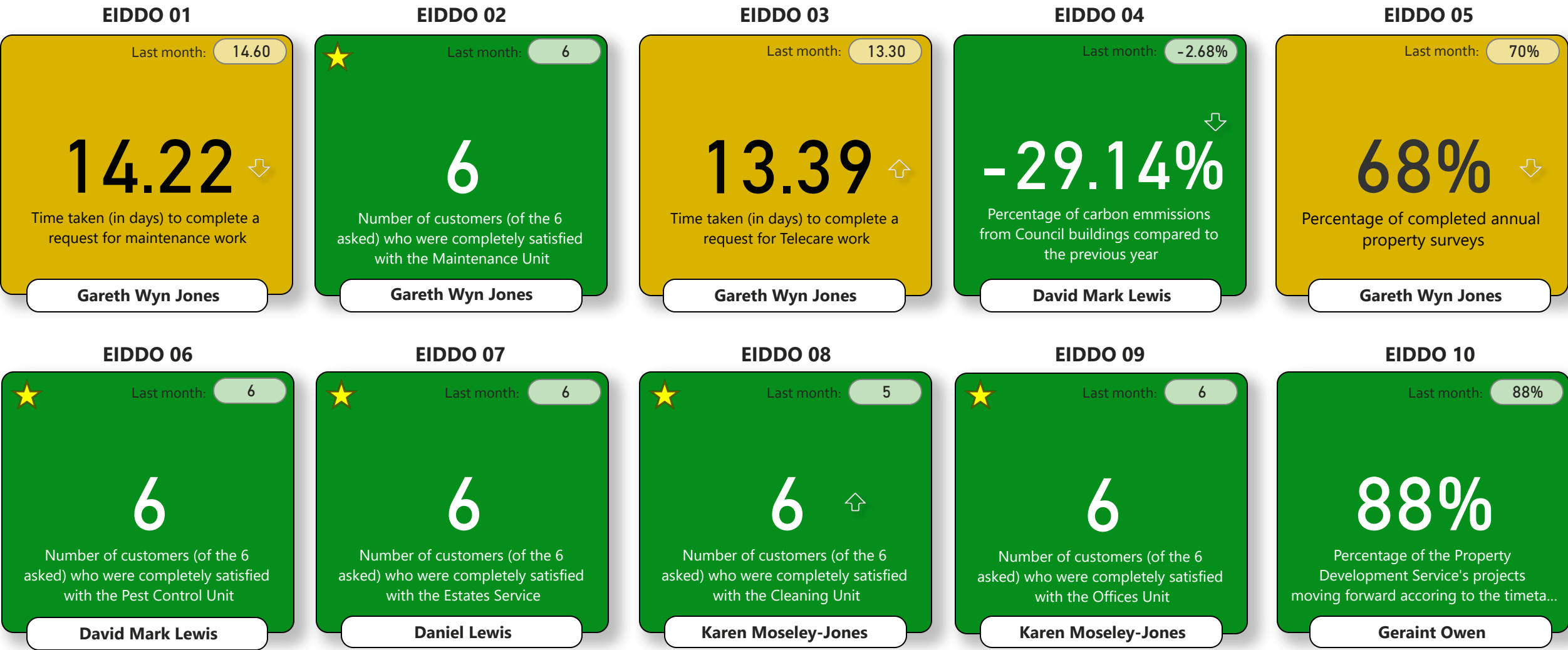


Previous month
03/2025

PERFORMANCE CHALLENGE AND SUPPORT - HOUSING AND PROPERTY MEASURES

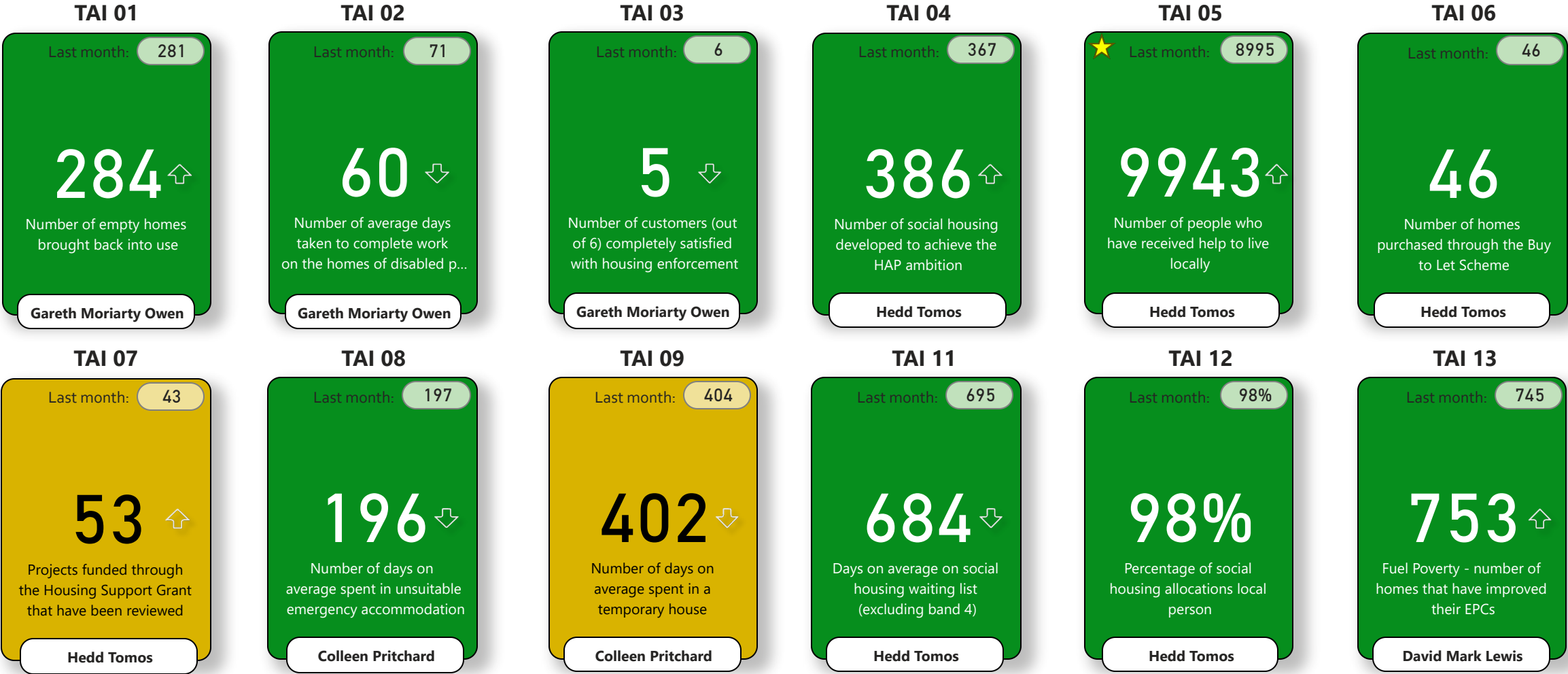
This month
04/2025



Previous month:
03/2025

PERFORMANCE CHALLENGE AND SUPPORT - HOUSING AND PROPERTY MEASURES

This month:
04/2025



EIDDO 01: Maintenance Unit

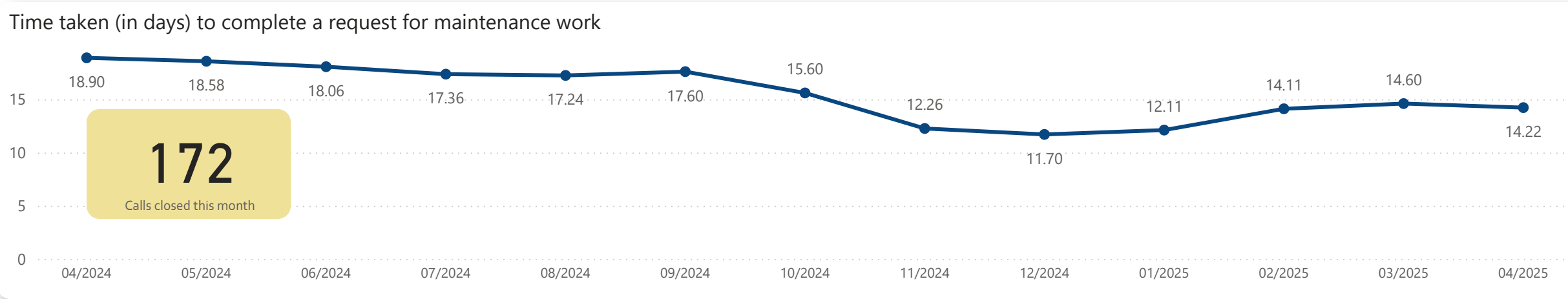
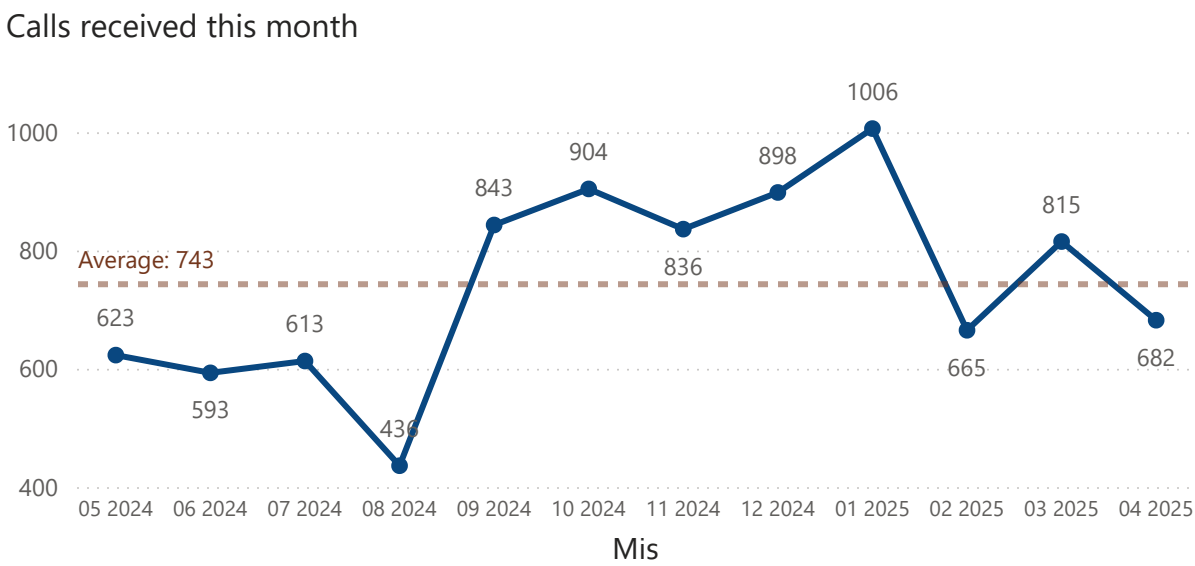
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Measure: Time taken (in days) to complete a request for maintenance work

The time taken to complete a request for maintenance work has stabilised over the last few months between 12 and 15 days.

It is encouraging and a matter of pride for the Unit that this figure has reduced consistently over the last year, with the difference between March 2024 and 2025 being almost 5 days, and between April 2024 and 2025 being 4.68 days.

Over the same period, we see an increase in the number of calls received, with the number of calls over the last 7 months usually being above the year's average.



