

# Public Document Pack



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To: Cllr Ron Hampson (Chairman)

Councillors: David Cox, Paul Cunningham, Peter Curtis, Ron Davies, Rosetta Dolphin, Ian Dunbar, Jim Falshaw, Alison Halford, George Hardcastle, Ray Hughes, Brian Lloyd, Sara Parker, Mike Reece and Gareth Roberts

3 May 2016

Dear Councillor

You are invited to attend a meeting of the Community and Enterprise Overview & Scrutiny Committee which will be held at 10.00 am on Monday, 9th May, 2016 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

## A G E N D A

### 1 APOLOGIES

**Purpose:** To receive any apologies.

### 2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

**Purpose:** To receive any Declarations and advise Members accordingly.

### 3 SHARP - THE WALKS, FLINT COUNCIL HOUSING DEVELOPMENT (Pages 3 - 18)

Report of Chief Officer (Community and Enterprise) enclosed. Portfolio of the Cabinet Member for Housing.

**Purpose:** To update the Committee on the agreement to develop The Walks, Flint, as part of the Council's Strategic Housing and Regeneration Programme (SHARP).

4 **WELSH HOUSING QUALITY STANDARD COMPLIANCE POLICY - VERIFICATION AND MAINTAINING THE STANDARD** (Pages 19 - 52)

Report of Chief Officer (Community and Enterprise) enclosed. Portfolio of the Cabinet Member for Housing.

**Purpose:** Development of a Strategy and approach to verifying achievement of the Welsh Housing Quality Standards.

5 **IMPROVEMENT PLAN 2016/17** (Pages 53 - 78)

Report of Chief Executive and Chief Officer (Community & Enterprise) enclosed. Portfolio of the Cabinet Member for Housing and Cabinet Member for Economic Development.

**Purpose:** To enable consideration of areas of the draft Improvement Plan 2016/17 relevant to the Community & Enterprise Overview & Scrutiny Committee

6 **FORWARD WORK PROGRAMME** (Pages 79 - 86)

Report of Community and Enterprise Overview & Scrutiny Facilitator enclosed.

**Purpose:** To consider the Forward Work Programme of the Community & Enterprise Overview & Scrutiny Committee.

Yours faithfully



Peter Evans  
Democracy & Governance Manager



## COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Monday 9 <sup>TH</sup> May 2016
<b>Report Subject</b>	SHARP - The Walks, Flint Council Housing Development
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Community & Enterprise)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

This report seeks Scrutiny support to develop council housing on The Walks, Flint as part of the Council's Strategic Housing And Regeneration Programme (SHARP).

The proposed housing scheme will see the development of 30 new Council homes on the former maisonettes site which will maximize the housing opportunities available to local people living in Flint. The housing will be managed within the Housing Revenue Account (HRA).

This report provides an update on the mobilisation works undertaken to date in readiness to commence the construction of the scheme in September 2016.

The report details standard scheme development assumptions which will be utilised to assess the viability of individual schemes against costs.

### RECOMMENDATIONS

1	Scrutiny support the development of 30 new Council homes on The Walks, Flint House for a total cost of £3.95M.
2	Scrutiny approves the development of joint Marketing and Estate Management Strategies (including Local Lettings Policy) with NEW Homes for The Walks.

## **REPORT DETAILS**

<b>1.00</b>	<b>Background</b>
1.01	Following Cabinet approval in June 2012, Flintshire County Council has been implementing the Flint Master Plan which now forms part of a wider housing and regeneration programme for the town. The Flint Strategy and Master Plan sets out a route map for the transformation of Flint, building upon its many assets. It has been prepared by Flintshire County Council in partnership with local residents, local businesses and other key stakeholders.
1.02	A priority of the Master Plan has been the redevelopment of The Leas and The Walks maisonettes sites in Flint town centre. The Leas comprised 62 units in total and are located adjacent to the Pavilion Leisure Centre, whilst The Walks comprised 152 units and covered the site around the Castle Heights high rise flats.
1.03	The condition of the precast concrete structure of the maisonettes had deteriorated markedly and had become a blight on the town. Their poor condition also incurred significant and on-going maintenance costs for the Council's Housing Management service. Whilst the maisonettes were capable of being improved to meet the Welsh Housing Quality Standard (WHQS), the design was dated, with limited defensible space, shared upper walkways, and no provision for vehicle parking adjacent to or near to homes. The physical condition of the homes were poor with significant concrete deterioration, resulting in regular inspection and removal of loose pieces and deterioration (due to age) of walkway coverings resulting in water penetration and dampness. The communal heating systems in place, unfortunately, suffered regular breakdowns despite significant investment.
1.04	In addition to their poor condition, low thermal values which made them expensive for low-income households to heat. The maisonettes had also become unpopular with potential tenants and growing issues of anti-social behaviour across the scheme had become increasingly prevalent during recent years.
<b>1.05</b>	<b>Tenant Consultation</b>
1.06	Within the context of these issues, the Council undertook a major consultation event with tenants living on both The Walks and Leas site to receive their views and aspirations for the future of the site and inform options which the Council would further investigate. Two consultation events were held with residents- the first on 18 <sup>th</sup> May and the second on 15 <sup>th</sup> September 2011. At the first meeting approximately 50 tenants were in attendance and following presentation of key information and an open question and answer session, an informal show of hands was taken which was almost wholly in favour of supporting a proposal to demolish the maisonettes.
1.07	During the consultation events with residents, reference was made to the impending Housing Ballot Project and reference made to the "Choices

	<i>Document</i> ” which made explicit the Council’s intention that irrespective of the outcome of the ballot the proposal was to empty and then demolish the Flint maisonettes.
1.08	A report recommending a phased programme to empty and demolish the Flint maisonettes complex in preparation for a housing and regeneration scheme was approved on 13 <sup>th</sup> December 2011. All of the tenants living on the Walks sites have been re-housed and the demolition programme undertaken by the Council was completed in September 2015.
1.09	In order to facilitate the redevelopment of The Walks, Flint (and subsequently other sites across Flintshire), Cabinet approval was given in September 2014 to undertake a major procurement process to appoint a development partner, with the aim of developing 500 new homes (200 council housing and 300 affordable housing) at a range of sites across the county, alongside commissioning a range of linked regeneration initiatives and community benefits. In June 2015 following an extensive procurement exercise, Wates Living Space were appointed as the Council’s preferred Development partner for the next five years. The Strategic Housing And Regeneration Programme (SHARP) will have an initial period of 5 years. The Programme is overseen by the SHARP Partnership Board whose decisions are subject to approval by Cabinet.
1.10	<b>Considerations</b>
1.11	The proposed re-development of The Walks will bring to the town a significantly improved housing offer for Flint town centre, utilizing traditional construction methodology which will provide thermally efficient, well planned and secure properties for the current and future residents of Flint to reside in. The priority when developing the scheme is that the new homes constructed will provide a successful legacy with regard to the individual homes and the immediate neighbourhoods where they are located as well as providing a connected relationship with other town centre residential properties and commercial and retail facilities. It is widely recognised that the re-development of The Walks is a once in a generation opportunity to re-plan this key town centre site
1.12	Appendix 1 shows the overall layout of the proposed scheme for The Walks, Flint. In preparing the overall design, the primary consideration has been to address the proximity of the Flint Conservation Area and also deliver the objectives of the Flint 2012 Master Plan in reinforcing the linkages between Flint Castle and the town centre. The proposed new road pattern and estate layout reflects the historic urban grid and suggests a recreation of John Speed’s original town map and town perimeter.
1.13	As Flint was originally constructed as a planned town based around a cruciform of streets, the design intent of the architectural proposals seeks to recreate this street pattern. The proposed design fully reflects the important connectivity to the Town Centre Conservation Area and brings together a design that corresponds and relates well to the storey height, mass and palette of materials already featured within the Conservation Area. Clwyd-Powys Archaeology Trust (CPAT) have a long-standing interest in Flint with excavation works already being undertaken to the neighbouring Leas Site. Further work is planned to be undertaken on the

	site of The Walks to learn more about the original grid pattern of the original settlements.												
1.14	The design and layout of the scheme has also been informed by the panel of the Design Commission for Wales (DCW). The Design Review Service allows development plans and proposals throughout Wales to be considered by the Design Commission for Wales' independent, expert multi-disciplinary team. The Design Review Service aims to assist Local Planning Authorities, public authorities' developers, designers and others to support aspiration and ambition for good, sustainable design quality, to strengthen their own design guidance, and review procurement approach and development practices. The service aims to help identify early opportunities for good design quality in development proposals in the planning system and assist Local Authorities to secure public value through design excellence. A positive report was received from the DCW on the proposed scheme design and layout.												
1.15	<b>Council Property Mix</b>												
1.16	The table below shows the proposed mix of Council properties. <table border="1" data-bbox="616 943 1059 1234"> <thead> <tr> <th></th> <th>Council</th> </tr> </thead> <tbody> <tr> <td>1 Bed Apartment</td> <td>4</td> </tr> <tr> <td>2 Bed Apartment</td> <td>2</td> </tr> <tr> <td>2 Bed House</td> <td>18</td> </tr> <tr> <td>3 Bed House</td> <td>6</td> </tr> <tr> <td><b>Sub Total</b></td> <td><b>30</b></td> </tr> </tbody> </table>		Council	1 Bed Apartment	4	2 Bed Apartment	2	2 Bed House	18	3 Bed House	6	<b>Sub Total</b>	<b>30</b>
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1.17	<b>Management of The Walks</b>												
1.18	The 30 Council properties will be managed within the Housing Revenue Account (HRA), whilst the 62 affordable properties will be managed by NEW Homes. A joint Local Lettings Plan will be developed to ensure good management of the stock for the sensitive allocation of properties to local Flint residents. Joint working arrangements will also be developed around tenancy management and repairs services to all residents living on the scheme moving forward – regardless of who their landlord will be.												
1.19	<b>Marketing of the Scheme</b>												
1.20	The overall vision for marketing The Walks will be to create a united marketing strategy that supports all tenures in the needs and aspirations for the potential residents and reinforces the presence of the partnership between the Council and NEW Homes. The marketing of The Walks will encompass developing a single brand that is easily recognised by local people and reflects the dynamism of an effective public / private partnership. This will be designed and agreed with the Council and Wates Living Space.												
1.21	<b>Key Design Features</b>												

1.22	<p>All of the properties proposed have been designed in strict accordance and compliance with the NEW Homes approved Flintshire Housing Standard as follows:</p> <ul style="list-style-type: none"> <li>• All properties proposed, including apartments and houses, are elevated, designed and positioned to be tenure blind and are designed and architecturally detailed in an identical manner irrespective of the form of tenure proposed.</li> <li>• The scheme fully complies with the space standards and room layouts outlined and in many instances the properties are provided and proposed at the upper level of the anticipated and required square metre age</li> <li>• All properties proposed in ‘The Walks’ development contain an element of internal storage in order to comply with the requirements of modern day living.</li> <li>• External storage is proposed to the houses</li> <li>• To all houses on the development gardens have been designed to be private, secure and to have minimal overlooking from adjacent properties. In all instances private amenity garden spaces are in excess of 30 sq. m, with the house type layouts providing immediate and direct access to the garden spaces from the property. Most rear gardens are accessible from the rear of the properties through private and secure footpaths featuring lockable gates to the garden entrances in order to fully comply with the requirements of Secured by Design.</li> <li>• The design approach to the car parking solution is to ensure that each dwelling is provided with ‘within curtilage’ car parking with the overall development providing 153 car spaces, giving an overall ratio in excess of 150%. In most instances car parking to individual dwellings is clearly overlooked from primary habitable rooms within the dwelling in order to provide secure and controlled car parking facilities for the residents. The car parking spaces provided for the apartment block and Castle Heights are also visually controlled from the proposed and existing dwellings in order to provide safe and secure car parking facilities.</li> </ul>
1.23	<p>Following planning approval on the 22<sup>th</sup> February 2016, it is proposed that the build for the scheme will commence September 2016. The handover of the properties will be phased over an 18 month build period, with a projected completion in March 2018. Appendix 2 shows the proposed phasing for The Walks.</p>
1.24	<p><b>Standard Development Scheme Assumptions</b></p>
1.25	<p>The following Standard Development scheme assumptions have been applied to the scheme.</p> <p>Management costs - £400 per annum</p> <p>Maintenance Costs - Year 1 - £100 (defects liability should cover anything apart from gas servicing)</p>

	<p>Years 2/3 -£200 Year 4+ - £400</p> <p>Major repairs - 0.7%, deferred to 5 year</p> <p>Voids/bad debts - 2.5%</p> <p>Year of payback - 50</p>
1.26	It is proposed to review the Development Scheme Assumptions periodically to ensure these remain prudent. For major regeneration schemes or schemes on difficult brownfield sites, some additional scheme investment may be needed to support full scheme cost recovery in 40 years. This could be in the form of commuted sums, deferred land receipts or additional investment from the Council.
1.27	<b>Scheme Costs</b>
1.28	Appendix 3 provides detail on scheme costs and financial assumptions. The current anticipated scheme cost for the Council element of the scheme is £3.95M. These have been subject to on-going value engineering and challenge.
1.29	<b>Funding of The Walks, Flint</b>
1.30	For public-finance routes, the Council's position is strong given the voluntary agreement for Housing Revenue Account (HRA) self-financing. This option offers routes to long-term debt which remain good value for money for the Council. Alongside completion of the Welsh Housing Quality Standard (WHQS) for the existing stock, the Council has been successful in securing an additional allocation of borrowing headroom for a HRA new build programme (£14,757m) and the HRA is likely to generate further revenue and borrowing headroom during the life of this programme.
1.31	With this in mind, it is considered appropriate for prudential borrowing to be utilised by the Council (as the preferred option) for the provision of new Council Housing within the Programme. Whilst this approach will be reviewed on a site by site basis, this option is cost effective and considered appropriate for The Walks scheme as the Council properties will remain in the ownership of the Council and the anticipated level of expenditure is sustainable within the context of HRA self-financing.
1.32	Now that Council's across Wales are starting to develop proposals to start their own housebuilding programmes, it would be beneficial (and appropriate) for them to have access to grant and loan funding to support new development in the same way that Housing Associations do. Work is underway with Welsh Government to consider and develop proposals for this through the Housing Finance Grant (HFG) II. The exact details for the scheme are currently being developed with the view of Council's being eligible to bid for funding from 2017/18 onwards.
1.33	<b>Future SHARP Schemes</b>
1.34	Moving forward, SHARP Council housing schemes including at Maes y Meilion and Heol y Goron, Leeswood and Redhall, Connah's Quay will be



