

# Contents

Agenda	2
4. Minutes of the previous meeting	6
5. Cartrefi Cymunedol Gwynedd Annual Report	10
6. Homelessness Scrutiny Investigation Scope	30
7. Food Safety Report	32
8. Parking Review	36
9. Bangor Pride Scrutiny Investigation Report	50
Appendix 1	55
10. 2014 - 2015 Forward Work Programme	65



**Gwasanaeth Democraidd**  
**Democratic Service**  
Swyddfa'r Cyngor  
CAERNARFON  
Gwynedd  
LL55 1SH

Cyfarfod / Meeting

**PWYLLGOR CRAFFU CYMUNEDAU**  
**COMMUNITIES SCRUTINY COMMITTEE**

Dyddiad ac Amser / Date and Time

**10:00am, DYDD MERCHER, HYDREFF 1af, 2014**

**10.00am, WEDNESDAY, 1st OCTOBER, 2014**

Lleoliad / Location

**SIAMBR HYWEL DDA**  
**SWYDDFEYDD Y CYNGOR / COUNCIL OFFICES**  
**CAERNARFON**

Pwynt Cyswllt / Contact Point

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Dosbarthwyd / Distributed 24-9-2014

## **Aelodaeth/Membership (18)**

### **Plaid Cymru (8)**

Y Cynghorwyr/Councillors

Craig ap Iago	Annwen Hughes	Dilwyn Morgan
Linda Morgan	Tudor Owen	Caerwyn Roberts
Mandy Williams-Davies	Eurig Wyn	

### **Annibynnol/Independent (4)**

Y Cynghorwyr / Councillors

Eric M. Jones	Nigel Pickavance	Angela Russell	Mike Stevens
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### **Llais Gwynedd (3)**

Y Cynghorwyr/Councillors

Llywarch Bowen Jones	Gruffydd Williams	Robert J. Wright
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### **Llafur/Labour (1)**

Y Cynghorydd/Councillor

Gwynfor Edwards

### **Democratiaid Rhyddfrydol / Liberal Democrats (1)**

Y Cynghorydd/Councillor

Stephen Churchman

### **Aelod Unigol / Individual Member (1)**

Louise Hughes

### **Aelodau Ex-officio / Ex-officio Members**

Cadeirydd ac Is-Gadeirydd y Cyngor  
Chairman and Vice-Chairman of the Council

## AGENDA

**1. WELCOME AND APOLOGIES**

To accept any apologies for absence.

**2. DECLARATION OF PERSONAL INTEREST**

To receive any declaration of personal interest.

**3. URGENT ITEMS**

To note any items that are a matter of urgency in the view of the Chairman for consideration.

**4. MINUTES**

The Chairman shall propose that the minutes of the last meeting of this committee, held on 4 July, 2014, be signed as a true record.

(copy herewith – **white** paper)

**5. CARTREFI CYMUNEDOL GWYNEDD**

To Consider the Annual Report of 'Cartrefi Cymunedol Gwynedd',

(copy herewith – **yellow** paper)

**6. HOMELESSNESS SCRUTINY INVESTIGATION BRIEF**

**Cabinet Member – Councillor John Wyn Williams**

To consider a scoping summary for a scrutiny investigation

(copy herewith – **lilac** paper)

**7. FOOD STANDARDS AGENCY FOCUSED AUDIT OF GWYNEDD COUNCIL'S  
ARRANGEMENTS FOR ENFORCEMENT OF THE FOOD SAFETY ACT 1990: 6TH & 7TH  
MARCH 2014.**

**Cabinet Member – Councillor W Gareth Roberts**

Consider Head of Regulatory Department's report on progress of action plan in response to Food Safety Act Inspection

(copy herewith – **pink** paper)

**8. THE PARKING SYSTEM IN GWYNEDD**  
**Cabinet Member – Councillor W Gareth Roberts**

Consider the Cabinet Members final report

(copy herewith – **grey** paper)

**9. BANGOR PRIDE SCRUTINY INVESTIGATION**  
**Cabinet Member – Councillor W Gareth Roberts**

To consider the Cabinet Members progress report

(copy herewith – **green** paper)

**10. THE COMMITTEE'S FORWARD WORK PROGRAMME (DRAFFT)**

Submit a revised edition of the Committee's Forward Work Programme

(copy herewith – **blue** paper)

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**COMMUNITIES SCRUTINY COMMITTEE 04.07.2014**

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**PRESENT** - Councillor Angela Russell (Chair)  
Councillor Mandy Williams-Davies (Vice-chair)

Councillors:- Annwen Hughes, Eric M. Jones, Dilwyn Morgan, Linda Morgan, Tudor Owen, Nigel Pickavance, Gruffydd Williams, Robert J. Wright and Eurig Wyn.

**OFFICERS:** Arwel Ellis Jones (Senior Manager - Corporate Commissioning Service) and Lowri Haf Evans (Members' Support and Scrutiny Officer).

**ALSO PRESENT:**

- ii) In relation to item 5 on the agenda – Councillor John Wyn Williams – Cabinet Member for Planning, Aled Davies (Head of Regulatory Department), John Reynolds (Senior Public Protection Manager).
- iv) In relation to item 6 on the agenda – Aled Davies (Head of Regulatory Department), Bethan Rowlands (Integrated Transport Manager).

**APOLOGIES:** Councillor Stephen Churchman, Caerwyn Roberts and Gethin Glyn Williams

**1. DECLARATION OF PERSONAL INTEREST**

No declaration of personal interest was received.

**2. MINUTES**

The minutes of the previous meeting held on 13 May, 2014 were accepted as a true record of the meeting.

**3. FOOD STANDARDS AGENCY'S FOCUSED AUDIT OF GWYNEDD COUNCIL'S ARRANGEMENTS FOR ENFORCEMENT OF THE FOOD SAFETY ACT 1990: 6 AND 7 MARCH 2014**

- (a) A report was submitted by the Cabinet Member – Planning noting the findings of the audit. It was acknowledged that the report did not make pleasant reading as many serious cases of non-compliance had been identified. It was emphasised that this was an audit of the Council's internal procedures only, and it did not relate to individual businesses.
- (b) Additional information was received from the Senior Public Protection Manager noting that the department had responded urgently to the audit and that an action plan had already been completed and put into action by 1 July 2014. It was explained that there were weaknesses in the Council's existing systems, e.g. forms needed to be updated, systems needed to be modernised and although additional resources had been given to the department, this had not had the desired effect. The Head of Regulatory Department acknowledged that numeric targets were being achieved, but that operational methods and managerial arrangements were letting the Service down.
- (c) The Head of Service noted that the situation was being taken seriously and that attention needed to be given to managerial arrangements and processes. Although a number of the recommendations from the 2011 report had been implemented, it was possible that too much emphasis was being placed on numerical targets and not on ensuring robust arrangements.
- (ch) The following matters were considered during the discussion:

- i. It was noted that processes had failed and that the Service needed to have correct and robust processes in place. Some procedures had been in place since 2007 but they had not been updated. Councillor John Wyn Williams confirmed that Internal Audit was responding to a request from the Delivery Panel (Sustainability and the Environment), to investigate the shortcomings in this element of the Service's work. Confidence was expressed in terms of the Service's front line staff, but not in relation to work processes, managerial arrangements and technical elements.
- ii. It was acknowledged that the Department had been astounded that so many matters appeared inadequate following a brief period between the audits of the two fields. The Head and the Cabinet Member confirmed that they were considering inviting a full audit of the Service on a broader level, in order to obtain assurance that there were no similar weaknesses in other areas.
- iii. Concern was expressed that the County's economy depended on tourism and that the results of this audit was very likely to raise concerns in terms of food hygiene. Although in-house arrangements were responsible for the audit's poor results, it could have a negative impact on residents and visitors to the County. It had to be ensured that there was clear communication with the press before the Council's formal responses were released.
- iv. It was noted that a clear and robust programme with specific dates was required to satisfy the Food Standards Agency (FSA), that firm action was being taken. It was not expected that the Council would receive a response from the FSA regarding the contents of the action plan; however, ongoing discussions were being held with them regarding the propriety of the Council's response. It had to be ensured that the action plan responded to the FSA's requirements.

The Senior Public Protection Manager, who was leading on the work, noted that the requirements arising from the audit were very specific and that they were simple requirements that were not open to discussion. It was reported that a Task and Finish Group had been established to coordinate the work and temporary appointments had been made to respond to the situation in terms of maintaining front line services whilst resources were being directed to respond to the audit's findings. The procedures needed to be changed quickly. The Unit was aware of what needed to be improved; therefore, it was important to act without delay.

- v. It was noted that no request would be made for additional resources to improve the situation. The day to day work should not be affected; however, it was anticipated that some matters would slip as the responsibilities and functions of managers and officers changed in order to respond to the FSA's requirements.  
It was noted that many improvements had been put in place already and that work was underway to achieve all improvements by the target date.

**RESOLVED TO EXPRESS THE COMMITTEE'S REAL DISSAPPOINTMENT WITH THE REPORT AND TO REQUEST A REPORT BACK TO THE NEXT MEETING OF THE COMMITTEE ON THE ACTION PLAN AND PROGRESS MADE AND TO INVITE AN OFFICER FROM THE FOOD STANDARDS AGENCY TO ADVISE THE COMMITTEE ON THE EFFECTIVENESS OF THE ACTION PLAN.**

#### **4. UPDATE ON BUS SERVICES IN THE ARFON AREA**

- (a) Submitted – the report of the Cabinet Member for the Environment outlining the impact of the decision made by Padarn Bus Ltd to cease trading and provide transport services in Gwynedd. The steps taken to ensure that services continued and how the Regulatory Department, through the Integrated Transport Unit, would attempt to manage the finance over the coming months were noted

in the report.

The Cabinet Member expressed appreciation to the staff of the Transportation Service and the staff of the Integrated Transport Unit specifically, for the praiseworthy work done to reduce the impact on the residents of Gwynedd. The staff of other departments, in particular Finance and Legal, were thanked for their support also.

- (b) Everyone was reminded that there were legal considerations to this matter, and that the police's investigation continued. The report focused on the impact of the decision on the passenger, and the impact on the public purse.
- (c) The Head of Service reported that he was more than satisfied with the Council's response to the situation. He noted that very few problems had arisen considering the complexity of the situation. It was highlighted that the changes to the Transport budget were substantial and on top of that, it was anticipated that there would be a reduction in the Government grant, an increase in tendering costs in the Arfon area and an increase in the costs of the Education provision.
- (ch) The following matters were considered during the discussion:
  - i. The Integrated Transport Manager agreed to provide information to an individual councillor regarding the subsidy that had been received by the company. It was emphasised that the Padarn contracts had ended.
  - ii. It was noted that the Department had not been aware of the situation prior to March 2014 and no sign of the problem had been seen before the matter had come to light. It was noted that Internal Audit or the Government's Audit Department had not been aware of the situation either.
  - iii. In terms of the additional costs, it was noted that short tenders tended to be less cost-effective than long-term tenders, however, there was no other option to address the situation at the time in order to maintain the service. The intention was that the Transportation Service would retender all education services being provided by Padarn during the summer. Following the retendering, there would be an opportunity to offer more longer-term contracts in the hope of receiving more competitive prices that would ultimately reduce the cost to the taxpayer.
  - iv. In terms of reducing services in the future, it was noted that there were options for shaping the future of the transportation service and the decision of using the transportation matrix was being considered by the Cabinet Member (Environment) in the coming weeks. He would submit his final recommendations to the Committee in December. In terms of education transport, the Integrated Transport Unit was responsible for procuring services in the context of the Council's policies and guidelines.

**RESOLVED TO CONGRATULATE THE REGULATORY DEPARTMENT AND THE INTEGRATED TRANSPORT UNIT FOR THEIR WORK AND EFFORTS TO RECOVER A DIFFICULT SITUATION AND REDUCE THE IMPACT ON GWYNEDD RESIDENTS.**

## **5. SCRUTINY FORWARD WORK PROGRAMME 2014-15**

- (a) The latest version was submitted for information and it was noted that it had been accepted by the Scrutiny Forum and that it would be shared with the Cabinet at a meeting of the Informal Cabinet to ensure that there was better communication with Cabinet Members in terms of the timetable of matters to be scrutinised. Members were reminded that the work programme was a live programme that could be updated if required.
- (b) It was noted that the Crime and Disorder Annual Meeting had been moved from September to December.

- (c) In terms of the possible homelessness investigation, it was noted that a brief (draft) should be submitted at the next meeting and to nominate members and officers to support the investigation when the current Post-16 Education Transport investigation came to an end.

**RESOLVED TO ACCEPT THE WORK PROGRAMME.**

**Everyone was thanked for their contribution.**

The meeting commenced at 10:30am and ended at 1:00pm

## CARTREFI CYMUNEDOL GWYNEDD's (CCG's) ANNUAL REPORT (2013/14) TO GWYNEDD COUNCIL

<b>Report for</b>	Information and discussion	
<b>Date</b>	1 <sup>st</sup> October, 2014	
<b>Item</b>		<b>Paper</b>
<b>Author</b>	Ffrancon Williams, Chief Executive	
<b>Purpose</b>	To present CCG's annual report to Gwynedd Council's Communities Scrutiny Committee	
<b>Financial implications</b>	Not applicable	
<b>Risk management</b>	Low	
<b>Appendices</b>	None	

### 1.0 Introduction

- 1.1 As noted in the Transfer Agreement, CCG is required to submit an annual report to the Council as to how it is implementing the promises made to tenants in the Offer Document and obligations under the Agreement.
- 1.2 This report serves this purpose, and covers CCG's fourth year of operation from 1<sup>st</sup> April 2013 to 31<sup>st</sup> March 2014.

### 2.0 Scope

2.1 The scope of the report covers the following areas:

1. Delivery of offer document promises
2. Welsh Housing Quality Standard (WHQS) investment works
3. Consultation arrangements with tenants
4. Obligations under the Agreement (Nomination and Housing Agency Agreements, Service Level Agreements and Housing Benefit Protocol)
5. Elected Members' protocol
6. Partnership working on strategically important housing items
7. Other operational matters

Most of the above points are discussed in detail at regular monitoring meetings with the Council held every quarter. Consequently, this report is not intended to repeat the level of detail previously presented, but rather to summarise key successes in the period and highlight areas of activity that did not go quite as well as was hoped and inform members of challenges faced in the coming year.