EIDDO 02: Maintenance Unit

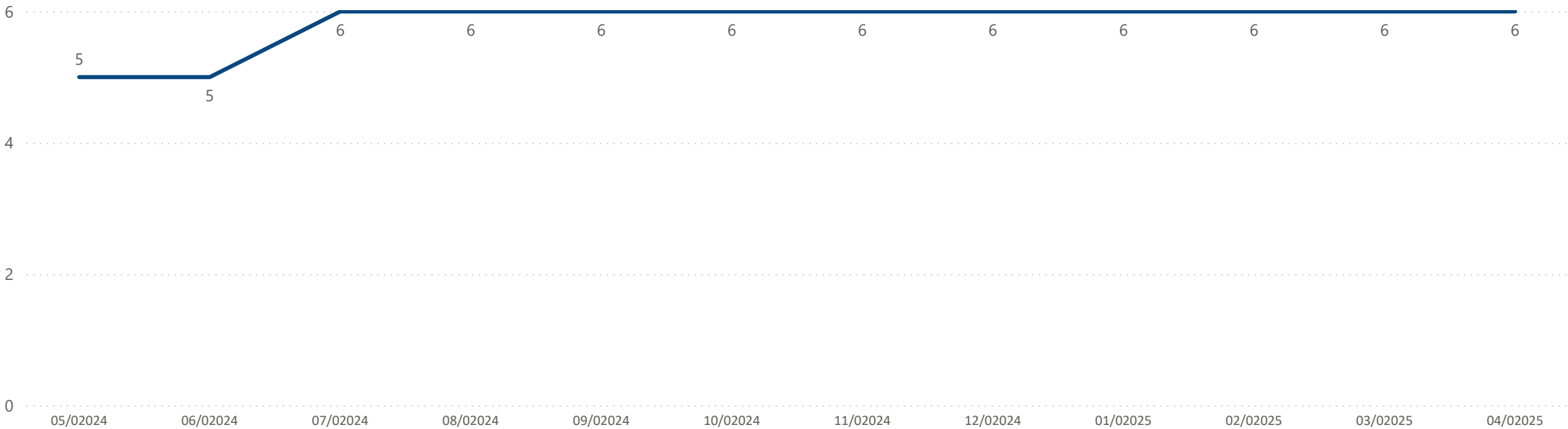
Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Maintenance Unit

By asking for a score out of 10, we receive very good feedback from our customers and get to the root of their real opinion when they do not provide a full score.

Over the last quarter, the feedback has been very positive overall and we are proud that everyone has given us a full score over the latest period. This is a summary of the comments:

- 1. "Happy with the service - 10/10" (10/10)
- 2. "The problem was sorted and has not returned since, therefore very happy with the service." (10/10)
- 3. "Happy that someone came over immediately and it was resolved quickly." (10/10)

Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Maintenance Unit



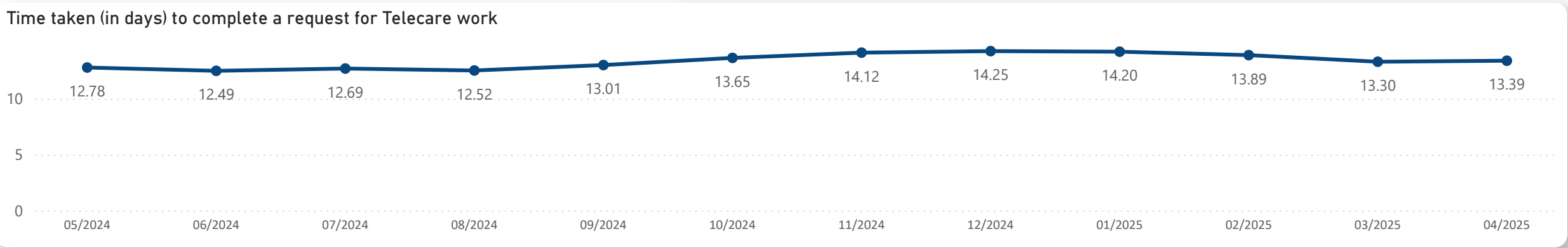
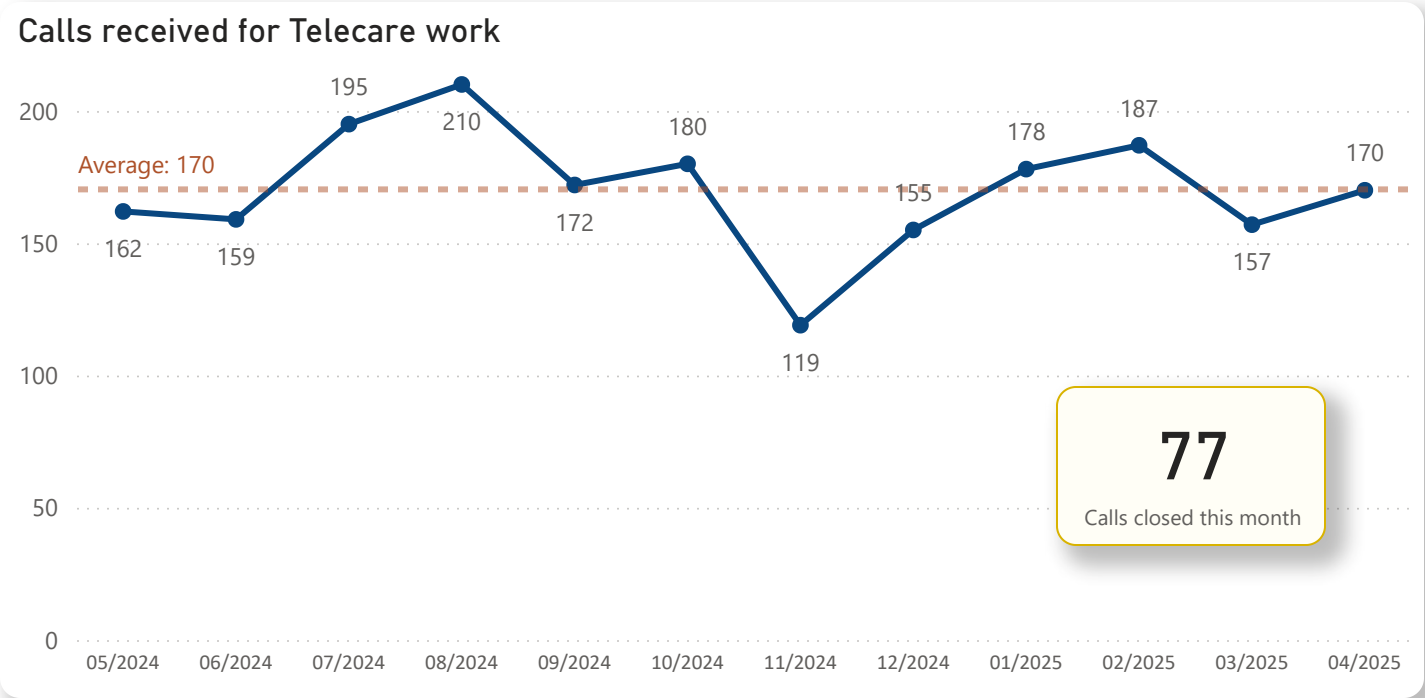
EIDDO 03: Maintenance Unit

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Measure: Time taken (in days) to complete a request for Telecare work

The number of calls received for Telecare work has stabilised over the last few months, with the number of days to complete a request for Telecare work having remained quite stable over a year. The work of transferring Telecare equipment to digital devices continues, to allow people to continue living in their own homes.

It is anticipated that there will be an increase in the days taken to complete requests over the coming months due to absences within the team which has meant that we were not operating at full capacity. However, arrangements are in place to upskill an officer within the team to ensure service continuation.



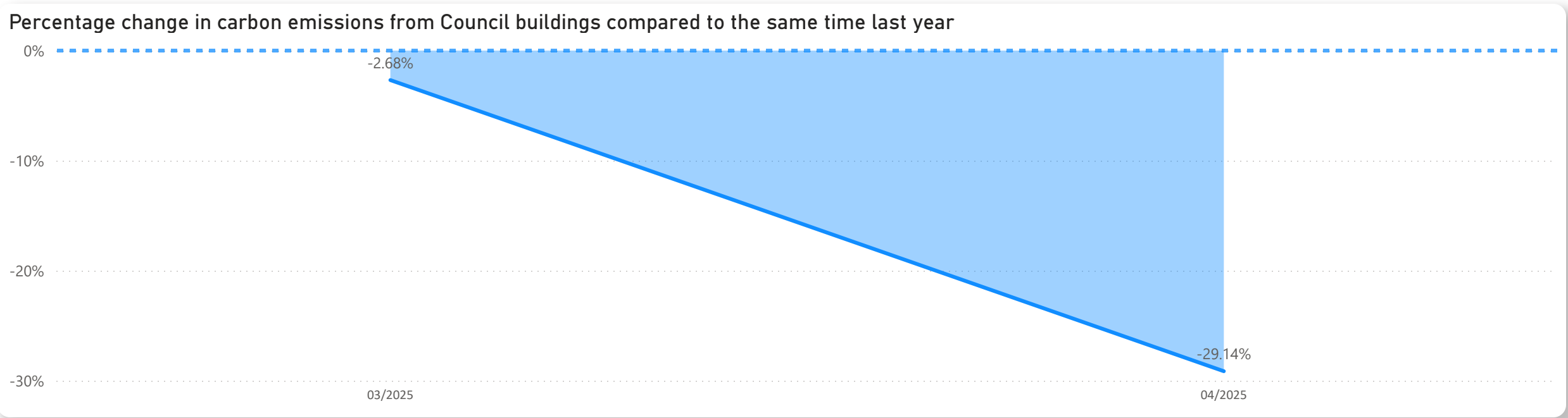
EIDDO 04: Energy Conservation Unit

Measure: Percentage change in carbon emissions from Council buildings compared to the same time last year

As a result of reviewing this measure, we will now be comparing carbon emissions from Council buildings with the previous year from now on, instead of comparing with the same period in 2019. Therefore, it must be noted that the graph will look a bit empty for some months but will fill up as data from the coming months is received.

In March, there was a 2.85% increase in the use of electricity in our buildings, but a 5.01% reduction in our use of gas. By combining electricity and gas data and comparing March 2024 and 2025, there was a difference of -17.771kgCO2, or -2.68%.

In April 2025, the use of electricity in our buildings was 17.77% less than the use in April 2024, and the use of gas was down 34.46%. By combining electricity and gas data and comparing April 2024 and 2025, there was a reduction of 168 tonnes of carbon emissions, or -29.14%. We believe that several factors have led to this significant drop, including the weather and the fact that Easter holidays fell completely in April this year.



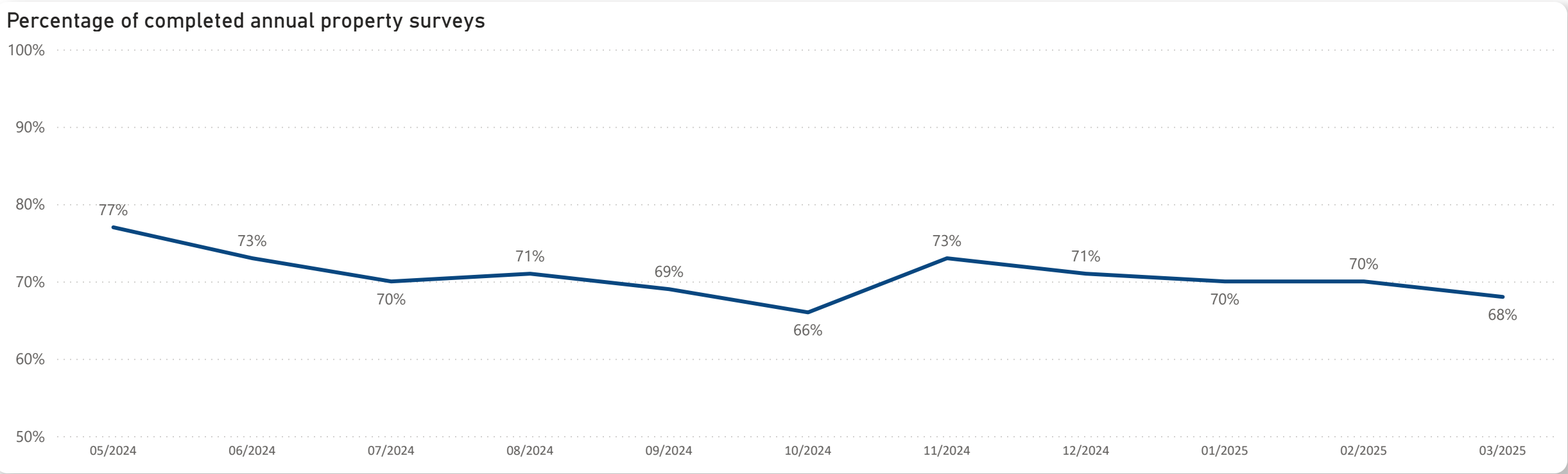
EIDDO 05: Compliance Unit

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Measure: Percentage of completed annual property surveys

Although the team is back at its full capacity following recruitment difficulties, the new officer who has been appointed is required to undertake training to be qualified to complete some aspects of the work, which still has an impact on the team's capacity. The demand on the team's work because of the Housing Action Plan developments is also having an impact on their ability to undertake their inspections in accordance with the timetable.

