

# 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, George Hardcastle, Ray Hughes, Hilary Isherwood, Sara Parker, Mike Reece, Gareth Roberts and David Roney

9 December 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 Thursday, 15th December, 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 MINUTES (Pages 3 - 8)

**Purpose:** To confirm as a correct record the minutes of the meeting held on 23 November 2016 (copy enclosed).

### 4 BUY BACK OF COUNCIL RIGHT TO BUY (RTB) PROPERTIES (Pages 9 - 20)

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

**Purpose:** To consider proposals and criteria for the repurchase of ex council properties

5 **SHELTERED HOUSING REVIEW** (Pages 21 - 28)

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

**Purpose:** To provide an update on the Sheltered Housing Review

6 **QUARTER 2 IMPROVEMENT PLAN 2016/17 MONITORING REPORT**  
(Pages 29 - 68)

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

**Purpose:** To enable Members to fulfil their scrutiny role in relation to performance monitoring.

7 **FORWARD WORK PROGRAMME** (Pages 69 - 76)

Report of Community and Enterprise Overview & Scrutiny Facilitator enclosed.

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

Yours sincerely



Robert Robins  
Democratic Services Manager

## **COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE** **23 NOVEMBER 2016**

Minutes of the meeting of the Community and Enterprise Overview & Scrutiny Committee of Flintshire County Council held in Connah's Quay Town Council offices, Fron Road, Connah's Quay on Wednesday, 23 November 2016

### **PRESENT: Councillor Ron Hampson (Chairman)**

Councillors: David Cox, Paul Cunningham, Peter Curtis, Ron Davies, Rosetta Dolphin, Ian Dunbar, Ray Hughes, Gareth Roberts and David Roney

**SUBSTITUTE:** Councillor Andy Dunbobbin (for Mike Reece)

**APOLOGIES:** Councillors: Jim Falshaw, George Hardcastle, Hilary Isherwood and Sara Parker; and Councillor Bernie Attridge, Deputy Leader and Cabinet Member for Environment

**CONTRIBUTORS:** Councillor Helen Brown, Cabinet Member for Housing; Councillor Derek Butler, Cabinet Member for Economic Development; Chief Officer (Community & Enterprise); Service Manager (Enterprise and Regeneration); Revenues Manager; Regeneration Manager; and Housing Strategy Officer

**IN ATTENDANCE:** Community and Enterprise Overview & Scrutiny Facilitator and Committee Officer

### **23. APOLOGIES**

Councillor Peter Curtis asked that the Facilitator write to Councillor Mike Reece to convey the good wishes of the Committee.

### **24. DECLARATIONS OF INTEREST**

As a private landlord, Councillor David Roney declared a personal interest on Agenda Item 4 'Council Tax Base Setting for 2017-18'.

### **25. MINUTES**

The minutes of the meeting held on 19 October 2016 were submitted.

### **RESOLVED:**

That the minutes be approved as a correct record and signed by the Chairman.

### **26. COUNCIL TAX BASE SETTING FOR 2017-18**

The Revenues Manager presented a report on the setting of the Council Tax Base of 63,543 band D equivalent properties for the financial year 2017-18, as approved by Cabinet. This was based on all properties subject to Council

Tax as at 31 October, taking into account new build developments such as that at Custom House Lane which Members were due to visit.

Following a steady growth in the county's Tax Base over the past ten years, there had been a significant increase from 2016-17 of almost 1.3% which reflected the strong economy and range of new build schemes across the county. The Council's decision to introduce the Council Tax premium scheme from April 2017 would have a further positive effect on the future Council Tax Base and would provide an incentive for property owners to bring some of the long-term empty properties back into use.

Councillor Peter Curtis raised concerns about long-term empty shops with accommodation, particularly those where grant funding had been received to return them to use. Officers explained that empty commercial premises were excluded from the Council Tax Base as they were subject to property rates, and that the vast majority of properties utilising external grant funding had been re-let following refurbishment.

Councillor David Cox asked whether it was the case that the Council was not able to intervene on long-term empty homes unless they were deemed unsafe. The Regeneration Manager explained that legislation allowed for enforcement action to be taken in response to statutory Housing Act issues or that forced sale of the property could be progressed subject to the policy previously scrutinised by the Committee and approved at Cabinet. Another option available was to pursue an Empty Dwelling Management Order for properties vacant over two years and causing neighbourhood issues. A dedicated officer, Stephen Roberts, was the point of contact for dealing with long-term empty homes defined as being empty over six months.

In response to comments from Councillor Paul Cunningham concerning a property in his ward, the Regeneration Manager spoke about the potential to explore Planning conditions or to utilise home improvement loans. The current number of empty homes in the county was 796, having reduced by 10% over the past 12 months following work by officers to raise awareness of the Council Tax premium liability from April 2017. A further reduction was expected after the implementation of this scheme.

Councillor Ian Dunbar raised similar ongoing concerns about properties in his ward and was asked to discuss these with the Regeneration Manager following the meeting. It was explained that whilst the Council had no jurisdiction on the advertisement of long-term empty properties for sale above market value, a condition within the exemptions to the Council Tax premium imposed a time limited exemption of one year on long-term empty properties being marketed for sale. The Regeneration Manager added that there was provision in the legislation for enforcement to be taken where physical damage or harm to neighbours' property could be demonstrated. Enforcement action could also be taken where there was proven detriment to the amenity of a neighbourhood, although this was subject to relatively high thresholds.

Following remarks by Councillor Ray Hughes on the challenges in letting flats above empty shops, the Regeneration Manager acknowledged the demand for one-bedroom accommodation. The availability of 'Living Over the Shops' grant funding from Welsh Government was being used to bring some of those properties back into use, however a significant cost element was needed to meet access and safety requirements.

In response to comments on improving conditions for tenants in private lettings, Councillor Helen Brown spoke about the imminent introduction of regulations through the Rent Smart Wales initiative which offered protection to tenants. Officers also explained that current legislation enabled enforcement against private landlords where living conditions were inadequate and that an increase in the number of enforcement officers within the Council would help to tackle issues.

The Regeneration Manager agreed to speak separately with Councillor Andy Dunbbobin about an issue on a private garage site.

Councillor Rosetta Dolphin referred to the level of resources within the Enforcement team and asked how many empty properties had been brought back into use through enforcement action. The Chief Officer (Community & Enterprise) explained that this information was included in the next report. Councillor Dolphin commented that enforcement spanned the remit of this Committee and that of the Environment Overview & Scrutiny Committee.