### 3.0 Delivery of offer document promises

- 3.1 The Offer Document to tenants "Your Home, Your Choice" consisted of 170 promises. As at 31<sup>st</sup> March 2014, a total of 138 (81%) of the promises had been successfully delivered with the remaining promises on track to be achieved by 2015.

### 3.2 Key successes:

1. The continued successful mobilisation and partnership working with CCG's delivery partners ensured that the progress on achieving WHQS remained on course for 2015. At 31 March 2014 the number of elemental compliant since transfer were as follows:
  - Kitchens- 4,990
  - Bathrooms- 5,047
  - Heating- 5,566
  - Electrics- 5,076
  - Windows- 5,106
  - Doors- 6,109
2. The WHQS improvement programme continued to provide local economic benefits. At the end of March 2014, a total of 358 staff were employed on the WHQS improvement programme across Service Providers, with 334 (93%) from the North Wales area, 232 (65%) from Gwynedd. The Targeted Recruitment & Training Unit continued to work with the contractors to ensure that 34 apprentices were engaged on the programme as at March 2014.
3. CCG received national recognition for the unique procurement model developed as a part of the WHQS investment programme. As winners of the Association of Consultant Architects (ACA) annual Innovation and Partnering award, and the Outstanding Contribution award in the Wales National Procurement Awards, CCG was praised for the way local businesses and local people have benefited from the jobs and apprenticeships created.
4. All CCG's service providers continued to buy into the concept of putting something tangible back into the community with in excess of 90 community benefit schemes having been provided by them as at the end of March 2014.
5. CCG has continued to consult effectively with leaseholders on the programmes of work that will affect them, offering support and help on understanding the costs that they will incur as a result of improvements to their properties, and the support available for them to repay the costs to CCG.
6. During 2013/14, CCG's Community Investment Fund awarded grants amounting to £243,618 supporting 50 community groups and organizations to develop various projects in the Gwynedd area. This helped the organizations secure further investment totaling just over a £1M in the community projects through "match funding" during the year. Since its inception and up to March 2014 a total of 130 community projects have benefited from grants totaling £712,438 awarded through CCG's Community Investment Fund with additional investment in excess of £3M having been secured through "match funding".
7. The third annual Tenant Satisfaction Survey was carried out in October 2013 and the findings highlighted a significant improvement in customer satisfaction with services. Among the key messages were that 74% of respondents were satisfied with the quality of their home (compared with 53% in 2011), 90% believed that CCG were easy to contact and that the response was friendly, 82% were satisfied with the way CCG dealt with Rent and Service Charges. The results formed a key part of the evidence used by

- Board for the annual regulatory Self Assessment exercise.
8. Following the independent review to the Repairs and Maintenance Service undertaken during 2012/13, the Board agreed to undertake a Transformation Project to bring about significant service improvements through a structure and management review and the embedding of a performance led culture within the service area. The new structure has been implemented, with early data demonstrating improving performance levels. The service also relocated to Parc Menai, Bangor in June 2013 from the Manweb building, St Helens Road, Caernarfon.
  9. Following the first tenant profiling exercise carried out in 2012/13, CCG continues to collate profiling information on new tenants. The data is used to ensure that services are tailored according to the needs of tenants. It has also assisted in identifying those tenants most affected by the Welfare Reform Act and to provide evidence to inform CCG's Development Strategy.
  10. CCG has continued to build upon the suite of strategic and operational policies and procedures. Key housing management and governance policies reviewed or developed over the year included the Fire Management Policy, Leaseholder and Domestic Abuse policies, the Scheme of Delegation, Standing Orders and Garage Strategy.
  11. Fire Risk Assessments were undertaken on all our flats and sheltered housing units during the year, and a programme of work agreed to improve fire safety within them. This included work to move toward a "Safe to Stay" rather than a full evacuation policy on certain accommodation blocks.
  12. All CCG staff underwent a corporate training programme on Equality & Diversity.

### 3.3 Challenges in the year ahead:

1. To ensure the de-mobilisation of the WHQS programme is effectively managed so that all work streams achieve their operational targets and thereby ensure promises made will be delivered.
2. To retain key staff within the WHQS programme employed on fixed term contracts, as the programme approaches its end (March 2015).
3. Ensuring the restructure of the revised Assets Team post 2015
4. To achieve accreditation for the HSQE system.
5. Achieve improved performance in relation to turnaround time and costs in relation to empty properties.
6. To obtain Board approval for and implement the new development strategy that defines CCG's aspirations towards New Build within the constraints of its business plan.
7. Funding the development strategy which may include the need to reach a new agreement with the Funders.
8. To implement and embed a staff performance management appraisal that is linked to our Corporate Plan through individual targets set and reviewed bi annually.
9. To agree a new Corporate Plan for 2015-2020 with all our key stakeholders.
10. To implement the changes to our service for Older People to secure future Supporting People funding based on need and not tenure.
11. To work in partnership with the Local Authority, DWP and others to prepare our services for further changes to Welfare Benefits.

12. To complete the rollout of our new residential Fire Management arrangements.
13. To work with the Housing Options Team to let higher than normal volumes of properties being released from WHQS decanting and refurbishment schemes.

#### **4.0 Welsh Housing Quality Standard (WHQS) investment works**

- 4.1 Members will recall that CCG has adopted an innovative procurement strategy whereby the total WHQS investment works was divided into two parts; approximately 50-60% tendered under OJEU procurement rules likely to attract a main contractor to manage the works, and 40-50% tendered under more traditional “non-OJEU” arrangements likely to attract more local (SME) companies. All contracts incorporated principles of the i2i Can Do Toolkit for Targeted Recruitment and Training to maximise the benefit of this significant investment in housing to the local economy through the provision of new jobs, training opportunities and opportunities for local businesses in the delivery of the WHQS programme.

In respect of the main contractor OJEU Tender, the Lovell Partnership was appointed for 50-60% of the work on Internal and External Programmes with 40-50% going to the Trade Contractors. Of the original Trade Contractors appointed, GM Jones and Falconer continued to work on the Internals, EWE and Gelli Civil Engineering on the Externals and PH Jones on the heating programmes. These Trade Contracts are labour only contracts with Symphony and Travis Perkins continuing to supply CCG with kitchens and materials.

- 4.2 The expenditure on investment works (excluding the CFU) for 13/14 was £29.7m with an additional £0.6m spent on environmental improvements. .
- 4.3 Table 1 below sets out the commercial and contractual status for each of the various contract packages.

**Table 1 : CCG's Service Providers**

<b>Task Activity</b>	<b>Window &amp; Doors</b>	<b>Fire Risk</b>	<b>Main Internal</b>	<b>Main External</b>	<b>Non Trads</b>	<b>Trade Internal</b>	<b>Trade External</b>	<b>Environmental</b>	<b>Supply Chain</b>
<b>Tender</b>	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
<b>Board Approval</b>	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
<b>Signed Contract</b>	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
<b>Pilot</b>	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete	Complete
<b>Main Contract</b>	Off Site	On Site	On site	On Site	On Site	On site	On site	On Site	On Site (Symphony Complete)
<b>Completion</b>	March 2013	December 2015	September 2014	March 2014	March 2015	March 2014	March 2015	March 2015	March 2015
<b>Contractor</b>	Nationwide	Nationwide	Lovell	Lovell	Lovell	GM Jones Falconer PH Jones	EW Evans Gelli G M Jones	EW Evans Gelli GM Jones	Travis Perkins Symphony

4.4 Table 2 below indicates CCG's compliance with the WHQS by component as at 31<sup>st</sup> March 2014. These are the figures presented to Welsh Government as part of their annual WHQS monitoring arrangements. Members will note compliance levels have increased in line with the volume of work completed as part of the investment programme.

**Table 2 : Stock compliance with the WHQS by component, at 31<sup>st</sup> March 2014**

	Component	Stock at 31/03/14	Fully compliant * stock for given component at 31/03/14	Compliant* stock for given component subject to acceptable fails at 31/03/14	Non-compliant* stock for given component	Percentage fully compliant*/ compliant* with acceptable fails for given component	Expected year of full compliance for all stock for given component	No Work required/ refusals	Forecasted work 2014-15
1	Roofs & components	5139	3861	533	1278	75%	2015	533	754
2	Windows	5134	5106	10	28	100%	2013	10	18
3	External doors	6407	6109	225	298	95%	2015	225	73
4	Kitchens	6231	4990	665	1241	80%	2015	665	576
5	Bathrooms	6231	5047	623	1184	81%	2015	623	561
6	SAP Rating ≥ 65	6231	3247	0	2984	52%	2015	0	0
7	Central heating system	6158	5566	568	592	90%	2015	568	24
8	Electrical systems	6231	5076	627	1155	81%	2015	627	528
9	Mains smoke detectors	6231	5909	170	322	95%	2015	170	152
10	Gardens and external storage up to and including the boundary of the property	5143	3949	285	1194	77%	2015	285	

\*=compliant properties includes any properties where a particular element of WHQS is not applicable and hence not assessed

#### 4.5 Key successes:

1. Our Service Providers remained stable during the year delivering good volumes and performance as follows:

Contract	Internals	Externals	Fencing / Paths	Heating
Main	Lovell	Lovell	N/A	N/A
Trade	GM Jones / Falconers	EWE	Gelli	PH Jones
Supply	TP / Symphony	Travis Perkins	Travis Perkins	Travis Perkins

2. It is worth noting the following has been achieved in the 2013/14 financial year by CCGs Service Providers:

- WHQS spend for 2013/14 resulted in the following completions in the period:
  - a. 1,709 Kitchens improved
  - b. 1,747 Bathrooms Improved
  - c. 764 Heating Installations
  - d. 1,686 Rewires
- At the 31<sup>st</sup> March 2014, 358 employees were engaged on the WHQS programme and of these employees:
  - a. 334 (93%) live in North Wales
  - b. 232 (65%) live in Gwynedd
  - c. 255 (71%) are Welsh Speakers
  - d. 50 were Trainees including 34 Apprentices
- 3. There have now been over 40 separate Community Benefit Initiatives of varying degrees and value.
- 4. Tenant Satisfaction levels with the WHQS works are high with over 94% of tenants being satisfied with works in 2013/14.

#### 4.6 Things that did not go quite so well:

1. The level of no access to properties and tenant refusals continued to be problematic.
2. Work in some sheltered properties was slow to start due to a variety of reasons including the need to re-specify work specifications to ensure affordability within the constraints of the business plan.

#### 4.7 Challenges in the year ahead:

1. Achieving CCG's 2013/14 expenditure and output targets whilst ensuring tight control of the contracts to ensure they are delivered within the constraints of the business plan.
2. To ensure the de-mobilisation of the WHQS programme is effectively managed so that all work streams achieve their operational targets and thereby ensure promises made will be delivered.
3. To retain key staff within the WHQS programme employed on fixed term contracts, as the programme approaches its end (March 2015).
4. Ensuring the restructure of the revised Assets Team post 2015.
5. Effectively managing the number of decanting arrangements needed to support the final year of the investment programme.

## 5.0 Consultation arrangements with tenants

### 5.1 1. Tenant and Resident consultation

CCG continued to invest in the development of the consultation framework with Tenants and Residents through the following groups and forums;

- CCG's Tenant and Resident Partnership
- Quality Customer Service Forum
- Community Benefit Forum
- Communication Forum
- Repairs and Maintenance Group
- CCG Local Tenant Participation Strategy Steering Group
- Environmental Panel

In March 2014, the WHQS Delivery Forum came to a close with members joining the Repairs and Maintenance Group.

During 2013/14, the CCG Tenant and Resident Partnership, as the main Tenant and Resident body, looked at developments that had affected CCG tenants and residents during the year. Unsurprisingly, Welfare Reform figured heavily, but the Partnership also played a leading role in developing and delivering the "Safe to Stay" policy, which relates to fire safety in flats and sheltered housing units.

The Partnership and various forums were involved in reviewing policies and processes, and developed 10 new policies and 11 new service standards for CCG during the year.

During the year a consultation page was set up on CCG's website, which encouraged tenants and partners to express their opinions over the web on various documents, without the need to attend a formal meeting or forum.

By the end of March 2014, more than 200 tenants had registered as members of CCG's Customer Panel. Consultation topics during the year provided an opportunity for members to express their views on contact with CCG, the tenants newsletter and family fun days.

2. **Consulting with Leaseholders-** good progress has been made during the year in regards to consultation with leaseholders; CCG consulted with them on developing a new Leaseholders handbook and delivering WHQS improvements on their property.
3. **Mobile Surgeries** – in an effort to reach more tenants, surgeries held by our Neighbourhood Wardens are now more mobile; the attendance of Neighbourhood Wardens in a specific area is advertised so that tenants can make an appointment, or approach them informally, to discuss any issue they may have.
4. **Shareholders** – The number of shareholders increased to 55 during the year, however following the departure of a number of outgoing independent Board members, the number at the end of March 2014 stands at 49. All tenants are still able to apply to become a shareholder at any time, with all applications being considered by the Board.

Attempts were made to increase the number of shareholders during the year, with various community events attended where tailored literature detailing the benefits of becoming a shareholder were distributed.

## 5.2 Key successes:

1. **CCG Summer Tour-** CCG arranged a series of visits to CCG estates in the Summer of 2013. The primary purpose of the visit was to consult on plans to carry out environmental improvements to estates through the Welsh Housing Quality Standard. Staff visited Tenants and Residents in Bangor, Caernarfon, Barmouth, Dolgellau, Gellilydan, Talysarn and Bala.

It was a great opportunity to meet tenants and residents in their community, by providing an opportunity for CCG to be more visible on our estates by knocking on doors and taking a mobile unit onto the estate to raise awareness among our customers about the 'your benefits are changing' campaign and to encourage people to get online. A further 3 estate visits took place towards the end of the year.

2. **Local Tenant Participation Strategy 2012-15-** Good progress was made against the strategy during 2013/14. As part of the mainstreaming of tenant participation, we appointed nine (staff) officers across all services to be ' Tenants Champions ', as well as one Board member of CCG. As part of their role the champions will promote better communication between CCG and our customers and will attend community events such as tenant fun days. Another key part of the role will be to ensure that tenants' views are considered as we develop policies, processes and documents.

### 3. Community Projects-

#### 3.1 CCG Ffwtcamp

A 'Ffwtcamp' project was undertaken for the first time in April and May of 2013. Ffwtcamp's aim was to encourage young people between 11 and 14 years on some of our less privileged estates to get off the streets and to take part in an initiative to encourage them to keep fit and to take pride in their communities. Four teams from Dyffryn Nantlle, Bala, Caernarfon and Eifionydd came together for a period of about six weeks leading up to a football final competition at Bala under the supervision of CCG Neighborhood Wardens.

