

MEETING	Care Scrutiny Committee
DATE	6 June, 2026
TITLE	Housing and Property 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 be satisfied that I, the Housing and Property Department Cabinet Member, has a grasp of 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 March 2026, as well as looking back across the whole of 2025/26. 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.

I'd like to bring attention to the fact that most (13) milestones have achieved their goal by the end of the financial year. More details on some in particular is found below (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 of building 500 social housing units through the PDP and the partnership with the Housing Associations by the end of the financial year has been achieved, with 506 units constructed by the end of the year.

4. Empty homes schemes are making excellent progress, with 37 further properties brought back into use during 2025/26, 9 more than the year's ambition, bringing the total to 145 empty properties brought back into use by the end of the year.
5. As a result of the Homebuy Scheme, 221 people across 85 households were assisted to buy a home on the open market.

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

1. The Energy Service continues to help hundreds of people with their energy situation by referring them to the y ECO Scheme. During 2025/26, 650 individuals were referred to ECO, an improvement on the original goal of 300. Following the announcement that the scheme would come to an end in March 2026, a further statement was made about an extension to the scheme until December. Despite this good news, financial resources are still scarce, and at present, there is only one contractor operating in Gwynedd. This situation shows the continuous challenges in trying to improve energy efficiency for residents, while national schemes change and funds are coming to an end.
4. The service set a goal of conducting 10 home visits during the year, to offer support with energy matters. 17 visits were in fact completed, in doing so, referring individuals and families to crucial support services.
6. The energy team organises several drop-in sessions annually to offer support to residents across the county, referring them to support and expert assistance. In 2025/26, 32 of these sessions were held.

This improvement priority will transfer to the Department's day-to-day work from April 2026 onwards and will therefore not be reported as part of the Council Plan objectives.

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

1. During the last 12 months, tenants moved into 137 High Street Bangor, where 12 individuals can be accommodated. Development work on 35 College Road, Bangor was completed – it is anticipated that tenants will move in during the next few months. Good progress is being made on the former Crown Building, Penrallt and we are on track to submit a planning application early in 2026/27, aiming to complete initial works on site by the end of the summer. An open day was held in February inviting stakeholders and the public to see plans for the building, and valuable comments and discussions were made by many who attended.
4. Our dependency on expensive, unsuitable emergency accommodation remains high, as in all counties in Wales, but the Department is making deliberate, and successful efforts to reduce that dependency and further increase our temporary accommodation options. To that end, the Department is continuously looking for opportunities to purchase buildings, and three were purchased over the last year – one in February in Bangor and two in March – one in Bangor and the other in Caernarfon.

Some milestones that were not reached (5) are very close to achieving or have slipped for practical and understandable reasons – details can be found below (where numbers correspond to the numbers in the table in Appendix 1).

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

2. Due to unforeseen problems with a water connection, Dôl Afon Goch, Llanberis site is expected to complete in May 2026, roughly 1 month after the original target date. Potential buyers are in the conveyance process, and an open day will be held soon. The Coed Mawr, Bangor site is making good progress, however the timetable has also slipped, now completing in May 2026.
3. The Buy to Let Scheme is a bit behind the target, but very close to achieving the aim set at the beginning of the year. Despite this, with 66 properties purchased and 32 of those already let, the scheme is certainly succeeding in giving more options for housing to Gwynedd locals.

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

1. Energy vouchers are a large part of the support offered by the Energy Service, and 309 vouchers worth £11,880 have been distributed to residents in need who are on a pre-payment meter over the past year. Since the beginning of the scheme, 6,515 vouchers have been given out, directly helping Gwynedd locals. However, since setting the target at the start of the year, housing associations are now taking calls from their own residents, which has meant a reduction in the calls processed by the Council's Energy team.

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

2. We have not succeeded in attracting as many properties to the Leasing Scheme Wales as anticipated, however 53 expression-of-interest forms were received over the year, and many are currently going through the assessment process or are in discussions about next steps. Despite fewer properties being welcomed to the scheme, I am glad to see that 91 individuals have benefitted from the houses we have already on lease, and the ability to move households from emergency accommodation to more suitable temporary accommodation has relieved some of the pressure on the homelessness service.

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

1. We intend to adopt a Property Assets Management Plan, and discussions with departments to consider options as to centralise services and rationalise the estate continues.

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 1 & Eiddo 3: The time (in days) taken to complete maintenance work; and the time taken (in days) to complete a request for Telecare work**

Following a slightly unstable period, these two measures have stabilised over the past year to approx. 14.5 days (E1) and 13.5 days (Telecare), and it's believed that a reliable baseline has been set in terms of the team's ability to deliver, and the team now operates within normal range.

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

The percentage of carbon emissions from Council buildings is 8% higher than the same time last year. We believe this may be as a result of improved data quality, or due to broken instruments in some buildings which meant higher electricity use.

- **Eiddo 6, 7, 8 and 9: Customer Satisfaction for various property services**

It's good to see that customer satisfaction for the property services is consistently high over the last 12 months, with every customer completely satisfied during the last reporting period (Feb-March 2026).

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

343 empty properties have now been brought back into use since April 2020, and following a period of reduced capacity due to two staff departures over the last 6 months, it's good to report that new members of staff have been appointed and are about to begin in their posts. The unit will also take the opportunity to revisit systems and data collection methods.

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

This measure is ahead of the original target, with 506 houses built in order to meet local demand. However, there are concerns that our ability to continue to reach our targets may be hampered while regular objections to affordable housing developments continue.

- **Tai 5: Number of people who have received help to live locally (HAP Ambition)**

Over the last period, some of the Housing Action Plan highlights include a successful open day at the Crown Building, Caernarfon; Tŷ Gwynedd, Llanberis site about to be sold to the first buyers; and the Homebuy Scheme achieving 85 properties bought with the help of the Scheme.

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

Following a successful period where the number of people in emergency accommodation fell between April 2025 and January 2026, the last two months has seen a pattern of increase again. The Service will closely monitor this over the next period. It's worth noting that 67 households were placed in emergency accommodation in March – an extraordinary figure which highlights the continued pressure the Service is under.

- **Tai 11: Social Housing Allocations**

The increase in days on the waiting list for social housing continues, the main reasons being beyond the unit's control, and the lack of availability of housing still being a main factor. The concern regarding objections to social housing planning applications is reiterated here, and while these challenges exist, this situation will continue to be seen.

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 the Head of Department, service managers and I were present.

Appendices

Appendix 1: Council Plan project milestones progress report

Appendix 2: Department Performance Measures