Councillor Gareth Roberts asked how many private landlords in Flintshire had so far registered for the Rent Smart Wales scheme. The Regeneration Manager would pursue a response from Environmental Health colleagues and respond separately, however it was likely that an increase in registrations would be seen over the coming weeks as the deadline approached.

**RESOLVED:**

That Committee notes the setting of the annual Tax Base of 63,543 band D equivalent properties (as shown in Appendix 1 to the report) for the financial year 2017-18.

**27. REGENERATION PROGRAMMES**

The Regeneration Manager presented an update report on the activities of the Regeneration Service over the past 18 months.

An overview was given of the significant progress made on a range of workstreams under the Vibrant and Viable Places (VVP) programme including regeneration and environmental improvements. On Disabled Facilities Grants (DFGs), officers were exploring different ways of delivery to reduce timescales. Although performance was improving, the aim was to exceed the target through recruitment, benchmarking with other councils and reviewing how performance was reported. An update was also given on empty homes activities, as referred

to in the previous item, including the 'Living Over the Shops' grant funding which the Council was keen to explore further to meet demand. A review was underway to identify how town centre regeneration could be supported and to consider the use of capital funding to support core activities given the reduction in external grant funding.

Councillor Ian Dunbar congratulated officers on the report and commended the work of the Green Team. He also expressed disappointment that his ward was outside the VVP. In response to concerns about an outstanding DFG, the Chief Officer asked that such issues be raised directly with the Regeneration team to follow up.

Councillor Derek Butler gave assurance that solutions were being explored to address DFG issues as well as addressing the disparity in performance reporting by different councils. He referred to complex issues around regeneration and highlighted the Council's success in delivering a number of key projects. He went on to talk about the impact of the loss of Communities First and uncertainty on external funding.

Whilst Councillor Rosetta Dolphin welcomed the empty homes activities set out in the report, she pointed out that this was a minor proportion of the 796 properties that were currently empty. The Chief Officer highlighted the range of measures being explored to encourage owners to return their properties to use and gave a reminder that the total number had reduced by 10% since the previous year. Councillor Dolphin stressed the importance of publicising the Council's powers to encourage other homeowners to bring their properties back into use. On town centre regeneration, she referred to funding available for groups to take on assets and said that outcomes may not always concur with the needs of the wider community. The Service Manager said that these points reinforced the need for partnership working which the Council was aiming to do by bringing together stakeholders.

Progress on the VVP was welcomed by Councillor Andy Dunbobbin for the improvements in his ward.

In response to comments from Councillor David Cox on the forthcoming Chancellor's Statement, the Regeneration Manager said there was a need for a balanced focus on regeneration as well as new build developments.

Councillor Peter Curtis felt that attempts should be made to establish the causes of long-term empty shops, such as those in his ward. Councillor Butler suggested that a range of factors could be involved and agreed that adequate resources were required to support town regeneration. The Service Manager pointed out that this was a national problem, in particular for small town centres, and that significant work had been done to support local shop owners. He agreed to contact the owners of a specific long-term vacant shop unit in Holywell.

**RESOLVED:**

That the progress of the Regeneration Service over the last 12 months be noted.

**28. STRATEGIC HOUSING AND REGENERATION PROJECT (SHARP)**

The Housing Strategy Officer introduced an update report on progress of the Strategic Housing and Regeneration Project (SHARP) to deliver 500 new Council and affordable homes over the five year period with the partner developer, Wates Residential.

Councillor Derek Butler asked that the Committee's good wishes be extended to the Service Manager (Housing Programmes) who was unable to attend.

The officer provided explanation on the phased approach to the programme, providing an update on the new housing schemes due for completion in Connah's Quay and Flint, as well as progress with the emerging schemes. As a further update, the scheme at Ysgol Delyn in Mold had been recently been given planning approval. With regard to funding, the Council's indicative allocation of Housing Finance Grant 2 (HFG2) was set out in the report, noting that more could be secured, depending on the take-up by other Authorities.

The Chief Officer spoke about the Council's proactive approach to meet the new homes target and that any additional HFG2 funding could help towards exceeding that target.

In welcoming the report, Councillor Derek Butler highlighted the positive relationship with the development partner to deliver on the Council's aims. He referred to the successful 'Meet the Buyer' event and the generation of employment and apprenticeship opportunities.

Councillor Rosetta Dolphin praised the positive outcomes for local people and asked about the allocation approach to the new build homes. The Chief Officer said that this would be done on a community basis, in line with the agreed policy.

The focus on local outcomes and partnership with Wates Residential was also praised by Councillors Paul Cunningham and Ray Hughes.

**RESOLVED:**

That the Committee supports the overall approach and progress for the delivery of new Council and affordable homes through the Strategic Housing and Regeneration Project (SHARP).

**29. FORWARD WORK PROGRAMME**

In presenting the Forward Work Programme for consideration, the Facilitator gave a reminder that the meeting on 21 December 2016 had been cancelled.

Councillor Rosetta Dolphin referred to her suggestion for an enterprise workshop to be attached to a future meeting. She was informed that a separate date would have to be scheduled to allow sufficient time for the item.

**RESOLVED:**

- (a) That the Forward Work Programme be noted; and
- (b) That the Facilitator, in consultation with the Chair of the Committee, be authorised to vary the Forward Work Programme between meetings, as the need arises.

**30. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There was one member of the public in attendance.

(The meeting started at 10am and ended at 11.25am)

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**Chairman**





## COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 15 <sup>th</sup> December 2016
<b>Report Subject</b>	Buy back of Council Right to Buy (RTB) properties
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer, Community and Enterprise
<b>Type of Report</b>	<b>Operational</b>

### EXECUTIVE SUMMARY

This report proposes the introduction of a new policy setting out the councils approach to the strategic acquisition of properties that become available on the open market including taking up the option of purchasing ex council properties that have been sold under the Right to Buy (RTB) scheme. The policy reflects current legislation with regard to Right to Buy and is reflective of best practice.

The main purpose of this Policy is to provide clarity, consistency and delegated authority around how future decisions are made, for both the council and owner of the property being considered for purchase.

The Policy also highlights the potential circumstances wherein the council may consider property purchases as a “strategic acquisition”, where there is a sound business case for doing so. This is explored in more detail in the main body of the report.