#### 3.2 CCG Young Warden Scheme

The Youth Wardens Scheme was supported by CCG again over the summer. This was the third year for the scheme to be carried out, and children from Deiniolen, Caernarfon and Barmouth had the opportunity to participate. The children who were in year 5 in primary school, worked for 6 weeks with the Neighborhood Wardens in their areas in order to understand more about their work and work towards the scheme's aims which is to encourage the children to respect and participate fully in their communities and be proud of where they play.

## 5.3 Challenges in the year ahead:

The development of new a Tenant Participation Strategy for 2015-2018 is one of the main pieces of work for the Tenant and Residents Partnership and the Community Involvement Team over the next year. As part of this work, a review will be

conducted to examine the effectiveness of the current consultation framework and look at how it could be developed for the future. Encouraging new tenants to participate and develop new methods of participation remains one of the major challenges for the service over the coming year.

## **6.0 Common Housing Register Partnership, Service Level Agreements and Housing Benefit Protocol)**

### **6.1 Common Housing Register Partnership**

The Gwynedd Common Housing Register was implemented on the 10<sup>th</sup> September 2012, the arrangements under this Partnership Agreement replaced the Nomination and Housing Agency Agreement. The Housing Options Team within Gwynedd Council is now responsible for managing the Common Housing Register in accordance with the Common Allocations Policy. The Service Level Agreement (SLA) is currently being reviewed.

#### **6.1.1 Key successes:**

1. A good working relationship has been maintained with Housing Options Team, the Homelessness team and other Housing staff in the Council.
2. Improved access to the Council's IT system has been secured.
3. Good working relationships have also been maintained with other Housing Associations.

#### **6.1.2 Things that did not go quite so well:**

1. Poor communication between the Housing Options Team and CCG's Lettings Team led to poor quality short lists.
2. The process for reporting problems with the Council's IT system breaks down when the main point of contact is not available.

#### **6.1.3 Challenges in the year ahead:**

1. Agreeing the revised SLA that will include reviewing and agreeing outputs and outcomes.
2. Letting a higher than normal volume of properties as they are released from WHQS decanting and refurbishment schemes.

### **6.2 Service Level Agreements**

The following Service Level Agreements (SLA's) were entered into between CCG and the Council at point of transfer (12/04/10):

1. Grounds Maintenance Services
2. ICT support (Wide Area Network provision and support and Application Support – Geographical Information System (GIS))
3. Legal Services
4. Pest Control Services
5. Payroll Services

6. Highway Safety Inspections Service on Unadopted Highways
7. Fleet Maintenance Service
8. Environmental Health Inspection Services
9. Drainage Services
10. Cleaning Services
11. Closed Circuit Television System (CCTV) Services
12. Street Lighting Services
13. Community Warden Service

A position statement for each of the SLA's is given below :

1. Grounds Maintenance Services – the contract was extended for a further 12 month period, until April 2015 with the same management arrangement arrangements being kept in place, as a result of the satisfactory level of performance within the contract.
2. ICT support (Wide Area Network provision and support and Application Support – Geographical Information System (GIS)) - as a direct result of satisfactory performance with the contract, CCG have extended the SLA for a further 12 months, until April 2015.
3. Legal Services – the decision was taken to bring Legal Services in house. As a result, 2 members of staff transferred from Gwynedd Council to CCG in October 2013. Gwynedd Council have agreed to provide a level of cover for absences etc.
4. Pest Control Services – SLA in place for Gwynedd Council to deliver the service until April 2016.
5. Payroll Services– Gwynedd Council awarded the service following an open tender process to deliver the service until April 2016.
6. Highway Safety Inspections Service on Unadopted Highways – Service delivered in-house by CCG from April 2013.
7. Fleet Maintenance Service –service re-tendered via an OJEU process, with the new contract commencing on the 1<sup>st</sup> of June 2014 for an initial 3 year period. An extension agreed within the SLA for Gwynedd Council to continue delivering the service until the commencement date of the new contract.
8. Environmental Health Inspection Services – services no longer required as a result of Common Housing Register now being run by Gwynedd Council.
9. Drainage Services - SLA agreed for Gwynedd Council to provide the service to April 2016, with enhanced Client Management arrangements put in place.
10. Cleaning Services – following an OJEU tender process, Gwynedd Council retained contracts for Dwyfor and Meirionnydd areas, but Bangor and Arfon areas awarded to SuperClean. All contracts run for a 3 year period until June 2016.
11. Closed Circuit Television System (CCTV) Services - current arrangements with Gwynedd Council extended to April 2016 with enhanced Client management arrangements put in place.
12. Street Lighting Services - current arrangements with Gwynedd Council extended to April 2016 with enhanced Client management arrangements put in place.
13. Community Warden Service – the original SLA was replaced with a 12 month “rolling SLA” focusing on the Council’s statutory obligations towards homelessness. The emphasis changed so that CCG’s Community Wardens

support homeless applicants residing in CCG properties on a temporary basis, as well as monitoring the first 12 months of all starter tenancies to help those tenants maintain their tenancies. The current contract expires in March 2015.

6.2.1 Key successes:

1. Good working relationships have been maintained with Gwynedd Council staff whilst arranging extensions in service provision or in bringing some services provided to an end.

6.2.2 Things that did not go quite so well:

1. The procurement process for the Fleet SLA took longer than expected.
2. Issues with performance on the Cleaning SLA with Gwynedd Council were addressed during the course of the year. Performance has significantly improved over the past 6 month period and the monthly core group contract management meetings are positive.

6.2.3 Challenges in the year ahead:

1. The Drainage SLA's budget is under continual pressure. Need to ensure that Gwynedd Council recharges Welsh Water as per the agreed protocol. It's also becoming apparent that the drainage systems within some areas need to be replaced due to number of callouts over the 12 month period.
2. The effective implementation of enhanced Client management arrangements with the emphasis on Performance Management
3. To manage and agree changes to the CCTV contract as camera units become uneconomic to repair.
4. To prepare for the risk of Gwynedd Council not being able to support the Community Warden Service (reverse) SLA.

6.3 Housing Benefit Protocol

Smooth and prompt payment of Housing Benefit is critical to CCG's income stream and the Housing Benefit Protocol sets out commitments for the Council and CCG to work together to achieve service levels and standards for the processing and administration of housing benefit for CCG's tenants.

6.3.1 Key successes:

1. CCG continued to work effectively with the Housing Benefits Team in responding to the under occupancy charge, maximising the use of Discretionary Housing Payments. CCG also worked closely with the Council's Welfare Reform Task Group.
2. Any ad-hoc queries or discrepancies were dealt with promptly.

6.3.2 Challenges in the year ahead:

1. To continue to maintain the good working relationship with Gwynedd Council Housing Benefit team and to liaise and share information with them to manage changes linked to the Government's Welfare Reform measures effectively.

2. Continue to work with the Council's Revenues Team to ensure the Discretionary Housing Payment- together with the additional rural element received by the Council- is awarded according to need.
3. Continue to work with Gwynedd Council, the DWP, and other partners in the Gwynedd Welfare Reform Task Group to maintain the necessary focus to prepare local services required to deal with Universal Credit.

## **7.0 Elected Members protocol**

7.1 Members will be aware of the elected members' protocol, which introduced at point of transfer a single point of contact within CCG for members. All members' requests (except those of a day-to-day maintenance nature) are logged, actioned and monitored within CCG with the aim of providing an improved and more responsive service to members.

7.2 Key successes:

1. CCG feel that a strong and effective working relationship has been built with the members and feel that the relationship is growing into a partnership that is moving communities forward.
2. Elected Members raised concerns about the fact that they were not made aware of WHQS improvement work being carried out in their area and were therefore unable to deal with enquiries from their electorate. CCG are now sending all Elected Members information on all work being carried out across Gwynedd. The information includes specific details about the nature of the work and the contractors carrying out the work in their areas.
3. Elected members are also invited to WHQS information events in their local area.

7.3 Things that did not go quite so well:

1. Some members have voiced dissatisfaction when they were unable to speak to a specific officer. CCG are confident that by providing the service set out in the Protocol, Elected Members are receiving the highest possible standard of service. The protocol also ensures that a consistent service is provided to all Elected Members

7.4 Challenges in the year ahead:

In order to continue to deliver on the members' protocol's expectations, the main challenge for CCG is to establish a customer focused, empowering and accountable culture within the organisation.

## **8.0 Partnership working on strategically important housing items**

CCG is a member of the Gwynedd Housing Partnership and has taken an active part in several strategically important housing issues, such as:

1. **Implementing the Common Housing Register, Common Allocations Policy and Housing Options Team** –the Common Housing Register and Housing Options Team commenced in September 2012. CCG is committed to ensuring that this project is a success, offers an effective service to manage Gwynedd's

social housing stock, and also offers applicants a range of suitable options to meet their housing needs.

2. **Homelessness** – CCG continued to provide a number of its properties for the Council's use to house homeless applicants on a temporary basis to assist with the Council's statutory obligations. Neighbourhood Services also received MAPPA information through the Council's Homelessness team.
3. **Local employment** – since transfer when 170 members of staff were TUPE'd across from the Council, CCG has increased the number of staff further and, as at 31<sup>st</sup> March 2014, employed a total of 294 staff. It is anticipated that this number may increase further decrease during the coming year as the WHQS investment program reaches completion in March 2015. In addition, several other local employment opportunities have been secured through CCG's WHQS service providers (see Section 4 above)
4. **Provision of affordable housing** – CCG are pleased to report that we hope to embark on our first new build scheme during 2014/15 at Pwllheli with further development opportunities identified and discussed with the Council for inclusion on the Programme Delivery Plan and eligible for Social Housing Grant during 2014/15 and subsequent financial years. The Felinheli scheme is included on the PDP reserve list and we are progressing with further site investigations.
5. **Older People's Strategy** –
  - i) CCG completed a review of part of its sheltered housing stock, which was difficult to let, and submitted a number of recommendations to its Board. Two sites at Tre Gof, Caernarfon and Llain y Maen, Blaenau Ffestiniog have been re-categorised as non-sheltered and a local lettings policy is in place to allow that priority is given to applicants meeting the sheltered criteria when allocating these properties. Improvement work to Tre Gof and Llain y Maen has been completed.
  - ii) The remaining four schemes being redeveloped (Cysgod y Coleg, Bro Llewelyn, Hafan Deg Bermo, Pentre Uchaf) are in various stages with the aim of completing them by March 2015. Improvements will include modernising the flats, adding lifts, remodelling 1 bed flats to 2 beds, improved door security and CCTV.
  - iii) The rollout of a new model for sheltered warden service which allows the service to be delivered to the appropriate tenant who will benefit from the Supporting People Outcome based Service without having to transfer to a Sheltered Housing Scheme is on-going. Elderly, vulnerable tenants living in general housing stock will be eligible for this service according to their need.
  - iv) CCG continued to support the work of the Supporting People Regional Collaborative Committee (RCC) ensuring that Provider and Community Housing Cymru representatives on the RCC were aware of the needs of CCG's older tenants.
6. **Disabled Adaptations** – The joint Adaptations Panel with the Council continued to meet monthly to ensure tenants' need for adaptations were addressed as

effectively as possible within the resources available. The budget was managed effectively resulting in a small underspend that will be rolled over into the next financial year. New working practices were put into place to ensure Council OT's advised their clients to register with the Housing Options Team so that when adapted properties become void, they can be matched to their client's needs. This makes best use of the investment already carried out to those properties.

7. **Welfare Reform** – CCG continued to contribute to the multi-organisational Welfare Reform task group hosted by the Council with the aim of preparing the people of Gwynedd for Welfare Reform. During 2013/14, CCG welcomed the opportunity to feed into the Council's consultation on how it would deal with Discretionary Housing Payments to be awarded in 2014/15. CCG also worked in partnership with the Council, BT and CitizensOnline on the "IT i Ti a Fi" Digital Inclusion project aimed to improve digital skills of people living in the Gwynedd area.
8. **Gisda** – During the year negotiations with Gisda secured a new partnership where Gisda now manages one of the blocks in Tre'r Gof, Caernarfon. This provides young people who have been through Gisda's intense support programme a safe environment in which to demonstrate that they can maintain their own tenancies. This is valuable move-on housing that frees up space to other youngsters in need of housing support.
9. **Hafan Deg Supported Housing**- A new contract has been agreed with Gwynedd Council Social Services that enables the use of the old Warden's house in Hafan Elan as supported housing. This is working well with the occupants taking part in community events in Hafan Elan. A similar agreement is planned for Llys yr Eifl, Caernarfon.

Close working with relevant departments of the Council has taken place on all these initiatives.

## 9.0 Other operational matters

### 9.1 Supporting People

During 2013/14 CCG worked closely with the Council's Supporting People team to support our vulnerable and older tenants to sustain their tenancies. The Warden Service and Call Bell contract continues to be based on a block grant contract but with the services provided targeted only at those tenants who have a need for them.

CCG is concerned about the future of the supporting people grant as discussions are on-going that may result in further reductions to this grant. This is a particular worry for CCG's ageing tenants, and new vulnerable tenants who benefit from the supporting people 'floating support' service which helps them develop the skills they need to sustain their tenancies and in so doing, reduce the cost of services they would otherwise require from the Council.

## 9.2 **Welsh Government's (WG's) new Policy for Social Housing Rents**

As reported last year, the Welsh Government was consulting on a new policy on social housing rents. The consultation was concluded in late 2013 and the final policy published in January 2014. Despite the late publication of the new policy, CCG moved ahead and implemented the changes in April 2014 using existing tenant forums as the means to consult with tenants.

The new policy replaces the previous policy and now sets a rent band for each individual social landlord, be they a Local Authority or a Housing Association, based on a number of social and economic factors. This effectively does away with the old principles of converging Local Authority and Housing Association rents whereby a higher inflationary increase was applied to those Local Authorities whose rents were lower than those of Housing Associations. There is freedom within the new policy for Housing Associations to set individual property rents provided that the overall average rent falls within the rent band. Although the policy does not clearly prescribe that target rents for individual properties should be set, CCG have continued to apply principles of our previous policy and determined a target rent for each property. Under the new policy the Welsh Government continues to determine the annual inflationary increase and have placed a £2 cap on any additional increases to be applied to the weekly rent in order to move individual tenants' actual rents to the target rents.