Specific arrangements are in place to ensure that statutory inspections are achieved in a timely manner.



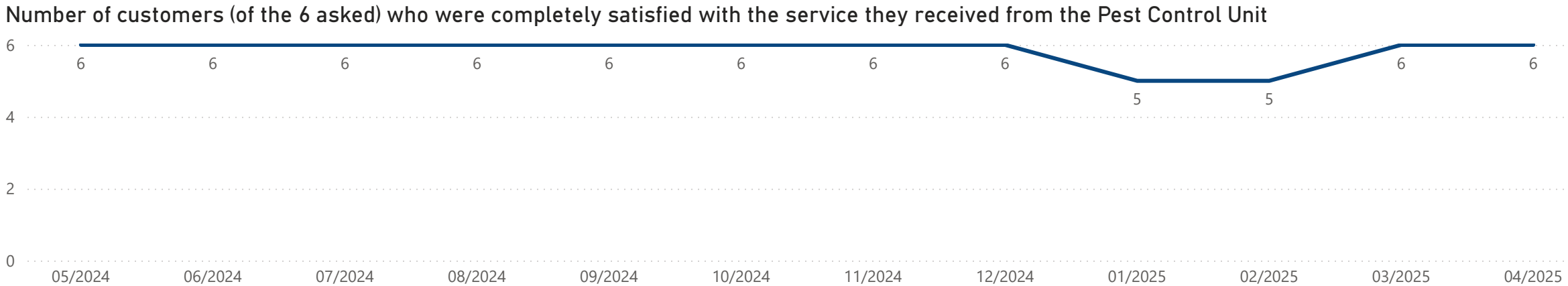
EIDDO 06: Pest Control Unit

Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Pest Control Unit

The Pest Control Unit is a commercial service for the public and therefore it is vital that our customers believe that they receive an excellent service for what they are paying. We are therefore happy that this is a field where we consistently receive good feedback from our customers.

100% of those asked over the last two months are completely satisfied with the service, i.e. a score of 10/10 was given from all of them for the service. Some of the comments received have been included below:

- 1. "Mice have not returned – very happy" (10/10)
- 2. "Advice from the officer has worked – thank you!" (10/10)
- 3. "Very happy, no problem at all." (10/10)
- 4. "A great service – thank you." (10/10)
- 5. "A good service, the price is low" (10/10)
- 6. "Problem has been sorted" (10/10)



EIDDO 07: Estates Service

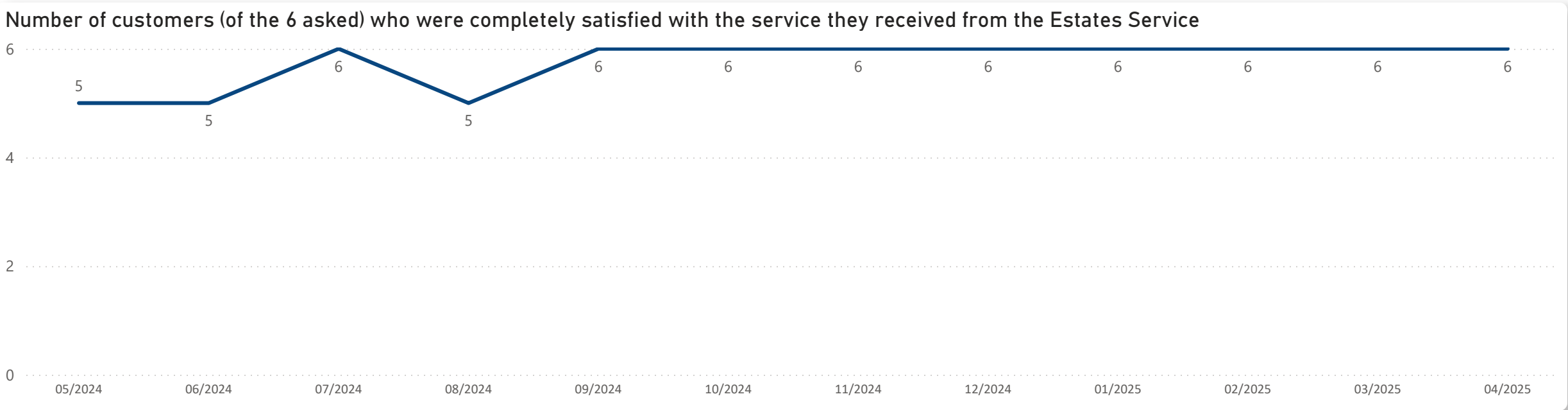
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Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Estates Service

The customer satisfaction data over the past few months has remained consistently high, even though the demand on the Service from the plans of the Housing Action Plan continues to increase.

Following a recent resignation, it is possible that a drop in customer satisfaction will be seen over the next few months, with the requirement to prioritise and manage the expectations of some services.

The situation in terms of legal support continues to be stable, and monthly meetings have been scheduled to assess workload and capacity.



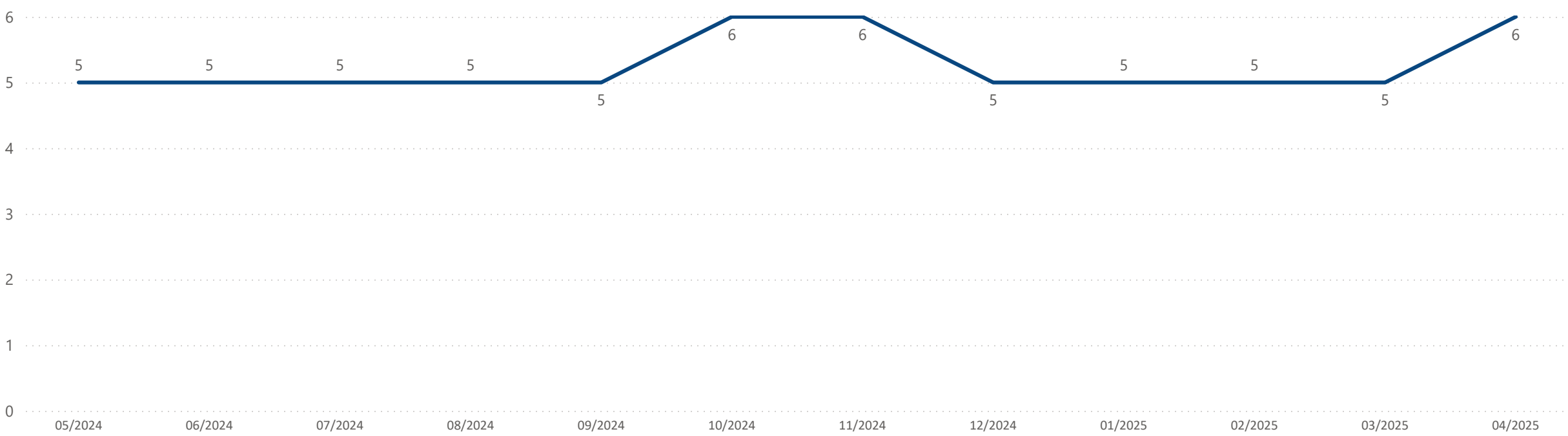
EIDDO 08: Cleaning Unit

Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Cleaning Unit

The score over the last two months shows that our customers are very satisfied, or completely satisfied, with the service. This is a summary of the feedback:

- 1. "Everything is fine." (10/10)
- 2. "The cleaner does very good work." (10/10)
- 3. "Everything is great." (10/10)

Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Cleaning Unit



EIDDO 09: Offices Unit

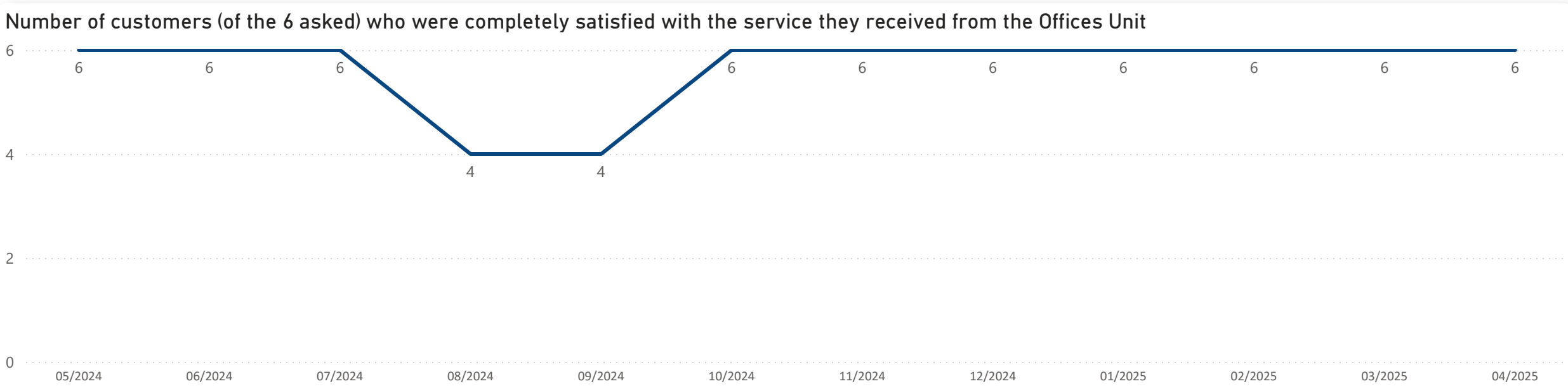
Measure: Number of customers (of the 6 asked) who were completely satisfied with the service they received from the Offices Unit

We gather the opinions of our office staff to find whether their offices allow them to do their work properly, which is a reflection of the service that they receive from us as a Unit.

It is encouraging to say that staff still feel that the service reaches the aim, as the last few months show.

This is a summary of the commentsreceived in the customer satisfaction survey:

- 1. "Everything is fine." (10/10)
- 2. "Recently moved offices, the office is better than the previous one." (10/10)



EIDDO 10: Property Development Service

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Measure: Percentage of the Property Development Service's projects moving forward according to the timetable after the full brief is agreed

The Property Development Service has 60 live projects at different stages of the process, and 46 projects in the defects period.

Of the live projects, 88% of them (52 projects) are moving forward in accordance with the original programme, are completed, or have not slipped further from an amended programme.