### RECOMMENDATIONS

1	Scrutiny Committee is asked to review and support the implementation of a Strategic Acquisition Policy (Incorporating Right to Buy Buyback).
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### REPORT DETAILS

<b>1.00</b>	<b>Strategic Acquisition Policy (Incorporating Right to Buy, Buyback and Discount Repayment)</b>
1.01	The current Housing Strategy (2012 – 2017) for Flintshire contains a number of strategic actions and objectives which all link to an overall aim of increasing the number, type and location of affordable social housing to address an increasing need. In 2014 Flintshire made a commitment through

	delivery of the SHARP programme to provide 500 new homes over a 5 year development programme.
1.02	In addition the Council has applied to Welsh Government to suspend RTB for a 5 year period to reduce the risk of further reducing the numbers of available social housing within the area, approval is anticipated imminently. The Council is also supportive of the Welsh Government proposal to approve a national suspension of the policy.
1.03	Outside of the Council House Build programme there are, however, a number of ways in which an increase in council owned social housing can be achieved. There may be opportunities to increase the stock in future through outright purchase of properties or RTB buyback where it is strategically beneficial for the council to do so.
1.04	It therefore makes good business sense to have a policy in place that provides clear and consistent criteria that will serve as a decision making guide internally and evidence transparency of decision making externally.
1.05	The policy outlines the financial criteria that will influence whether or not a decision is made to buyback the property and the considerations that will need to be made.
1.06	In addition the policy outlines the circumstances which may result in the council considering the purchase of other properties as a “strategic acquisition” for example: <ul style="list-style-type: none"> <li>• properties causing blight in neighbourhoods where the Council has an interest or investment</li> <li>• properties where the owner is struggling with mortgage or cost of maintaining the property</li> <li>• properties that can meet an unmet demand</li> <li>• properties that would free up land or access to a site suitable for development of affordable housing.</li> </ul>
1.07	By establishing a policy with clear criteria the risk of purchasing properties that do not represent value for money in the short or longer term is greatly reduced. For example an ex council property <b>may</b> have similar lay out and ongoing repairing obligations to other council owned stock making it a cost effective option. Purchasing a property on the open market or off the shelf development to meet an unmet demand <b>may</b> be cheaper and offer a quicker re housing solution than new build commissioned by the Council. However, value for money will be the key consideration in all instances.
1.08	On 18 <sup>th</sup> January 2005 changes to the Right to Buy legislation came into force affecting the sale of ex council properties. Where the Right to Buy application for the purchase of a property was received by the council on or after 18 January 2005, the council has right of first refusal for the repurchase of the property.
1.09	This means that for a period of 10 years from the date of sale of a property under the Right to Buy scheme, any owner wishing to sell their property must first offer to sell it back to the council (or someone nominated by the

	council).
1.10	Since this change there have been covenants placed on all properties sold to ensure that the council has the option to buy back properties sold that have been subject to future sale. To date the council have chosen not to take up the option of purchase on any re sale of previously owned properties. Since April 2010, 55 properties have been sold under the scheme at an average price of £80,080.
1.11	The Welsh Government issued a consultation paper in January 2015 proposing some key changes to the RTB and Right to Acquire (RTA) policy. As a result the maximum discount was reduced for all applications to buy from £16,000 to £8,000 in July 2015. As detailed above further proposals to end the RTB and RTA policy completely in Wales will be entered within the current Government's 4 year term.
1.12	The full policy is attached as an appendix to this report.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	It is proposed that a budget for strategic acquisitions and buyback or ex council properties is established as part of 2017/18 budget setting process which is subject to approval in February 2017.
2.02	<p>A key factor in any decision to buyback or purchase a property would be the ability to demonstrate that the purchase represents value for money. Consideration would be given on a property by property basis and financial issues such as the following would be part of the decision making process:</p> <ul style="list-style-type: none"> <li>• availability of funds in the HRA business plan,</li> <li>• property price, ( less repayment of discount and any other deductions to bring up to lettable standard)</li> <li>• costs of any repair or improvement,</li> <li>• rent chargeable on the purchased property and consequent payback period / return on investment.</li> </ul> <p>In line with best practice it is proposed that the maximum payback period be set at 30 years.</p>
2.03	The Council already has staff employed to manage and administer the RTB scheme which includes any assessment of the buyback option. Therefore as the process of property purchase on the open market would be the same it would make sense to place this responsibility within this existing team, therefore there are no resource implications in respect of people.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Consultation is not applicable as this policy reflects legislation and good practice.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The risk of reduction in the numbers of social housing stock available is mitigated by two things, firstly the councils request to suspend the right to buy in Flintshire and secondly the implementation of the Strategic Acquisition (incorporating RTB buyback) policy. However, there is a low risk that if a property fitted the criteria in the policy making it suitable for purchase / buyback the council would not be able to fund the purchase due to financial resources being prioritised elsewhere.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Strategic Acquisition Policy ( incorporating RTB Buyback and Discount)

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><a href="http://gov.wales/docs/desh/publications/150801-your-right-to-buy-your-home-en.pdf">http://gov.wales/docs/desh/publications/150801-your-right-to-buy-your-home-en.pdf</a></p> <p>Welsh Government guidance on RTB</p> <p><b>Contact Officer: Steve Agger,</b>  <b>Interim Senior Manager, Council Housing</b></p> <p><b>Telephone: 01352 703724</b></p> <p><b>E-mail: <a href="mailto:steve.agger@flintshire.gov.uk">steve.agger@flintshire.gov.uk</a></b></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
701	<p><b>Social Housing stock</b> - Houses owed by the council and available to rent.</p> <p><b>Covenant</b> – a promise made in the agreement to sell the property.</p>



**Strategic Acquisitions policy  
(Incorporating Right- to- buy Buyback  
and Discount Repayment).**

## Version Control

Version	Amendments	By/ date	Approved by/ date
November 2016	First draft	Cathy Abraham 22/11/16	

Circulation and availability

## **1. Introduction**

1.1 This policy sets out Flintshire Council's (the Council) approach to the strategic acquisition of properties including buyback of properties previously sold under Right to Buy (RTB) and other strategic stock acquisitions

## **2. Purpose**

2.1 The purpose of this policy is to set out the Council's approach in respect of the strategic acquisition of properties and / or buy- back of properties previously sold under Right to Buy, the policy aims to:

- Maximize the supply of affordable housing within Flintshire
- Define the criteria the Council will use when considering to purchase or buyback a property
- Comply with current legislation and regulatory requirements
- Provide a clear statement of the service standards to which the Council will work

## **3. Scope**

3.1 The policy applies to the purchase of any property or land that once acquired would provide strategic benefit as outlined within the policy. In addition the policy applies to all properties sold by Flintshire Council under Right to Buy since 18 January 2005 (when new legislation came into effect).