Under the previous policy, rents would be increased annually by the Retail Prices Index (RPI) plus 2% for Local Authorities and by RPI plus 1% for Housing Associations until such time that the target rents for both would have converged; at which point, increases would then be based on RPI plus 1%. The new policy uses the Consumer Prices Index (CPI) as the basis for the annual inflationary increase. CPI is traditionally lower than RPI (by between 0.5% and 1%) and therefore this change effectively reduces the annual rent increase, and hence reduces CCG's future income. This is detrimental to CCG going forward and strong representation was made by CCG and other Landlords on this point as part of the consultation process.

The Welsh Government amended the policy to allow an inflationary increase of CPI plus 1.5% guaranteed for the first five years only. Thereafter, it remains Welsh Government's intention to apply the inflationary increase of CPI plus 1%. If this happens, it will present significant difficulties for CCG due to the shortfall in income as our current business plan requires a rent rise of CPI plus 1.5% in order to be viable.

## 9.3 **Rent/Income Management Collection**

The arrears total as a percentage of current tenants' rent collectable stood at 1.8% for the 2013/14 financial year compared with 1.85% for the previous year. It is thought that Discretionary Housing Payments and increased profile of the importance of paying the rent contributed to this good performance.

CCG continues to fund two additional temporary Rent Advisors within the rental income team to support tenants suffering from the impact of the Government's

Welfare Reform and changes to the Housing Benefit System, which commenced in April 2013. Monitoring the impact of Welfare Reform continues to be a priority area for CCG.

#### 9.4 **Empty (void) properties**

Whilst priority was given to improving the turnaround time of void properties during the year, performance against this key performance indicator proved disappointing.

Whilst positive improvements were made in the turnaround time of properties which became void for general letting, the high number of properties kept void to support the number of decants needed by the WHQS program, and the significant number of properties kept void with a view to disposing of them adversely impacted overall performance.

Improving performance of empty (void) properties will continue to be a priority area for 2014/15.

#### 9.5 **Direct Labour Organisation (DLO) Review**

A detailed review of the Repairs and Maintenance Service was undertaken and a report presented to CCG's board in January 2013. The board agreed to retain the Repairs and Maintenance Service in house subject to the implementation of a transformational improvement plan to provide a modern, customer focused and cost effective service. The timescale for implementing the plan was 18 months. This has been a key priority area for CCG in the last 12 months. The transformation has progressed very well with the key highlights being:

- The restructure of the DLO including introduction of new management team
- Implementing a new performance management framework with stretching targets and good performance being reported
- High levels of customer satisfaction with the service
- A revised tenants handbook has been introduced
- Improved performance on voids which was a key concern in the last report
- A new fleet contract being procured providing new 'fit for purpose' vans
- Better use of information technology including the introduction of tablet devices to improve remote working arrangements for operatives
- The introduction of a trading account for the DLO ensuring that there is a clear focus on cost and income generation within the DLO.

#### 9.6 **Health, Safety, Quality and Environment (HSQE)**

The integrated Health, Safety, Quality and Environmental (HSQE) system designed to enable the association to better manage health, safety and environmental issues continued to develop. The system is designed to ensure consistency and quality in all our processes. To support this work, the staff intranet system 'Clic' was launched, which has enabled significant improvements in internal communication.

CCG aims to achieve OHSAS 18001 accreditation for Health and Safety, and ISO

9001 and 14001 accreditation for Quality Management and Environmental management systems, respectively during 2014/15.

## 9.7 Regulation and Governance

### 9.7.1 Housing Association Regulatory Assessment (HARA)

Part 2 of the Housing (Wales) Measure 2011 (the Measure), which amends Part 1 of the Housing Act 1996 gives powers to the Welsh Minister to regulate RSL's in Wales. The measure provides the Welsh Ministers with enhanced regulatory and intervention powers.

The Housing Association Regulatory Assessment (HARA) undertaken by the Housing Regulation Team on behalf of the Welsh Ministers follows a risk based approach to regulation and seeks to identify strengths and areas for improvement in meeting the 10 Delivery Outcomes as set out in the Framework for Housing Associations Registered in Wales (the Framework).

The Framework outlines the need for Housing Associations in Wales to prepare a Self Assessment (SA) Report that is to be shared with the regulator. The purpose of the SA, which is owned by the Board is to provide an overall view of how the Association is performing against the Delivery Outcomes. This is then shared with the Regulator prior to the Housing Association Regulatory Assessment (HARA).

Having received the HARA assessment during late 2012 which concluded CCG would require a '**medium level of regulatory engagement**' in the future, CCG has maintained a strong and open relationship with the Regulator.

Following a sector review into the effectiveness of the Regulatory Framework, CCG is now preparing to respond to the requirements of the newly re-aligned 'Risk Based' Regulation Framework, which will give increased emphasis on risks facing Housing Associations in Wales.

### 9.7.2 Financial Viability Assessment

The Welsh Ministers have powers under section 33A of the Housing Act 1996 to regulate RSL's in Wales in relation to the provision of housing and matters relating to governance and financial management. Regulatory assessments undertaken follow a risk based approach which seeks to make a judgement relating to the financial viability of the Association.

Following the Welsh Ministers review they concluded that CCG's Financial Viability Judgement as at March 2014 was 'Pass'. This is defined as ;

*“the Association has adequate resources to meet its current and forecasted future business financial commitments.”*

The Board considered this to be a fair and positive result reflecting well on an organisation of CCG's maturity.

### 9.7.3 CCG's board membership

CCG's board consists of 12 members consisting of 4 tenants, 4 independent members and 4 elected members nominated by Gwynedd Council.

During the 2013/14 year:

- i) one tenant member retired at the Annual General Meeting and was replaced by another tenant member
- ii) one independent member retired at the Annual General Meeting and was replaced following an open recruitment process, and
- iii) another independent member resigned from the Board due to work commitments, leaving one vacant seat. As at March 2014, this seat was vacant with the recruitment process on-going.

### 9.8 **Performance Management**

A new performance management system was developed during the year and all staff trained in readiness for its implementation in April 2014. This will provide clear objectives for each staff member and a means of measuring performance in delivering those objectives. This is seen as a key milestone in establishing a customer focused, empowering and accountable culture within the organisation.

### 9.9 **Programme Management**

In order for CCG to properly manage its organisational development agenda, a programme management approach is fully operational. This allows for numerous projects (e.g. Welfare Reform, Customer Care, Performance Management etc.) to be effectively managed and resourced. The approach has proved very successful in the delivery of multiple projects to time and ensuring adequate resources for their delivery.

### 9.10 **Customer Care**

There has been a significant improvement in customer care across the company. This was evident through the results of the third Annual Tenant Satisfaction Survey carried out in October 2013. The findings highlighted a significant improvement in customer satisfaction with services. Among the key messages were that 74% of respondents were satisfied with the quality of their home (compared with 53% in 2011), Around 90% believed that CCG were easy to contact and that the response was friendly, 82% were satisfied with the way CCG dealt with Rent and Service Charges. The results formed a key part of the evidence used by Board for the annual regulatory Self Assessment exercise.

CCG are currently running a Corporate Customer Services Project aimed at improving the way CCG deal with enquiries from customers. One of the project's main targets is to empower the Customer Services Team to deal with 90% of all phone enquiries at the first point of contact. Work and training is on going with each of the services within the company and, as at March 2014, the Customer Services Team were resolving around 70% of all enquiries at the first point of contact.

## 10.0 Conclusion

CCG's fourth year in operation has seen satisfactory outputs from all CCG's service providers. WHQS expenditure increased slightly to £30.3m (including environmental works) during 2013/14 compared to £28.8m in the previous year.

It is also very pleasing to see CCG's staff numbers of 294 employed at the end of March 2014 being maintained at similar levels to last year (292). This, together with the large number of people either living in Gwynedd or within its catchment area being employed by CCG's WHQS Service Providers and the high number of trainees employed delivers on CCG's strategic objective of maximising the benefit of the WHQS investment to Gwynedd's economy.

Inevitably, CCG's staff numbers will reduce during the coming year as the WHQS investment programme approaches its end in March 2015. One of next year's challenges will be to retain staff on fixed term contracts during this period and ensure satisfactory performance from our WHQS Service Providers, when they too will be reaching the end of their contracted period with CCG.

As more and more tenants benefit from the WHQS improvement work and, as a result of some of the changes to the services we have made and in particular the Repairs and Maintenance service during the last 12 months, our customers' experience of CCG continues to improve. However, there remains a lot of work to do, not least of which being to continue to change the way we work and establish a customer focused, empowering and accountable culture within the organisation.

Continuing to respond to the impact of Welfare Reform, maintaining WHQS outputs to the required levels whilst retaining staff on fixed term contracts, continuing to improve services and obtaining approval for, and then implementing, a development strategy that defines CCG's aspirations towards New Build within the constraints of its business plan are priorities for CCG during the coming year.

## Scope of Homelessness Scrutiny Investigation

### Background

A report was submitted to the Communities Scrutiny Committee on 14 May 2013 on the Noddfa Hostel, Deiniolen; the report had been requested following an incident outside a private property involving a person who was residing in the Noddfa Hostel.

As a result of discussions held on this matter at the meeting of the Communities Scrutiny Committee on 14 May, 2013, at the Preparatory Meeting on 5 June, 2013 and as a priority field at the Communities Scrutiny Committee's Annual Workshop (13.5.14), the proposal of undertaking a Scrutiny Investigation was approved.

The Noddfa Hostel, Deiniolen is too restrictive a field to hold a scrutiny investigation into, and therefore, the scrutiny investigation will look more broadly at the Authority's entire emergency provision for homeless people.

### Purpose of the Investigation

The Investigation will aim to answer the following main questions:

- What is the pattern of provision of the Authority and its partners as a whole for homeless people in Gwynedd?
- How suitable is the Authority and its partners' provision for the following homeless people?
  - Families
  - Women
  - Young People
  - Single Men
- Does the provision for homeless people meet the user's needs?
- How accessible is the provision to the user and is there easy access to other key services?
- Is the provision for homeless people cost-effective and sustainable?
- Is the current provision sufficient to meet the likely increase in the number of homeless people as a result of the current recession and welfare reform?
- What is the partners' role in providing for homeless people?
- Has consideration been given to the location of the provision, i.e. suitability of hostels on the basis of services available?
- Has consideration been given to the backgrounds of individuals staying there? What is the introduction process?
- Does the provision respond to local homelessness?

### Effect

If successful, the Scrutiny Investigation will:

- Form clear recommendations based on evidence to be considered by the Cabinet Member
- Give appropriate consideration to any obstacles and how to resolve them

### Period of the Investigation

Submit draft scope	04.09.2014
Confirm Membership	01.10.2014
Start of the Investigation	December 2014
End of the Investigation	May 2014
Submit a report to the Communities Scrutiny	June 2014

Committee	
A report from Scrutiny to the Executive	July 2014

## Agenda

Outline of the main actions and meetings

Members will be required to undertake additional work between the meetings

1	Presentation by the Cabinet Member and relevant officers.
2	Members' Briefing notes by Scrutiny Officers: <ul style="list-style-type: none"> <li>• Budgets</li> <li>• Property</li> <li>• Performance Results</li> <li>• User Profiles</li> <li>• Relevant legislation</li> <li>• Consultation outcomes</li> <li>• Summary of any internal or external audit reports</li> <li>• Link with the Community Strategy</li> <li>• Link with the Council's Strategic Plan</li> <li>• Relevant plans/strategies/policies</li> <li>• Examples of the provision in other areas</li> </ul>
3	Planning Session Consider the situation and the next steps
4	Gather observations from the Council's relevant executive staff and key external partners
5	Gather observations from <ul style="list-style-type: none"> <li>• Specialists / Agencies e.g. Shelter Cymru</li> <li>• Users</li> <li>• Residents</li> </ul>
6	Planning Session Consider the information obtained to date and plan the remainder of the work programme
7	If appropriate, arrange a visit to another area.
8	Questioning session <ul style="list-style-type: none"> <li>• Cabinet Member John Wyn Williams</li> <li>• Head of Social Services, Housing and Leisure Department</li> </ul>
9	Analysis <ul style="list-style-type: none"> <li>• Consider and summarise the information and experiences</li> <li>• Question the Cabinet Member further if required</li> </ul>
10	The Scrutiny Committee to consider the draft report and the recommendations

<b>NAME OF SCRUTINY COMMITTEE</b>	<b>COMMUNITIES</b>
<b>DATE OF MEETING</b>	<b>1 October 2014</b>
<b>TITLE</b>	<b>Food Standards Agency Focused Audit of Gwynedd Council's arrangements for enforcement of the Food Safety Act 1990: 6<sup>th</sup> and 7<sup>th</sup> March 2014 – Update Report.</b>
<b>AUTHOR</b>	<b>Aled Davies, Head of Regulatory Department</b>
<b>CABINET MEMBER</b>	<b>Cllr John Wyn Williams</b>
<b>PURPOSE</b>	<b>To update the Committee on progress made by the Public Protection Service in addressing the findings of the FSA Focussed Audit</b>

## **Background**

1. The Food Standards Agency carried out a Focused Audit of Gwynedd Council's arrangements for enforcement of the Food Safety Act 1990 on 6<sup>th</sup> and 7<sup>th</sup> March 2014.
2. The Audit focused on the following topics:
  - a. The implementation of the Recommendations of the Public Inquiry into the September 2005 Outbreak of E. coli O157 in South Wales, and
  - b. The Management of Interventions at New Food Businesses.
3. The Council has received a report giving the findings of the Audit. The report does not make comfortable reading for Gwynedd Council as a number of serious non-compliances were found.
4. An Action Plan to address the failings identified in the Audit Report has been prepared and submitted to the FSA on 9<sup>th</sup> May 2014. The Action Plan itemizes 13 areas where improvements are planned to address the recommendations.
5. There are several common threads running through the improvements planned:
  - Fundamental review of format and content of Procedure Notes and Forms
  - Review of internal monitoring procedures
  - Review adequacy of training and provide refresher training.
  - Ensure that all training records and details of qualifications are retained
  - Review of resources required to deliver Food Safety Service

6. A report was submitted to the Communities Scrutiny Committee on 4<sup>th</sup> July 2014. The Committee resolved as follows:

**RESOLVED TO EXPRESS THE COMMITTEE'S REAL DISSAPPOINTMENT WITH THE REPORT AND TO REQUEST A REPORT BACK TO THE NEXT MEETING OF THE COMMITTEE ON THE ACTION PLAN AND PROGRESS MADE AND TO INVITE AN OFFICER FROM THE FOOD STANDARDS AGENCY TO ADVISE THE COMMITTEE ON THE EFFECTIVENESS OF THE ACTION PLAN.**

#### **Progress with addressing the shortcomings identified by the FSA**

7. A Task and Finish Group consisting of four field officers from the Food Hygiene Team and led by a Public Protection Manager, who had previously had no involvement with the Food Hygiene, was set up to address the shortcomings listed in the Action Plan. This Group was given the following tasks:
  - a) Undertake a fundamental review of the format and content of all Food Procedure Notes.
  - b) Undertake a fundamental review of the format and content of Food Inspection Forms to be used by officers undertaking Food Hygiene inspections.
  - c) Undertake a fundamental review of all internal monitoring procedures and determine adequate levels of monitoring.
  - d) Provide detailed guidance and training to all Food Hygiene staff regarding any new Food Procedure Notes and Food Inspection forms.
  - e) Provide refresher training regarding recording breaches of legislation and the provisions of Code of Practice Annex 5 (Risk Assessments).
  - f) Review adequacy of training received by all staff delivering food hygiene official controls.

