cab Date
	HC				
	ERCG				
	Audit				
	FP				
<b>OCTOBER 2020</b>					
05/10/20 - 09/10/20					
12/10/20 - 16/10/20	Working Groups				
19/10/20 - 23/10/20	Committees				
26/10/20 - 30/10/20	Committees				
	Working Groups				
<b>NOVEMBER 2020</b>					
02/11/20 - 06/11/20					
09/11/20 - 13/11/20	Working Groups				
16/11/20 - 20/11/20	Working Groups				
23/11/20 - 27/11/20	Working Groups				
30/11/20 - 04/12/20	Committees				
	Committees				
<b>DECEMBER 2020</b>					
07/12/20 - 11/12/20					
14/12/20 - 18/12/20	Working Groups				
	Working Groups				
<b>Q3 2020</b>					
	LS				
	HC				
	ERCG				
	Audit				
	FP				