## **4. Legislation and Guidance**

- Housing Act 1980 and amended by the Housing Act 1985 part five
- The Housing Act 2004
- The Housing (Right of first refusal) (Wales) Regulations 2005
- Community and Local Government, Reinvigorating Right to Buy and One for One Replacement

## **5. The Policy**

### **5.1 Buy back and strategic acquisition criteria**

The Council's decision to make use of its right to buy back a property when offered by a former tenant or to take up the option of purchasing a property as a strategic acquisition will be determined by the following factors:

- The property is situated amongst existing Flintshire Council housing stock or an area where Flintshire have a strategic interest
- Property is in an area that has low property values but high demand

- There is a specific housing need for the type of property that is being offered or made available as established by unmet demand
- Whether to property provides a more suitable re housing option for a specific community or customer group e.g. elderly, vulnerable, disabled, young people
- The current proposals within Social Housing and Regeneration Programme (SHARP)
- Whether the purchase of the property would provide a quicker and more cost effective option that Flintshire commissioned new build
- Whether a purchase of the property would free up land or enable access to a site suitable for development of affordable housing
- Whether the property is of similar lay out / design as existing stock with similar ongoing repair and maintenance obligations
- Address a serious issue of blight, crime or anti-social behaviour within a neighborhood where the council has other asset responsibilities

A property requirement may be identified through a business planning process or asset management review. Once a requirement has been identified, a strategic outline business case for the acquisition must be prepared by the XXX. This will set out the rationale, background, policy context and strategic fit for the requirement. The strategic case should clearly state the corporate objectives that are to be delivered and the economic, social or environmental benefits. The level of detail required will be reflected by the value of the potential acquisition but must clearly evidence why the purchase offers a sound financial investment.

Unless there are exceptional circumstances, the Council will only acquire land or property for the purposes set out above and after consideration of the financial implications below

### **5.3 Financial considerations**

The financial resources available to implement this policy will be dependent on the ability of the HRA Business Plan to fund any acquisitions and being able to clearly demonstrate that the buyback or acquisition represents value for money going forward. In addition the following factors will be considered as part of the decision making process:

- Funds available to acquire properties as receipts used from RTB may only finance up to 25% of the cost of re-purchasing former council homes. *Local Authorities ( Capital Finance and Accounting) Wales Regulations 2003*
- The purchase price of the property taking into consideration repair or improvement costs to bring to up to a lettable standard and any repayment of RTB discount ( *The cost of works to make the property lettable may have a negative impact on the final purchase price agreed*)
- Payback period on investment taking into consideration rent that could be charged on the purchased property ( not more than 30 years)



Properties will be considered on a case-by-case basis and any decision to purchase or buy back a property will be subject to approval by the Chief Officer.

### **5.1 Processing Buyback Claims**

In accordance with the 'Right of First Refusal', the Council places covenants on all properties sold that requires any owner intending to sell their property within 10 years of purchase from the Council (since 18 January 2005) they must first offer the property back to the Council.

The owner wishing to sell the property must submit an Offer Notice in writing to the Council, which should include the full address and specifics of the property such as its size, the type of heating system and improvements that have been made since its purchase from the Council.

The Council will send an acknowledgement of receipt within 5 working days. This acknowledgement will specify the date on which the Offer Notice was received and give more details regarding the Right of First Refusal.

In accordance with the criteria set out in 5.2 the Chief Officer will decide whether the Council accepts the offer and purchase the property. If the Council wishes to accept the offer it will confirm this to the owner within 8 weeks of receipt of the Offer Notice. The Council will ask its nominated valuer to value the property. This must be agreed between both parties. If no agreement can be made the value will be determined by the District Valuer. Acceptance of the offer will be carried out in writing through the issuing of an Acceptance Notice.

If the Council does not wish to accept the offer a Rejection Notice will be served as soon as possible. If the Council has not served an Acceptance Notice or Rejection Notice within 8 weeks of the receipt of the Offer Notice the owner may proceed with selling the property as they see fit.

If after a period of 12 months the owner has not sold the property and still intends to do so they must serve a fresh Offer Notice to the Council first.

If an offer to purchase the property is made by the Council a binding contract must be entered into with the owner:

- No later than 12 weeks after the date on which the Acceptance
- Notice is served on the owner or no later than 4 weeks after receipt of written confirmation from the owner that they are ready to complete (whichever is later)

### **5.4 Re-payment of discounts**

Should an application for the Council to buy back the property be made within five years of completion in accordance with the Housing Act 2004 the owner will be required to pay back a percentage of the discount applied on a sliding scale (see table below).

Property sold after 1 year 100% discount must be repaid
Property sold during second year 80% discount must be repaid
Property sold during third year 60% discount must be repaid
Property sold during fourth year 40% discount must be repaid
Property sold during fifth year 20% discount must be repaid
Property sold after five years No repayment of discount required

The amount of discount to be repaid if a property is sold within five years of purchase will be a percentage of the resale value of the property, disregarding the value of any improvement.

*For example,*

If the property was valued at £100,000 at the time it was bought from the Council, with a discount of £20,000 that means that the discount was 20 per cent.

If the property is valued at £150,000 when it is intended to be sold within the second year of purchase, the purchaser will have to repay £24,000 (20 per cent of £150,000 x 80 percent).

Certain shares or transfers are exempt from the requirement to repay discount, e.g. transfers between certain family members. The Council will re-consider the need to repay the full discount if doing so will cause the household financial hardship.

If in advance of the purchase, or within the discount repayment period, RTB applicants enter into an agreement to transfer the property to a third party in the future, then this will trigger repayment of the discount. Discount repayment is triggered from the date that the agreement is entered. So, for example, if the purchaser entered into such an agreement before the property was bought or during the first year after buying, the owner of the property will have to repay the full amount of discount received.

## **6.0 Appeals**

Appeals must be received within 28 calendar days of the decision letter. Where the appeal is in respect of how the policy has been applied the matter will be investigated in accordance with the Councils Complaints Policy.

Appeals against decisions will be considered by the Chief Officer whose decision is final.

## **7.0 Role, Responsibilities and Authority**

The Chief Officer will retain the overall responsibility for the implementation of this policy.

The Service manager Council Housing is responsible for the operational delivery of this policy and the associated procedures and has the responsibility for ensuring that this policy complies with Regulatory and Legislative requirements.

All staff involved are responsible for implementing this policy.

## **8.0 Monitoring, Review and Evaluation**

The Chief Officer will be responsible for monitoring the financial impact on the HRA business plan and asset base.

This policy will be reviewed annually to ensure compliance with legal and regulatory requirements.

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## Community and Enterprise Overview and Scrutiny Committee

<b>Date of Meeting</b>	15 December 2016
<b>Report Subject</b>	Sheltered Housing Review
<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 provides an update to committee members on the issues affecting the level of demand for some sheltered properties in the county, and on the recommendations from member workshops held in the summer to discuss a review of low demand sheltered housing schemes in the south of the county.