	presented to Cabinet in June 2016 for approval to prepare a planning application following planned public consultation events.
<b>1.35</b>	<b>Community Benefits</b>
1.36	It is envisaged that the construction of The Walks will deliver a number of positive community benefits to the town including increased trade to local contractors and local supply chain and during the construction period, the use of local labour and training opportunities for local residents, including an estimated 14 apprenticeships being created to work on The Walks and other SHARP housing schemes.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>																																			
2.01	£14.757M borrowing headroom was made available to the HRA for a House building programme via Self-financing Each scheme will require individual cabinet approval and each scheme will be assessed against the scheme development criteria identified in 1.27 of this report. The process for doing this will provide for total scheme costs plus financing costs and management costs to be offset against rental income over 50 years.																																			
2.02	Scheme costs and financial analysis are attached at Appendix 3. This shows total scheme costs of £3.95M and how the scheme performs against scheme development assumptions identified in paragraph 1.27. The scheme achieves pay back within 50 years these are inclusive of additional costs required due to the nature of the site, the Council's quality standard and changes to CDM regulations.																																			
2.03	In addition to 92 much needed Council and Affordable properties being provided and a broad range of community benefits delivered, the Council will also receive an annual revenue stream of £95,483.73 from Council Tax payable on the site. This is broken down as follows:																																			
2.04	<table border="1"> <thead> <tr> <th>Scheme</th> <th>Property Type</th> <th>Number of Properties</th> <th>Council Tax per Property</th> <th>Total Council Tax</th> </tr> </thead> <tbody> <tr> <td rowspan="5"><b>The Walks, Flint</b></td> <td>2 Bed House</td> <td>41</td> <td>£1051.70</td> <td>£43,119.70</td> </tr> <tr> <td>3 Bed House</td> <td>21</td> <td>£1,201.93</td> <td>£25,240.53</td> </tr> <tr> <td>1 Bed Apartment</td> <td>10</td> <td>£901.45</td> <td>£9,014.50</td> </tr> <tr> <td>2 Bed Apartment</td> <td>20</td> <td>£901.45</td> <td>£18,029.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td><b>Total</b></td> <td></td> <td></td> <td></td> <td><b>£95,483.73</b></td> </tr> </tbody> </table>				Scheme	Property Type	Number of Properties	Council Tax per Property	Total Council Tax	<b>The Walks, Flint</b>	2 Bed House	41	£1051.70	£43,119.70	3 Bed House	21	£1,201.93	£25,240.53	1 Bed Apartment	10	£901.45	£9,014.50	2 Bed Apartment	20	£901.45	£18,029.00						<b>Total</b>				<b>£95,483.73</b>
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3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	There has been significant community consultation through Flintshire County Council for the site prior to this application. The proposed scheme was subject to a further community consultation on Friday 9th October at Flint Church from 2pm till 7pm. For the event Halliday Clark provided 12 information boards on the proposal. The consultation was attended by staff from Flintshire County Council Halliday Clark Architects and Wates Living Space. A register was taken with 73 names signed.
3.02	Consultation has also been undertaken with Design Commission Wales (DCW) on the proposed design and layout of The Walks.
3.03	A Business Consultation Event was held on Tuesday 22 March at St Mary's and St David's Church, Flint for businesses based in Flint.

4.00	RISK MANAGEMENT
4.01	An overall Strategic Risk Register has been established for the SHARP Housing Programme. This is in addition to the scheme specific Risk Register for The Walks which is regularly updated in relation to emerging and changing risks.
4.02	The SHARP team continues to develop a framework for managing risk and opportunities the programme generates. Further work is on-going in order to improve the robustness in risk identification and management as part of the new CAMMS system which will contain Development Framework procedures.

5.00	APPENDICES
5.01	Appendix 1 - Site Layout Plan The Walks, Flint
5.02	Appendix 2 - Proposed Phasing of Properties The Walks, Flint
5.03	Appendix 3 – Financial Analysis for The Walks

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>None.</p> <p><b>Contact Office: Melville Evans</b>  <b>Job Title: Service Manager - Housing Programmes</b>  <b>Community and Enterprise</b></p> <p><b>Telephone: 01352 701436</b>  <b>E-mail: <a href="mailto:melville.evans@flintshire.gov.uk">melville.evans@flintshire.gov.uk</a></b></p>

7.00	GLOSSARY OF TERMS
7.01	<p><b>Housing Ballot Choices Document</b> - Document used by Flintshire County Council during the 2012 Housing Ballot which set out both the proposal to transfer and the choice of staying with the Council as the other options. Following the “No Vote2 by tenants, the document has been used to inform the Housing Revenue Account (HRA) Business Plan to improve the Housing Service through stock investment, service development and new build programme.</p> <p><b>Strategic Housing And Regeneration Programme (SHARP)</b> – Flintshire County Council House Building Programme which will build 500 new homes (200 Council) and 300 (affordable).</p> <p><b>North East Wales Homes, (NEW Homes)</b> - is a Housing company based in Flintshire and owned by Flintshire County Council. NEW Homes owns, leases and manages properties across Flintshire. The company was established to increase the quantity and quality of affordable housing available across the county; increasing housing choice for those who may not qualify for social housing but for whom market housing is unaffordable or difficult to access.</p> <p><b>Welsh Housing Quality Standard (WHQS)</b> - Flintshire County Council will be spending £111 million over six years on a major refurbishment and maintenance programme of works bring its 7,200 Council homes up to the Welsh Government’s Welsh Housing Quality Standard (WHQS) new properties across the Council during the next five years.</p> <p><b>Flintshire House Standard</b> - The Standard will form a benchmark to ensure consistent, good quality of internal layout, and fixtures and fittings, high standards of energy efficiency and external appearance in keeping with local circumstance, low maintenance product specifications, adequate parking and a public realm designed to promote cohesive and inclusive communities.</p> <p><b>Standard Development Scheme Assumptions</b> - agreed allowances for voids; maintenance costs; rental income levels (including CPI etc.) and will be used to assess all potential future development schemes to determine scheme feasibility and viability.</p> <p><b>Community Benefits</b> – the SHARP has contractualised Community Benefits which must be delivered as part of the programme. The Council sees an important outcome of the programme is the promotion of quality of life for Flintshire residents through improved employment, training and education opportunities.</p> <p><b>Meet the Buyer</b> – Event organised by the Council and Wates Living Space to engage with local SMEs to maximize local supply chain opportunities with Flintshire.</p> <p><b>Flintshire Future Works</b> - Training Academy established by Flintshire County Council to ensure that sustainable and meaningful apprenticeship opportunities are created for young people to not only work on the SHARP, but also other major Council construction programmes including the 21<sup>st</sup> Century Schools Programme and the Welsh Housing Quality Standard (WHQS).</p>

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**FOR APPROVAL**

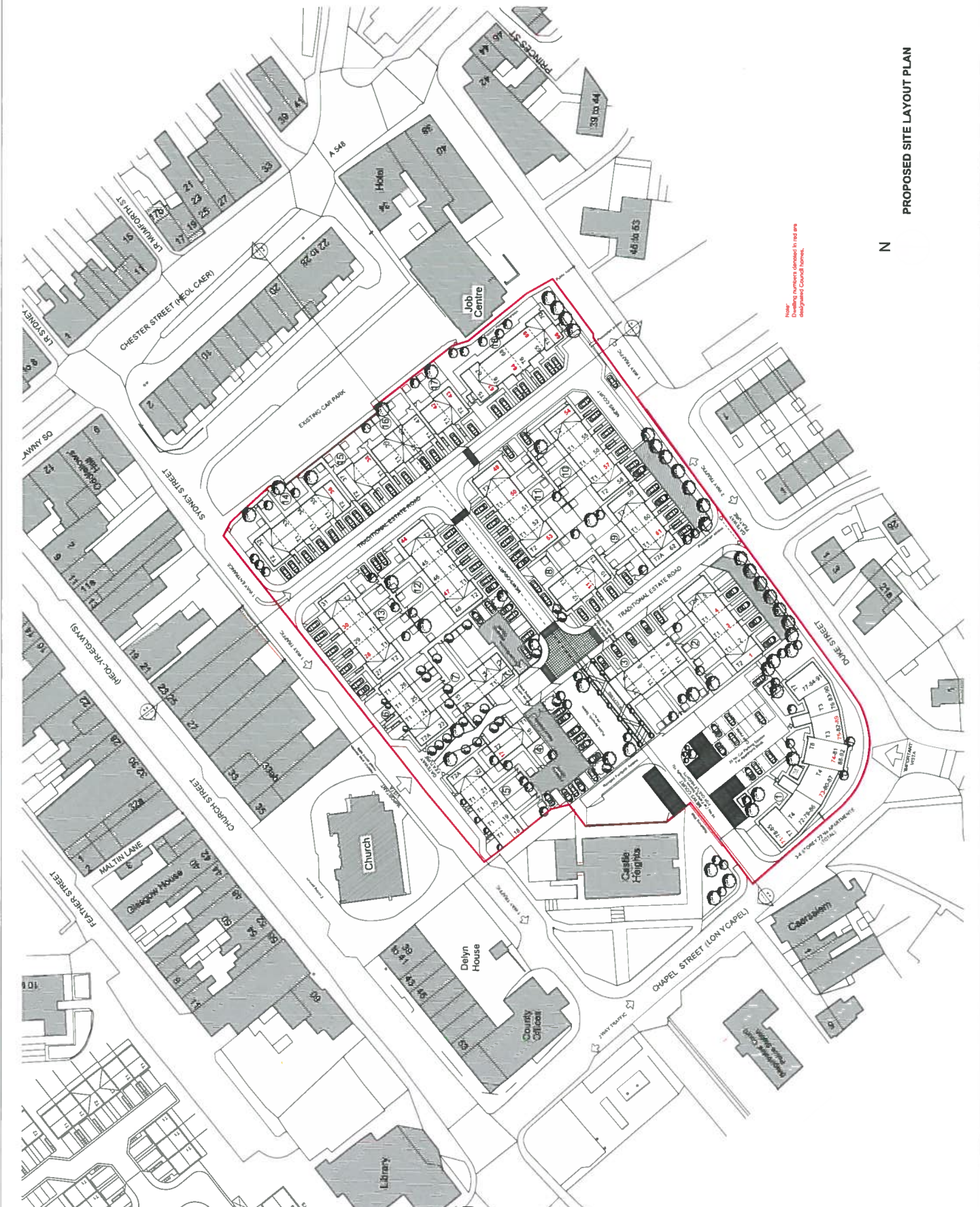
RESIDENTIAL DEVELOPMENT  
 THE WALKS  
 DUKE STREET  
 FLINT  
 FOR WATES LIVING SPACE

**PROPOSED SITE PLAN**

Date: OCT 2015  
 Scale: 1:500 @ A1  
 Drawn: SJ  
 Checked: [Signature]

**HALLIDAY CLARK ARCHITECTS**

10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100



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The Walks - Proposed plot hand over schedule

Block Ref	Plot No's	Tenure		Construction start	Hand over date
		Council	New Homes		
15	37-38		2	02/03/2017	07/09/2017
14	32-36	5		02/02/2017	21/09/2017
16	39-41		3	16/03/2017	15/10/2017
17	42-43		2	12/04/2017	18/10/2017
18	63-70	6	2	22/03/2017	15/11/2017
1	71-92		22	15/01/2017	19/11/2017
10	54-58		5	19/04/2017	06/12/2017
9	59-62		4	17/05/2017	20/12/2017
12	44-48	5		24/05/2017	22/01/2018
11	49-53		5	07/06/2017	05/02/2018
13	27-31	5		28/06/2017	26/02/2018
6	23-26	3	1	26/07/2017	12/03/2018
7	13-15		3	23/08/2017	26/03/2018
2	1-5		5	09/08/2017	09/04/2018
8	10-12	3		20/09/2017	23/04/2018
3	6-9		4	20/09/2017	07/05/2018
4	16-17		2	25/10/2017	14/05/2018
5	18-22	3	2	04/10/2017	04/06/2018

Tenure totals	30	62
Site Total	92	

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APPENDIX 3 FLINTSHIRE COUNTY COUNCIL  
Walks Site - Financial Analysis

**Income**

Units and rents					
Units:	Size (sq m)	Unit no.	Mthly Rent £		Annual rent
1 bed 2p Apt		4	£78.35		£16,340
2 bed 3p Apt		2	£86.76		£9,047
2 bed 4p H		18	£92.95		£87,233
3 bed 5p H		6	£102.24		£31,985
2 bed Bungalow		-	£0.00		£0
<b>Total</b>		<b>30</b>	<b>£360.29</b>		<b>£144,605</b>

Property mix, opening market values (OMV) and Gross rental values (based on 2017/18 rents)

- Opening **Gross Annual Rent** chargeable to tenants @ 2016.17 prices = **£144,605 p.a**
- Rents set at 105% of Social Rents
- Rents indexation

Year	CPI Assumption
2017/18	1.4%
2018/19	1.4%
2019/20	2.0%
2020/21	2.0%
2021/22	2.0%
2022/23	2.0%

**Costs**

- Build Cost (payable to Wates) = £3.950m (exc VAT).
- Average cost per property = £131,667.
- Land Value – N/A

Description	Cost Parameters
Major Repair fee – years 6-50	0.70%
Management Fee	£400 p.a.
Void allowance	2.5%
Maintenance Yr1	£100 p.a.
Maintenance Yr 2/3	£200 p.a.
Maintenance Yr 4 +	£400 p.a.
Indexation of fees	CPI (see above)

**Resource Implications**

1. The yr. 1 cost for the scheme is a deficit of £48.9k reducing year on year until year 28 when net rents cover the yearly financing costs.
2. Total Scheme Financing Cost - £6.371m
3. Break-even – Yr. 49

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## COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Monday 9 <sup>th</sup> May 2016
<b>Report Subject</b>	Welsh Housing Quality Standard Compliance Policy – Verification and maintaining the standard.
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer, (Community & Enterprise)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

Flintshire County Council is proud to have developed and agreed a revised delivery programme that will meet the Welsh Housing Quality Standards by the year 2020. This is a significant achievement for the authority having been in a position in 2012 where achievement of the standard was only possible by 2036.

At the heart of the development of a revised plan was the desire to provide high quality housing and neighbourhoods for the tenants of Flintshire.

The Policy demonstrates Flintshire's interpretation and application of the WHQS, and compliance with individual components, and its intentions for assessment and verification of achievement of the standard.

This policy will respond to the Welsh Government's request for each landlord to produce a 'WHQS Compliance Policy' and a 'Compliance Certificate' for each property at point of re-let.

### RECOMMENDATIONS

1	That Committee support the introduction of the proposed Compliance Policy and Compliance Certificate.
2	That Committee support the proposed timescales for introduction of the Compliance Policy and review periods.