Details of the Tasks are given in Appendix 1.

8. At an early stage, the Task and Finish Group established contact with the Food Standards Agency (Wales) and Agency staff have been consulted in respect of the development of procedures and documents. On 15<sup>th</sup> August, the Auditor was invited to visit Gwynedd and to meet with the Task & Finish Group to review progress. She was accompanied by the FSA(Wales) Local Authority Delivery and Support Team Leader and both expressed satisfaction with progress made.
9. Work has continued throughout August and September and Tasks (a), (b) and (c) above are due to be completed by 26<sup>th</sup> September in respect of all but Approved Premises, which have special procedures. Revised Food Inspection Forms, which address the failings identified by the FSA Audit, have been trialled and have been redrafted in the light of feedback from field officers. Revised Monitoring Procedures have been simplified but are targeted on achieving the required outcomes.
10. The revised procedures and forms have been shared with the Food Hygiene Team staff and Task (d), formal training, will be rolled out during October.

11. Task (e), Refresher training regarding recording breaches of legislation and consistency training relating to the provisions of Code of Practice Annex 5 (Risk Assessments), was provided to Food Hygiene Team staff in July.
12. The shortcomings identified by the FSA Audit in the training records of two former employees cannot be rectified but it has been confirmed that the training, and records of that training, for all Food Hygiene enforcement staff currently employed by the Council complies with the requirements of the Food Law Code of Practice.

### **Conclusion**

13. The Task & Finish Group has addressed the failings identified by the FSA Audit within a very tight schedule at a time when there are other pressures on them to perform their normal duties. Some of this pressure has been relieved by the temporary appointment of an experienced Environmental Health Officer who has been able to undertake inspection of premises which had been previously allocated to officers serving on the Group. Nevertheless, the members of the Group are to be congratulated on the completion of the Tasks given to them.
14. On conclusion of the work of the Task & Finish Group, responsibility for reviewing procedures and monitoring performance on an ongoing basis will revert to the Public Protection Manager (Food Hygiene).
15. The management structure within the Public Protection Service is currently under review but these responsibilities will continue to be a high priority for whoever the duties are assigned.

## Appendix: Tasks assigned to the Task & Finish Group

1. Food Procedure Notes Undertake a fundamental review of the format and content of all Food Procedure Notes including
  - the identification and allocation for inspection of new businesses to ensure compliance with FLCoP,
  - an appropriate system for red-flagging issues of concern,
  - ensuring that all training records and qualifications are retained and are accessible for all staff, including staff that have left the authority.
2. Food Inspection Forms Undertake a fundamental review of the format and content of Food Inspection Forms to be used by officers undertaking Food Hygiene inspections. The new form to incorporate an appropriate system for red-flagging issues of concern. The need for red-flagging issues on hardcopy premises files and/or database also to be considered..
3. Internal Monitoring Procedures Undertake a fundamental review of all internal monitoring procedures and associated checklists, including those for the monitoring of
  1. interventions at New Businesses,
  2. Significant Breaches,
  3. escalating/ taking enforcement action where appropriate,
  4. the capture and recorded of Critical Control Points
  5. the verification of Risk Ratings,and determine adequate levels of monitoring so that inconsistencies and errors are detected and corrected and that active feedback is given to officers.
4. Training Provide detailed guidance and training to all Food Hygiene staff regarding any new Food Procedure Notes and the use and completion of new Food Inspection forms.
5. Refresher Training Provide refresher training regarding recording breaches of legislation as 'Significant Breaches' to officers and the provisions of Code of Practice Annex 5 (Risk Assessments).
6. Review adequacy of training Review adequacy of training received by all staff delivering food hygiene official controls.

<b>NAME OF SCRUTINY COMMITTEE</b>	<b>COMMUNITIES</b>
<b>DATE OF MEETING</b>	<b>1 October 2014</b>
<b>TITLE</b>	<b>Parking Review</b>
<b>AUTHOR</b>	<b>Aled Davies, Head of Regulatory Department Councillor W Gareth Roberts</b>
<b>CABINET MEMBER</b>	<b>Cllr W. Gareth Roberts</b>
<b>PURPOSE</b>	<b>To invite the Committee's observations on options and to make suggestions relating to parking management in Gwynedd.</b>

## **1. BACKGROUND**

- 1.1 Gwynedd Council's parking policies and procedures have remained largely unchanged since 2007. They were therefore overdue for a review in order to reassess whether the present management arrangements meet the Council's and those of the Communities it represents. A review of the appropriateness of the current fee structure was also
- 1.2 Existing parking management arrangements and ideas and options for the future have been discussed informally at several meetings over the past eighteen months. Those discussions were led by myself, as Cabinet Member, so that priorities and direction could be established and consideration given to the research work that had been undertaken. The work also included an assessment of how parking was managed in other counties.
- 1.3 The Scrutiny Committee discussed the matter on the 10<sup>th</sup> December, 2013. At that time the Committee asked me for a further report when work had progressed to develop principles, priorities, options and clear recommendations.

## **2. PURPOSE OF THE REPORT**

- 2.1 The purpose of this report is to consider aspects of parking management and consider options on how they may be managed in the future in line with the Authority's aspirations. Recommendations have been made on each aspect considered with a rationale as to why the option should be adopted as well as outlining the possible financial, local economy and environmental impacts

- 2.2 I would be the first to acknowledge that parking can be a contentious issue and proposals for parking management can prompt strong feelings from a personal and local perspective. However, we must look at the County as a whole and reviewing the arrangements is inevitable in terms of financial sustainability in this challenging time for the authority's budgets to ensure that our practical management arrangements are effective and efficient.
- 2.3 The report focuses on principles and options and before I develop and report upon definite proposals to the Cabinet, I would appreciate the input and opinion of the Scrutiny Committee on these matters. I accept that some of the proposals will not be to everyone's liking but I believe that what I am submitting will set a direction and context for balanced and effective parking management in Gwynedd for the future.
- 2.4 Of course, if any options or proposals do not appeal, I would be very eager to hear and comprehend the ideas of Committee members on alternative proposals, especially bearing in mind the need to ensure that the parking service makes its contribution to the Council's savings, whether it is by effective working and/or by increasing income streams.
- 2.5 The main headings considered are as follows:
- Criteria for Short Stay and Long Stay, and free parking designation in the Council's off street car parks.
  - Criteria for banding of Cities, Towns and Villages
  - Proposal for car parking fee structure
  - Proposal for additional car parks to become pay and display car parks
  - Proposal/ options for parking during the Christmas period.
  - Proposal/ options on blue badge holders.
  - Proposal for on street parking charges.
  - Proposal for Bus/ Coach parking
  - Annual parking permits
  - Proposal for Residents parking
  - Proposal for parking dispensations management.
  - Management of private car parks
  - Proposed pilot schemes
  - Matters not developed and reasons
  - Considerations for the future

### **3. CRITERIA FOR SHORT STAY AND LONG STAY, AND FREE PARKING DESIGNATION IN THE COUNCILS OFF STREET CAR PARKS.**

- 3.1 Of the 46 Council owned car parks managed by the Transport Service, 17 are designated as Short Stay car parks, 29 as Long Stay and 68 are free. Categorising these car parks has no clear criteria to support their designation, and is largely down to historical circumstances. In general however the Short stay car parks are those situated closer to town centres and long stay car parks further out. Free car parks have no set criteria for designation and consequently there are several inconsistencies resulting from this.

- 3.2 Research shows that a set criteria for designation achieves consistency and fairness. Moreover, it makes us ask the question of what our requirements are from Short and Long stay car parking.
- 3.3 The criteria outlined below is part of the solution of achieving good parking management. The designation of car parks is important, but the type of centre is also important, this is covered in the proposed criteria for banding of Cities, Towns and Villages in Section 4 of this report. The period of stay and encouragement / incentives to stay in an area for longer will come from the car parking fee structure covered in section 5 of this report.
- 3.4 The proposed criteria for the designation of Short and Long stay parking is as follows:

**Car parks that are within 50 metres of Town Centres will be designated as Short Stay whilst others will be within the Long Stay category.**

#### **4. CRITERIA FOR BANDING OF CITIES, TOWNS AND VILLAGES**

- 4.1 Previous agreement that banding of Gwynedd’s centres was a sensible and fair way in which to apply car parking charges has resulted in more research into the criteria of how this has been done elsewhere. The size of the retail area, whether the centre is a tourist area etc. are now included when considering in the banding.
- 4.2 The proposed banding criteria for Gwynedd centres are as follows:

Banding	Criteria
Band 1	Between 350 – 500 retail outlets
Band 2	Between 100 – 350 retail outlets + main market towns
Band 3	Between 50 – 100 retail outlets + seasonally affected towns, villages, coastal, historical and recreational centres.
Band 4	Between 20- 50 retail outlets <b>OR</b> seasonally affected towns, villages, coastal, historical and recreational centres.
Band 5	Fewer than 20 retail outlets

#### **5. PROPOSAL FOR CAR PARKING FEE STRUCTURE**

- 5.1 Previous discussions and papers have clearly outlined that effective parking management can not only maintain the local economy but has the potential to develop the local economy. Clearly, the development of the local economy is a fundamental aspiration of Gwynedd Council, and as such the parking fee structure is designed with the following key aspects in mind:

- Short Stay facilities to be for short stay only with a maximum period of stay to encourage turnover of business. These car parks are predominantly for those wishing to conduct one or two matters of business and need to do it quickly.
- Long Stay facilities to be affordable for longer periods to encourage those who do not have time constraints to stay at a centre for longer periods of time
- Have a fee structure that is easy for all to understand
- Apply charges that are reasonable and easily payable
- Apply charges for 24 hour periods to avoid confusion
- Propose some opportunity for free parking during quiet periods to promote high street trade

5.2 The fee structure tables designed to meet with these criteria is shown below:

**Band 1**

Short Stay Car Parks: No stay longer than 3 hours

1 hour	£1.00	Hours of Enforcement: 08:00 – 18:00
2 hours	£2.00	
3 hours	£3.00	

Long stay Car Parks: Also available to annual permit holders.

*The changes proposed do not differ from our current charging period and also do not affect the terms and conditions of the annual parking permit holders in terms of long stay provision.*

No seasonal variations

Up to 4 hours	£2.00	Period of enforcement: 24 hours of the day
Up to 8 hours	£3.00	
Up to 12 hours	£4.00	
Up to 24 hours (carries from one day to another)	£5.00	

**Band 2**

Short Stay Car Parks: No stay longer than 3 hours

1 hour	£1.00	Hours of Enforcement: 10:00 – 16:30
2 hours	£2.00	
3 hours	£3.00	

Long stay Car Parks: Also available to annual permit holders.

*The changes proposed do not differ from our current charging period and also do not affect the terms and conditions of the annual parking permit holders in terms of long stay provision.*

No seasonal variations

Up to 4 hours	£2.00	Period of enforcement:  24 hours of the day
Up to 8 hours	£3.00	
Up to 12 hours	£4.00	
Up to 24 hours (carries from one day to another)	£5.00	

### **Band 3**

Short Stay: No longer than 3 hours

Summer		
1 hour	£1.00	Hours of Enforcement 8:00 – 18:00
2 hour	£2.00	
3 hour	£3.00	
Winter		
1 hour	£1.00	Hours of Enforcement 10:00:00 – 16:30:00
2 hour	£2.00	
3 hour	£3.00	

Long Stay: Also available to permit holders and will be subject to 24 hours enforcement.

Summer		
Up to 4 hours	£3.00	Hours of Enforcement 24 hours
Up to 8 hours	£4.50	
Up to 12 hours	£6.00	
Up to 24 hours	£7.50	

Winter		
Up to 4 hours	£2.00	Hours of Enforcement : 24 hours
Up to 8 hours	£3.00	
Up to 12 hours	£4.00	
Up to 24 hours	£5.00	

#### **Band 4**

Long Stay: Also available to annual permit holders

Up to 4 hours	£1.00	Period of enforcement:  24 Hours
Up to 8 hours	£2.00	
Up to 12 hours	£3.00	
Up to 24 hours (carries from one day to another)	£4.00	

#### **Band 5**

Free Parking
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5.3 I stress that the fees noted in each band are initial suggestions. The matter will have to be considered further in the context of developing a business plan after a decision on preferred options has been made.

#### **6. PROPOSAL FOR PARKING DURING THE CHRISTMAS PERIOD**

6.1 There are numerous options of addressing parking at Christmas ranging from doing nothing at all to a free parking proposal that would cost the Council some £100,000 per annum. What is important when considering this matter is that the proposal actually meets what is required which is to encourage shoppers to Gwynedd's City and Towns to shop during the build up to Christmas.

6.2 Again, the proposal needs to be clear and easily understood. The arrangements put in place for Christmas 2013 were followed up by questionnaires which highlighted that most

businesses and shoppers believed it to be beneficial and hence successful. It is therefore proposed that these arrangements are adopted for the next 2 years and monitored. The findings should be reviewed afterwards and adapted over the years. The arrangements proposed for parking during the Christmas period are as follows:

Proposal	Estimated Cost (£)
Free from the weekend preceding the first full week leading up to the Christmas week. Charges reapplied on 27 <sup>th</sup> December.	Up to £40,000.00

## 7. PROPOSAL FOR ADDITIONAL CAR PARKS TO BECOME PAY AND DISPLAY CAR PARKS

7.1 If one follows the recommended criteria for designation of Short stay, Long stay and free car parks (section 3), and the recommended banding criteria (section 4) this would result in 1,463 additional car parking facilities becoming pay and display car parks which should generate some additional annual revenue.