The report seeks agreement for potential scheme remodelling and re-designation options to enable best use to be made of the current stock to meet future local housing need.

### RECOMMENDATIONS

1	To support the work to date and to note that further work should take place to develop firm proposals for those schemes/ properties identified as appropriate for re-designation, re-modelling, or alternative future use.
2	To support (in principle) de-commissioning of sheltered schemes which cannot be made fit for purpose, re-designating them for alternative clients groups, or agreeing to redevelop the sites.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE REVIEW OF SHELTERED HOUSING REVIEW</b>
1.01	<p><b>BACKGROUND</b></p> <p>There are 2613 units of sheltered accommodation in the county. The provision consists of a range of accommodation types as follows:</p> <ul style="list-style-type: none"><li>• 1360 bungalows</li><li>• 63 bedsits</li><li>• 642 flats</li><li>• 408 mini group bungalows</li><li>• 140 mini group flats</li></ul> <p>The demand for these properties varies across schemes. This variance in demand can be a result of the properties being unsuitable either by the physical fabric of the building, size or the location. There have also been changes to the older persons service offer in Flintshire with the creation of flexible, tenure neutral floating support, alternative models and changing expectations of older people.</p>
1.02	<p><b>CONSIDERATIONS</b></p> <p>Accommodation Support</p> <p>Until 2011, older people in need of accommodation and support applied for sheltered housing in order to benefit from the warden service provided to these properties. The implementation of the Sheltered Housing Improvement Project has widened the availability of the support service for older people to a tenure neutral service. The CBASS service currently supports 117 people outside of sheltered accommodation and receives approximately 12 new referrals a month to support older people in their own home.</p>
1.03	<p>Range of Options</p> <p>The last five years has seen a change in the range of accommodation and care/support options for older people. There are 111 units of Extra Care accommodation that have been developed since 2009. There are a further 143 units planned for 2017/19. This provision of high quality accommodation provides another option for older people and in particular those with care needs. These developments are an asset to the county. However, it is important for the council to plan for the effect this may have on the demand for existing sheltered accommodation.</p>
1.04	<p>Household Expectations</p> <p>As a housing provider, the council needs to be aware of customer expectations. Some of the sheltered housing provision which was popular</p>

	<p>no longer meets customer expectations. Older people in the county and in particular, those downsizing are not keen to accept a bedsit. Often there are no applicants on the list to offer the property to or high refusal rates are experienced. Some of these schemes have become hard to allocate even though they have been refurbished and are otherwise suitable accommodation. Some of the existing provision is not suitable for older people due to the location, immediate surrounding area, support networks or access issues.</p>
1.05	<p><b>Demand for Smaller Units</b></p> <p>Changes to legislation and welfare reforms are increasing the demand for smaller accommodation units for the under-50 age group. The council requires small units for those single households and couples affected by the Spare Room Subsidy. This need will increase with the introduction of further welfare reforms limiting housing benefit for people under 25. Whereas some properties are unpopular or unsuitable for older applicants, they can provide an affordable, suitable housing solution for younger single households. The Housing (Wales) Act 2014 extends the duties the council to prevent and alleviate homelessness for all those who approach in housing need. Small units are essential to accommodate those who cannot afford their current accommodation. There are some areas in Flintshire where the only smaller units are sheltered stock and therefore no accommodation for other groups.</p>
1.06	<p><b>Accessible Units</b></p> <p>There are 40 applicants on the specialist housing register with high level complex needs requiring a bespoke housing solution. In addition, there are applicants on the general register with medical conditions, disabilities or other housing needs where sheltered provision may be the most appropriate or only suitable accommodation option. Over the past year, 25% of sheltered allocations were let to an applicant who does not fit the age criteria for sheltered housing. This issue needs addressing and a strategic approach taken as opposed to the ad hoc basis by which allocations are currently agreed.</p>
1.07	<p><b>Sheltered Stock Review</b></p> <p>A comprehensive review has been carried out on all of the council's sheltered housing stock. This included looking at void loss, demand, property size and location.</p> <p>The main issues that lead to low demand sheltered stock are summarised below:</p> <ul style="list-style-type: none"> <li>• The physical fabric of the building – steep stairs, no lift, steep access</li> <li>• Location – based on steep hills or rural locations where access to services is limited and can lead to social isolation for older people</li> <li>• Changing family dynamics – older parents who still have dependent children</li> </ul>

	<ul style="list-style-type: none"> <li>Property size and type – bedsits</li> </ul> <p>These problems are leading to some properties being allocated to applicants with very low housing need and in some cases has created long term empty properties. The rent loss for vacant sheltered properties in 2015/16 was 0.71% and this has been a trend over the last three years, this compares to 1.46% void rental loss across the total housing stock. This demonstrates over half of the void rent loss is attributable to sheltered housing void levels.</p>
1.08	<p>Member Workshops</p> <p>Two Member Workshops were held in the summer to discuss the low demand sheltered schemes in the south of the county. Elected Members and Cabinet Members were invited to review the information and put forward potential proposals based on their local knowledge as to how to make best use of the properties and to meet housing need in their wards. Members were provided with a table (appendix 1) outlining the most difficult to let sheltered properties in the South. Their comments have been captured and a range of proposals on a scheme by scheme basis were considered which include:</p> <ul style="list-style-type: none"> <li>Reduce age eligibility</li> <li>Conversion of scheme to meet needs</li> <li>Change of use (re-designation)</li> <li>Pro-active marketing</li> <li>Exploring partnerships with Health and Social Care</li> </ul> <p>It was recognised that there may be a small number of schemes where it is not feasible or viable to make them fit for purpose. Reasons for this include: structural or serious repair problems, the absence of a lift, fundamental accessibility issues resulting from the original design. It would not be viable for an older person to continue to live at these schemes as they become frailer. In these situations the council can consider ‘de-commissioning’ and designating the scheme as general needs or for fitter older people only, or consider redeveloping the schemes. Discussions have started with colleagues in Social Services to explore further options that fit in with their longer term strategic plans.</p> <p>With support from the Overview and Scrutiny Committee, future, business case reports will be brought to committee on a case by case basis, where recommendations will be made on specific schemes which should be de-commissioned or re-designated, which will include the sensitive re-housing of tenants when necessary.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no immediate resource implications arising from this report



<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Full consultation will be carried out with tenants where there are firm proposals to change a sheltered scheme

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	A comprehensive risk assessment will be completed scheme by scheme for any proposed changes

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Difficult to let Sheltered Properties