## REPORT DETAILS

1.00	EXPLAINING THE WELSH GOVERNMENTS REQUIREMENTS
1.01	<p>Welsh Government wrote to all Housing Providers and Local Authority Chief Executives in July 2015 requesting that each provider;</p> <ul style="list-style-type: none"> <li>➤ Develop a Compliance policy that should be in place in April 2016 and reviewed annually</li> <li>➤ Develop an independent verification process</li> <li>➤ WHQS compliant certificates to all new tenants. Where a property is not compliant at the point of re-letting, information about the indicative works programme should be required to use the new tenant</li> <li>➤ Community Benefits: all landlords are required to use the Value Wales Measurement Tool for all works programmes.</li> </ul>
1.02	<p>Welsh Government outlined requirements for inclusion in the Compliance Policy. The policy requests the Council to clarify its approach to:</p> <ol style="list-style-type: none"> <li>a) Interpretation of the WHQS reflecting resources and circumstances.</li> <li>b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress</li> <li>c) Data collection</li> <li>d) Data storage</li> <li>e) WHQS progress and reporting</li> <li>f) Independent Verification</li> <li>g) WHQS plus standard</li> <li>h) Summarised annual financial investment in the stock</li> <li>i) Link to WG statistical return</li> <li>j) Interpretation and measurement of Community Benefits.</li> </ol>
1.03	<p>Independent verification has been discussed with Wrexham County Borough Council and both authorities will verify each other's submissions to Welsh Government.</p>
1.04	<p>A Compliance Certificate has been developed for introduction at the point of new tenancy re-lets. The Certificate consists of a list of 41 components that properties are required to comply with to meet the WHQS. At the point of re-let, the list will be compiled and any components that are not compliant, will be noted on the Certificate as to when those major works are likely to be completed as part of planned projects with anticipated timescales.</p>
1.05	<p>Community Benefits: The Value Wales Measurement Toolkits have been supplied to Welsh Government and Flintshire County Council will continue to send the toolkits for all major projects.</p>
1.06	<p>Flintshire County Council proposes to implement the Compliance Policy in the 1st Quarter of 2016/17.</p> <p>The WHQS Compliance Certificate will be further developed and implemented in the 3<sup>rd</sup> Quarter of 2016/17.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The completion of Compliance Certificates will require additional resource to complete the documentation, e.g. full assessments of the current standard against the WHQS and verifying future plans and timescales for completion of any outstanding WHQS elements. However, a Contract Surveyor is allocated within the Capital Programme to major works on Void properties ensuring maximisation of the funding and compliance with WHQS and it is envisaged that the Compliance Certificate could be completed through this resource.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The Compliance Policy has been shared and discussed at the Housing and Regeneration Programme Board and has also been discussed with the Tenants Federation. Internal consultation has also been undertaken with other teams in Council Housing Services to ensure a consistent approach throughout the service. Further consultation will continue throughout the year with tenants groups and individuals as part of the introduction of the proposed policy and certificate. Feedback will be collated and included in the annual review.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	<p>The Compliance Policy is a requirement of Welsh Government and therefore failure to implement will raise questions and pose potential risks to annual MRA funding which is reliant on the submission of annual returns and compliance with policy requests.</p> <p>The compliance of the WHQS is reliant on the achievement of the delivery of the programme each year. Delivery is reported and monitored quarterly through the Improvement Plan and is reviewed six weekly at the Housing and Regeneration Programme Board.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	<p>Appendix 1 – WHQS Compliance Policy</p> <p>Appendix 2 – WHQS Compliance Certificate</p>

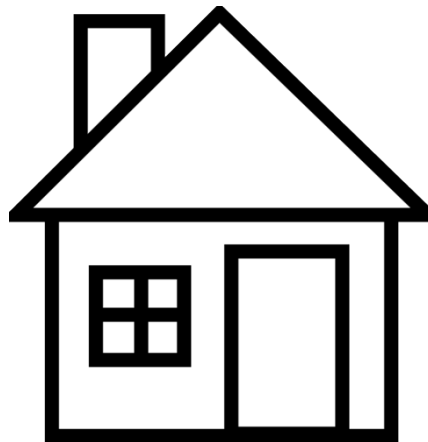
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	The Welsh Housing Quality Standard – Revised guidance for social Landlords on Interpretation and Achievement of the WHQS – July 2008.

	<b>Contact Officer:</b> Tony Jones, Capital Works Manager <b>Telephone:</b> 01352 701650 <b>E-mail:</b> <a href="mailto:tony.jones@flintshire.gov.uk">tony.jones@flintshire.gov.uk</a>
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<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>WHQS</b> – Welsh Housing Quality Standards – The standards to which all social housing in Wales should be upgraded to.</p> <p><b>Community Benefits:</b> Community Benefits is a policy set out by Welsh Government to provide opportunities as part of large scale investment programmes to help provide jobs, growth and tackle poverty in Wales.</p> <p><b>Acceptable Fail:</b> A dwelling may contain one or more elements which are classified as an ‘acceptable fail’ under the WHQS guidance and therefore there may be several reasons why the property containing those elements might then be regarded as an acceptable fail for the purposes of the WHQS data collection. In these cases, the social landlord data providers were asked to record the main reason for that ‘acceptable fail’ according to the hierarchical order below:</p> <ol style="list-style-type: none"> <li>1. Resident Choice</li> <li>2. Physical Constraint</li> <li>3. Timing of Remedy</li> <li>4. Cost of Remedy</li> </ol>



# WHQS Compliance Policy



Prepared by:  
Capital Works Team

In connection with:  
Achieving WHQS by 2020

Prepared by:  
Tony Jones FCIQB

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7. **Appendicies**

7.1 **WHQS Compliance Certificate**



01.

## Revision History

Revision	Amendments	Issued to	Date of Issue
00	None	Tony Jones - Capital Works Manager, Flintshire County Council	April 2016

02.

## Quality Statement

This Document was:

Prepared by: Tony Jones  
Capital Works Manager

Checked by: Nik Evans  
Service Manager  
Council Housing Services

Approved by: Clare Budden  
Chief Officer  
Community & Enterprise

Date: .....

## **1. Policy Introduction**

Flintshire County Council is proud to have developed and agreed a revised delivery programme that will meet the WHQS by the year 2020. This is a significant achievement for the authority having being in a position in 2012 where achievement of the standard was only possible by 2036.

At the heart of the development of a revised plan was the desire to provide high quality housing and neighbourhoods for the tenants of Flintshire. This Policy demonstrates Flintshire's interpretation and application of the WHQS compliance with individual components and its intentions for assessment and verification of achievement of the standard.

## **2. Policy Purpose**

The WHQS Compliance Policy is a requirement of Welsh Government to verify the Authority's interpretation and achievement of the standard. Flintshire County Council have produced a programme to achieve WHQS compliance to their properties by 2020.

The compliance policy will be operational from April 2016 and reviewed annually. It will also become part of the business planning process and will support the major repairs programme.

The policy will clarify Flintshire County Councils approach to:

- a) Interpretation of the WHQS reflecting resources and circumstances.
- b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress
- c) Data collection
- d) Data storage
- e) WHQS progress and reporting
- f) Independent Verification
- g) WHQS plus standard
- h) Summarised annual financial investment in the stock
- i) Link to WG statistical return
- j) Interpretation and measurement of Community Benefits.

### **3. Intention**

This Policy document is intended to form part of a consultation process involving tenant groups, Senior Management Team, Housing & Regeneration Project Board and the Community & Enterprise Scrutiny committee. The outcome will be an agreed approach to, and, an interpretation of the WHQS. The document will be publically available.

Development of the Compliance Policy;

- Collate all compliant documents previously agreed and create draft document.
- Review Information with Senior Management Team.
- Review Information with Tenants Federation representing Individual tenant groups.
- Review Information at Housing & Regeneration Project Board, including Leader, Deputy Leader of the Council, Lead Housing Cabinet Member, Chief Executive, Chief Officer and Housing Asset Management.
- Present & review at Community & Enterprise Scrutiny committee.
- Seek Cabinet approval

Flintshire County Council will implement the Compliance Policy in the 1st Quarter of 2016/17.

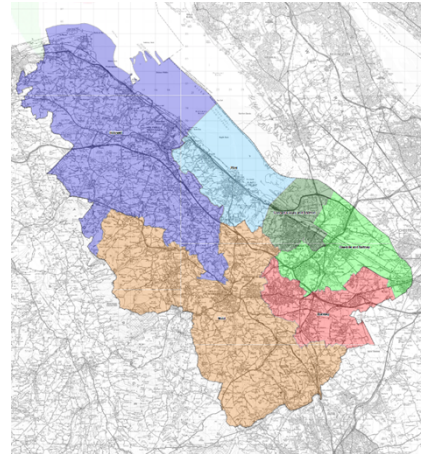
The WHQS compliance certificate will be further developed and implemented in the 3<sup>rd</sup> Quarter of 2016/17.

The Compliance Policy and Certificate will be reviewed and in the 4<sup>th</sup> and final Quarter of 2016/17 considering the feedback and input of all major stakeholders.

### **4. Current Housing Stock**

Flintshire County Council Currently have circa 7200 residential properties, the WHQS delivery programme will be delivered within 6 district areas:

- **Buckley**
- **Connahs Quay & Shotton**
- **Deeside & Saltney**
- **Flint**
- **Holywell**
- **Mold**



## 5. Current Plans

The development of a 6 year delivery programme that commenced in 2015/16 which includes improvement in Elemental & Component Breakdown;

- Internal Whole House Programme - Including kitchens, bathrooms and heating upgrade.
- Kitchens and Bathrooms upgrade.
- Bathrooms and Heating upgrade.
- External Whole House Programme - Including chimney, roof, gutters, pointing, rendering, windows and doors upgrade.

Some properties will become empty (void) each year and some of these properties may be brought forward as required.

Some tenants may refuse to have the works completed for various reasons. These properties will be re-introduced into the programme in a subsequent year.

## 6. Work Progress March 2016

The 6 year delivery programme has been developed and subsequently several new workstreams have been procured and implemented on site.

New tenders have been let for various timescales, 2 / 3 / 4 year durations to enable the Capital Works Team to review / analyse / change if necessary any projects / workstreams that require adaptation for any reason.

## HOUSING ASSET MANAGEMENT WHQS 2020 PLAN

YEAR	WORK STREAM	DISTRICT	PROPERTIES	TOTALS	YEAR	WORK STREAM	DISTRICT	PROPERTIES	TOTALS		
YEAR 1 2015-2016	Internal Works	WHOLE HOUSE (K&B&H)	Buckley Holywell	124 451	575	YEAR 4 2018-2019	Internal Works	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms	C'Quay & Shotton Deeside & Saltney	181 373	554			Bathrooms & Heating	Holywell Flint	285 104	389
		Bathrooms & Heating	Flint Mold	105 223	328			Envelope Works	WHOLE HOUSE	Deeside & Saltney	282
	Gutter Line & Above Works	Holywell	-	-	Gutter Line & Above Works	Buckley	253		360		
	Gutter Line & Below Works	-	-	-	Gutter Line & Below Works	Mold C'Quay & Shotton Flint	107 56 162		218		
	YEAR 2 2016-2017	Internal Works	WHOLE HOUSE (K&B&H)	Deeside & Saltney Mold	275 306	581	YEAR 5 2019-2020	Internal Works	WHOLE HOUSE (K&B&H)		0
Kitchens & Bathrooms			Holywell Flint	276 173	449	Kitchens & Bathrooms				0	
Bathrooms & Heating			C'Quay & Shotton	368	368	Bathrooms & Heating				0	
Envelope Works		WHOLE HOUSE	Flint	209	209	Envelope Works	WHOLE HOUSE	Mold	479	479	
		Gutter Line & Above Works	-	-	-		Gutter Line & Above Works	Flint	279	385	
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Mold Holywell	106 323	323	
YEAR 3 2017-2018	Internal Works	WHOLE HOUSE (K&B&H)	C'Quay & Shotton Flint	335 255	590	YEAR 6 2020-2021	Internal Works	WHOLE HOUSE (K&B&H)		0	
		Kitchens & Bathrooms	Buckley Mold	236 222	458			Kitchens & Bathrooms		0	
		Bathrooms & Heating	Buckley Deeside & Saltney	232 208	440			Bathrooms & Heating		0	
	Envelope Works	WHOLE HOUSE	C'Quay & Shotton	287	287	Envelope Works	WHOLE HOUSE	Buckley	282	282	
		Gutter Line & Above Works	Holywell	371	371		Gutter Line & Above Works	C'Quay & Shotton	162	417	
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Deeside & Saltney Deeside & Saltney Buckley Mold	255 94 89 87	270	



# WHQS Compliance Policy

The Welsh Housing Quality Standard

The properties will be assessed on the criteria based in the WHQS Appendix A3, Standard Assessment Checklist, which briefly includes;

- Part 1 :** Is the building in a good state of repair.
- Part 2 :** Is the building safe and secure.
- Part 3 :** Is the building adequately heated, fuel efficient and well insulated.
- Part 4 :** Does the building contain up-to-date kitchens and bathroom.
- Part 5 :** Well managed (rented housing).
- Part 6 :** Located in attractive and safe environments.
- Part 7 :** Does the building as far as possible, suit the specific requirement of the household (e.g. specific disability).

This policy will clarify Flintshire County Councils approach to:

- a) Interpretation of the WHQS reflecting resources and circumstances.
- b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress.
- c) Data collection.
- d) Data storage.
- e) WHQS progress and reporting.
- f) Independent Verification.
- g) WHQS plus standard.
- h) Summarised annual financial investment in the stock.
- i) Link to WG statistical return.
- j) Interpretation and measurement of Community Benefits.

**a) Interpretation of the WHQS reflecting resources and circumstances.**

**Resources;**

Flintshire County Council intends to have a rolling programme of works let to selected contractors on various contracts. The work is arranged geographically, each district receiving a programme of works each year. The Council intends to work towards WHQS plus wherever possible and this has commenced with the recent Vibrant and Viable funding project in the Deeside district.

The Council resources assigned to delivering WHQS are approximately 30 members of staff within the Capital Works Team, which has increased significantly since 2012 when only 8 members of staff were delivering the previous programme. The budget has also increased significantly to achieve the WHQS programme from annual budgets of circa £10/12m to circa £20m for the next five years. New team members have been identified to help facilitate delivery, such as System Auditors, Tenant Liaison officers, Contract Surveyors, Clerk of Works and Modern apprentices.

### Circumstances;

Defining compliance with the WHQS is not a simple process. It is a complex calculation requiring information on between 50-70 components per property.

The following interpretation of the WHQS is to be adopted:

- Where a component fails the standard in relation to its condition or other significant factor relating to the health and safety of the occupier(s) it will be renewed within the prescribed timescale.
- When a component meets the criteria of the WHQS in relation to its condition and has a significant remaining working life, but does not meet all of the requirements, for example a bathroom in good condition fitted with slip resistant flooring but currently lacking a shower, it is proposed that the whole bathroom will not be replaced until such time that it reaches the end of its useful life. In such cases, the required upgrading works will be prioritised over other planned programmed works to achieve compliance with the WHQS as soon as practical.
- All Primary Elements as defined in the revised guidance document that fail to meet the required criteria will be renewed within the prescribed timescales.