As seen in the lowest graph on the right, the different stages have been split as follows:

- Feasibility Stage:** 17 projects
 - 13 on track
 - 1 at risk of slippage
 - 3 have slipped
- Design Stage:** 20 prosiect
 - 18 on track
 - 2 have slipped
- Construction Stage:** 23 prosiect
 - 22 on track
 - 1 have slipped

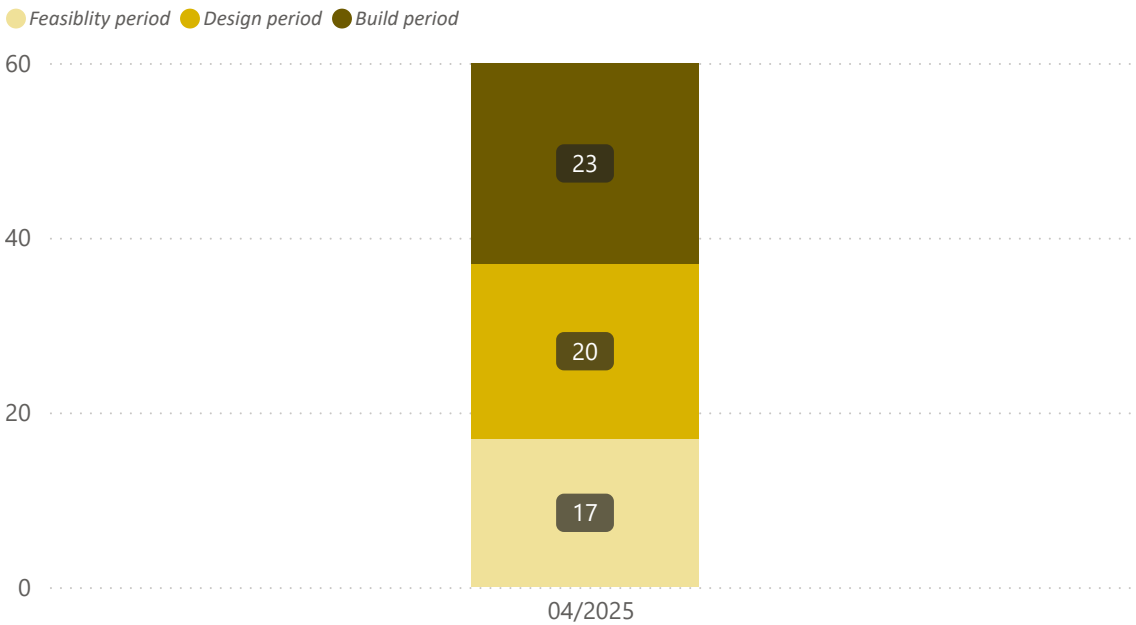
The projects that are slipping are doing so due to circumstances beyond the Service's control.

Note that this measure is starting a new reporting period to try to provide a better overview of the projects underway.

Percentage of the Property Development Service's projects moving forward accoring to the timetable after the full brief is agreed



Service projects according to status



TAI 01: Grants and Projects Unit

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Measure: 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 houses that have come back into use due to Council support has increased again over the previous months to 284 (compared with 269 when it was reported in February 2025).

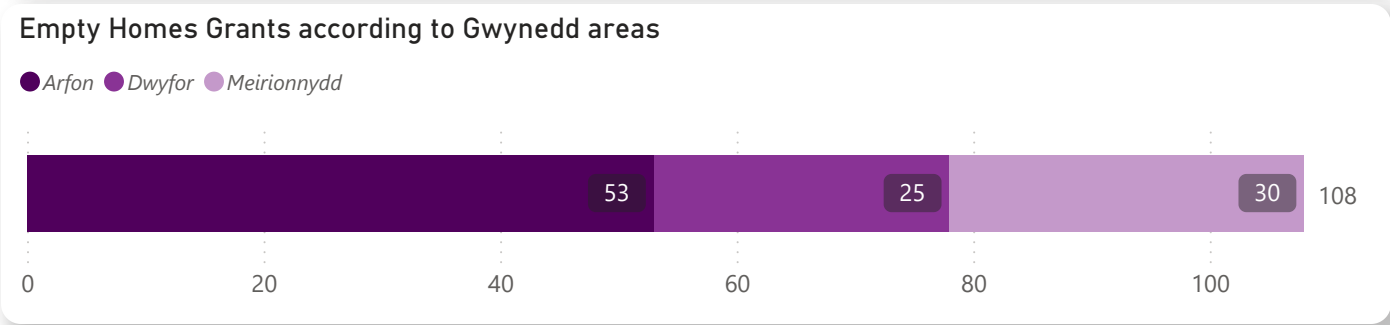
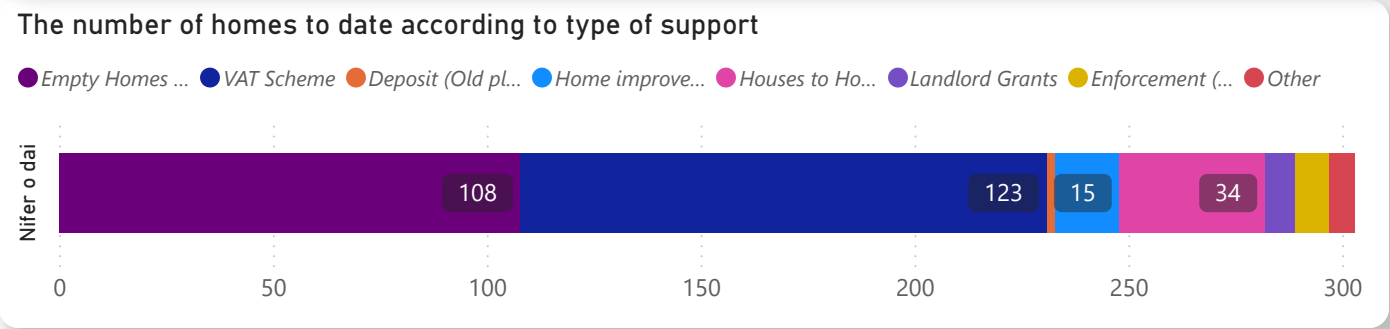
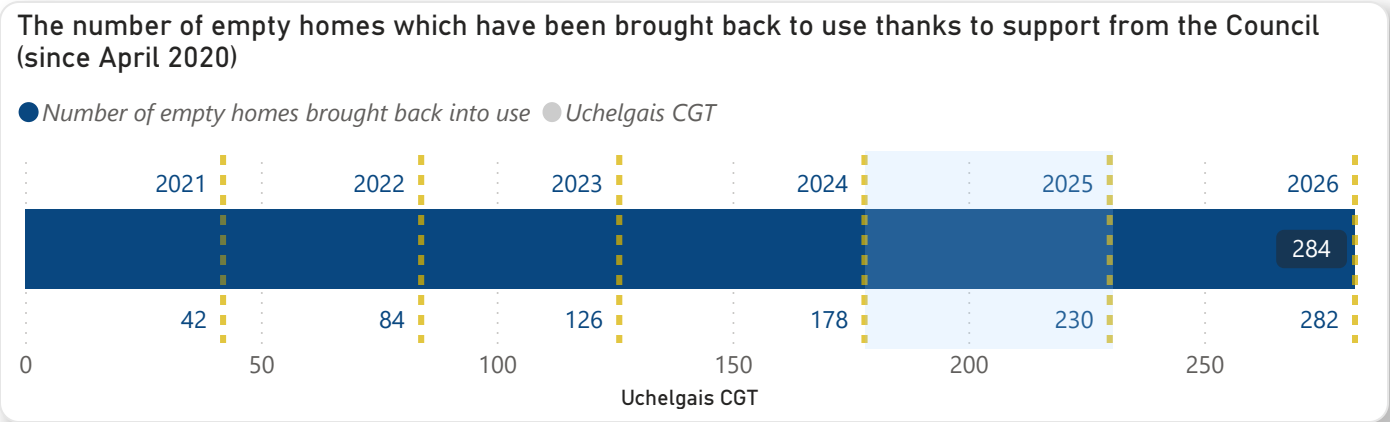
This includes 108 houses that have received grants to renovate empty houses as part of the Housing Action Plan's 3dd project, and £16,837 worth of expenditure in March, and £1,650 in April. This means that a total of £1.27m has been spent. The grants support 3.5 local contractors on average for each application.

We are happy to report that the Empty Homes Scheme (which is the former first-time buyers grant scheme) is attracting several applicants, with 40 applications having been received since it was launched in its new form in autumn 2024, and £365,102 has been approved to help the people of Gwynedd to bring empty homes back into use. The majority of these are in Dwyfor and Meirionnydd.

National Empty Housing Scheme

The National Empty Housing Scheme (which is a Welsh Government scheme) has received a total of 66 applications and 41 are underway and have been passed on to assessment surveyors.

14 applicants have finished the work and there are 14 other applications with work underway.



TAI 02: Grants and Projects Unit

Measure: Days on average taken to complete adaptation works to the homes of disabled people - Enable Grant

The average number of days taken to complete Enablement adaptations and DFGs adaptations (*Disabled Facilities Grant*) have seen a regular, encouraging decrease over the last period, with both figures having stabilised over the last six months. It is also encouraging to note that the average days for this year has reduced compared with the same period in 2024.

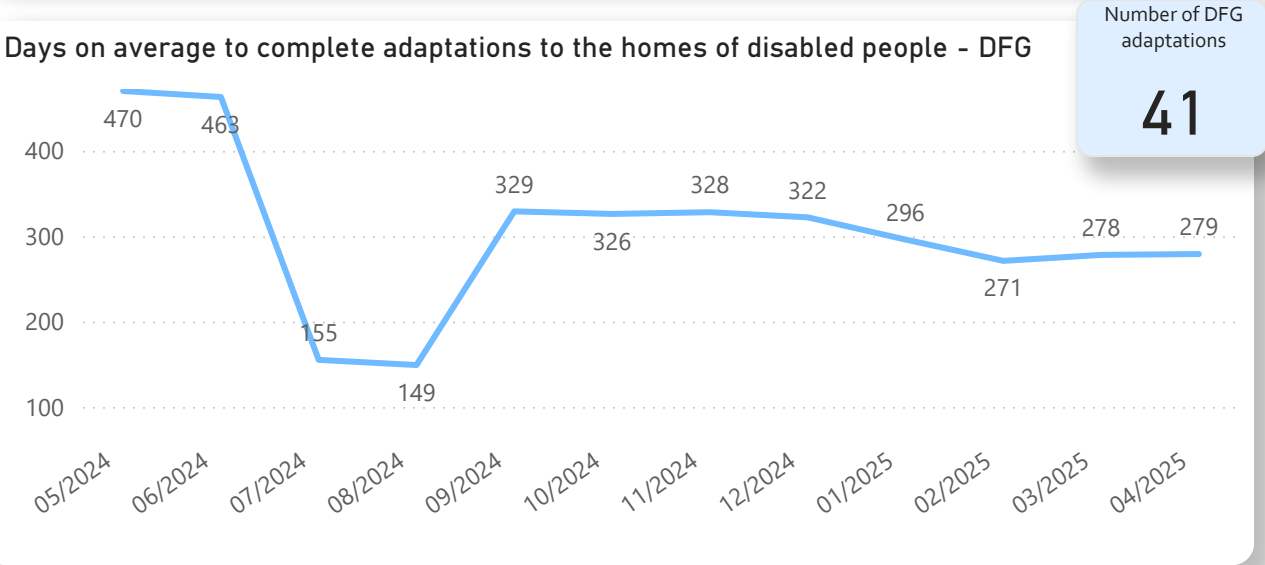
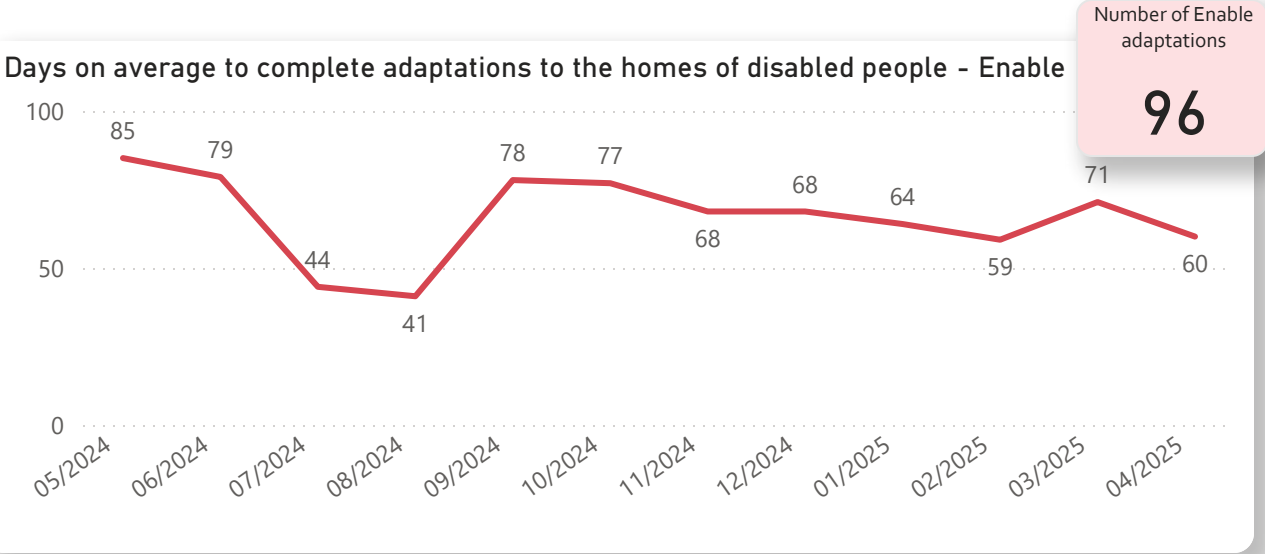
Enable Grant

560 Enable grants have been completed with an expenditure of £2,310,596 to date. These grants ensure that minor adaptations, such as ramps to homes, or rails or stair-lifts are installed to help people to stay in their own homes and continue to live independently. The average time is 60 days in April 2025 and has consistently remained between 60-70 days over the past few months.