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None  Contact Officer: Steve Agger, Housing Service Manager Telephone: 01352 701658 E-mail: <a href="mailto:steve.agger@flintshire.gov.uk">steve.agger@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	None

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## Difficult to let Sheltered properties – South (as of 31<sup>st</sup> May 2016)

Property type	Void average days	Net void rent loss	Analysis	Member comments
22 x bed sits 1 x 1 bed flat	195	£3,592.00	Mainly bed sits No demand on register No lifts	Re-designate – look at possibility of social services for other groups
9 x 1 bed bung	104	£2,908.00	Low demand Some distance from shops & amenities	Lower age criteria to 50+
12 x 1 bed bung 1 x 3 bed 8 x 1 bed bung 8 x 1 bed bung	38 69 48	£5,185.00	Rural location Lack of local amenities	Hafan Deg – properties too small – let as general needs Lower age criteria for Ffordd y Rhos & Ffordd y Llan
10 x 1 bed flat	67	£1,943.00	Low demand for first floor flats No lifts	Re-designation
8 x 1 bed flat 4 x 2 bed flat	73	£2,505.00	Low demand for first floor flats No lifts Lack of local amenities	Re-designate one block Lower age criteria for other block
22 x 1 bed flat	42	£2,137.00	Low demand for first floor flats No lifts	Lower age criteria to 40+ for first floor properties
8 x 1 bed bung 5 x 1 bed bung 13 x 1 bed bung	44 76 26	£1,566.00 £1,553.00 £1,032.00	Low demand Some distance from shops & amenities Properties very small	Look at feasibility to remodel / add extension Lower age criteria to 40+
8 x 1 bed ground floor flat	104	£11,070.00	Low demand ASB	Re-designate

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## COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 15 <sup>th</sup> December, 2016
<b>Report Subject</b>	Quarter 2 Improvement Plan 2016/17 Monitoring Report
<b>Cabinet Member</b>	Cabinet Member for Housing Cabinet Member for Economic Development
<b>Report Author</b>	Chief Executive  Chief Officer (Community & Enterprise)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Improvement Plan for 2016/17 was adopted by the Council on 14<sup>th</sup> June 2016.

This report presents the monitoring of progress for the second quarter of the Improvement Plan 2016/17 priorities 'Housing', 'Economy and Enterprise' and 'Poverty' relevant to the Community & Enterprise Overview & Scrutiny Committee.

Flintshire is a high performing Council as evidenced in previous Improvement Plan monitoring reports as well as in the Council's Annual Performance reports. This second quarter monitoring report for 2016/17 Improvement Plan is also a positive report with 98% of activities being assessed as making good progress and 54% likely to achieve the desired outcome. In addition, 68% of the performance indicators met or exceeded target for the quarter. Risks are also being successfully managed with the majority being assessed as moderate (71%) or minor/insignificant (12%).

This report is an exception based report and therefore detail focuses on the areas of under-performance.

### RECOMMENDATIONS

1	That the Committee consider the Quarter 2 Improvement Plan monitoring reports to monitor under performance and request further information as appropriate.
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## REPORT DETAILS

1.00	<b>EXPLAINING THE IMPROVEMENT PLAN MONITORING REPORT</b>
1.01	The Improvement Plan monitoring reports give an explanation of the progress being made toward the delivery of the impacts set out in the 2016/17 Improvement Plan. The narrative is supported by performance indicators and / or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.
1.02	<p><b>Monitoring our Activities</b></p> <p>Each of the sub-priorities have high level activities which are monitored over time. 'Progress' monitors progress against scheduled activity and has been categorised as follows: -</p> <ul style="list-style-type: none"> <li>• RED: Limited Progress – delay in scheduled activity; not on track</li> <li>• AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track</li> <li>• GREEN: Good Progress – activities completed on schedule, on track</li> </ul> <p>A RAG (Red/Amber/Green) status is also given as an assessment of our level of confidence at this point in time in achieving the 'outcome(s)' for each sub-priority. Each outcome has been categorised as: -</p> <ul style="list-style-type: none"> <li>• RED: Low – lower level of confidence in the achievement of the outcome(s)</li> <li>• AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s)</li> <li>• GREEN: High – full confidence in the achievement of the outcome(s).</li> </ul>
1.03	<p>In summary our overall progress against the high level activities is: -</p> <p><b>ACTIVITIES PROGRESS</b></p> <ul style="list-style-type: none"> <li>• We are making good (green) progress in 56 (98%) activities.</li> <li>• We are making satisfactory (amber) progress in 1 (2%) activity.</li> </ul> <p><b>ACTIVITIES OUTCOME</b></p> <ul style="list-style-type: none"> <li>• We have a high (green) level of confidence in the achievement of 31 (54%) activity outcomes.</li> <li>• We have a medium (amber) level of confidence in the achievement of 26 activity outcomes (46%).</li> <li>• None of our activities have a low (red) level of confidence in achievement of outcomes.</li> </ul>
1.04	<p><b>Monitoring our Performance</b></p> <p>Analysis of performance against the Improvement Plan performance indicators is undertaken using the RAG status. This is defined as follows: -</p> <ul style="list-style-type: none"> <li>• RED equates to a position of under-performance against target</li> </ul>

	<ul style="list-style-type: none"> <li>• AMBER equates to a mid-position where improvement may have been made but performance has missed the target</li> <li>• GREEN equates to a position of positive performance against target.</li> </ul>
1.05	<p>Analysis of current levels of quarterly performance shows the following: -</p> <ul style="list-style-type: none"> <li>• 30 (68%) had achieved a green RAG status</li> <li>• 3 (7%) have an amber RAG status</li> <li>• 11 (25%) have a red RAG status</li> </ul>
1.06	<p>The quarterly performance indicators (PI's) which showed a red RAG status for current performance, relevant to the Community &amp; Enterprise Overview &amp; Scrutiny Committee are: -</p> <p><b>Priority: Housing</b>  <b>PI: Repair / improve 40 private sector dwellings through the Council's capital programme and Welsh Government's national Home Scheme.</b></p> <p>The number of loans completed during this quarter has not met target. An Officer is in the process of reviewing each loan application to ensure that further progress against the target can be made in the next quarter.</p> <p><b>Priority: Housing</b>  <b>PI: The average number of calendar days taken to deliver a Disabled Facilities Grant for Children.</b></p> <p>One adaptation for a child was completed in this quarter. The time taken to complete it did not meet the target set for average completion times. There are very few child adaptations undertaken each year and they are invariably complex and lengthy as the child's needs tend to change rapidly over time. This performance has however significantly improved upon performance last year (128 days compared with 433 days last year).</p> <p><b>Priority: Housing</b>  <b>PI: Capital Works Target – Central Heating.</b></p> <p>The Off Gas Programme in Treuddyn was completed late last year. However due to low oil prices, uptake was very low. The Penyffordd Off Gas Installation is due to be completed in late October and with the steady increase in oil prices we expect to see an increase in uptake from the tenants in these areas.</p> <p>PI: Capital Works Target – Roofs &amp; Associated Components.  PI: Capital Works Target – Windows.  PI: Capital Works Target – External Doors</p> <p>The replacement of Roof coverings forms part of the whole house envelope programme. This also includes the replacement of windows and external doors. As part of the programme all three of the individual components are completed as one element and by the same principal contractor.</p> <p>This was the only programme to not be fully complete last year due to the logistical issues with the relocation of the mains electrical supply thus allowing the scaffolding to be erected.</p> <p>Quarters 1 &amp; 2 have seen 104 properties completed which formed part of the</p>