### WHQS analysis

On the basis of the principals set out above our analysis of the WHQS data collected has been made on the following assumptions:

- Electrical installations will be brought up to WHQS standards when renewed at the end of their economic life.
- Timber fascia's will be renewed with uPVC at the end of their economic life, unless forming part of wider project such as whole house approach.
- Timber doors will be renewed with uPVC at the end of their economic life, unless forming part of wider project such as whole house approach.
- Timber windows will be renewed with uPVC at the end of their economic life, unless forming part of wider project such as whole house approach.
- Kitchens that are over 15 years old will be renewed as part of this approach.
- When renewed, kitchens will be upgraded to meet all requirements of the WHQS.
- Bathrooms without showers will be upgraded when the current bathroom reaches the end of its economic life; or as part of a Capital Works Internal project; or 'Major Void' works.



<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 1: In a Good State Of Repair</b>		
<b>(P - Primary, S - Secondary)</b>		
1 a) Is the dwelling structurally stable and free from disrepair	<i>Any properties found to have components that require attention, via stock condition surveys; regular inspections; capital works projects; or reported to the repairs team directly are systematically dealt with and rectified as part of the works or through our insurances.</i>	P
1 b) Is the dwelling free from damp	<i>Any properties found to have components that require attention, via stock condition surveys; regular inspections; capital works projects; or reported to the repairs team directly are systematically dealt with and rectified as part of the works or raised as separate jobs.</i>	P

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 2: Safe and Secure</b>		
<b><u>Stairs and landings</u></b>		
2 a) Stairs must have at least one handrail and not be considered hazardous	<i>Communal area properties have been provided with this requirement and all other properties that do not have a handrail will be identified when the property is inspected at the Void stage and subsequently furnished with the minimum requirement while the property is void.</i>	P
<b><u>Kitchens and bathrooms</u></b>		
2 b) The kitchen should have adequate space for appliances	<i>Kitchen replacements are specifically designed with tenants input and choices are accommodated where possible with an external Kitchen designer, with drawings produced.</i>	S
2 c) The kitchen should be a well organised working area with adequate work surfaces for resting pans and food preparation	<i>Kitchen replacements are specifically designed with tenants input and choices are accommodated where possible with an external Kitchen designer, with drawings produced.</i>	S
2 d) The kitchen should have sufficient storage to meet the needs of the residents	<i>Kitchen replacements are specifically designed with tenants input and choices are accommodated where possible with an external Kitchen designer, with drawings produced.</i>	S

- 2 e) The kitchen should have sufficient and conveniently located power sockets *Kitchen replacements are completely rewired and adequate sockets are provided at this time.* S
- 2 f) The dwelling should have flooring suitably designed for kitchens and bathrooms, and, where necessary, flooring suitable for use in wet areas *All new kitchen and bathroom replacement schemes are being provided with new floor coverings as part of the works, and meeting minimum standards.* S

### Fire escape

- 2 g) The dwelling should have an external fire escape *Properties will be compliant and any properties that do not comply will be surveyed as part of our ongoing Fire Risk Assessments and will comply with any fire officers alternative recommendations.* S
- 2 h) The dwelling must have adequate fire alarms and equipment *All common areas of flats are compliant and weekly checks are also completed to all blocks.* P
- 2 i) The dwelling should have an escape route from the rooms used for sleeping to an external door which does not pass through another room *All dwellings should be compliant; any that are found to have been altered are rectified.* S
- 2 j) The dwelling must have a suitably located, mains powered, smoke alarm (with a backup secondary power source such as a sealed lithium battery) on each floor *All properties have this facility and are renewed systematically on a 10 year replacement cycle.* P
- 2 k) The dwelling should not have windows fitted with locks with an automatic locking action in rooms used for sleeping *The Council's new window specification allows for this requirement. All new window schemes being replaced will be required to follow this specification.* S

### Electrical installations, heating installations and appliances

- 2 l) The gas, solid fuel or oil service and safety inspection certificate must be current. All heating installations and appliances must be checked and certified safe by an appropriately qualified person at least annually and as required by law *All new installations are certified and the Council have an in-house DLO servicing team ensuring all properties are serviced on an 11 month cycle.* P
- 2 m) Electrical lighting and power installations must be checked and certified safe by an appropriately qualified person at least every 10 years as a minimum *All new kitchen and bathroom installations are rewired and any faults rectified. Additionally, all Void properties are checked before re-allocation. The smoke alarm replacements also provide the opportunity to check the electrical system with the 10 year smoke alarm replacement schemes completed by the in-house DLO team.* P

### Security

- 2 n) The dwelling must have a reasonable level of physical *All Council properties are adequate for this requirement, any repair issues are dealt with by our in house DLO team. New installations* P

security (windows & Doors)

*are being supplied to Secure By Design (SBD) standard.*

### Outside the dwelling

- 2 o) All opportunities must be taken to make gardens safe and suitable for young children to play in, easy to maintain and reasonably private
- The WHQS is very descriptive and onerous. Flintshire County Council have agreed a fencing policy that complies with the requirements however the garden maintenance issues are not compliant and difficult to comply with. This issue is being investigated and Flintshire County Council will endeavour to honour as many of the principles as required.*
- P

### Element

### Interpretation & Rationale

### P/S

## Part 3: Adequately Heated, Fuel Efficient and Well Insulated

- 3 a) Heating systems must be reasonably economical to run and capable of heating the whole of the dwelling to a comfortable level in normal weather conditions
- All Council properties are adequate for this requirement, substantial investment has occurred in previous financial years, and properties that still require improvement are being completed within current workstreams.*
- At the time of writing this report (March 16) oil prices are low and tenants are reluctant to opt for a different choice of heating when offered.*
- Major off gas projects are being undertaken where financially viable to remove / eliminate any electrical storage heater properties. Any other properties that cannot obtain main gas lines due to financial constraints will be offered alternative new technology such as Air Source Heat Pumps (ASHP).*
- P
- 3 b) External doors and windows must be sufficiently well fitting so that they do not cause severe draughts
- The majority of our properties have uPVC windows and doors. However, many were fitted beyond 20 years ago and require replacement. Existing repair issues are dealt with via Inspections / DLO repair and new installations e.g. the Whole House Envelope project will be systematically renewed on new workstreams going forward.*
- P
- 3 c) The main entrance door should not open directly into the living room
- We do have some properties where this occurs, however the staircase hinders the opportunity to provide additional lobby areas.*
- There are no plans to provide the facility to comply as funding will not be made available to facilitate new built porches externally.*
- S
- 3 d) The hot water tank must be effectively insulated
- Any tanks that are remaining have been adequately insulated and are checked when they become Void.*
- P

- |      |   |  |   |
|------|---|--|---|
| 3 e) | Kitchens and bathrooms should have an adequate amount of mechanical ventilation | <i>New kitchen and bathroom installations are provided with adequate mechanical ventilation.</i> | S |
|------|---|--|---|

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 4: Contain up-to date Kitchens and Bathrooms</b>		

**Kitchens**

- |      |  |   |   |
|------|--|---|---|
| 4 a) | The dwelling must have a kitchen 15 years old or less unless it is in good condition | <i>The Council have adopted this requirement and built the 30 year business plan to continue with this requirement.</i> | P |
|------|--|---|---|

**Washing and drying clothes**

- |      |   |   |   |
|------|---|---|---|
| 4 b) | The dwelling should have adequate facilities for washing, drying and airing clothes | <i>Where properties do not have facilities for drying clothes, they are fitted with rotary airers; paths and lines in gardens that are past their repair or useful life are being removed and replaced with rotary airers also. Washing lines that are in good working order will remain insitu until the end of their economical life.</i> | S |
|------|---|---|---|

**Bathroom and WC facilities**

- |      |   |  |   |
|------|---|--|---|
| 4 c) | The bathroom and WC facilities must be 25 years old or less, unless it is in good condition | <i>The Council have adopted this requirement and built the 30 year business plan to continue with this requirement.</i>  | P |
| 4 d) | The dwelling must have a bathroom with a bath and shower which may be an over bath shower   | <i>The Council have adopted this requirement on new Capital projects and any 'Major' Voids that do not comply are fitted with a shower. Showers in 'Minor' Voids will be renewed as part of planned works.</i> | P |

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 5: Well Managed</b>		

- |      |   |  |     |
|------|---|--|-----|
| 5 a) | Is the dwelling fairly, efficiently and well managed? | <i>Although WG do not assess this section, FCC can state that in addition to the existing management procedures that were in place, the Housing Management team have recently been amalgamated with the Housing Asset management team all under the supervision of one Service manager. This will provide an improvement in the management of the housing stock.</i> | N/A |
|------|---|--|-----|

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 6: Located in Attractive and Safe Environments</b>		

6 a)	All roads and footpaths should be accessible and provide safety	<i>Flintshire County Council are beginning feasibility studies around our requirements and compliance towards Section 6 Standards.</i>	S
6 b)	There should be soft and hard landscaping	<i>This section will be reviewed and amended accordingly upon our findings and conclusions.</i>	S
6 c)	Street lighting should be adequate	<i>Feasibility Studies to conclude.</i>	S
6 d)	There should be safe play areas for young children	<i>Feasibility Studies to conclude.</i>	S
6 e)	Communal areas should be practical and maintainable	<i>Feasibility Studies to conclude.</i>	S
6 f)	The dwelling should have a clearly defined boundary	<i>Existing Open Plan properties will remain wherever possible on estate wide projects.</i>	S
6 g)	Utilities should be clearly identified	<i>Feasibility Studies to conclude.</i>	S
6 h)	Car parking should also be practically located and should be clearly visible to residents	<i>Feasibility Studies to conclude.</i>	S

<u>Element</u>	<u>Interpretation &amp; Rationale</u>	<u>P/S</u>
<b>Part 7: As far as possible, suit the specific requirements of the household (e.g. specific disabilities)</b>		

7a)	The dwelling should provide sufficient space for everyday living	<i>Section 7 will be reviewed per property when the WHQS compliant certificate is collated at the time of the Void and consequent re-lets.</i>	S
7 b)	The dwelling should have enough storage both internally and externally	<i>Verified at Void stage and accommodated wherever possible unless too costly to rectify. Existing external storage facilities will be repaired when required, however the Council will not be providing additional external storage where none exists at present at this stage.</i>	S
7 c)	The dwelling layout should meet the specific cultural needs of the tenants	<i>The Council comply with this requirement.</i>	S
7 d)	All necessary physical aids required by the residents should be provided	<i>Properties are adapted wherever possible with DFG funding. Capital projects have also just adopted the RNIB colour schemes to provide aid to partially sighted individuals.</i>	S
7 e)	Dwellings with a garden should have a directly accessible, reasonably sized level area	<i>Verified at Void stage and accommodated wherever possible unless too costly to rectify.</i>	S
7 f)	The dwelling should have paved access to any garden gate and drying line	<i>Verified at Void stage and accommodated wherever possible unless too costly to rectify.</i>	S

## **b) Interpretation and recording of 'Acceptable Fails', reporting and annual progress**

The WHQS may be interpreted in many ways and Flintshire County Council will follow the following procedure when adopting 'Not Applicable' and 'Acceptable Fails' for primary and secondary criteria. It is intended that acceptable fails are kept to a minimum. However, where the WHQS cannot practically be applied or implemented as intended, these shall be highlighted and their reason identified.

Acceptable fails may only apply to one or a combination of the following elements:

- Cost of remedy
- Timing of remedy
- Residents choice
- Physical constraint

### **Cost of Remedy**

Presently, Flintshire County Council has not adopted 'Cost of remedy' as an Acceptable Fail criterion except with the caveat of not providing extensions to properties to overcome Physical Constraints such as larger kitchens. However, as the programme is realigned every second year, this Acceptable fail criteria may be required for certain circumstances.

### **Timing of Remedy**

Presently, Flintshire County Council has not adopted 'Timing of remedy' as an Acceptable Fail criterion. However, as the programme is realigned every second year, these Acceptable fail criteria may be required for certain circumstances.

### **Residents Choice**

Some tenants refuse to have the works completed for various reasons. These properties will be re-introduced into the programme in subsequent years.

When properties have been surveyed we often find that some tenants have replaced their own fixtures and fittings, i.e. kitchens / bathrooms and no longer require the upgrade works to be completed. This allows the Capital Works Team with the opportunity to put forward additional properties and complete the works earlier than originally planned.

### **Physical Constraint**

Flintshire County Council takes every possible step to overcome Physical Constraint, however, this acceptable fail criteria is applied where kitchens cannot be practically adapted.

Other properties are subject to Disabled Facility Grants and these properties may often be re-scheduled dependent on the Occupational Therapists assessment and personal circumstances of the individuals concerned.

Based upon the above circumstances and many others, Flintshire County Council will review the planned 'Programme and Sequence of Works' every second year of the programme. The

purpose of this is to re-align and re-schedule any Acceptable fail properties that can be re-scheduled back into the programme.

### **c) Data collection**

Flintshire County Council undertook condition surveys in 2013-2014 on their residential properties and the survey formed an overall schedule of stock condition.



In addition to this, the Capital Works Team collated a large amount of historical data on works that had been achieved, dating back to 2006 as a base date, then began to cleanse the existing data that was available. This information is now being uploaded onto our internal software system. This revised data provided the opportunity to develop the new six year delivery programme to reach WHQS by 2020.

### **d) Data storage**

The stock condition surveys were undertaken by Savills on 7200 properties in Flintshire. This data formulated the basis from which to plan the workload to achieve the standard by 2020.

Flintshire County Council have reviewed their data storage capacity within the current Capita Open Housing system. The system when it was originally installed was designed for repair and housing management issues. Although further modules were available for capital works data collection, the system was not fit for purpose for reporting mechanisms in line with WHQS data collection requirements.

The Council assessed external Asset Management software such as Keystone and PIMMS, however, this additional software was not completely compatible with our current system and also attracted significant additional costs with ongoing support. It was important to try and integrate Capital projects with repair projects.

To this aim, discussions were held with Capita with a view to try and rebuild sections of the current system to align with the components that are the underlying principles of the WHQS criteria. This piece of work has been completed through an internal working group and the group is currently uploading the existing data that has been collated into the system.

The system will then be able to quantify accurately all works that have been completed on the properties either through Capital works or repairs. This will enable more accurate data for reporting purposes both internally and externally and for WHQS data reporting to Welsh Government.

The Capital Works Team are responsible for collecting and analysing all data required for WHQS delivery.

The data collected has also been rebuilt to highlight acceptable fail criteria and will also ensure these properties can be highlighted in future workstreams as the programme is realigned to accommodate them.

The system has a Scenario Planner module and this has not been used to date as there was limited data in the system to utilise it fully. As part of the rebuild, life cycles have been reviewed and updated to reflect current plans.