DFG Grants

Since April 2020, we have completed 33 adaptations to the homes of disabled children and have spent £1,599,560 on them, which has ensured that those children are able to continue living in their homes. The average time is 279 days in April 2025 and has stabilised greatly since the completion of some applications that had been open for a very long time due to their complexities. Discussions are underway jointly with the Adults and Children Department to review the entire process in relation to children's cases to ensure that it continues to deliver effectively for the people of Gwynedd.

In the same period, 260 adaptations have been completed to the homes of disabled adults, with a £2,605,648 expenditure to date which means that individuals are able to continue living independently at home. As part of the Housing Action Plan, we are also able to award a discretionary loan above the maximum grant normally available to ensure that residents do not miss out because of costs that are slightly above the threshold. Every discretionary loan is repaid when the property is sold.



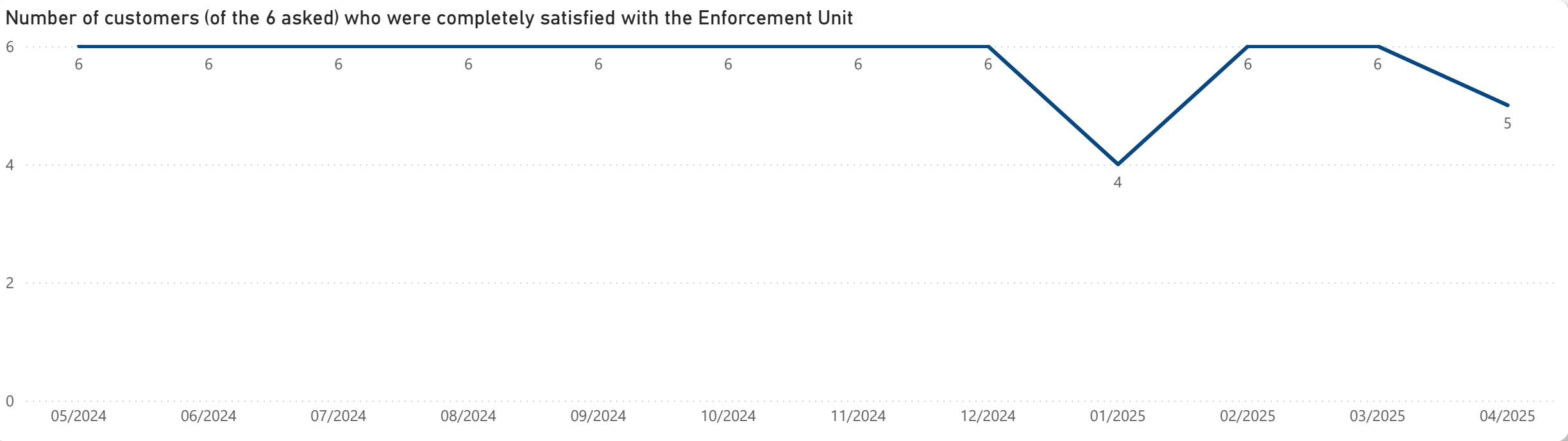
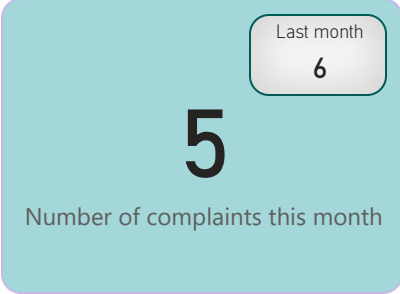
TAI 03: Enforcement Unit

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Measure: Number of customers (of the 6 asked) who were completely satisfied with the Enforcement Unit

The feedback for the Enforcement Unit's service is generally very positive, and the staff are praised regularly.

Note, from the six customers asked for April, only 5 responses were received, however 100% were completely satisfied (i.e. provided a 10/10 score) with the service, with general feedback including appreciation of the responses and quick action from all officers.



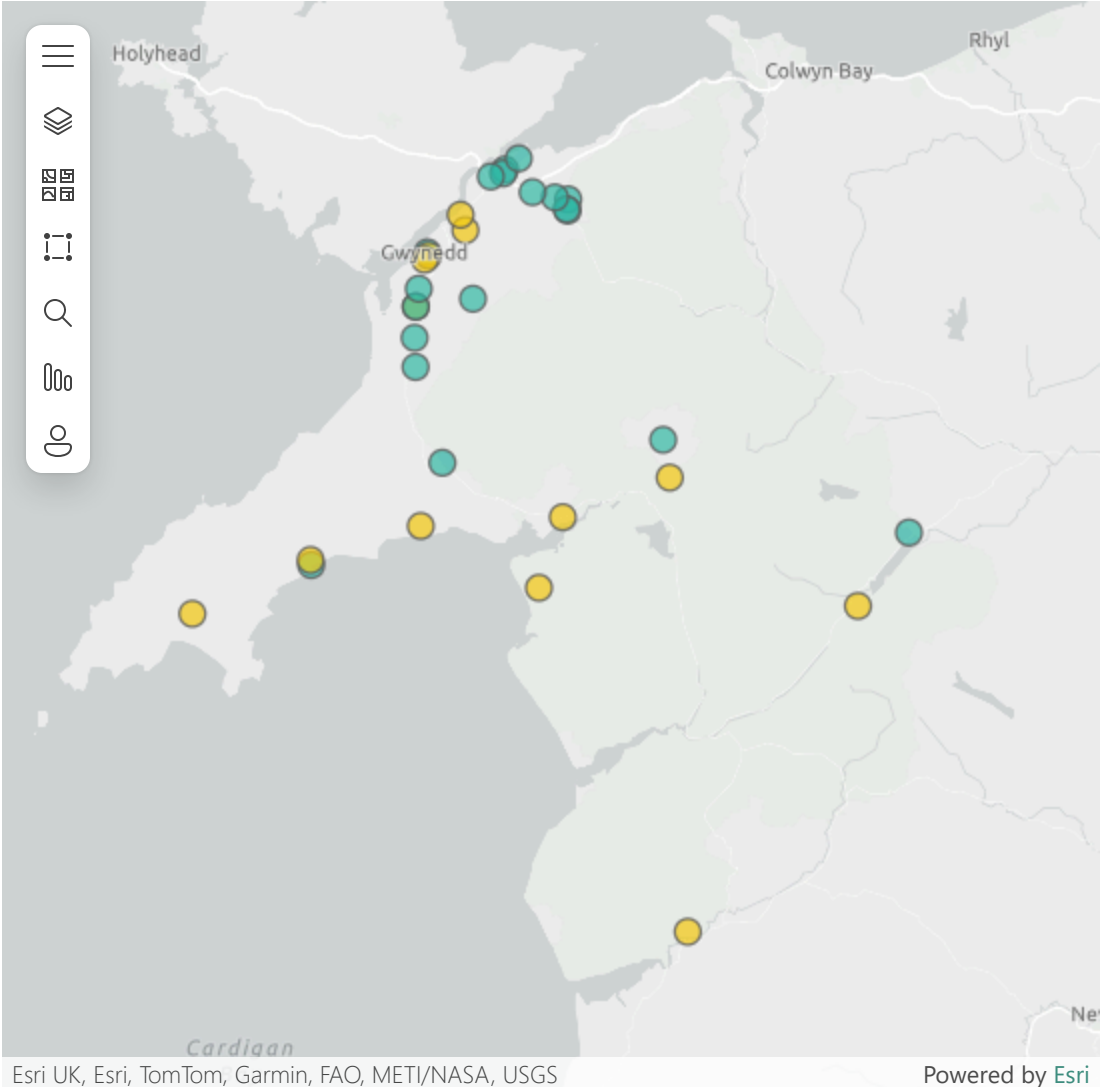
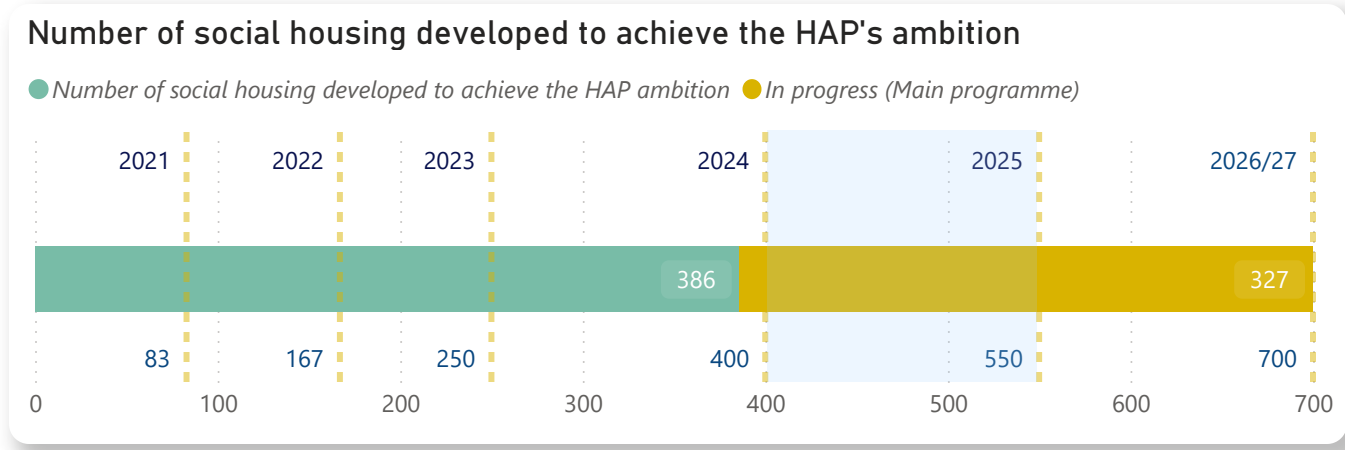
TAI 04: PDP Main Programme

Measure: Number of social housing developed to achieve the HAP's ambition

386 units have been developed to date (an increase of 27 units since the last time we reported in February 2025).

8 units were completed on the new Maes Deudraeth, Penrhyndeudraeth estate in March. Another 19 other units were completed on the estate in April. This estate is a result of successful collaboration between the housing associations of Grŵp Cynefin and ClwydAlyn, and includes a good mixture of 1-4 bedroom properties. It is encouraging to report that tenants have moved into these 27 properties and are busy turning them into homes for themselves and their families.

327 units are underway on the Main Programme, and are at different stages of the process.