	<p>2015-2016 Programme. All Surveys for Year 2 work (2016-2017) are now complete and onsite works are due to commence shortly.</p> <p><b>Priority: Economy and Enterprise</b> <b><i>PI: Number of new jobs created in Flintshire</i></b></p> <p>31 conversions to investment resulted in 322 new jobs created, of which 242 were in the Deeside Enterprise Zone and, 5 from the social enterprise sector.</p>
1.07	<p><b>Monitoring our Risks</b> Analysis of the current risk levels of strategic risks identified in the Improvement Plan are as follows: -</p> <ul style="list-style-type: none"> <li>• 3 (6%) are insignificant (green)</li> <li>• 6 (12%) are minor (yellow)</li> <li>• 36 (70%) are moderate (amber)</li> <li>• 6 (12%) are major (red)</li> <li>• There are no severe (black) risks.</li> </ul>
1.08	<p>The one major (red) risks area, relevant to the Community &amp; Enterprise Overview &amp; Scrutiny Committee is:-</p> <p><b>Priority: Economy and Enterprise</b> <b><i>Risk: Devolved powers in Wales do not match those in England.</i></b></p> <p>These risk assessments remain unchanged in this quarter but there has been extensive work to make the case for increased devolution of powers as part of the North Wales Growth Vision.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The Improvement Priorities are monitored by the appropriate Overview and Scrutiny Committees according to the priority area of interest.
3.02	Chief Officers have contributed towards reporting of relevant information.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Progress against the risks identified in the Improvement Plan is included in the report at Appendix 1. Summary information for the risks assessed as major (red) is covered in paragraphs 1.06 and 1.08 above.



<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Quarter 2 Improvement Plan Monitoring Report – Housing.
5.02	Appendix 2 – Quarter 2 Improvement Plan Monitoring Report – Economy and Enterprise.
5.03	Appendix 3 – Quarter 2 Improvement Plan Monitoring Report – Poverty.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Ceri Shotton  <b>Telephone:</b> 01352 702305  <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@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	<p><b>Risks:</b> These are assessed using the improved approach to risk management endorsed by Audit Committee in June 2015. The new approach, includes the use of a new and more sophisticated risk assessment matrix which provides greater opportunities to show changes over time.</p> <p><b>Risk Likelihood and Impact Matrix</b></p> <table border="1"> <tr> <td rowspan="4">Impact Severity</td> <td>Catastrophic</td> <td>Y</td> <td>A</td> <td>R</td> <td>R</td> <td>B</td> <td>B</td> </tr> <tr> <td>Critical</td> <td>Y</td> <td>A</td> <td>A</td> <td>R</td> <td>R</td> <td>R</td> </tr> <tr> <td>Marginal</td> <td>G</td> <td>Y</td> <td>A</td> <td>A</td> <td>A</td> <td>R</td> </tr> <tr> <td>Negligible</td> <td>G</td> <td>G</td> <td>Y</td> <td>Y</td> <td>A</td> <td>A</td> </tr> <tr> <td></td> <td></td> <td>Unlikely (5%)</td> <td>Very Low (15%)</td> <td>Low (30%)</td> <td>Significant (50%)</td> <td>Very High (65%)</td> <td>Extremely High (80%)</td> </tr> <tr> <td></td> <td></td> <td colspan="6">Likelihood &amp; Percentage of risk happening</td> </tr> </table> <p>The new approach to risk assessment was created in response to recommendations in the Corporate Assessment report from the Wales Audit Office and Internal Audit.</p>	Impact Severity	Catastrophic	Y	A	R	R	B	B	Critical	Y	A	A	R	R	R	Marginal	G	Y	A	A	A	R	Negligible	G	G	Y	Y	A	A			Unlikely (5%)	Very Low (15%)	Low (30%)	Significant (50%)	Very High (65%)	Extremely High (80%)			Likelihood & Percentage of risk happening					
Impact Severity	Catastrophic		Y	A	R	R	B	B																																						
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	Marginal		G	Y	A	A	A	R																																						
	Negligible	G	G	Y	Y	A	A																																							
		Unlikely (5%)	Very Low (15%)	Low (30%)	Significant (50%)	Very High (65%)	Extremely High (80%)																																							
		Likelihood & Percentage of risk happening																																												

**Actions:**

Action – Each sub-priority have high level activities attached to them to help achieve the outcomes of the sub-priority.

Lead Officer – The person responsible for updating the data on the action.

Status – This will either be 'In progress' if the action has a start and finish date or 'Ongoing' if it is an action that is longer term than the reporting year.

Start date – When the action started (usually the start of the financial year).

End date – When the action is expected to be completed.

% complete - The % that the action is complete at the time of the report. This only applies to actions that are 'in progress'. An action that is 'ongoing' will not produce a % complete due to the longer-term nature of the action.

Progress RAG – Shows if the action at this point in time is making limited progress (Red), satisfactory progress (Amber) or good progress (Green).

Outcome RAG – Shows the level of confidence in achieving the outcomes for each action.

**Measures (Key Performance Indicators - KPIs):**

Pre. Year Period Actual – The period actual at the same point in the previous year. If the KPI is a new KPI for the year then this will show as 'no data'.

Period Actual – The data for this quarter.

Period Target – The target for this quarter as set at the beginning of the year.

Perf. RAG – This measures performance for the period against the target. It is automatically generated according to the data. Red = a position of under performance against target, Amber = a mid-position where improvement may have been made but performance has missed the target and Green = a position of positive performance against the target.