With the rebuild and continuous information being updated monthly, through valuations, the Scenario planner will then become a vital piece of software for future forecasting and help facilitate more accurate 30 year Business Plan forecasting.

The properties have Unique Property Reference numbers; cross referenced with the Place Reference numbers; and additionally northing's / easting's have also been included into the system. This information has been uploaded where the data can now be reported in several formats, including indicating on maps to initiate progress to date of certain components / elements.

#### **e) WHQS progress and reporting**

Flintshire County Council have only reported a small number of their properties reaching the full WHQS in recent years. The primary reason for this is that the previous 5 years of investment have concentrated on internal workstreams in isolation.

The net result of this is that many properties have 1, 2, or maybe 3 major WHQS components but not many properties have all the components required to become fully WHQS compliant.

The new programme now reflects the other workstreams such as Envelope works, External works and Environmental workstreams. The remaining Internal workstreams have been grouped together to increase delivery of the remaining components. This has enabled the Council to commence delivery of other workstreams.

It is envisaged that along with the rebuild of our software, as each year progresses then the numbers of compliant properties will see significant increases year on year.

The existing programme will be 'refreshed' every other year to adjust and reflect any changes in 'Acceptable Fail' criteria. The programme will then be realigned to accommodate any changes necessary.

The WHQS reporting mechanisms in place consist of;

- Monthly Project meetings with each contractor to ensure targets are being met.
- Monthly Financial meetings to ensure overall expenditure is on target.
- Monthly Board meetings with Leader / Deputy Leader / Lead member for Housing / Chief Officer to discuss progress to date.
- Quarterly financial reports to Welsh Government when requesting MRA funding.



- Quarterly meetings with the delivery team to ensure Team targets are being met.
- Bi Annual updates for the Tenants federation and regular updates throughout the year as major changes occur.

#### f) Independent Verification

Flintshire County Council will undertake random checks on their surveys and databases to assess accuracy and clarity. Flintshire County Council will provide WHQS Compliance Certificates at re-letting stage from mid-year 2016/17 including their EPC.

The compliance to WHQS will be independently verified by Flintshire County Councils neighbouring authority, Wrexham County Borough Council.

Verification will be undertaken by officers who have an involvement in the delivery of WHQS through data collection management or direct engagement.

#### g) WHQS plus standard

<u>Element</u>	<u>WHQS Plus Information</u>	<u>P/S</u>
<b>Part 2: Safe and Secure</b>		
<b>Kitchens and bathrooms</b>		
2 b) The kitchen should have adequate space for appliances	<i>Where there are Communal Laundry facilities, the Council allows for 600mm base units to be installed where a Washing Machine would normally be located. They can be easily changed for alternative appliances in the future, making it easier for tenants to install their preferred additional appliances if needed.</i>	S
2 d) The kitchen should have sufficient storage to meet the needs of the residents	<i>The Council ensures the minimum storage capacity requirements are met and also allows the storage capacity to exceed by 0.2m<sup>3</sup> for every archetype.</i>  <i><u>1bed</u> - 1.1m<sup>3</sup>-1.3m<sup>3</sup></i> <i><u>2bed</u> 1.3m<sup>3</sup>-1.5m<sup>3</sup></i> <i><u>3bed</u> -1.5m<sup>3</sup>-1.7m<sup>3</sup></i>	S
2 e) The kitchen should have sufficient and conveniently located power sockets	<i>The Council specifies that the Kitchen must be fitted with 5 double sockets in addition to 3 low level outlets thus reducing the use adapters and excessive use of trailing flexes and extension leads. This is over and above the minimum 3 double sockets required by the</i>	S

## WHQS.

- 2 f) The dwelling should have flooring suitably designed for kitchens and bathrooms, and, where necessary, flooring suitable for use in wet areas *The Kitchen & Bathrooms are both specified with an R10 slip resistant floor covering.* S

### Fire escape

- 2 i) The dwelling should have an escape route from the rooms used for sleeping to an external door which does not pass through another room *The Council ensures any 'Room within a Room' is assessed and appropriately converted so that these rooms have access to an external door.* S

### Electrical installations, heating installations and appliances

#### Security

- 2 n) The dwelling must have a reasonable level of physical security (windows & Doors) *The Council has specified that every ground floor window will be laminated (providing extra security measures) and that no key locks will be utilised in any window within the property. This is to ensure that in the event of a fire every window is accessible with regards to access and egress.* P

### **h) Summarised annual financial investment in the stock**

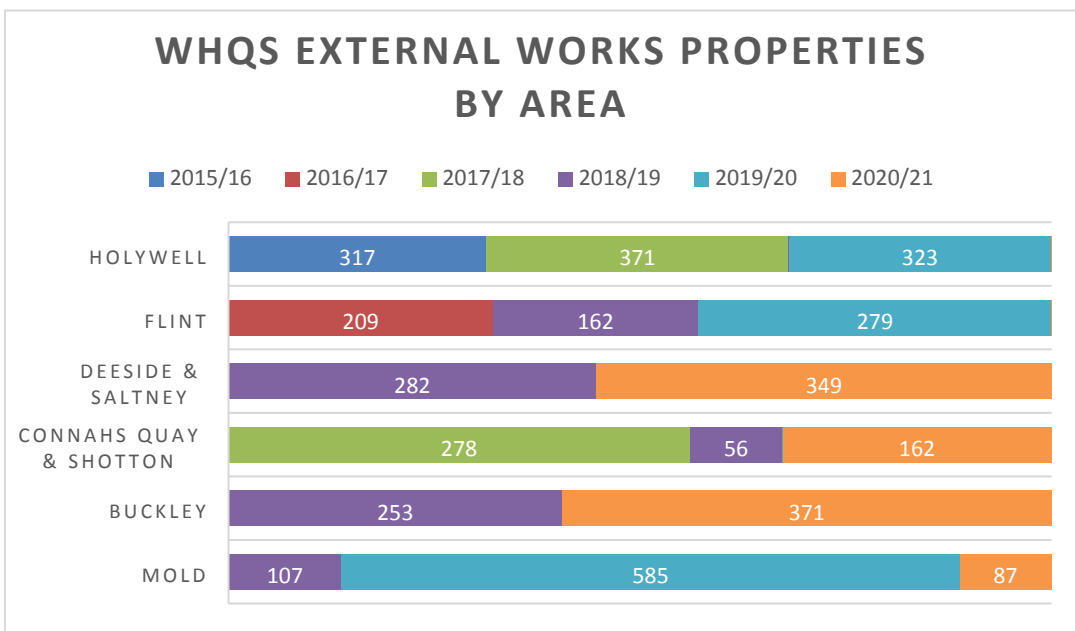
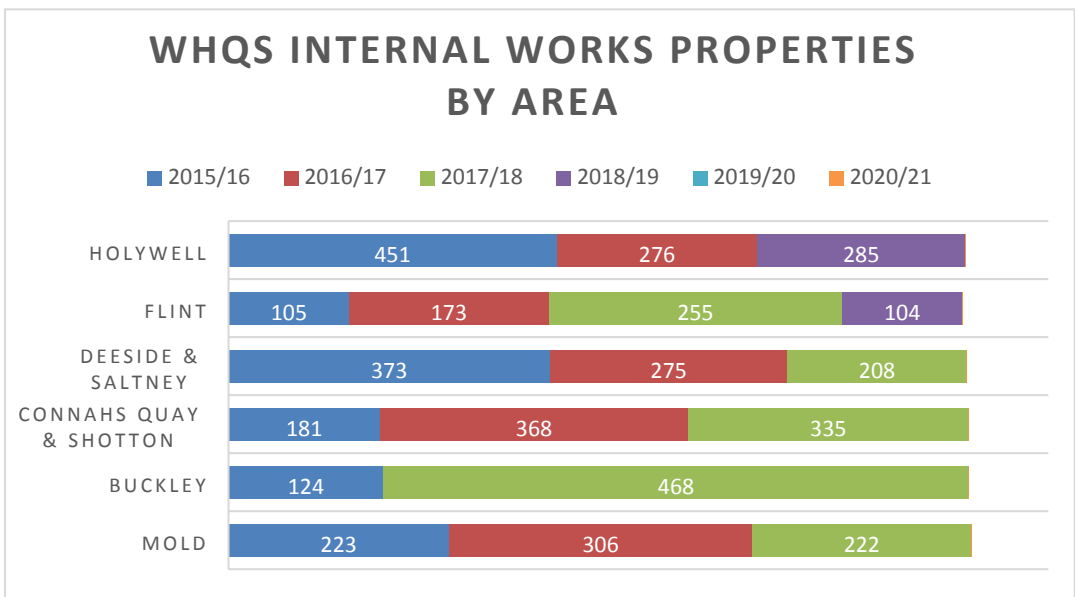
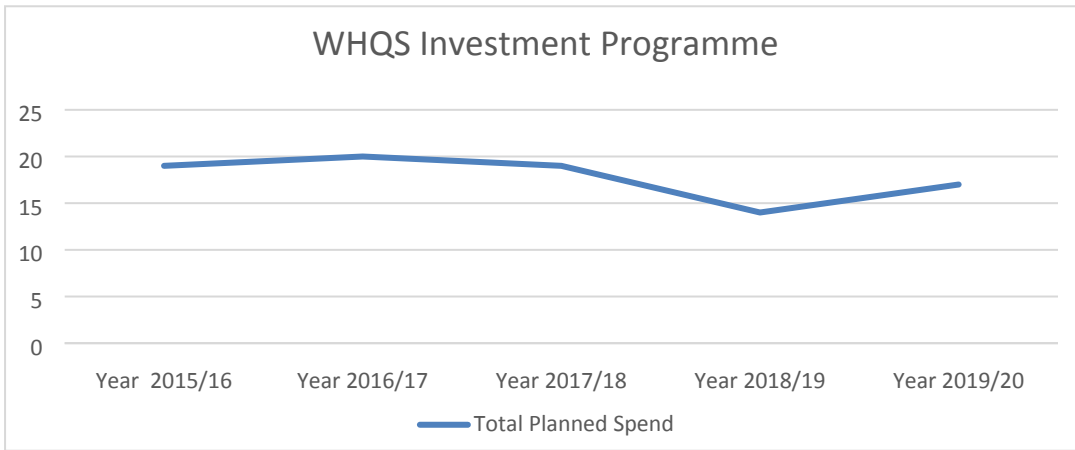
Previous to the new delivery plan, the annual investment programme was circa £10 /12 million per annum. Through the planning stages of the programme, the team worked closely with the Finance team to ensure funding could be sought for the new programme of works. To achieve the WHQS by the required timescales, the following funds have been made available to ensure delivery is achievable.

<b>Year</b>	<b>Total planned spend (£M)</b>
<b>15/16</b>	<b>19</b>
<b>16/17</b>	<b>20</b>
<b>17/18</b>	<b>19</b>
<b>18/19</b>	<b>14</b>
<b>19/20</b>	<b>17</b>
<b>20/21</b>	<b>14</b>
<b>TOTAL</b>	<b>103</b>

Flintshire County Councils 30 Year business plan has the following assumptions to allow WHQS to be maintained;

- Responsive, Void & Cyclical repairs            £1,150 per property /pa
- WHQS Works    £2,384 per property /pa
- Other Capital Works                                £ per property /pa
- Total    £3,534 per property /pa
- Total Expenditure (all stock)            £8.3m/Repairs - £Average £17.15m WHQS

The graph below indicates the Planned and Actual WHQS investment programme to date:



**i) Link to WG statistical return**

Data collection is provided on an annual return basis to Welsh Government. Flintshire County Council are currently rebuilding the software collection model to reflect more accurately the increase in properties that become WHQS compliant. The new Compliance Certificate will also help facilitate this collection and will enable the maintenance of the standard beyond 2020 to be recorded accurately allowing efficient future planning.

**Table 1 - Stock wholly compliant with the WHQS at 31st March 2013**

Stock at 31st March 2013	Fully compliant stock at 31st March 2013	Compliant stock subject to acceptable rate at 31st March 2013	Non-compliant stock	Percentage fully compliant with acceptable rate	Expected year of full compliance for all stock
a	b	c	d	e	f
7,482	2,375	0	4,429	40%	2020
7,482	5,294	0	2,358	68%	2020
7,482	2,790	0	2,358	40%	2020
7,482	3,558	0	3,895	47%	2020
7,482	4,151	0	1,271	55%	2020
7,482	4,740	0	2,644	64%	2020
7,482	2,964	0	4,429	40%	2020

**Component**

Component	Stock at 31st March 2013	Fully compliant stock at 31st March 2013	Compliant stock subject to acceptable rate at 31st March 2013	Non-compliant stock	Percentage fully compliant with acceptable rate	Expected year of full compliance for all stock
a	b	c	d	e	f	
Floors and associated components	7,482	2,375	0	4,429	40%	2020
Windows	7,482	5,294	0	2,358	68%	2020
External doors	7,482	2,790	0	2,358	40%	2020
Roofs	7,482	3,558	0	3,895	47%	2020
Pathways	7,482	4,151	0	1,271	55%	2020
Energy saving (EPC > 45)	7,482	4,740	0	2,644	64%	2020
Control heating systems	7,482	2,964	0	4,429	40%	2020
Electrical systems	7,482	2,964	0	4,429	40%	2020
Main powered smoke alarms	7,482	2,964	0	4,429	40%	2020
Gas and electrical storage or hot water heating for boundary heat pumps	7,482	2,964	0	4,429	40%	2020

**Component**

Component	Stock at 31st March 2013	Fully compliant stock at 31st March 2013	Compliant stock subject to acceptable rate at 31st March 2013	Non-compliant stock	Percentage fully compliant with acceptable rate	Expected year of full compliance for all stock
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Main powered smoke alarms	7,482	2,964	0	4,429	40%	2020
Gas and electrical storage or hot water heating for boundary heat pumps	7,482	2,964	0	4,429	40%	2020

**j) Interpretation and measurement of Community Benefits.**

Flintshire County Council have implemented the Value Wales Measurement Toolkit and provide data to Welsh Government on its contracts. The Measurement Toolkit provides data on the major WHQS workstreams.

Flintshire County Council adopted the 'i2i' model for insertion into its contracts such as;

All contracts will be expected to deliver Core Targets and Flintshire County Council's commitment to this will be realised by adopting the i2i model for **Targeted Recruitment and Training.**

The Council have committed to provide 200 local jobs and 20 apprenticeship schemes through their commitment of spending circa £100 million over all the streams of work to help achieve WHQS. The 100 local jobs shall be **Recruited** and defined as - providing 2 persons per £1 million contract value. Every vacancy on site including those with subcontractors, are to be notified to the Council during the contract. The 10 apprenticeship schemes shall be **Trained** and defined as - 0.2 persons (or 11 person weeks) per £1 million contract value.