TAI 05: Housing Action Plan (HAP)

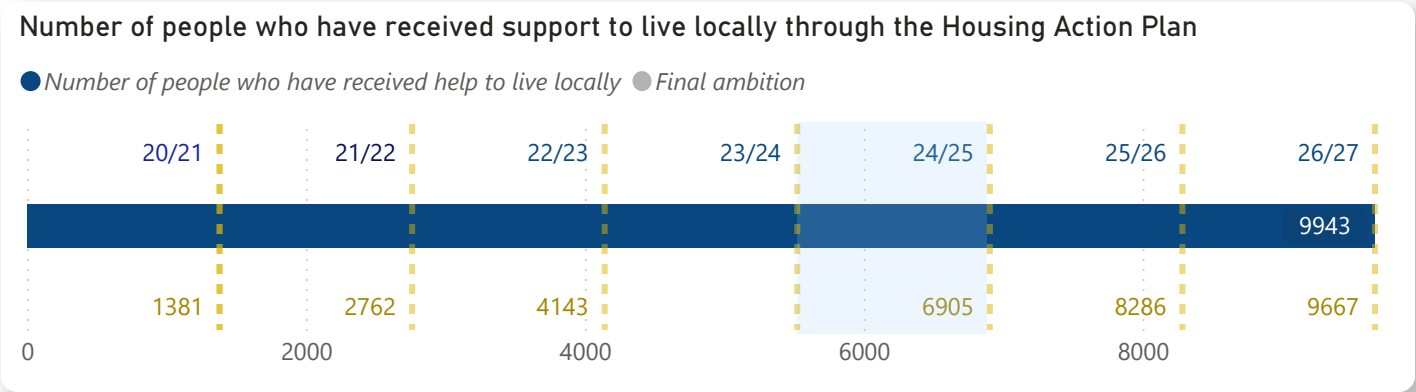
Measure: Number of people who have received support to live locally through the Housing Action Plan

9943 people have received support through one or more of the Housing Action Plan's schemes since it was launched. This can be through many ways, including receiving social or intermediate tenancy (scheme 2a), through our Buy to Let Scheme support (2c) or Homebuy (3f), by receiving a grant to bring an empty house back into use (3dd) or receiving an exemption for additional Council tax whilst renovation work on an empty home is underway (3e), by receiving support or advice from our energy service (4a) or by receiving a grant or a loan to make adaptations to a house to ensure that a disabled person is able to continue living independently at home (5e, 5f, 5ff), and many more.

A report will be presented to the Cabinet on 13 May seeking their approval to extend the Plan for an additional two years (until 2028/29) and earmarking the additional funding that will be received as a result of its extension. Afterwards, we will move on to publish an updated document of the Plan. Should approval for the extension be received, the value of the HAP will increase to approximately £190m (via several financial sources), and 2003 units will be created, and 17,639 people will be helped.

Some highlights as a result of the HAP over the last period:

- **Tŷ Gwynedd - scheme 3a:** There is work on the Llanberis and Coed Mawr sites and is progressing well. There was some delay due to matters with an electricity pole in Llanberis, but contractors are now back on site. The process of considering names for the Coed Mawr site is underway, and we will engage with the pupils of local schools during that process.
- **Engaging and communicating with communities:** During April, a second series of Tai ar Daith commenced – a series of events which take housing officers and associated fields out to the community to speak with Gwynedd residents in the flesh. The first location was Bethesda, and 43 members of the public and councillors came to see us during this event. 3 other events will be held during May and June, in Porthmadog, Tywyn and Nefyn.
- **Energy Conservation Service (4a):** Over the last two months, the Service has helped 825 people. This includes providing advice over the phone, providing support to people in events across the County, as well as home visits. During the same period, the team distributed 656 energy vouchers to residents in need who are on pre-payment meters in Gwynedd, with £24,719 worth of expenditure. Since the beginning of the Plan, we have distributed 5,671 vouchers worth £236,055 – funding that has gone directly to the most vulnerable residents in the county.



TAI 06: Housing Action Plan: The 'Buy to Let' Scheme

Measure: Number of homes purchased through the Buy to Let Scheme

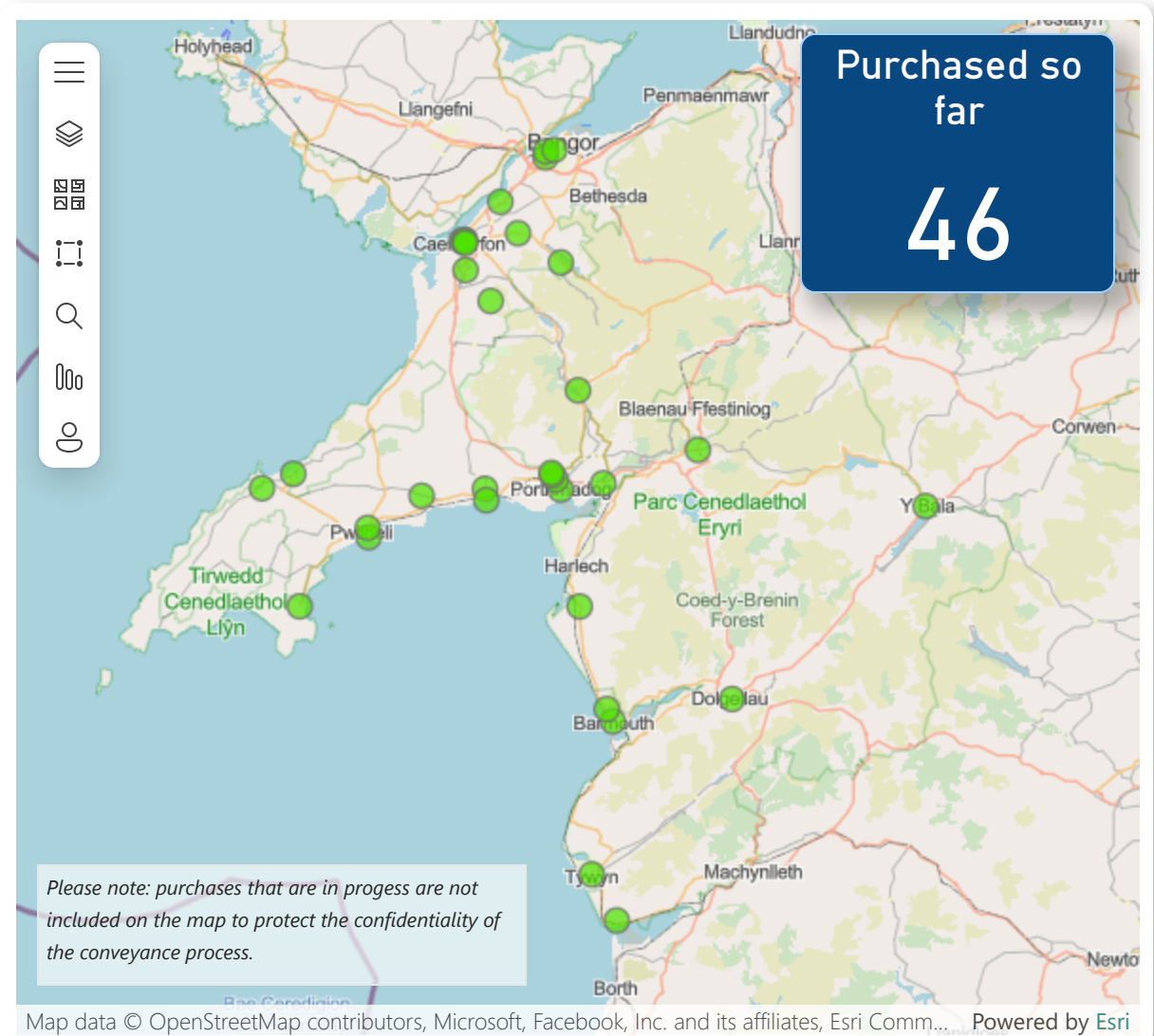
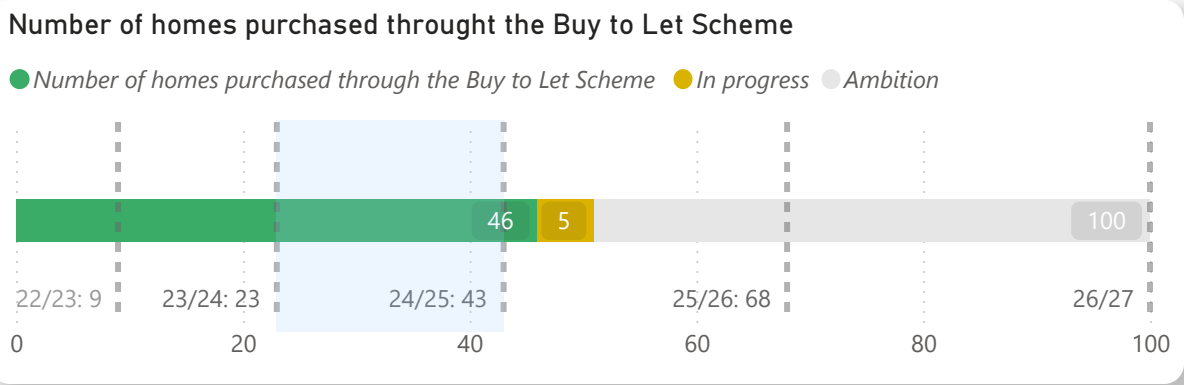
46 properties have been purchased through the Buy to Let Scheme to date and we are happy that our ambition for the number of purchases in the 2024/25 financial year (namely 43) has been reached.

The latest house was purchased in Bangor.

There are 5 purchases underway, and we are also in the process of negotiating 6 other purchases currently.

From the 46 now in our possession:

- 16 houses are currently on let
- 3 are ready to be marketed following the completion of renovation work
- renovation work is progressing in 20 houses
- 7 are almost ready to go out to tender for contractors



TAI 07: Commissioning Unit (Housing Support Grant)