7.2 The intention, in developing the business plan, is to use Income estimates based on sensitivity analysis to establish the most likely additional revenue from these car parks:

Arfon	Des.	Banding	Spaces
Shell site, Caernarfon	Long	2	160
Two Car Parks situated on Beach Road, Hirael, Bangor	Long	4	20 + 50
Cae Star, Bethesda	Short	3	55
Pant Dreiniog, Bethesda	Long	3	70
Main Car Park, Groeslon, Caernarfon	Long	5	40
Main Car Park, Talysarn, Caernarfon	Long	5	100
Main Car Park, Penygroes	Long	4	80
Dwyfor	Des.	Banding	Spaces
Car Park near the Black Lion Pub, Pwllheli	Long	2	63
Penmount, Pwllheli	Long	2	59
Traeth y De, Pwllheli	Short	2	15
Rear of Lombard Street, Porthmadog	Long	2	30
Borth y Gest, Porthmadog	Long	2	60
Cei Bach, Porthmadog	Long	2	18
Abereistedd, Criccieth	Long	3	20
Car Park, Porth Neigwl	Long	4	25
Afonfawr, Penllech, Pen Llyn	Long	4	40
Glan Pwll, Nefyn	Long	4	50
Y Ddol, Nefyn	Long	4	50
Trefor	Des.	Banding	Spaces
Beach Car Park, Trefor	Long	4	60
Colwyn Banc, Beddgelert	Long	4	50

Meirionnydd	Des.	Banding	Spaces
Talbot Square, Barmouth	Short	2	40
Neuadd Dyfi, Aberdovey	Long	3	30
Castle Hotel, Harlech	Short	3	25
Rhodfa'r Mor, Tywyn	Long	3	114
Cae Bach, Tywyn	Long	3	60
Main Car Park, Penrhyndeudraeth	Long	4	40
Main Car Park, Trawsfynydd	Long	4	19

7.3 It should be noted that there is a need for capital investment to introduce pay and display facilities in these additional car parks in order to install the necessary electricity supply, machines and signage. The estimate of the cost of individual items for modifying car parks is as follows:

Description	£
Supply and installation of 1 P&D Machine (per 50 spaces)	3,200
Signs & Lines	1,700
Electricity Cost (Yearly)	400
Legal Costs (Traffic Orders, Consultation & Advertising)	1,500

7.4 The cost of modifying individual car parks could be up to £20,000. The initial estimate of the necessary capital to undertake all these modifications is around £400,000. The annual revenue required to maintain and manage the assets is also a consideration in the business plan. If this is implemented, the work would be programmed over two or three financial years.

## 8. PROPOSAL / OPTIONS ON BLUE BADGE HOLDERS

8.1 There has been an initial consultation on the options available to deal with blue badge parking provision. Broadly the options are as follows:

- Free parking for blue badge holders in P+D car parks (as present)
- Free parking in Long stay facilities only
- Free parking for a limited period
- Introducing a permit system
- Charge blue badge holders the same fee as other users

8.2 The recommendation of the consultation was to adopt a permit system. This was dependant on the fact that revenues generated from the permits issued should be 'ring fenced' and used to improve access facilities in general on streets.

8.3 It has been estimated that it would take six months to develop such a scheme and the annual revenue generated (based on a season ticket costing £30 per annum at that time) would be up to £30,000 per annum. The price of an annual ticket would have to be examined again if it is decided to proceed with this option.

- 8.4 It should be noted that prior to implementing such a scheme a full equality impact assessment and further consultation would be required. This may take 9 to 12 months to complete for the whole of the County.
- 8.5 Gwynedd Council's current procedures gives leniency for the first offence of any parking contravention by Blue Badge Holders. This costs the authority approximately £22,000.00 per annum.
- 8.6 It is proposed that there should not be such an arrangement in place and contraventions of blue badge holders should be dealt with in the same manner as other cases.

## 9. PROPOSAL FOR ON STREET PARKING CHARGES

- 9.1 There is certainly scope for on-street charging in Cities, Towns and other centres. This may generate revenues, but equally in some cases could have an adverse effect on the local economy, especially for those wishing to 'pop in' to shops as passing trade.
- 9.2 The research previously presented clearly outlines that effective parking management means that there is a good mix of free short term parking as well as managed facilities for those wishing to spend longer period in centres. Therefore, limited waiting bays providing free parking for short periods in centres provides an essential function for those wishing to undertake those errands that are quick, and supports the local economy.
- 9.3 There are however some areas that would benefit from on-street parking charges as a way to manage the street effectively. Gwynedd already has such provisions at the Promenade in Barmouth and at Pen-y-Gwryd. Such areas compliment the off-street parking facilities available and help in attaining a good balance of on and off street parking where no short term parking is required.
- 9.4 The recommended locations, number of spaces and estimated revenue opportunity for on-street parking facilities are outlined in the table below

Location	Spaces
Ffordd y Cob, Pwllheli	37
Promenade, Pwllheli	168
Promenade, Tywyn	102

Total Spaces
307

## 10. PROPOSAL FOR BUS/ COACH PARKING

- 10.1 Attracting Coach Tours to Gwynedd’s tourist centres is very important to the local economy. Support for those coaches in terms of adequate parking facilities, that are adequately signed is also important, and dedicated coach parking would ensure that spaces were available for those wishing to visit the key tourist destinations.
- 10.2 Providing and dedicating spaces for coaches at car parks would require the sacrifice of some car parking spaces, and therefore would incur some loss of revenue. It is therefore reasonable to apply a parking fee on visiting coaches
- 10.3 The recommended fees for coach parking at Long stay facilities only within the 4 bands recommended are outlined in the table as follows:

Fees
£3.00 Half Day - £4.00 Whole

Location	Spaces
Shell Site, Caernarfon	8
Maes Car Park, Criccieth	2
Iard yr Orsaf, Porthmadog	7
Green Car Park, Bala	9
Black Patch Car Park, Barmouth	10
Diffwys Square, Blaenau Ffestiniog	2
Min y Don Car Park, Harlech	6
Marian Car Park, Dolgellau	2

Total Spaces
46

\*\*\* Based on 30% of capacity

## 11. PROPOSAL FOR ANNUAL PARKING PERMITS

- 11.1 The current annual parking permit policy and fees have been in place since the last full parking review during 2007. The uptake on annual permits is surprisingly low considering the value for money they offer, with about 1200 Gwynedd residents purchasing permits annually for £100. The permit fee for those residing outside of Gwynedd is £200, and the uptake is extremely low at about 29 Permits annually.
- 11.2 The apparent low uptake of annual permits is not really a problem in terms of the operation and management of parking in Gwynedd. However, it is a good offer, and could benefit from improved marketing. The differential fees for those residing outside Gwynedd seem to be a disincentive for the purchase of the annual permits, and may be seen as parochial.
- 11.3 The proposal regarding annual permits is twofold:

- 11.3.1 Improve the marketing for the annual permits to encourage greater uptake and promote as good news.
- 11.3.2 Do away with the differential fees for Gwynedd and non-Gwynedd residents, and have a fee that is £100 annually for all.
- 11.3.3 As the fee for a ticket has not increased since 2007, the fee level would have to be examined in detail as part of the business case.

## **12. PROPOSAL FOR RESIDENTS PARKING**

- 12.1 The current residents parking policy was necessary in order that that the Council would recover its costs in adopting a resident's parking scheme at any location. The current scheme broadly allows a resident to have a permit for up to 2 cars. The current costs for this are £50 for the first car and £80 for the second. There have been a few successful residents parking schemes in Gwynedd, and a few areas have declined the introduction of a scheme following consultation.
- 12.2 It is proposed to keep this policy the same as the balance seems to be correct at present with the uptake and fees. The fee has not increased since the plans were established and, therefore, the fee will have to be reviewed as part of the development of the business case.

## **13. PROPOSAL FOR PARKING DISPENSATIONS MANAGEMENT.**

- 13.1 Parking dispensation are short term permits issued to companies or individuals needing to undertake activities which necessitates them to park in areas with parking restrictions. There is a weekly fee for this which is £20.00 for 7 consecutive days. The fee for companies using locations such as Bangor city centre and Castle Square in Caernarfon for tables and trading is £200.000.
- 13.2 The proposal for parking dispensation management is to keep the arrangements as at present. However, I propose to review the fees to reflect inflation and administrative costs.

## **14. MANAGEMENT OF PRIVATE CAR PARKS**

- 14.1 The Transportation Service has been successful in attracting and undertaking management operations including enforcement, inspections, maintenance, cash collection for numerous private car parks. The details at the managed sites and the number and annual income are as follows:

Location	Commission	Spaces
Ysbyty Gwynedd, Bangor	Management & Enforcement	1,867
Menai Car Park, Bangor	Management & Enforcement	403
Y Galeri, Caernarfon	Management & Enforcement	20
Ysbyty Alltwen, Tremadog	Enforcement	140
Lon y Felin, Felinheli	Enforcement	41

\*it should be noted that the CADW car park is currently under construction, therefore no agreement is in place until further negotiations are conducted with CADW.

\*\* currently no enforcement in undertaken at this location on the request of the land owner.

Total Spaces
2,496

14.2 There are variations in the scope of activities and the financial arrangements of the bodies which have commissioned Gwynedd Council to provide these services. This is unavoidable and covers enforcement and administrative costs to meets the needs of the land owners concerned under individual Agreements.

14.3 Contracting with private / public bodies to manage car parking is clearly an income generating opportunity, but the agreements and fees should be regularly reviewed and monitored against the actual costs of managing the assets. This will ensure that the activities are not costing the Authority more than the fees generated.

14.4 The proposal is to continue with current arrangements but monitor the actual costs to the Council of undertaking these activities on behalf of external bodies/companies and act on any loss making situation by renegotiating or terminating the agreement.

## 15. PROPOSED PILOT SCHEMES

### 15.1 Cashless Payment:

15.1.1 The Authority's pay and display machines require those using them to have coins and do not give change if the correct amount is not deposited into the machine. This has been a subject of some negative press coverage.

15.1.2 There are annual costs of some £36,450 to a private company to empty the coins in pay and display machines on an annual basis.

15.1.3 There have been a few incidents where the pay and display machines have been broken into and the cash taken, thus incurring not only the loss in cash but also ongoing revenue loss due to machines being out of commission.

15.1.4 The new fee structure as proposed in Section 5 makes the situation far easier for users as the fees for periods are rounder to a full £1, this however does not allow further incremental future increases in parking fees in line with inflation etc.

15.1.5 The proposal is to pilot some cashless options by introducing pay and display machines where people may pay with credit / debit cards or even by phone. Having piloted and researched further the technology available and associated costs, the new machines could be phased in over a period of time as the current pay and display machines come to the end of their operational lives.

## **16. MATTERS NOT DEVELOPED AFTER INITIAL CONSIDERATION AND REASONS**

### **16.1 Pay on exit**

16.1.1 It is accepted that pay on exit can allow those parking the flexibility to stay in centres for longer than anticipated periods without the fear of receiving a parking ticket.

16.1.2 There are significant installation and maintenance (on call) costs associated with pay on exit arrangements, and due to the drain on staff time and financial resources this option has been discounted and not developed as part of this review. Also the installation and operation of a pay on exit system would impede entering and egressing car parks where “turn over” of parking spaces is significant. In addition, parking spaces would be lost to accommodate the installation and operation of such a system.

### **16.2 Automatic number plate recognition.**

16.2.1 This technology allows Civil Enforcement Officers to use camera technology to establish whether or not certain vehicles have paid and displayed in the Council’s off-street car parks.

16.2.2 There would need to be significant investment in order to ensure the successful implementation of such a system. The pay and display machines would need to be changed to a type where the number plate of the vehicle would need to be inputted. There would also be a need for a central database to check the data gathered in car parks.

16.2.3 Due to the significant capital set up costs and complicated system, this option has been discounted and not developed further as part of this review

### **16.3 CCTV enforcement**

- 16.3.1 CCTV enforcement may be used to enforce parking contraventions in areas covered by CCTV e.g. High Street environment. Those contravening the parking order would receive a penalty charge notice by post.
- 16.3.2 This system is adopted in some city centres but is seen as impersonal. There is also a high set up cost and complications with the quality of CCTV cameras required.
- 16.3.3 Due to costs, complexity and negative and impersonal image, this option has been discounted and has not been developed further as part of this review.

## **17. CONSIDERATIONS FOR THE FUTURE**

### **17.1 Car parking assets in other departments:**

- 17.1.1 It is clear that the Council own many car parks in Country Parks, Leisure Centres etc. And there is clearly a different management regime on how different Departments within the Council deal with the assets.
- 17.1.2 As the Council is seen by the general public to be one homogeneous body it is considered that it would be worth adopting the proposals outlined in this review to all parking assets under the Council's ownership
- 17.1.3 It is proposed that after this review, that further work is undertaken to identify other parking assets in the County and establish what revenue could be generated from these assets if the proposals set out in this review were adopted.

## **18. RECOMMENDATION**

- 18.1 I invite the observations of the Scrutiny Committee on the options and proposals, along with the Committee's suggestions for alternative plans so that I am able to consider the matter in its entirety during this very challenging financial period.

<b>COMMITTEE</b>	Communities Scrutiny Committee
<b>DATE</b>	1 October, 2014
<b>TITLE</b>	Bangor Pride Scrutiny Investigation
<b>PURPOSE</b>	Progress Report
<b>CABINET MEMBER</b>	Coun. W Gareth Roberts

## 1. Background

- 1.1 The Communities Scrutiny Committee in its meeting of 4 March, 2014 considered a Scrutiny Investigation Report on the Bangor Pride initiative and agreed with its recommendations. The Committee requested a progress report pertaining to the recommendations within 6 months of its meeting in March.
- 1.2 The 6 month period has now elapsed and this Report serves to provide an update on progress in relation to these recommendations.

## 2. Update on the Recommendations

<b>Recommendations of the Inquiry</b>	<b>What has been done so far</b>
<i>Specific Recommendations for the Bangor Area</i>	
<p><b>11.1 Working Proactively</b></p> <p><i>There is an opportunity now for Bangor City Council to build on this work by providing leadership on the way forward and to work more proactively and informally with groups and volunteers.</i></p>	<p>Unfortunately, this had not happened since the City Council and relevant Project Officer have not given priority to Bangor Pride.</p> <p>I shall convene a meeting with the City Council to establish intentions regarding Bangor Pride.</p>

**11.2 Planning**

*Gwynedd Council's Regulatory Department needs to swiftly address the perception and concerns regarding unsuitable multiple occupancy accommodation in a number of locations across the City.*

Following concerns raised by Bangor Members, the Cabinet Member (Planning) requested that the Regulatory Department prepared an Information Note for Houses of Multiple Occupancy (HMO).