- A person week is the equivalent to one person being employed for five days on this contract.
- A new entrant trainee is a school or college leaver, or an adult that has not been employed in the construction industry during the previous six months and is now undertaking training towards a construction industry qualification.
- A new entrant trainee that is registered as an apprentice, including improvers, can count towards the person week target.

In addition to Core Targets, contractors will be required to supply Non-Core Community Benefits within this contract. Proposals should be planned on a cost neutral basis and proposals will become contract conditions. Contractors should utilise the Value Wales, Welsh Government Guidance on delivering maximum value for the Welsh pound. Guidance on Non-Core activities will be found in this document and contractors will be expected to provide evidence of Community Benefit and utilise the Value Wales Community Benefit Toolkit, which can be found in Appendix E.

In relation to the Core Targets, major workstreams are all achieving their required standard of apprenticeship and labour requirements as reported in the quarterly Improvement Plan reports.

In addition to this the Council have developed a new initiative, an Apprenticeship Academy whereby apprentices will be employed by an umbrella organisation and then placed with different Contractors as required over their apprenticeship lifetime. This is in addition to the contractual requirement for the contractors and will provide a further opportunity for Apprentices to acquire skills and time to complete their full apprenticeships.

The new Apprentice Academy will provide the opportunity to encompass other workstreams besides the WHQS delivery programme, i.e. 21<sup>st</sup> century schools and the new house build programme through SHARP; which will also utilise the Academy Initiative.

Non-Core community benefit will be provided and commence this forthcoming year. The new delivery programme has been split into 6 District Areas and it is the intention that each District acquires as equal amount as practically possible to ensure transparency amongst the areas. It is also the intention that contractors will come together to deliver this Community Benefit Initiative, therefore providing an opportunity to maximise the community impact in those Districts.



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ADDRESS:						
	Element	P/S	Pass	Fail	N/A	Acceptable Fail
<b><u>Part 1. In a Good State of Repair</u></b>						
1(a)	Is the dwelling structurally stable and free from disrepair?	P				
1(b)	Is the dwelling free from damp?	P				
<b><u>Part 2. Safe and Secure</u></b>						
2(a)	Is the staircase & balustrade safe?	P				
2(b)	Is there adequate space for kitchen appliances?	S				
2(c)	Is the work surface sufficient for safe food preparation?	S				
2(d)	Is the cupboard storage convenient and adequate?	S				
2(e)	Is the number of convenient power sockets in the kitchen sufficient?	S				
2(f)	Is the flooring in the kitchen and bathroom safe and suitable for use? (K/B/KB)	S				
2(g)	Is there an external fire escape?	S				
2(h)	Are there adequate fire alarms and equipment?	P				
2(i)	Do rooms used for sleeping have escape routes not passing through another room?	S				
2(j)	Are mains powered smoke detectors on each floor?	P				
2(k)	Are window locks without automatic locking action in rooms used for sleeping?	S				
2(l)	Is the gas, solid fuel or oil service and safety certificate up to date, and have all heating installations and appliances been certified safe by an appropriately qualified person as required by law?	P				
2(m)	Have electrical lighting and power installations been checked and certified safe by an appropriately qualified person?	P				
2(n)	Do external doors and windows give a reasonable level of physical security?	P				
2(o)	Is the rear garden easy to maintain, reasonably private, safe and suitable for young children to play in? (Lock on side and rear gates, fences should not encourage climbing)	P				
<b><u>Part 3. Adequately heated, Fuel Efficiency and Well Insulated</u></b>						
3(a)	Is the heating system reasonably economical and capable of heating the dwelling to a reasonable level?	P				
3(b)	Are external doors and windows adequately draught proofed?	P				
3(c)	Is the living room separated from the main entrance door?	S				
3(d)	Is the hot water tank effectively insulated?	P				
3(e)	Is there adequate mechanical extract ventilation in the kitchen and bathroom? (K/B/KB)	S				

	Element	P/S	Yes	No	N/A	Acceptable Fail
<b>Part 4. Contain up to date Kitchens and Bathrooms</b>						
4(a)	Is the kitchen 15 years old or less, unless in good condition?	P				
4(b)	Are there adequate facilities for washing, drying and airing clothes?	S				
4(c)	Are the bathroom and WC facilities 25 years old or less, unless in good condition?	P				
4(d)	Is there a shower as well as a bath?	P				
<b>Part 5. Well Managed (for rented housing)</b>						
5(a)	Is the dwelling fairly, efficiently and well managed?		<i>Not assessed</i>			
<b>Part 6. Located in Attractive and Safe Environments</b>						
<i>The Data in this section is not collected by Welsh Government at present.</i>						
6(a)	Are roads and footpaths accessible, providing safety for residents, pedestrians and children?	S				
6(b)	Is there soft and hard landscaping with planting in protected areas?	S				
6(c)	Is there adequate street lighting?	S				
6(d)	Is there adequate and safe play space for young children?	S				
6(e)	Are there adequate, practical and maintainable communal areas?	S				
6(f)	Are dwellings clearly identifiable with definable boundaries (1200mm min rear)?	S				
6(g)	Are utility services practically located and well identified?	S				
6(h)	Is there adequate and practically located car parking clearly visible to residents?	S				
<b>Part 7. As Far as Possible, Suit the Specific Requirements of the Household (e.g. Specific Disabilities)</b>						
7(a)	Is there sufficient space within the dwelling for everyday living?	S				
7(b)	Is internal and external general storage space adequate?	S				
7(c)	Does the dwelling layout meet the special cultural needs of the residents?	S				
7(d)	Does the dwelling have the necessary physical aids to suit the requirements of the residents?	S				
7(e)	Is there a level area no smaller than 10M <sup>2</sup> directly accessible from the dwelling?	S				
7(f)	Is there a paved access to the drying line and any garden gate?	S				

Acceptable fails

## WHQS Certificate of Compliance

	Element	Reason For Acceptable Fail	Tenant Opt Out
1	Roofs and associated components.		
2	Windows.		
3	External doors.		
4	Kitchens.		
5	Bathrooms.		
6	Energy rating (SAP ≥ 65).		
7	Central heating systems.		
8	Electrical systems.		
9	Mains powered smoke detectors.		
10	Gardens and external storage up and including the boundary of the property.		

### Capital Works Planned Dates

	Element	Workstream Identified	Year
1	Roofs and associated components.		
2	Windows.		
3	External doors.		
4	Kitchens.		
5	Bathrooms.		
6	Energy rating (SAP ≥ 65).		
7	Central heating systems.		
8	Electrical systems.		
9	Mains powered smoke detectors.		
10	Gardens and external storage up and including the boundary of the property.		

COMMENTS

Surveyed by:

Date:

Reviewed by:

Date:



## COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY MEETING

<b>Date of Meeting</b>	Monday 9 May 2016
<b>Report Subject</b>	Improvement Plan 2016/17
<b>Cabinet Member</b>	Cabinet Member for Housing Cabinet Member for Economic Development
<b>Report Author</b>	Chief Executive Chief Officer – Community & Environment
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Improvement Plan for 2016/17 has been refreshed and updated to reflect the key priorities of the Council for next year. The structure of the plan is retained with the eight priorities and the sub-priorities. Five of the eight priorities continue with a refresh of longer term projects or ambitions, whereas the remaining three have been reviewed to reflect of longer term projects or ambitions, whereas the remaining three have been reviewed to reflect local circumstances and priorities.

There is also a new section within each sub-priority which references national issues which have the potential to impact upon achievement of the priorities. These issues will also be referenced, where relevant, in the next refresh of the Medium Term Financial Strategy for 2016-2020.

Following presentation of the initial draft to Cabinet on 19<sup>th</sup> April 2016, relevant sections of the Improvement Plan are now being presented to Overview and Scrutiny Committees for consultation and input, along with the proposed targets for the national performance indicators.

### RECOMMENDATIONS

1	To review and comment on: <ol style="list-style-type: none"> <li>i. The content of the Improvement Plan and 'How we measure</li> </ol>
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	<p>achievement' document for the 'Housing', 'Economy and Enterprise' and 'Poverty' priorities.</p> <p>ii. The proposed targets for the national performance indicators.</p>
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## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE IMPROVEMENT PLAN AND TARGET SETTING</b>
1.01	It is a requirement of the Local Government (Wales) Measure 2009 (the measure) to set Improvement Objectives and publish an Improvement Plan. It is a statutory requirement for the County Council to adopt the Improvement Plan.
1.02	Improvement Objectives and an accompanying Improvement Plan were first set and adopted by the Council in 2011. For 2013/14 the Council thoroughly reviewed the priorities to streamline them and rest them with clearer outcome based aims. A revised set of eight priorities supported by a structure of sub-priorities was adopted.
1.03	The Plan presentation also changed providing detail for each of the priorities which were to have the most impact during the year. This has helped the organisation to concentrate on the outcomes where most immediate attention was needed.
1.04	In recent years the Plan has been effective in setting priorities and achieving outcomes. This has been validated by the Wales Audit Office (WAO) as below.
1.05	<p>The WAO in its Corporate Assessment report of March 2015 said that <i>“the Council has established a wide-ranging set of clearly-stated priorities that have a broad base of support within the Council and among partners”</i>.</p> <p>In addition the report commented on: <i>“The Council sets out its vision clearly within its Improvement Plan, as required by the Local Government Measure 2009 (the Measure). For 2014-15, the Council’s coherent set of eight strategic priorities is underpinned by more detailed sub-priorities, some of which are identified clearly as areas of particular focus during the year. Though wide-ranging, the Council’s vision demonstrates a clear commitment to continuous improvement, reflected by targets for improving the efficiency and effectiveness of its services, particularly those associated with its in-year Improvement Objectives.”</i></p> <p>The format and content of the Plan was also commented upon: <i>“The Council has worked hard to improve the quality of this key plan and the Improvement Plan for 2014-15 is a clear and accessible document that sets out far more clearly than before what the Council plans to do and how its success might be measured and evaluated.”</i></p>
1.06	For 2016/17 a review of the current priorities and sub-priorities has been undertaken to set: -

	<ul style="list-style-type: none"> <li>• priorities that continue into 2016/17 for sustained attention;</li> <li>• activities that can now be removed as completion of a time-limited piece of work e.g. Universal Credit preparation, use of the National Procurement Service;</li> <li>• priorities which could be broadened to include more strategic issues e.g. 'Creating jobs and growing the local economy', the care home market;</li> <li>• sub-priorities which could be merged e.g. Fuel Poverty and Maximising Income;</li> <li>• emerging priority activities for 2016/17 e.g. Improving chances for Looked after Children, mental health.</li> </ul> <p>Sub-priorities have also been set to take into account Cabinet and Overview and Scrutiny priorities, priorities of partners, public views and service demands and national policy and legislation.</p>
1.07	<p>For each sub-priority which continues to be high profile for 2016/17 there has been a review based on: -</p> <ul style="list-style-type: none"> <li>• the reasoning for the priority status;</li> <li>• what we will do and how we will measure achievement; and</li> <li>• the risks that will need to be managed.</li> </ul> <p>In addition there is a section on national policy issues which may impact our ability to deliver and achieve.</p>
1.08	<p>The Improvement Plan in totality is presented as 2 documents that are inter-related; firstly the 'public' version of our statements of intent around the 8 priorities and secondly the document that describes the targets and milestones on which achievement will be measured. This is the document that is used by Cabinet and Overview and Scrutiny Committees to monitor progress during the year.</p> <p>Appendix 1 contains the draft Improvement Plan Priorities 'Housing', Economy and Enterprise' and 'Poverty', including the 'How we will Measure Achievement' extracts for these priorities. Some data has yet to be confirmed and will be provided at the meeting.</p>
1.09	<p>The 'Housing' Priority for 2016/17 builds on what has been completed in 2015/16 with a continued focus on:</p> <ul style="list-style-type: none"> <li>• prevention of homelessness;</li> <li>• meeting the diverse housing and accommodation needs of the local population;</li> <li>• developing more opportunities for people to access affordable rent and low cost home ownership;</li> <li>• providing good quality housing for residents and maximise funding to improve homes;</li> <li>• reducing the number of empty properties in the County; and</li> <li>• meeting the Welsh Government target for all social housing to be</li> </ul>

	<p>brought up to the Welsh Housing Quality Standard (WHQS).</p> <p>The 'Economy &amp; Enterprise' Priority is now a more strategic priority focusing on:</p> <ul style="list-style-type: none"> <li>• strategic / regional positioning in readiness for future accelerated growth (e.g. Northern Powerhouse);</li> <li>• maximising the economic value of transformation projects (e.g. SHARP);</li> <li>• facilitating the creation of jobs; and</li> <li>• strengthening the economic benefits of town centres and the visitor economy.</li> </ul> <p>The 'Poverty' Priority still focuses on:</p> <ul style="list-style-type: none"> <li>• provision of advice and support services to help people protect their income; and</li> <li>• delivery of energy efficiency measures to homes in Flintshire.</li> </ul> <p>However, it now also includes an additional focus:</p> <ul style="list-style-type: none"> <li>• helping people to get closer to work and / or be work ready.</li> </ul>
1.10	The final Improvement Plan will be available as a web-based document published on the website before the end of June following endorsement by County Council.
1.11	<p>In addition to the performance measures in the Improvement Plan, the Council has a duty to collect and report annually on a number of statutory measures to Welsh Government:</p> <ul style="list-style-type: none"> <li>• National Strategic Indicators (NSIs)</li> <li>• Public Accountability Measures (PAMs)</li> </ul>
1.12	<p>Targets are set for the current year and the next year based on historical trend, comparative performance and local circumstances. Such considerations are detailed in the 'rationale' for the target.</p> <p>Classifications are also set for each performance indicator and the rationale for the selection is stated: -</p> <ul style="list-style-type: none"> <li>• Improvement - current performance is poor and improvement is being targeted.</li> <li>• Incremental - current performance is fair but stepped, incremental improvement is being sought.</li> <li>• Maintenance - current performance is good and we are seeking to maintain that level.</li> </ul> <p>Appendix 2 is a schedule of the national performance indicators for Housing.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Resource implications have been considered during preparation of the



	Medium Term Financial Strategy and will continue to be monitored during the regular budget monitoring and financial planning arrangements.
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<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Following presentation of the initial draft to Cabinet on 19th April 2016, relevant sections of the Improvement Plan are now being presented to Overview and Scrutiny Committees for consultation and input.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	<p>Delivery of the plan objectives are risk managed as part of each of the sub-priorities of the Improvement Plan. They are monitored and reported against quarterly to the Overview and Scrutiny Committees.</p> <p>The risks to the statutory requirements of the Plan include: not publishing the plan within statutory timescales (30 June) and not adhering to the prerequisite content. Both these risks are managed through adherence to well established procedures for i) publishing the Plan and ii) ensuring that the content of the plan reflects the requirements of the Measure.</p> <p>An additional risk is that Members do not endorse the Plan; consultation with Members both individually and as part of the Scrutiny process allows for full engagement.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	<p><b>Appendix 1</b> – Improvement Plan 2016/17 Priorities: ‘Housing’, ‘Economy and Enterprise’ and ‘Poverty’</p> <p><b>Appendix 2</b> – Proposed national performance indicator targets for Housing.</p>

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Contact Officer:</b> Louise Mackie, Policy and Performance Support Officer  <b>Telephone:</b> 01352 702154  <b>E-mail:</b> <a href="mailto:louise.mackie@flintshire.gov.uk">louise.mackie@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.
7.02	<b>Corporate Assessment:</b> in 2013/14 the Wales Audit Office (WAO) began

	<p>a new four year cycle of Corporate Assessments of improvement authorities in Wales. An in depth Corporate Assessment reports on the Council's track record of performance and outcomes as well as the key arrangements necessary to underpin improvements in services and functions. Flintshire's first Corporate Assessment was conducted in late 2014 and the report on its outcomes was included in the Annual Improvement Report reported to Cabinet in March 2015.</p>
7.03	<p><b>Medium Term Financial Strategy:</b> a written strategy which gives a forecast of the financial resources which will be available to a Council for a given period, and sets out plans for how best to deploy those resources to meet its priorities, duties and obligations.</p>
7.04	<p><b>Wales Audit Office:</b> works to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.</p>
7.05	<p><b>Welsh Housing Quality Standard (WHQS):</b> Welsh Government's physical quality standard for modern social housing.</p>
7.06	<p><b>Northern Powerhouse:</b> A collaboration concerned with redressing the North-South economic imbalance, aiming to attract investment into northern cities and towns.</p>
7.07	<p><b>Strategic Housing and Regeneration Programme (SHARP):</b> Programme to build 500 new homes over the next five years.</p>

## Priority: Housing

### Sub-Priority: Appropriate and Affordable Homes

#### Impact: Improving the choice and quality of local housing

#### This is a priority this year because we need to:

- Prevent homelessness.
- Meet the diverse housing and accommodation needs of the local population.
- Develop more opportunities for people to access affordable rent and low cost home ownership.