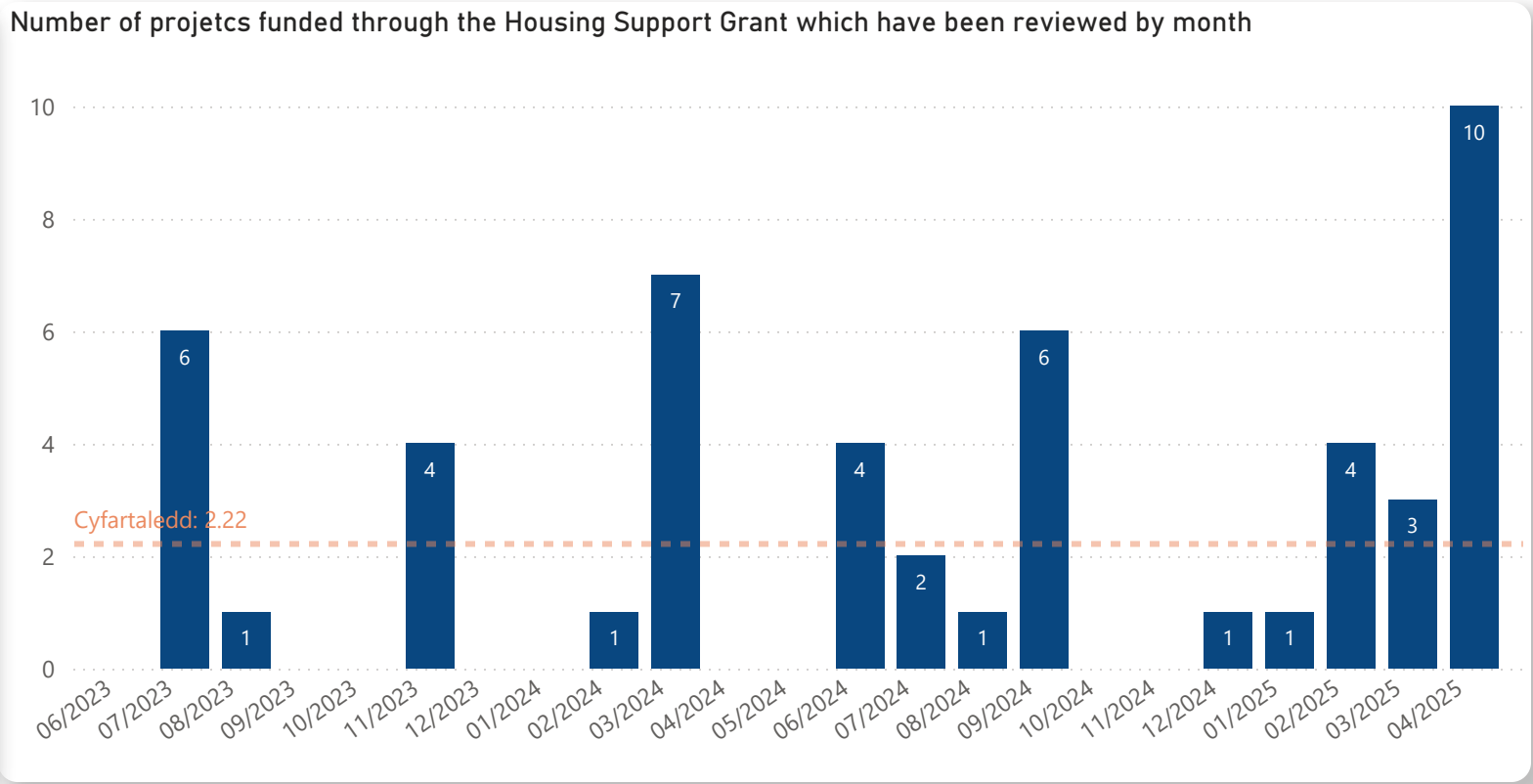
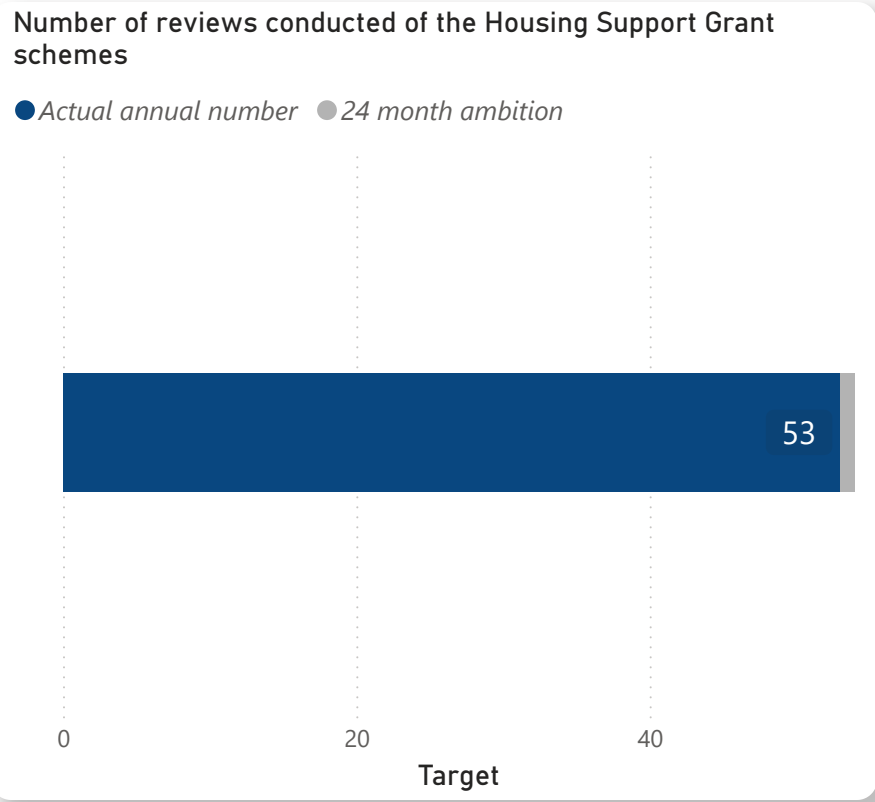
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Measure: Number of reviews conducted of the Housing Support Grant schemes

3 reviews were held in March 2025 and 10 reviews in April 2025.

10 reviews have been held during April with the reports being published in May. There is one scheme left to be reviewed, and we will restart the review procedure in the next financial year.

As well as conducting reviews, the team is undertaking cyclic work every six months associated with the need to report to the Government on the Housing Support Grant's Outcomes Framework, and we are happy to note that this required work is now about to be completed ahead of schedule



TAI 08: Homelessness Service

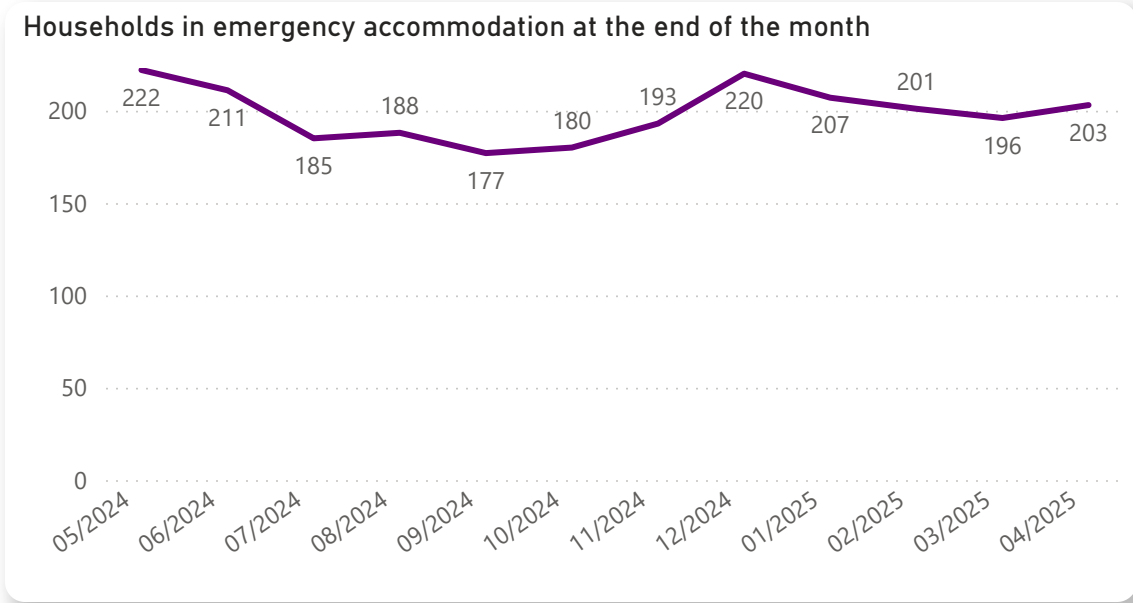
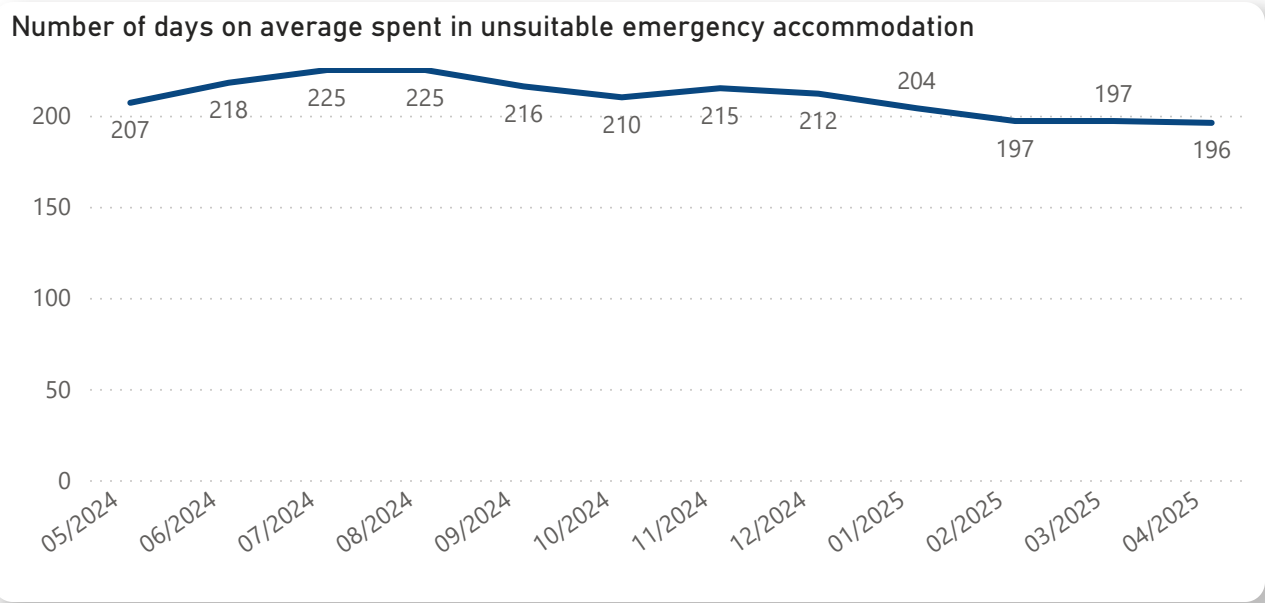
Measure: Number of days on average spent in unsuitable emergency accommodation

It can be seen that the average days spent in emergency accommodation (graph on the left) shows an encouraging, consistent reduction since the beginning of the year.

The Homelessness Service has been working tirelessly over the past year to try to reduce our reliance on temporary accommodation – that being from a moral perspective to ensure that our clients are placed in suitable accommodation, and also from a financial perspective to reduce our expenditure on unsuitable accommodation. It is encouraging to report that our officers' efforts to prevent more cases, strengthen arrangements and be stronger in our stance in some appropriate cases are bearing fruit – during 2024/25, being placed in emergency accommodation saw a reduction of almost 100 households compared to 2023/24.

We have started to see an increase in the number of people in accommodation over the last two months, as the graph on the right shows, and we will monitor this closely over the coming weeks.

In terms of homelessness presentations, these have remained on a consistent level over the year and are similar to the pattern seen last year. Indeed, by the end of March, the number who had presented as homeless over the year was 956 households (37 households less than the number in 2023/24).

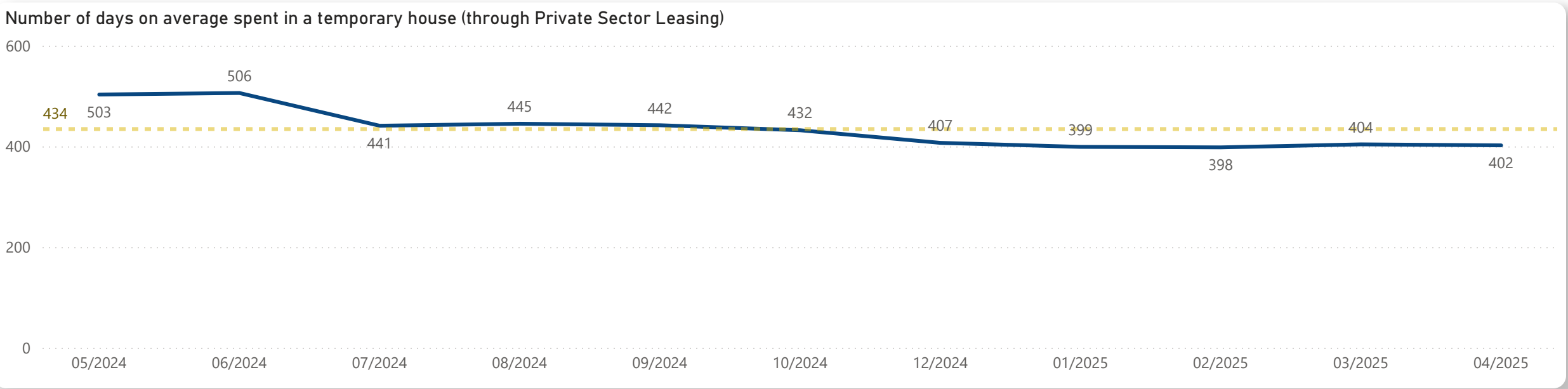


TAI 09: Homelessness Service

Measure: Number of days on average spent in a temporary house (through Private Sector Leasing)

There is a slight reduction again in April in the time that households spend in a property leased from the private sector (LSP) – 402 days, a reduction of 2 days compared with March.

