

MEETING	Care Scrutiny Committee
DATE	20 November, 2025
TITLE	Housing and Property Department Cabinet Member Performance Report
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CABINET MEMBER	Coun. Paul Rowlinson

1. Why does it need scrutinising?

So that the Committee Members can scrutinise performance matters within the Department.

2. Background / Context

2.1 Background / Introduction

The purpose of this report is to update you on what has been achieved in the field I'm responsible for as Housing and Property Department Cabinet Member. This includes outlining the latest regarding promises within the Council Plan; the department's day-to-day work; as well as the latest regarding the cuts and savings plan.

We operate on the Council's Plan 2023-28, and I report here on the progress made up to the end of September 2025, while acknowledging that it is still early days in the context of some of the new promises made since April this year. However, all matters have been the subject of discussions and have been scrutinised by myself in performance challenging meetings, and I am satisfied with the Department's performance.

2.2 Logic and justification

Council Plan Projects Performance

Progress against milestones set for the Department's projects within the Homely Gwynedd and Efficient Gwynedd improvement priority can be seen in Appendix 1.

Generally, progress is very good, with several milestones having already been achieved or on track to be achieved by the end of the financial year. I'd like to bring your attention to some in particular (with numbers corresponding to those in the table in Appendix 1):

A Homely Gwynedd: Increasing the supply of housing for local people

1. The ambition set to build 500 social housing through the PDP and the partnership with the Housing Associations is making good progress, with 433 units now built.
2. The Tŷ Gwynedd Scheme is making good progress, with two developments on track to complete by the end of the financial year. The Dôl Afon Goch development (i.e. the former Llanberis library), is almost complete and the allocation process is underway. The old Ysgol

Babanod Coed Mawr, Bangor is also making good progress, and the structural work is underway.

3. The Buy to Let Scheme has now succeeded in making 51 purchases to date, with 20 of those having been let to locals. Another 6 is in the process of being let or being marketed, and necessary renovation work is currently being undertaken at 16 other properties – 13 of those are expected to be completed by the end of November.
4. The Department's empty homes schemes are extremely successful, with 136 empty homes brought back into use through grant support for empty home owners – 28 of those since we last reported. This reaches the target originally set at the beginning of the year.

A Homely Gwynedd: Dealing with the energy cost crisis and fuel poverty

1. The Energy Service helps hundreds of people with their energy situation, and fuel vouchers are an important part of that support. Over the last few months 117 vouchers worth £3,500 have been distributed to residents in need who are on a pre-payment meter. Since the plan's inception 5,788 vouchers have been given, worth £239,565. Please note that the housing associations have begun taking calls directly from their own tenants, which has meant a reduction in the number that it processed by the team and this is likely to continue to the future.
3. The team is also busy holding conferences and promotion events, home visits, and referring individuals to extra support such as food banks, Age Cymru, CAB etc. Two conferences have already been held, 10 home visits have been conducted and 40 residents have been referred to further support.

A Homely Gwynedd: Ensuring that no-one is homeless in Gwynedd

1. Individuals moved in to 137 High Street Bangor in August and September, and it is anticipated the units will be full by October 2025. A company has been appointed to conduct M&E work on the former Crown Buildings, Penrallt.
4. We expect the purchase of Tŷ Glyn, Bangor to complete by the beginning of October. The Department will make minor changes to the building before aiming to open in 2026.

An Efficient Gwynedd: Adopting a Property Assets Management Plan to ensure that our estate is fit for purpose for future working

1. The Full Council approved an amendment to the delegated power scales for procuring and disposal of property and the Department will address these changes in the amended Policies.

I'm very glad to report that 5 milestones have already been achieved, and all other milestones are on track to complete in accordance with the ambition set by the end of the year.

The Department's day-to-day work

The Department deals with several areas of work, and offers various services to the people of Gwynedd, from key front-line services such as Homelessness, Housing Options and Energy;

corporate services such as Estates, Maintenance and Property Safety, Offices and Cleaning; and commercial services such as Pest Control.

Performance measures for these services can be seen in Appendix 2, and I wish to highlight some below:

- **Eiddo 4: Percentage change in carbon emissions from Council buildings compared to the same time last year**

In August 2025, the percentage change in carbon emissions from Council buildings was - 6.07% compared to the same time in 2024. This performance shows that the team's work in promoting and managing the establishment's use of energy has a positive effect on our carbon emissions.

- **Eiddo 6, 7, 8 and 9: Customer Satisfaction for Pest Control, Estates, and Facilities**

Customer satisfaction reviews are collected for these services and gives our customers the opportunity to comment and give feedback, which is used to measure performance. The feedback over the last few months shows very positive results, and shows that our customers are satisfied or completely satisfied with the service.

- **Tai 01: The number of empty homes which have been brought back to use thanks to support from the Council (since April 2020)**

The number of empty properties that have been brought back into use has now increased to 331, which includes 136 grants through the Empty Homes Scheme. The service faces a period of decreased capacity following the recent departure of one member of the team, but I am confident that appropriate arrangements are underway to fill the void as soon as possible.

- **Tai 02: Days on average taken to complete adaptation works to the homes of disabled people**

The data shows a very promising picture, that the time taken to complete a DFG adaptation has decreased significantly over recent months, and Enable adaptations have stabilised over the last period. These grants offers key assistance enabling vulnerable residents live in their homes independently, or return home from hospital.

- **Tai 04: Number of social housing developed to achieve the HAP's ambition**

A total of 433 units have been developed since the Housing Action Plan's inception, and 327 units in the pipeline on the Main Programme. In June, the Cae Ifor scheme completed in Pwllheli, in August, the 19-unit site near Penyrhwylfa, Harlech, completed. In September, Maes Deudraeth, Penrhyndeudraeth was fully completed with the last 10 properties allocated. During this period, one house was erected as a result of a recommendation from the Specialist Housing Group as they identified a local family's need for a specialist accessible property. This illustrates the strength of the partnership between the Council and our housing partners,

which has been acknowledged nationally for the collaboration, and which has been highlighted as good practice by Welsh Government.

- **Tai 08: Average number of days spent in unsuitable emergency accommodation**

Over the last period, the Homelessness Service has seen a significant number of presentations – 20 per week – and it is anticipated to continue on that trajectory over the coming months. Indeed, the period between November and February are some of the busiest months for the Service and we anticipate that the increased pattern in presentations and the number in accommodation continues this year too. Despite this, the hard work of the Homeless team has succeeded in keeping the number of households in emergency accommodation, as well as the time someone spends in accommodation, stable.

- **Tai 11: Social Housing Allocations**

Following a restructure and incorporating the Housing Options Team within the One Stop Shop, this measure now reflects the current situation, referring to social housing allocations. The notable increase that can be seen over the last few months in the time spent on the social housing waiting list is a concern, and although the Department and its partners has a healthy and successful programme for social housing building (as can be seen in Tai 4 measure), the increase that is seen in the time on the register reflects the challenging climate that exists today, with a shortage and the lack of availability of social housing still a large factor.

- **Tai 13: Number of homes that have seen an improvement in their Energy Performance Certificate**

The latest data shows an increase again in the number of houses that have seen an improvement in their EPC grade. Since the beginning of the Scheme, 1,802 applications have been approved and 950 Gwynedd homes are now cosy, more comfortable homes, and are better for the welfare of our residents, as well as being a way of helping to get people out of fuel poverty.

3. Consultation

This report has been created based on the information and content of the latest Housing and Property Department performance challenge and support meeting, where the Corporate Director, the Head of Department, service managers and I were present.

Appendices

Appendix 1: Council Plan project milestones progress report

Appendix 2: Department Performance Measures