#### National Policy Issues:

- Capping of social rents to the Local Housing Allowance (LHA) levels.
- Local Authorities to be able to access grant funding to support new build affordable and social housing.
- Sufficiency of resourcing to fulfil the new duties of the Wales Housing Act.

#### What we will do in 2016/17:

- 1) Deliver a proactive Housing Solutions service to prevent homelessness for as many households as possible.

##### ***Achievement will be measured through:***

- Number of housing enquiries resolved at first point of contact
- Maintaining the percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months

- 2) Stimulate the growth of affordable housing.

##### ***Achievement will be measured through:***

- Increasing the numbers of new Council and affordable homes through the SHARP programme
- Maximising the number of new affordable homes provided through the planning system
- Increase the numbers of affordable homes provided through the Social Housing Grant (SHG) programme (will include Extra Care provision)

#### Risks to manage:

- Homelessness will remain a growing area of demand due to the current economic climate.
- The supply of affordable housing will continue to be insufficient to meet community need.

#### What we mean by:

**SHARP** – Strategic Housing and Regeneration Programme – programme to build 500 new homes over the next four years.

**Social Housing Grant (SHG)** - funds housing schemes that meet local needs and priorities as identified by local authorities including providing housing for rent or low cost home ownership through new build or the use of existing buildings.

## Priority: Housing

### Sub-Priority: Modern, Efficient and Adapted Homes

#### Impact: Improving the choice and quality of local housing

#### This is a priority this year because we need to:

- Provide good quality housing for residents and maximise funding to improve homes.
- Reduce the number of empty properties in the County.
- Meet the Welsh Government target for all social housing to be brought up to the Welsh Housing Quality Standard (WHQS).

#### National Policy Issues:

- Maintain the funding of Major Repairs Allowance (MRA) so that the Council can meet the WHQS standard by 2020
- Maintain current rent policy so that the Council can achieve WHQS by 2020

#### What we will do in 2016/17:

- 1) Deliver financial support to repair, improve and adapt private sector homes.

##### ***Achievement will be measured through:***

- Repairing / improving 40 private sector dwellings through the Council's capital programme and Welsh Government's national Home Improvement Loan
- Improving the timeliness of adaptations, particularly those delivered through Disabled Facilities Grants

- 2) Reduce the number of long term vacant homes.

##### ***Achievement will be measured through:***

- Bringing empty homes back into use for residential living through the Welsh Government Houses into Homes Scheme

- 3) Deliver the six year asset management strategy to meet the Welsh Housing Quality Standard (WHQS) for all Council homes.

##### ***Achievement will be measured through:***

- Completing WHQS work schemes to a value of £21m, in line with the Housing Asset Management Strategy

#### Risks to manage:

- The increased work programme to deliver the WHQS will not be met due to the scale of the programme.
- Council funding for adaptations and home loans will not be sufficient to meet demand.
- Financial assistance available to repair homes is not taken up by residents.
- Customer expectations for the timeliness of adaptations undertaken through disabled facilities grants will not be met due to competing demands on resources.

**What we mean by:**

**Major Repairs Allowance (MRA)** – A grant paid to the 11 Local Housing Authorities who still manage and maintain their council housing which must be used to meet the WHQS.

**WHQS** – Welsh Government’s physical quality standard for modern social housing.

**Home Improvement Loan** – a national loan scheme delivered by Local Authorities that enables short to medium term loans to be provided to owners of sub-standard properties who meet the affordability criteria.

**Adaptations** – changes to a person’s home to enable her/him to live as independently as possible.

**Disabled Facilities Grant** – a grant available for larger adaptation to a person’s home.

**Houses in to Homes Scheme** – A Welsh Government scheme to provide loans to bring empty houses or commercial buildings back into use as homes for sale or rent.

Priority	Sub-Priority	Impact
Housing	Appropriate & Affordable Homes	Improving the choice and quality of local housing

What we will do in 2016/17:

**1. Deliver a proactive Housing Solutions service to prevent homelessness for as many households as possible.**

**Achievement will be measured through:**

- Number of housing enquiries resolved at first point of contact
- Maintaining the percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months

Achievement Measures	Lead Officer	Baseline Data (2015/16)	2016/17 Target	2017/18 Aspirational Target
Number of housing enquiries resolved at first point of contact	Chief Officer – Community and Enterprise	tbc	XXX	XXX
Maintaining the percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months (HHA/013)		89%	87%	92%

**2. Stimulate the growth of affordable housing.**

**Achievement will be measured through:**

- Increasing the numbers of new Council and affordable homes through the SHARP programme
- Maximising the number of new affordable homes provided through the planning system.
- Increase the numbers of affordable homes provided through the Social Housing Grant (SHG) programme

**Achievement Milestones for strategy and action plans:**

- Development of the Flint Extra Care provision by Autumn 2017

Achievement Measures	Lead	Baseline	2016/17	2017/18
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	<b>Officer</b>	<b>Data (2015/16)</b>	<b>Target</b>	<b>Aspirational Target</b>
The number of new Council and affordable homes through the SHARP programme	Chief Officer – Community and Enterprise	0	12	12
The number of new affordable homes provided through the planning system.		69	35	35
The number of affordable homes provided through the Social Housing Grant (SHG) programme		tbc	135	135

Priority	Sub-Priority	Impact
Housing	Modern, Efficient and Adapted Homes	Improving the choice and quality of local housing

What we will do in 2016/17:

### 1. Deliver financial support to repair, improve and adapt private sector homes.

**Achievement will be measured through:**

- Repairing / improving 40 private sector dwellings through the Council's capital programme and Welsh Government's national Home Improvement Loan
- Improving the timeliness of adaptations, particularly those delivered through Disabled Facilities Grants

Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target
Repair / improve 40 private sector dwellings through the Council's capital programme and Welsh Government's national Home Improvement Loan.	Chief Officer – Community and Enterprise	23	30	40
PSR/009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for children and young people.		455	316	316
PSR/009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults.		310	247	247

### 2. Reduce the number of long term vacant homes.

**Achievement will be measured through:**

- Bringing empty homes back into use for residential living through the Welsh Government Houses into Homes Scheme

Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target
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The number of empty homes brought back into use the Welsh Government Houses into Homes Scheme	Chief Officer – Community and Enterprise	4	8	8
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### 3. Deliver the six year asset management strategy to meet the Welsh Housing Quality Standard (WHQS) for all Council homes.

**Achievement will be measured through:**

- o Completing WHQS work schemes to a value of £21M, in line with the Housing Asset Management Strategy

Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target
Capital Works Target – Roofs & Associated Components	Chief Officer – Community and Enterprise	112	209	658
Capital Works Target – Windows		112	209	287
Capital Works Target – External Doors		112	209	287
Capital Works Target – Kitchen replacements		1393	1030	1048
Capital Works Target – Bathrooms		1688	1398	1488
Capital Works Target – Central Heating		192	190	206
Capital Works Target – Electrical Systems		50	50	50
Capital Works Target – Smoke Detectors		508	500	500

**Priority: Economy and Enterprise**  
**Sub-Priority: Business Sector Growth & Regeneration**  
**Impact: Growing the economy and creating jobs**

**This is a priority this year because we need to:**

- Grow the local and regional economy, with a target to increase Flintshire's Gross Value Added (GVA) to the UK average (currently 88%) by 2030.
- Secure the infrastructure investment needed to facilitate growth both regionally and locally.
- Build upon the success of the advanced manufacturing sector in Flintshire and facilitate business innovation, adaptability and supply chain development.
- Protect the economic viability of our town centres and rural areas.
- Work collaboratively to achieve key priorities for major infrastructure projects which will support economic growth objectives

**National Policy Issues:**

- Recognition that Flintshire is part of the Northern Powerhouse and a key player in the delivery of the Cheshire and Warrington Local Enterprise Partnership (LEP) Growth deal for the Mersey Dee area and for North Wales.
- Devolution of powers to support economic growth in North Wales (opportunity and possible threat if powers are insufficient and do not match those in England).
- Infrastructure investment to create the platform for advancing economic growth.
- Change from national to local control of business rates

**What we will do in 2016/17:**

- 1) Strategic / Regional positioning in readiness for future accelerated growth ([Northern Powerhouse](#), [LEP](#))

***Achievement will be measured through:***

- Contributing to the development and delivery of a clear cross border economic growth strategy for Flintshire
- Success in gaining approval and/or funding for programmes which will support economic growth

- 2) Maximise the economic value of transformation projects ([DEZ / SHARP / Northern Gateway / Warren Hall, V&VP](#))

***Achievement will be measured through:***

- Monitoring and supporting the implementation of the transformation projects
- Supporting supply chain development
- Converting business enquiries to investment within Flintshire

- 3) Facilitate the creation of jobs

***Achievement will be measured through:***

- Creating jobs within Flintshire
- Creating jobs within Flintshire through our large scale capital programmes (WHQS and SHARP)

4) Strengthen the economic benefits of town centres and the visitor economy

***Achievement will be measured through:***

- Supporting the development and management of visitor facilities in key urban areas and along the Dee coastline.
- Facilitating private sector investment in town centres.
- Expanding the North East Wales Ambassadors programme in Flintshire.

**Risks to manage:**

- The Northern Powerhouse and LEP could pose risks to the growth of the Flintshire economy if there is not devolution of powers and freedoms to match those being developed in England.
- Infrastructure investment does not keep pace with needs and business is lost to the economy.
- Support for businesses in Flintshire doesn't meet their needs and fails to encourage investment.
- Devolved powers in Wales do not match those in England.

**What we mean by:**

**Gross Value Added (GVA)** - Measures the contribution to the economy of each individual producer, industry or sector.

**Northern Powerhouse** – A collaboration concerned with redressing the North-South economic imbalance, aiming to attract investment into northern cities and towns.

**Welsh Housing Quality Standard (WHQS)** - Welsh Government's physical quality standard for modern social housing.

**Strategic Housing and Regeneration Programme (SHARP)** - Programme to build 500 new homes over the next five years.

**North East Wales Ambassadors programme** - a network committed to encouraging visitors to the region, projecting a positive image and generating more business for local suppliers.

Priority	Sub-Priority	Impact
Economy and Enterprise	Business Sector Growth & Regeneration	Growing the economy and creating jobs

**What we will do in 2016/17:**

**1. Strategic / Regional positioning in readiness for future accelerated growth**

**Achievements will be measured through**

- Contributing to the development and delivery of a clear cross border economic growth strategy for Flintshire
- Success in gaining approval and/or funding for programmes which will support economic growth

**Quarterly summary progress monitoring:**

- Contributing to the development and delivery of a clear cross border economic growth strategy for Flintshire
- Success in gaining approval and/or funding for programmes which will support economic growth

**2. Maximise the economic value of transformation projects**

**Achievements will be measured through**

- Monitoring and supporting the implementation of the transformation projects
- Supporting supply chain development
- Converting business enquiries to investment within Flintshire

**Quarterly summary progress monitoring:**

- DEZ project
- SHARP project
- Northern Gateway project
- Warren Hall project
- Vibrant and Viable Places project

Achievement Measures	Lead Officer	2015/16 Baseline	2016/17 Target	2017/18 Aspirational
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		Data		Target
Delivery of supply chain development events	Chief Officer – Community & Enterprise	N/A New Measure	3	3
Number of business enquiries converted to investment within Flintshire		74%	Management Information	Management Information

### 3. Facilitate the creation of jobs

#### Achievements will be measured through

- Creating jobs within Flintshire
- Creating jobs within Flintshire through our large scale capital programmes (WHQS and SHARP)

Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target
Number of new jobs in Flintshire	Chief Officer – Community & Enterprise	2,139	1,200	1,200
Number of new jobs through large scale capital programmes (WHQS)		43	32	40
Number of new jobs through large scale capital programmes (SHARP)		tbc	XX	XX

### 4. Strengthen the economic benefits of town centres and the visitor economy

#### Achievements will be measured through

- Supporting the development and management of visitor facilities in key urban areas and along the Dee coastline
- Facilitating private sector investment in town centres
- Expanding the North East Wales Ambassadors programme in Flintshire

#### Achievement Milestones for strategy and action plans:

- Implement the Coastal Community Fund programme investments in Flintshire's coastal tourism infrastructure by 31/03/17
- Complete the Town Action Plan improvement project to St Mary's Church Square in Flint by 31/12/16
- Develop a plan to increase the coverage of brown and white visitor signs in Flintshire by 31/03/17
- Implement parking improvements in Talacre by end 30/06/16

**Quarterly summary progress monitoring:**

- Support the development of community-led visitor facilities

<b>Achievement Measures</b>	<b>Lead Officer</b>	<b>2015/16 Baseline Data</b>	<b>2016/17 Target</b>	<b>2017/18 Aspirational Target</b>
Number of town centre private sector investment proposals supported	Chief Officer – Community & Enterprise	4	3	3
Number of new Ambassadors recruited		20	15 (additional)	15 (additional)

## Priority: Poverty

### Sub-Priority: Maximising Income

#### Impact: Protecting people from poverty

#### **This is a priority this year because we need to:**

- Support people to manage the ongoing impact of Welfare Reform.
- Help people claim the benefits they are entitled to.
- Help people manage their financial commitments.
- Reduce the risk of poverty for families, children and young people.
- Reduce the impact of rises in fuel costs.