This is mainly due to the extreme shortage of suitable and affordable long-term housing in the county. The high demand for social housing, lack of availability of one-bedroom properties and suitable properties, as well as the increasing pressures on the private rental market – which is driven by higher rent and fewer landlords willing to let to people who receive benefits – all contribute to a delay in ensuring options for moving forward. Consequently, although the pattern of the data suggests an encouraging reduction in the days spent at this type of property compared with the same time last year, we believe that LSP is used often beyond its original temporary purpose and leads to individuals and/or families spending too much time before being offered permanent accommodation.



TAI 11: Housing Options Team

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Measure: Days on average on social housing waiting list (excluding band 4)

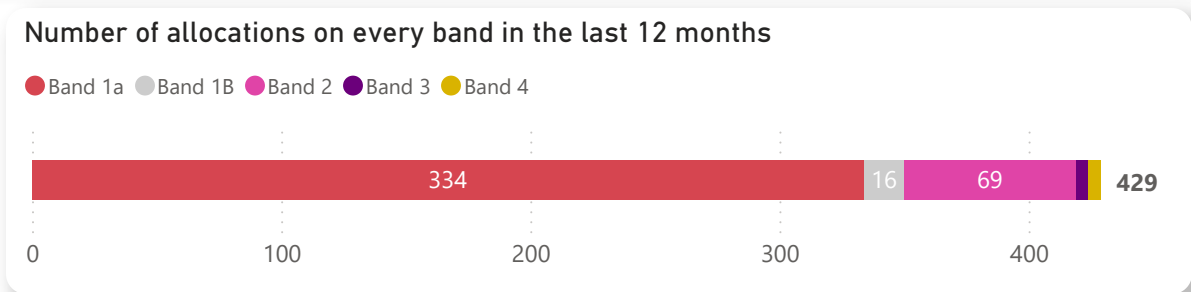
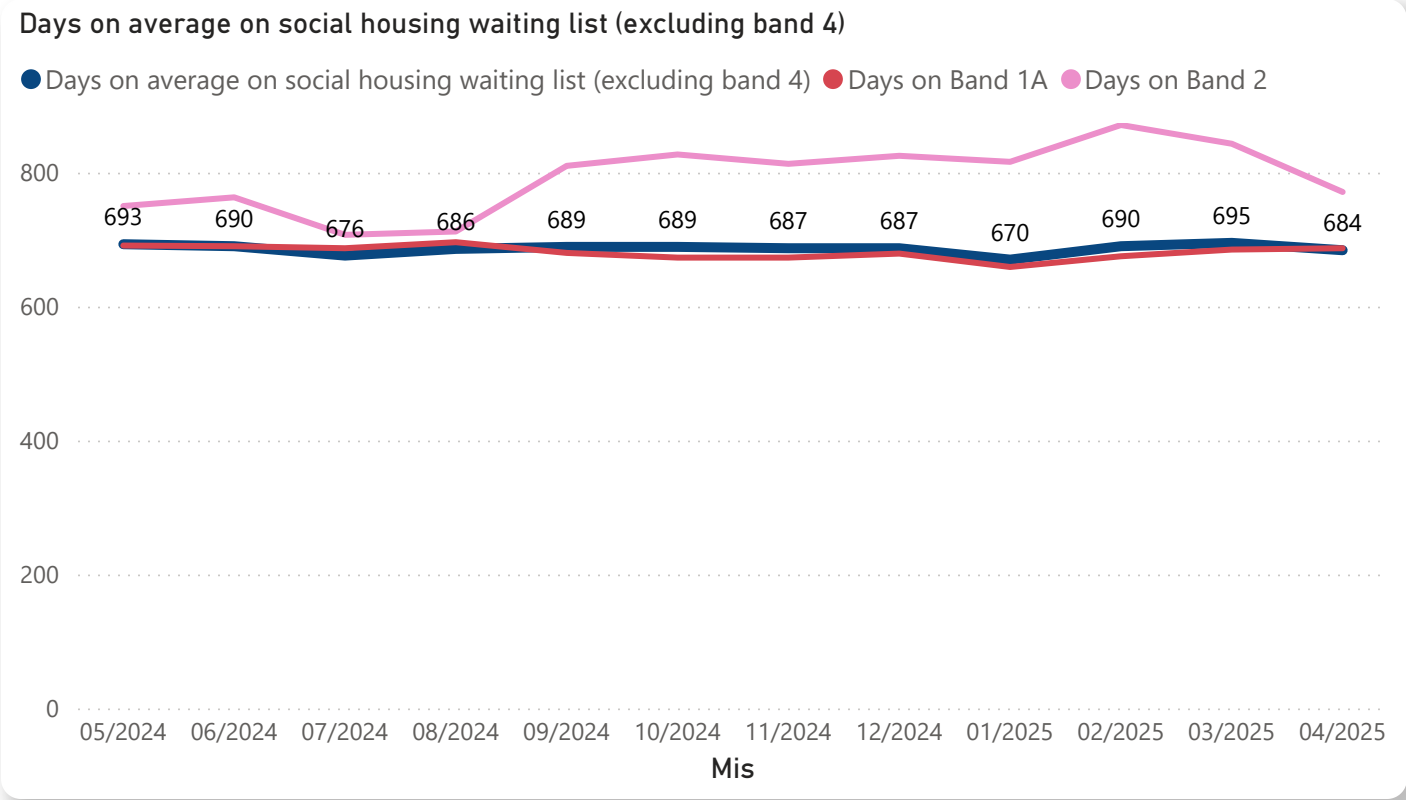
For over a year, the average days on the waiting list for social housing has stabilised to under 700 days after a consistent period above that. The number of days has reduced by over 10 days between March and April, from 695 to **684**. Applications in band 1a on average wait 684 days to get a property and this band also has the highest number of lettings, 35 out of 41 lettings.

The team continues to receive a high number of calls and correspondence – 3,185 e-mails were received in March, on top of dealing with 128 application forms and 57 documents to support applications. The team manages to process applications in 4.17 days on average, which is 3 days earlier than the previous month. However, we expect that the processing time will increase over the next month or two as the team undertakes the essential work of testing the team's new system.

The work on establishing a new system continues, and there is further delay on the developer's end as loading historical data into the new system becomes a barrier. It was not possible to launch the system on 31 March as intended, and we are expecting an amended timetable from the company following escalation steps from the Council.

Last months's allocations

35	1	5	0	0
Band 1A	Band 1b	Band 2	Band 3	Band 4

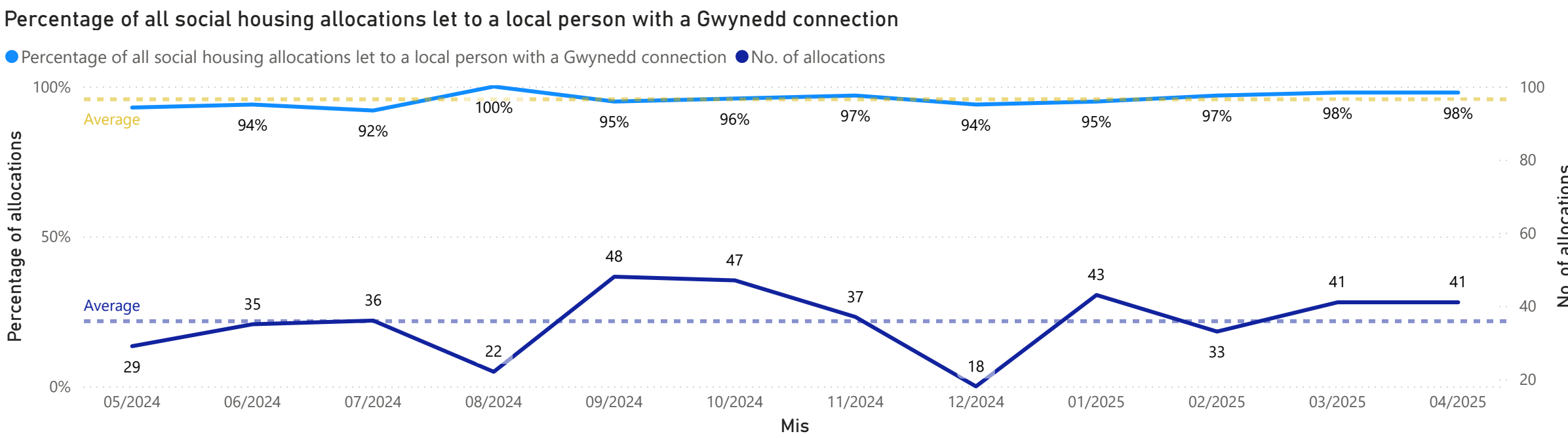


Measure: Percentage of all social housing allocations let to a local person with a Gwynedd connection

In March and April 2025, 98% of the social housing lettings went to a local family or a person with a connection to Gwynedd.

Over the last year, on average, 96% of lettings have gone to people with a connection to Gwynedd, in accordance with what is defined by the Common Housing Allocations Policy and which is a statutory requirement on us as a Council.

148 waiting lists were prepared for the Housing Associations by the team in March, and 77 in April. There was a significant increase in March compared to February, where 72 were prepared. The increase is mainly as a result of the new Maes Deudraeth, Penrhyndeudraeth development where families have already moved in, and others are moving in May. We also anticipate a further increase in the lettings over the next few months, as some of the housing associations' property renovation work is completed.



TAI 13: Fuel Poverty

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Measure: Number of homes that have seen an improvement in their Energy Performance Certificate

Total of EPC improvements: 753

Monthly EPC improvements



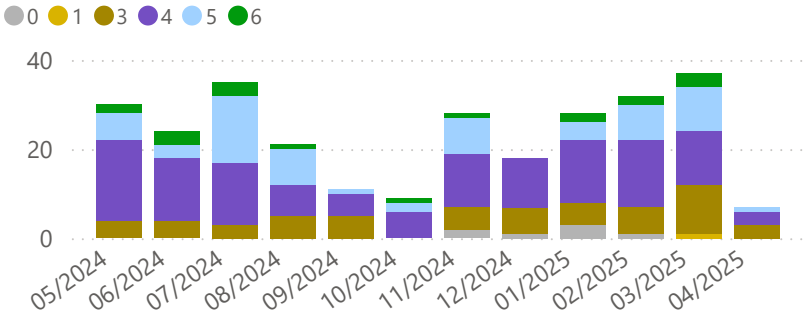
This is a measure which looks at the increase in EPC levels on houses that have received Eco 4 support. The Eco 4 Scheme started in October 2022 and the data for May 2023 in the graph below is a combination of 8 months of data. Between October 2022 and April 2025, 753 houses have seen an improvement in their energy performance with an increase in the EPC (*Energy Performance Certificate*) with 70 having increased to A, 563 to B and 101 to C. This means that there has been an expenditure of over £10M on houses in Gwynedd since the beginning of ECO 4.

Alongside this, 1430 applications have been approved in the same period. The improvements that are happening include insulating the walls and roofs, heating schemes and solar panels. Members' attention is drawn to the fact that there will be a prominent difference between the approval figure and the progress figure when reporting every time. There are various reasons for this difference:

- The time it takes for contractors to set the meter
- The weather
- Conservation Area
- The customer wants to delay/stop for personal reasons
- People withdrawing for different reasons (e.g. do not want the trouble of redecorating)
- Not enough funding offered by the funders which means that the plan is unviable
- Financiers are slow giving their seal of approval

As a result, the data will consistently change as work is completed.

Number of improvements in EPCs (in grades)



Homes' new EPC grades