Meetings were held with Bangor Members to discuss the draft Information Note and other related issues. In September of this year, a presentation was given to the Bangor Project Team on the Joint Local Development Plan and in relation to HMO's and student accommodation in general. A public consultation period will follow in February/March, 2015.

Further meetings with Bangor Members on this issue will be held before the end of the year.

A copy of the Information Note is provided as an Appendix of this Report.

**11.3 Community**

*The officers of the Economy and Regeneration Department need to build on the effective proactive work undertaken by Gwynedd Council's Streetscene Services Manager the Bangor Pride Coordinator to support the communities and groups of interest by working with them in a more informal manner.*

A close working relationship has in the past existed between the Regeneration Officers and Bangor Pride. There seems uncertainty with regards the Scrutiny Committee's recommendation in that consideration was not given to the previous agreed Works Programme. There will be a need to review arrangements for co-operative working in the future in order to be clear with regards priorities and there will be a need to confirm communication channels.

<p><b><i>Recommendations to all areas of Gwynedd</i></b></p>	
<p><b><i>11.4 Working Together Effectively</i></b></p> <p><i>It is recommended that the Streetscene Service extends this way of working together with partners locally across the County as resources allow.</i></p>	<p>The Streetscene Service has worked in partnership with others on similar initiatives in the County e.g.</p> <ul style="list-style-type: none"> <li>• Flytipping Action Wales – in partnership with National Resources Wales and North Wales Police. Recent campaigns in Maesgeirchen, Llandygai, Trawsfynydd and Maentwrog.</li> <li>• Felin Daclus Groups, Dyffryn Ogwen Community Pride, Bangor Pride (e.g University and Students) and others.</li> <li>• Keep Wales Tidy – chewing gum campaigns, educational and raising awareness initiatives.</li> <li>• Community Councils – input into blitz programmes and dog fouling campaigns.</li> <li>• Probation Wales – action on graffiti (private property), cleaning and litter campaigns.</li> </ul>

<p><b>11.5 Local Leadership</b></p> <p><i>It is recommended that the Council encourages the local areas themselves to take the lead and then takes careful consideration before committing scarce resources to working in partnership in local areas.</i></p>	<p>Since 2008, the Tidy Towns initiative has, in numerous locations, proved to be of benefit to those in the community who are willing to volunteer or take ownership on local environmental issues e.g.</p> <ul style="list-style-type: none"> <li>• Dog fouling campaigns throughout the County including Blaenau Ffestiniog, Pwllheli, Maesgeirchen and Dyffryn Nantlle.</li> <li>• Bangor Pride Volunteers, including students from the University, Coleg Menai and pupils from Bangor schools.</li> <li>• Maesgeirchen community who arranged action days and other campaigns.</li> <li>• Co-operating on projects to improve the environment such as clearing waste, tree planting, improving paths.</li> </ul>
<p><b>11.6 Local Contact</b></p> <p><i>Community Councils (or groups of community councils) need to be encouraged to act as the first point of contact for sharing information of Gwynedd Council's activities locally.</i></p>	<p>This is being done when opportunities arise.</p>
<p><b>11.7 Schools</b></p> <p><i>It is recommended that the Education Service works with the Highways and Municipal Department to identify examples of good practice in schools who promote civic pride by publicising the work.</i></p>	<p>The Streetscene Service continues to closely work in partnerships with schools in order to raise awareness e.g. of dog fouling problems, littering and other environmental problems on a local level.</p> <p>This year, environmental 'roadshows' are to be held in 18 schools in the County. These are being sponsored by the Tidy Towns initiative and will require assistance and the co-operation of the Education Department.</p>

### ***11.8 Improving Services***

*Members of the Scrutiny Committee urge Cabinet members to regularly work with communities across the County in order to maintain and improve services at a challenging time.*

This will have to be the case in light of the financial challenges facing this Council. Communities will be expected to take on a key role if services are to be maintained or provided by alternative means.

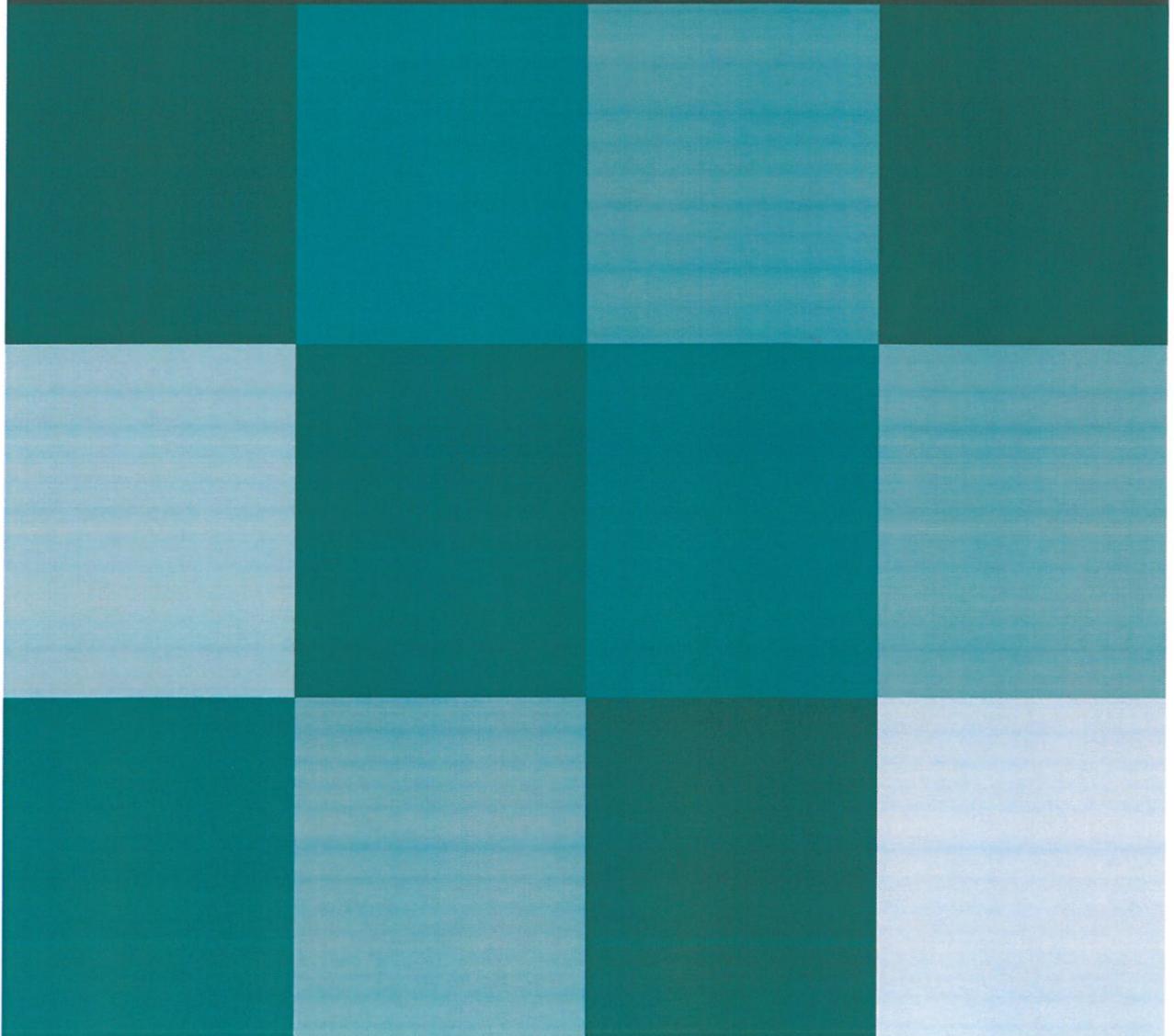
### **3. Conclusion**

- 3.1 The 6 month period is probably not sufficient time to demonstrate progress in some of the more ambitious recommendations.
- 3.2 Discussions need to be held with Bangor City Council to establish their intentions with Bangor Pride and in light of other associated initiatives being undertaken e.g. Community Hub, Love Bangor, Bangor University and Students Union.
- 3.3 Because of expected financial constraints, there will be a much greater need for community participation in order to ensure and maintain local environment standards in the future.

**Coun. W Gareth Roberts**  
**Cabinet Member**  
Enc

**INFORMATION NOTE (2013)**

**HOUSES IN MULTIPLE OCCUPATION**



## **HOUSES IN MULTIPLE OCCUPATION INFORMATION NOTE**

### **1. What is the purpose of this Note?**

- 1.1 The purpose of this information note is to clarify the role of the Council in respect of Houses in Multiple Occupation (HMOs) and to explain various issues relating to this type of accommodation. The status of this document is as information only. It is not a policy document and is therefore not intended for use for the purpose of making decisions relating to HMOs.

### **2. What are HMOs?**

#### **Planning and Licensing**

- 2.1 The main involvement of the Council with regards to HMOs is likely to be in relation to the land use planning duties and licensing duties of the Council. The planning and HMO licensing systems are two separate regimes.

#### **Planning**

- 2.2 HMO accommodation is not strictly defined by planning legislation. However, the Town and Country Planning (Use Classes) Order 1987 (as amended) sets out that the use of a dwelling house by a family, by not more than 6 residents living together as a single household falls within the definition of a dwelling house. Therefore, for the purposes of planning a property occupied by more than 6 residents not living together as a single family or household could be described as a HMO. However, as there is no strict definition of a HMO each case where it is alleged that a dwelling has changed to a HMO, must be investigated and assessed individually and on its merits

#### **Licensing**

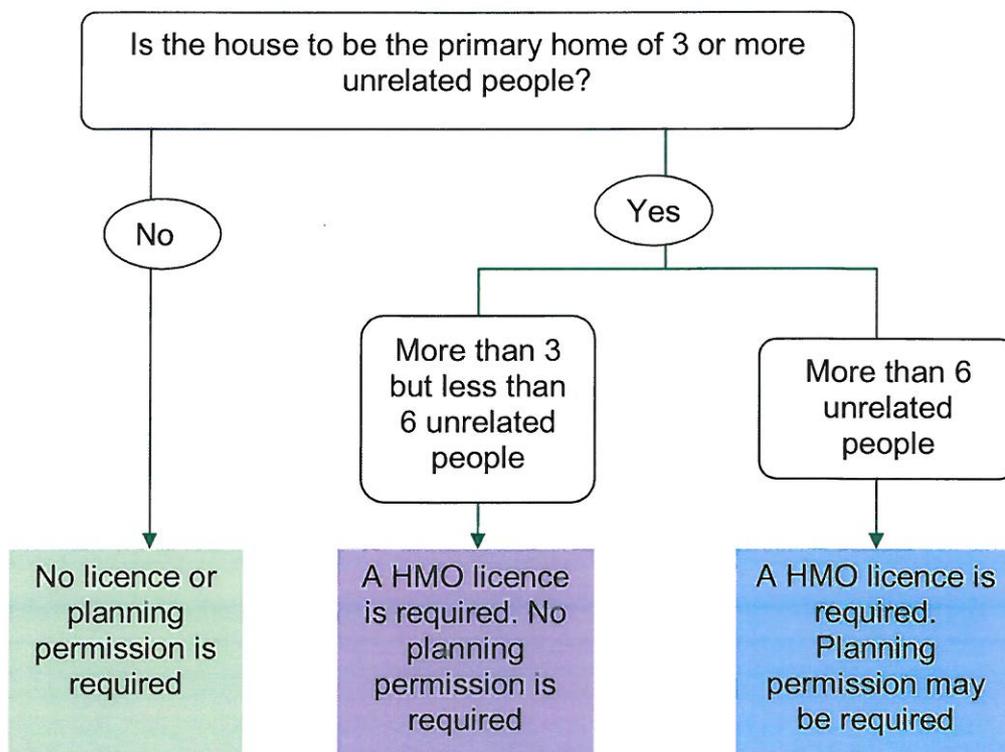
- 2.3 HMOs for licensing purposes have a wider definition inclusive of a variety of types of accommodation, including shared houses, bedsits, hostels, bed and breakfast facilities guest houses and self-contained converted flats. It will therefore often be the case that a property is licensed as a HMO under Housing legislation, but falls outside of planning control.

### **3. What are the differences between planning and licensing?**

- 3.1 The land use planning duties of the Council are the responsibility of the Planning and Environment Service. The licensing duties of the Council are the

responsibility of the Private Housing Unit of the Social Services, Housing and Leisure Service. **(See Appendix 1 for Useful Contacts)**. Both Services work closely together and with other Services where required, in relation to HMO matters.

- 3.2 Planning duties consider the land use implications such as the impact of the proposed use on neighbouring residents, parking levels and the character of an area. The granting of planning permission cannot be taken into account when considering whether to grant an HMO licence, and vice versa.
- 3.3 HMO licensing duties consider whether or not a property is fit for human habitation is safe and is properly managed. Licences can be revoked if the property and/or its tenants are not properly managed.
- 3.4 The diagram below highlights the main differences between planning and licensing and when each system is applicable (this example relates to a house only).



N.B. All HMOs in Gwynedd are required to be licensed.

#### **4. When is planning permission required?**

4.1 Having regard to the definition of a HMO for planning purposes, planning permission is required for:

- the construction of a new HMO
- the change of use of a dwelling house to a HMO
- an extension to a HMO

4.2 If a property is listed then extensions to HMOs will also require listed building Consent. Alterations may also require listed building consent.

#### **5. How will planning applications for HMOs be dealt with?**

5.1 Planning applications for HMOs will be dealt with individually and on their merits, having regard to all the material planning considerations and in the context of the adopted Gwynedd Unitary Development Plan (UDP). The relevant material planning considerations may include consideration of amenity issues, highways and parking. There are a number of planning policies in the UDP that may be relevant, but the specific planning policy relating to HMOs is Policy CH14. (See Appendix 2 for Policy CH14).

5.2 The Council will consult on each planning application, in accordance with the statutory requirements, so that there will be an opportunity for any interested parties to submit representations. All representations received which are based on planning issues will be considered in dealing with the applications.