#### **National Policy Issues:**

- UK Government welfare reforms are adversely affecting local people
- Sustainability of funding for fuel poverty measures.
- Delays of the European Social Fund (ESF) Programmes affecting delivery of local targets.

#### **What we will do in 2016/17:**

- 1) Provide advice and support services to help people protect their income.

##### ***Achievement will be measured through:***

- Assisting Flintshire residents to claim additional Social Security and Tax Credits to which they are entitled
- Assisting people with Welfare Reform changes through the effective application of the Council's DHP Policy
- Supporting Flintshire residents to better manage their financial commitments
- Monitoring the speed of processing of Housing Benefit claims: i) new claims  
ii) change of circumstances

- 2) Helping people to get closer to work and / or be work ready through a range of Government and European funded programmes.

##### ***Achievement will be measured through:***

- The numbers of local people getting closer to work or becoming ready to enter work having benefitted from accessing Government or European funded programmes

- 3) Deliver energy efficiency measures to homes in Flintshire.

##### ***Achievement will be measured through:***

- Reducing the overall annual fuel bill for residents
- The number of homes receiving energy efficiency measures
- Creating and launching a national energy efficiency materials and supplier framework

#### **Risks to manage:**

- Demand for advice and support services will not be met.
- Debt levels will rise if tenants are unable to afford to pay their rent.
- The local economy will suffer if residents have less income to spend.

- Residents do not take up the energy efficiency measures available.
- Available funding for energy efficiency measures falls short of public demand.

**What we mean by:**

**Welfare Reform:** a range of measures introduced by Central Government to reform the Welfare Benefits system.

**Discretionary Housing Policy:** Aims to provide a fair and consistent approach to help customers who require further financial assistance with their housing costs.



Priority	Sub-Priority	Impact
Poverty	Maximising Income	Protecting people from poverty

#### What we will do in 2016/17:

#### 1. Provide advice and support services to help people protect their income.

##### Achievement will be measured through:

- Assisting Flintshire residents to claim additional Social Security and Tax Credits to which they are entitled
- Assisting people with Welfare Reform changes through the effective application of the Council's DHP Policy
- Supporting Flintshire residents to better manage their financial commitments
- Monitoring the speed of processing of Housing Benefit claims: i) new claims ii) change of circumstances

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Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target
Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC (WEL/001)	Chief Officer – Community and Enterprise	£1,900,000	£2,000,000	£2,300,000
Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes		£XXX	Management Information	Management Information
Number of residents supported to better manage their financial commitments		168	Management Information	Management Information
Speed of processing of Housing Benefit claims (days):				
▪ new claims		20 days	20 days	19 days
▪ change of circumstances		7 days	8 days	17 days

#### 2. Helping people to get closer to work and / or be work ready through a range of Government and European funded programmes.

##### Achievement will be measured through:

- The numbers of local people getting closer to work or becoming ready to enter work having benefitted from accessing Government and / or

European funded programmes.

Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target	
<b>European Social Fund - Trac:</b> (as reported to Welsh European Funding Office -WEFO)					
<ul style="list-style-type: none"> <li>Number of people entering employment</li> </ul>		XX	XX	XX	
<ul style="list-style-type: none"> <li>Number of people gaining a qualification or work relevant certification</li> </ul>		XX	XX	XX	
<ul style="list-style-type: none"> <li>Number of people completing a work experience placement or volunteering opportunity</li> </ul>		XX	XX	XX	
<b>European Social Fund - Adtrac:</b> (as reported to Welsh European Funding Office - WEFO)		Chief Officer - Community & Enterprise			
<ul style="list-style-type: none"> <li>Number of people entering employment</li> </ul>			XX	XX	XX
<ul style="list-style-type: none"> <li>Number of people gaining a qualification or work relevant certification</li> </ul>		Chief Officer – Education & Youth	XX	XX	XX
<ul style="list-style-type: none"> <li>Number of people completing a work experience placement or volunteering opportunity</li> </ul>		Chief Officer – Social Services	XX	XX	XX
<b>European Social Fund - Opus:</b> (as reported to Welsh European Funding Office - WEFO)					
<ul style="list-style-type: none"> <li>Number of people entering employment</li> </ul>			N/A New Measure	12	31
<ul style="list-style-type: none"> <li>Number of people gaining a qualification or work relevant certification</li> </ul>			N/A New Measure	50	83
<ul style="list-style-type: none"> <li>Number of people completing a work experience placement or volunteering opportunity</li> </ul>			N/A New Measure	50	86

<p><b>European Social Fund – Communities 4 Work:</b>          (as reported to Welsh European Funding Office – WEFO)          Target setting process not yet undertaken</p>				
<ul style="list-style-type: none"> <li>• Number of people entering employment</li> </ul>		XX	XX	XX
<ul style="list-style-type: none"> <li>• Number of people gaining a qualification or work relevant certification</li> </ul>		XX	XX	XX
<ul style="list-style-type: none"> <li>• Number of people completing a work experience placement or volunteering opportunity</li> </ul>		XX	XX	XX
<p><b>Families First:</b>          (as reported to Welsh Government)</p>				
<ul style="list-style-type: none"> <li>• Number of people gaining a qualification or work relevant certification (baseline data based on Q1-3 of 2015/16)</li> </ul>		133 (108 practitioners, 25 service users)	150	150
<ul style="list-style-type: none"> <li>• Number of people completing a work experience placement or volunteering opportunity (baseline data based on Q1-3 of 2015/16)</li> </ul>		15	30	30
<p><b>Flying Start:</b>          (as reported to Welsh Government)</p>				
<ul style="list-style-type: none"> <li>• Number of people entering employment</li> </ul>		XX	XX	XX
<ul style="list-style-type: none"> <li>• Number of people gaining a qualification or work relevant certification</li> </ul>		XX	XX	XX
<ul style="list-style-type: none"> <li>• Number of people completing a work experience placement or volunteering opportunity</li> </ul>		XX	XX	XX
<p><b>Communities First:</b>          (as reported to Welsh Government)</p>				
<ul style="list-style-type: none"> <li>• Number of people entering employment</li> </ul>		XX	XX	XX
<ul style="list-style-type: none"> <li>• Number of people gaining a qualification or work relevant certification</li> </ul>		XX	XX	XX

<ul style="list-style-type: none"> <li>Number of people completing a work experience placement or volunteering opportunity</li> </ul>		XX	XX	XX
<b>Supporting People:</b> (monitored half yearly as reported to Welsh Government)				
<ul style="list-style-type: none"> <li>Number of people recording a positive outcome under the outcome measure "Engaging in education and learning"</li> </ul>		New Measure	Establish Baseline	TBC once Baseline Established
<ul style="list-style-type: none"> <li>Number of people recording a positive outcome under the outcome measure "Engaging in employment/volunteering opportunities"</li> </ul>		New Measure	Establish Baseline	TBC once Baseline Established

### 3. Deliver energy efficiency measures to homes in Flintshire.

**Achievement will be measured through:**

- o Reducing the overall annual fuel bill for residents
- o The number of homes receiving energy efficiency measures
- o Creating and launching a national energy efficiency materials and supplier framework

**Achievement Milestones for strategy and action plans:**

- Creating and launching a national energy efficiency materials and supplier framework by **XX/XX/XX**

Achievement Measures	Lead Officer	2015/16 Baseline Data	2016/17 Target	2017/18 Aspirational Target
<b>The following indicators are provided for information and monitoring only and are not suitable for setting targets against</b>				
Overall annual fuel bill reduction for residents*	Chief Officer – Community and Enterprise	£XXX	£XXX	£XXX
The number of homes receiving energy efficiency measures		XXX	800	XXX

*\*The figures for fuel bill reductions and carbon emissions do not exactly correlate as might be expected with the number of homes receiving measures as this is dependent on the composition of measures.*

Ref.	Short Description	Unit of Measure (e.g. %, Days etc)	Direction of Positive Performance	Outturn Value 2013/14	Target 2014/15	Outturn Value 2014/15	Quartile Position Achieved 2014/15	Wales Average 2014/15	Best in Wales Value 2014/15	Top Quartile Value Wales 2014/15	Target 2015/16	Year End Outturn Value 2015/16 (if available)	Target 2016/17	Target Rationale for 2016/17 Please ensure the rationale includes reasons: (1) where top quartile performance is not being targeted (2) where the target is poorer performance than achieved previously	Aspirational Target 2017/18	Target Classification (current)	Target Classification (proposed)	Classification Rationale	NSI / PAM / Local
<b>HOUSING</b>																			
HHA/013 Annually	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months. <i>* Ranking was not undertaken for 2013/14</i> <b>This PI will no longer be collected nationally after 14/15 but is an Improvement Plan PI.</b>	%	Higher	84.90%	90%	85.2%	Upper Middle Quartile	65.4%	98.4%	90.7%	90%	98.28	87%	Growing pressure and a 40% reduction in transition funding makes this performance in this area increasingly difficult.	92%	Maintenance	Incremental	Growing pressure and a 40% reduction in transition funding makes this performance in this area increasingly difficult.	Local
PSR/004 Annually	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority <i>* Ranked 16th in Wales for 2014/15</i>	%	Higher	6.73%	8.43%	8.43%	Lower Middle Quartile	11.76%	68.59%	16.19%	Not Set	TBC	8.76%	Based on the 15/16 outturn of 8.76% as funding at a similar level will be available/	Not Set	Management Information	Management Information	Funding available at similar level to 15/16.	NSI
PSR/002 Quarterly	The average number of calendar days taken to deliver a Disabled Facilities Grant. <i>* Ranked 13th in Wales for 2013/14</i>	Days	Lower	246 days	Not Set	328 days	Bottom Quartile	231	160	186	Not Set	323.99	N/A	This indicator is an accumulation of PSR/009a and b below, please see the comments for both.	N/A	Management Information	Management Information		NSI & PAM
PSR/009a Quarterly	The average number of calendar days taken to deliver a mandatory Disabled Facilities Grant for children and young people. <i>* Ranked 21st in Wales for 2014/15</i>	Days	Lower	257 days	257 days	619 days	This PI is no longer collected nationally				316 days	455	316	The performance for 2015/16 is significantly over target due to X (number) of complex adaptations. For this reason the 2016/17 and aspirational targets are to remain at the same level as set for 2015/16.	316	Improvement	Improvement		Local
PSR/009b Quarterly	The average number of calendar days taken to deliver a Disabled Facilities Grant for adults. <i>* Ranked 12th in Wales for 2013/14</i>	Days	Lower	247 days	247 days	322 days	This PI is no longer collected nationally				247 days	309.87	247	One very complex adaptation with planning and legal issues has lead to performance for 2015/16 being significantly above the target set. If this adaptation were to be removed the performance for the year would be XX days. The target is to be maintained at the level set for 15/16.	247	Improvement	Improvement		Local

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## COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Monday 9 <sup>th</sup> May, 2016
<b>Report Subject</b>	Forward Work Programme
<b>Cabinet Member</b>	N / A
<b>Report Author</b>	Community & Enterprise Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Community & Enterprise Overview & Scrutiny Committee.

### RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair and Vice-Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME</b>
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li></ol>
<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.
<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Publication of this report constitutes consultation.
<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.
<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Current Forward Work Programme
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Ceri Shotton Overview &amp; Scrutiny Facilitator</p> <p><b>Telephone:</b> 01352 702305</p> <p><b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a></p>



7.00	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

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**CURRENT FWP**

<b>Date of meeting</b>	<b>Subject</b>	<b>Purpose of Report</b>	<b>Scrutiny Focus</b>	<b>Report Author</b>	<b>Submission Deadline</b>
<b>8 June, 2016</b>	<b>Q4 – Year End Improvement Plan Monitoring Reports</b>	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Assurance/Monitoring	Community & Enterprise Facilitator	<b>1 June 2016</b>
	<b>Purchase of ex council stock</b>	To consider proposals and criteria for the repurchase of ex council property	Consultation	Service Manager, Housing Programmes	
	<b>Welfare Reform – Including Universal Credit</b>	To update Members on the impact and risks of Welfare Reform and the cost to the Council	Assurance/Monitoring	Chief Officer (Community & Enterprise)	
	<b>Deeside Plan</b>	To enable the Committee to consider the Deeside Plan	Consultation	Service Manager, Enterprise, and Regeneration Programmes	
<b>13 July, 2016</b>	<b>Strategic Housing and Regeneration Project (SHARP)</b>	To review progress on the Strategic Housing and Regeneration Project (SHARP)	Assurance/Monitoring	Service Manager, Housing Programmes	<b>6 July 2016</b>

	<b>Housing Regeneration Programmes</b>	To update the Committee on the Housing Regeneration Programmes	Assurance/Monitoring	Service Manager, Enterprise, and Regeneration Programmes	
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**Items to be scheduled**

- Service Charges for garden service – December 2016
- Business Rates Policy 2017/18 – Discretionary relief for Charitable, Voluntary and not for profit Organisations
- Update report on partnership working between the Council and Travis Perkins
- Town Centre Regeneration – October 2016
- Work of the Economic Ambition Board
- Review of Fair Debt Policy – May 2017
- Allocations and Local Lettings Policy

**REGULAR ITEMS**

<b>Month</b>	<b>Item</b>	<b>Purpose of Report</b>	<b>Responsible / Contact Officer</b>
<b>Quarterly / Annual</b>	<b>Performance Reporting</b>	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Community and Enterprise)
<b>Six monthly</b>	<b>HRA Business Plan &amp; WHQS</b>	To update Members on progress made in meeting the WHQS and HRA business plan budget efficiencies	Chief Officer (Community and Enterprise)
<b>Six monthly</b>	<b>Welfare Reform Update – including Universal Credit</b>	To update Members on the impact of Welfare Reform and the cost to the Council.	Chief Officer (Community and Enterprise)
<b>Six monthly</b>	<b>Update on North East Wales Homes &amp; Property Management</b>	To update Members on the work of the North East Wales Homes & Property Management	Chief Officer (Community and Enterprise)
<b>Annually</b>	<b>Delivery of the Regeneration Programmes</b>	To seek Member support in the delivery of the Vibrant and Viable Places programme, Communities First programme and how European funding is spent	Chief Officer (Community and Enterprise)
	<b>HRA Efficiencies</b>	To enable the Committee to monitor progress in meeting proposed HRA Efficiencies.	Chief Officer (Community and Enterprise)
	<b>HRA Subsidy Risk Register</b>	To enable the Committee to monitor ongoing risks following the introduction of self-financing for the HRA.	Chief Officer (Community and Enterprise)

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