#### **6. When is a licence required?**

6.1 Under the Housing Act 2004, the following properties require a licence:

- An entire house or flat which is let to three or more occupiers who are not related and who share a kitchen, bathroom or toilet.
- A house which has been converted entirely into bedsits or other non self-contained accommodation and which is let to three or more tenants who are not related and who share a kitchen, bathroom or toilet facilities.
- A converted house which contains one or more flats which are not wholly self contained and which is occupied by three or more tenants who are not related

- A building which is converted into self-contained flats if the conversion did not meet the standards of the 1991 Building Regulations and more than one-third of the flats are let on short-term tenancies.

## **7. How will an application for a licence be determined?**

- 7.1 Once the Council is in receipt of an application, the Council must be satisfied that the proposed licence holder is a fit and proper person to manage a HMO. The property will then be inspected by an officer from the Council, and if satisfied with the conditions within a property, will grant a licence for a maximum number of persons. There then follows a period of 42 days consultation with the applicant where upon he/she is given the opportunity to object to any condition that the Council may impose on the licence.

## **8. Are any other Council Services involved with HMOs?**

### **Waste collection**

- 8.1 One of the other main responsibilities that the Council has is in relation to the collection of domestic waste. This duty is the responsibility of the Waste Management and Commissioning Service.
- 8.2 The current service level offered by the Council is the provision of one 240 litre wheeled bin collected every two weeks, a minimum of two recycling boxes, collected weekly and a 23ltr food waste bin again collected on a weekly basis. These receptacles are provided free of charge. It is accepted that in some cases where there may be more residents living in a property, this standard level of provision will not be sufficient. As a result, the Council will be introducing measures to try and ensure that receptacles with sufficient capacity are provided, to try and meet the additional needs of properties with a higher number of residents.
- 8.3 The Council has no responsibility (in its role as waste collection authority) to remove any waste that cannot be stored within the bins and boxes that are provided for that purpose.
- 8.4 Any arrangements that need to be made for the extra collections of any excess waste can be arranged in discussion with the waste department. A cost would be applied for this extra collection. As with other residential properties, HMO properties are entitled to a bulky waste collection service. This service is limited to the collection of 5 items in any one visit to the property at a cost of £16.50. House clearances can be arranged and will be priced subject to requirements.

## **Council tax**

8.5 For the purposes of Council tax a HMO is classed as either:

**a)** was originally constructed or subsequently adapted for occupation by persons who do not constitute a single household,

or

**b)** is inhabited by a person who, or by two or more persons each of whom either:

i) is a tenant of, or has a licence to occupy, part only of the dwelling

or

ii) has a licence to occupy, but is not liable (whether alone or jointly with other persons) to pay rent or a licence fee in respect of, the dwelling as a whole.

## **9. What are the enforcement responsibilities of the Council?**

### **Planning Enforcement Responsibilities**

9.1 The Planning Enforcement Unit of the Planning and Environment Service will investigate alleged breaches of planning control in respect of HMOs. These may include:

- The change of use of a dwelling house to a HMO without planning permission
- The extension to a HMO without planning permission

9.2 Such cases are investigated in accordance with the Council's Planning Enforcement Policy and dealt with in the context of the Gwynedd Unitary Development Plan.

9.3 Before considering what (if any) action to take, there must first of all be clear evidence to prove that there has been a breach of planning control. With regards to alleged changes of use from a dwelling house to HMO, this can be difficult to prove, having regard to the definition of a dwelling house and a HMO for planning purposes.

- 9.4 If there is evidence of a breach of planning control, formal enforcement action will only be taken if it is expedient to do so and in the public interest. The fact that there is a breach of planning control would not in itself justify enforcement action.

### **Licensing Enforcement Responsibilities**

- 9.5 The Private Housing Unit of the Social Services, Housing and Leisure Service carry out the duty of assessing conditions of residential premises, and the enforcement of housing standards in relation to such premises.
- 9.6 There is a general duty to take enforcement action where Category 1 hazards exists on any residential premises. The Housing Health and Safety Rating System(HHSRS) came into force in April 2006, replacing the old fitness standard under the Housing Act 1985. The HHSRS applies to all residential dwellings and moves away from the bricks and mortar approach of the old fitness standard. It introduces a risk assessment approach to rate potential health and safety hazards which may be found in the home. Any hazards identified will be rated taking into consideration the likelihood of an event occurring and the severity of harm from that event. There are two Categories of hazards, Category 1 hazards are deemed to be the most serious and where these are present the Council has a duty to take action. The unit may also take enforcement action if there is sufficient evidence of breach of licensing conditions.

### **Domestic Waste Enforcement Responsibilities**

- 9.7 Local authorities can serve notices on owner/occupiers specifying, for example, that they must put their waste receptacles in a certain place at certain times to facilitate waste collection. People who fail to comply with a notice can be prosecuted through the courts, facing a maximum fine of £1,000. A £100 fixed penalty notice may be issued as an alternative to prosecution. The definition of 'receptacles' can include a black bin bag or bags, a wheelie bin, recycling boxes and other waste such as carrier bags, boxes or large items.
- 9.8 The above process enables local authorities to deal more effectively with such problems as tenants, residents or businesses that leave waste out on the streets at the wrong time, causing disruption, nuisance and additional costs to the local authority, which has to clear the waste.
- 9.9 Notices issued under Sections 46 and 47 of the Environmental Protection Act 1990, will set reasonable requirements regarding the collection of waste receptacles.
- 9.10 In the case of houses in multiple occupation, Section 46 notices are generally served upon the occupier of the property. In tenures where a house is contracted

to several residents, all tenants will be served with a Section 46 notice. Details of tenants can be obtained directly, or by serving the landlord or tenants with a legal notice requesting the full names and details of all of the tenants.

- 9.11 Bedsits/apartments in one house which share a bin will have a notice served upon each unit.

## **10. USEFUL DOCUMENTS RELATING TO HMOs**

- 10.1 Documents relating to HMOs which can be viewed on the Council's website include:

### **Planning**

Gwynedd Unitary Development Plan 2009  
Gwynedd Planning Enforcement Policy

### **Licensing**

The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provision) (Wales) Regulations 2006

## APPENDIX 1

### Useful Contacts

#### Planning:

For planning advice on planning applications for HMOs or complaints alleging breaches of planning control relating to HMOs.

E- mail : [Planning@gwynedd.gov.uk](mailto:Planning@gwynedd.gov.uk)

Phone : 01766 771000

Post : Planning and Environment Service, Gwynedd Council, Council Offices,  
Ffordd y Cob, Pwllheli, Gwynedd LL53 5AA

For planning policy advice and information regarding the preparation of the Joint Local Development (Gwynedd and Anglesey), contact the Joint Planning Policy Unit (Gwynedd and Anglesey) at:

E-mail : [PlanningPolicy@gwynedd.gov.uk](mailto:PlanningPolicy@gwynedd.gov.uk)

Phones: 01766 771000 or 01286 685003

Post : Joint Planning Policy Unit, Town Hall, Bangor, LL57 1DT

#### Licensing

For advice on licensing of HMO's or complaints relating to HMO's.

E-mail : [Tai@gwynedd.gov.uk](mailto:Tai@gwynedd.gov.uk) / [housing@gwynedd.gov.uk](mailto:housing@gwynedd.gov.uk)

Phone : 01766 771000

Post : Social Services, Housing and Leisure, Private Sector Housing Unit, Arfon Area Office, Penrallt, Caernarfon, Gwynedd LL55 1BN

#### Waste Management

For advice on waste collection issues contact the Council's Waste and Recycling Helpdesk on 01766 771000 or visit [www.gwynedd.gov.uk/recycling](http://www.gwynedd.gov.uk/recycling).

## APPENDIX 2

### Gwynedd Unitary Development Plan (UDP) (2001 – 2016)

#### Policy CH14 – Planning Policy (Extract from UDP)

##### FLATS

5.2.65 The Housing Needs Survey 2000 clearly shows a reduction in the size of the average household. The main reasons for this are fewer children per family, more single parents and more people choosing to separate or live on their own. Therefore flats are an effective way of satisfying an existing need for homes for smaller households.

#### **POLICY CH14 - CONVERSION OF DWELLINGS INTO FLATS, BED-SITS OR MULTIPLE OCCUPANCY DWELLINGS**

*Proposals to change the use of dwellings or other residential buildings into flats, bed-sits or multiple occupancy units will be approved provided they conform to the following criterion:*

1. *the development will not result in the overprovision of this type of accommodation in a specific street or area where the accumulative effect has, or is likely to have, a negative impact on the social or environmental character of the street or area.*

5.2.66 **Explanation** - This policy is applicable when considering applications for the change of use of dwellings into flats and the use of dwellings as bed-sits or multiple occupancy accommodation (where more than five unrelated individuals reside together). Ideally, these types of development would be a method of using buildings to their full potential and reducing the need to build new living units.

5.2.67 The accumulative effect or overprovision of this type of accommodation can affect the social character of an area and lower its environmental quality, thus detrimentally affecting the standard of living of other inhabitants. The situation can further worsen as families move out in order to seek a better living environment. The Council does not wish to see this happen (or continue in some areas) and therefore it will object to the conversion of houses into flats or the use of houses as multiple occupancy accommodation unless proposals conform in full to the policy.

5.2.68 The pressure for this type of development, as well as its consequences, can be clearly seen in Bangor and pressure also exists in other parts of the County where there are large houses e.g. Pwllheli, Abermaw and Caernarfon. The situation is manifest in Bangor, since this type of accommodation is ideal as student accommodation and consequently whole streets of houses are used in this way. Very often these buildings suffer from lack of maintenance and they do not contribute positively to the appearance of the street or area.

**A. BLAENRAGLEN PWYLLGOR CRAFFU CYMUNEDAU 2014/2015**

**COMMUNITIES SCRUTINY COMMITTEE FORWARD WORK PROGRAMME 2014/15**

Ymchwiliadau Craffu Cyfredol	Current Scrutiny Investigations
<p><b>Cludiant OI-16</b> Ymchwiliad i weithrediad y Polisi Cludiant Addysg Ôl-16 ar lawr gwlad</p>	<p><b>Post-16 Transport</b> Investigation into the implementation of the Post-16 Education Transport Policy on the ground</p>

4 Gorffennaf 2014	4 July 2014
<p><b>1. Hylendid Bwyd (Perfformiad)</b> Cadernid y gwasanaeth a ddarperir gan y Cyngor mewn maes allweddol o ran iechyd cyhoeddus ac o ran hyfywdra yr economi leol</p>	<p><b>1. Food Hygiene (Performance)</b> The robustness of the service provided by the Council in a key field of ensuring public health and the viability of the economy</p>
<p><b>2. Diweddariad Gwasanaethau Bws yn Arfon</b> Adroddiad yn dilyn trafferthion cytundebol diweddar</p>	<p><b>2. Update Bus Services in Arfon</b> Report following recent contractual difficulties</p>

1 Hydref 2014	1 October 2014
<p><b>1. Cartrefi Cymunedol Gwynedd</b> Adroddiad Blynyddol</p>	<p><b>1. Cartrefi Cymunedol Gwynedd</b> Annual Report</p>
<p><b>2. Ymchwiliad Craffu Balchder Bangor</b> Adroddiad Cynnydd gan yr Aelod Cabinet</p>	<p><b>2. Bangor Pride Scrutiny Investigation</b> Progress Report by the Cabinet Member</p>
<p><b>3. Parcio</b> Adroddiad terfynol yr adolygiad parcio</p>	<p><b>3. Parking Fees</b> Final report on the parking review</p>
<p><b>4. Hylendid Bwyd</b> Adolygiad o gynnydd ar gynllun gweithredu mwn ymateb i Arolwg Asiantaeth Safonau Bwyd</p>	<p><b>4. Food Hygiene</b> Review of progress on action plan in response to a Food Standards Agency Inspection</p>

2 Rhagfyr 2014 (Pwyllgor Trosedd ac Anhrefn)	2 December 2014 (Crime and Disorder Committee)
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<b>1. Partneriaeth Diogelwch Cymunedol</b> Adroddiad ar waith partneriaethol	<b>1. Community Safety Partnership</b> Report on partnership work
<b>2. Monitro Gorfodaeth Meysydd Carafanau</b> Adroddiad ar drefniadau monitro meysydd carafanau	<b>2. Monitoring Enforcement of Caravan Parks</b> Report on the monitoring arrangements of caravan parks
<b>3. Trafndiaeth</b> <b>Adroddiad Drafft Ymchwiliad Craffu Cludiant Addysg Ôl-16</b> <b>Adroddiad ar y Gweithgor Aelodau - Matrics Cludiant Cyhoeddus</b>	<b>3. Transport</b> Draft Report on Post-16 Education Transport Scrutiny Investigation Report on the Members Working Group – Public Transport Matrix
<b>4. Cynllun Gwarchod Arfordir Gwynedd</b>	<b>4. Gwynedd Coastline Protection Plan</b>

24 Chwefror 2015	24 February 2015
<b>1. Gwastraff Gweddilliol</b> Adroddiad ar ddysgu gwersi o'r casgliadau sbwriel pob 3 wythnos yn Nwyfor	<b>1. Residual Waste</b> Report on lessons learnt from collecting rubbish every 3 weeks in Dwyfor
<b>2. Cadw'r Budd yn Lleol</b> Craffu'r adolygiad – prosiect strategol	<b>2. Retaining Economic Growth Locally</b> Scrutinize the review – strategic project
<b>3. Canolfannau Hamdden</b> Diweddariad ar Adolygiad Hamdden gan <i>Just Solutions</i> Adroddiad ar broffil defnyddwyr y Canolfannau Hamdden	<b>3. Leisure Centres</b> Update on the Leisure Review by Just Solutions Report on profile of Leisure Centre service users
<b>5. Siarter Iaith Gymraeg Ysgolion Cynradd Gwynedd</b> Adroddiad ar waith y bartneriaeth (yn amodol ar ddatblygiad gwaith yr Ymchwiliad Craffu Addysg Gymraeg gan y Pwyllgor Gwasanaethau)	<b>4. Gwynedd Primary Schools' Welsh Language Charter</b> Report on the work of the partnership (subject to the development of the Welsh Language Scrutiny Investigation by the Services Committee)

Eitemau Ychwanegol Posib	Possible Additional Items
<b>1. Cymunedau Cryf (Perfformiad / Cynllun Strategol)</b>	<b>1. Strong Communities (Performance / Strategic Plan)</b>
<b>2. Digartrefedd</b> Ymchwiliad Craffu posib	<b>2. Homelessness</b> Possible Scrutiny Investigation
<b>3. Strategaeth Lletya Pobl Hŷn (Perfformiad)</b>	<b>3. Older Peoples Accommodation Strategy (Performance)</b>