Perf. Indicator Trend – Trend arrows give an impression of the direction the performance is heading compared to the period of the previous year. It is important to note that a 'downward arrow' always indicates poorer performance regardless of whether a KPI figure means that less is better (e.g. the amount of days to deliver a grant or undertake a review) or if a KPI figure means that more is better (e.g. number of new jobs in Flintshire).

Similarly an 'upward arrow' always indicates improved performance.

YTD Actual – The data for the year so far including previous quarters.

YTD Target – The target for the year so far including the targets of previous quarters.

Outcome RAG – The level of confidence of meeting the target by the end of the year. Low – lower level of confidence in the achievement of the target (Red), medium – uncertain level of confidence in the achievement of the target (Amber) and high-full confidence in the achievement of the target (Green).

**Risks:**

Risk Title – Gives a description of the risk.

Lead Officer – The person responsible for managing the risk.

Supporting Officer – The person responsible for updating the risk.

Initial Risk Rating – The level of the risk at the start of the financial year (quarter 1). The risks are identified as follows; insignificant (green), minor (yellow), moderate (amber), major (red) and severe (black).

<p><u>Current Risk Rating</u> – The level of the risk at this quarter.</p> <p><u>Trend Arrow</u> – The shows if the risk has increased, decreased or remained the same between the initial risk rating and the current risk rating.</p> <p><u>Risk Status</u> – This will either show as 'open' or closed'. If a risk is open then it is still a relevant risk, if the risk is closed then it is no longer a relevant risk; a new risk may be generated where a plan or strategy moves into a new phase.</p>
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# Quarter 2 Improvement Plan 2016/17 Progress Report

## Housing

Flintshire County Council



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Print Date: 06-Dec-2016

## 1 Housing



### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.1 Deliver a proactive housing solution service to prevent homelessness for as many households as possible	Pam Davies - Housing Options Team Leader	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 AMBER

#### ACTION PROGRESS COMMENTS:

The housing solutions team continue to focus on prevention. There has been a significant increase in customers approaching the Council for housing assistance. The triage service is managing demand, however this quarter has also seen an increase in those at risk of homelessness. This year we are reporting for the first time on the contribution to homeless prevention started by the triage process established in 2015.

Last Updated: 05-Dec-2016



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.2 Stimulate the growth of affordable housing	Denise Naylor - Customer Services Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN



#### ACTION PROGRESS COMMENTS:



Construction at the Custom House site in Connah's Quay started in May 2016. The project is ahead of target and will see 12 new Council homes built by December 2016. Construction at the Walks site in Flint commenced in August 2016 ahead of the planned programme and will deliver 92 Council and affordable homes. A local lettings policy is being developed to support the allocation of tenants to these and future new build Council homes. A report was considered by Cabinet on 19th July 2016 which set out proposals to develop Council housing sites at Ysgol Delyn, Mold, Heol y Goron and Maes y Meillion, Leeswood and Redhall and the Dairy, Connah's Quay. Cabinet approved the development of 40 new Council homes on the 5 identified sites at a projected total cost of £6,376,931 with the funding of these schemes through prudential borrowing (subject to final approval and verification). Planning approval was expected by the end of October for these schemes. This next batch of schemes is under development

Last Updated: 06-Dec-2016





ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
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1.1.2.1 Deliver financial support to repair, improve and adapt private sector homes.	Gavin Griffith - Housing Regeneration & Strategy Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 AMBER
<p><b>ACTION PROGRESS COMMENTS:</b> The Council continues to support vulnerable householders to repair and improve their homes through its own loan programme and the Welsh Government Home Improvement Loan Scheme. Demand for the Flintshire loan remains strong, as it is repayable on sale or disposal rather than within the 10 year timeframe of the Welsh Government Loan product. Whilst demand for the Welsh Government Loan has been lower, there are now a sufficient number of applications to match the resources available. Demand for Flintshire loans currently exceeds the available capital. The Council plan to manage this from repayments made over the current financial year.</p> <p>Last Updated: 06-Dec-2016</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.2 Reduce the number of long term vacant homes	Gavin Griffith - Housing Regeneration & Strategy Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 AMBER
<p><b>ACTION PROGRESS COMMENTS:</b> The Council continues to support a reduction in the number of long term vacant homes across the county. This is however, a downward trend. Investment in Flintshire capital funding for the work has been reduced in 2016/17, so the primary loan product for resolving these is now the Welsh Government House into Homes Scheme. Four units of accommodation were created during quarter 1 through this scheme and a further four additional units of accommodation during quarter 2.</p> <p>Last Updated: 06-Dec-2016</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.3 Deliver the six year asset management strategy to meet the Welsh Housing Quality Standard (WHQS) for all Council homes	Sean O'Donnell - Contract Surveyor	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> The Capital Works Team have continued with the good work achieved in year 1 and progress has continued into year 2 as these are rolling contracts. The majority of these contracts were procured last year with the option to extend based upon contractor performance. The WHQS Capital Programme will be completed in the Year 2020.</p> <p>Last Updated: 06-Dec-2016</p>							

### Performance Indicators



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.1.2M01 The number of new Council and affordable homes through the SHARP programme	No Data	0	0	 GREEN	N/A	0	0	 GREEN
<p><b>Lead Officer:</b> Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager  <b>Reporting Officer:</b> Denise Naylor - Customer Services Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> 12 new council homes at the former Custom House School site in Connah's Quay are scheduled to be handed over from the developers in December 2016. Progress with The Walks development in Flint is on target which will see 30 new council homes and 62 affordable homes built. A report was considered by Cabinet on 19th July 2016 which set out proposals to develop council housing sites at Ysgol Delyn, Mold, Heol y Goron and Maes y Meillion, Leeswood, Redhall and the Dairy, Connah's Quay. Planning approval is expected by the end of October for these schemes.</p> <p>Last Updated: 07-Nov-2016</p>								
KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.1M01 Number of housing enquiries resolved at first point of contact	No Data	572	0	 GREEN	N/A	1131	0	 GREEN
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Jenni Griffith - Flintshire Connects Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> There has been an increase in demand this quarter with 960 customers making contact for housing service advice and assistance. 572 of these enquiries were managed at the first point of contact and referred directly to the appropriate services. The remaining 388 were referred for more specialist advice. By managing 60% at first point of contact we have ensured there has been capacity of specialist teams to concentrate on the more complex and urgent cases in line with statutory duties.</p> <p>Last Updated: 05-Dec-2016</p>								





KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.1M02 (HHA/013) - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	97.03	85.42	87	 AMBER	↓	85.42	87	 AMBER
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Pam Davies - Housing Options Team Leader  <b>Aspirational Target:</b> 90.00  <b>Progress Comment:</b> The number of successful prevention / relief outcomes has reduced this quarter resulting in the target not being met. This is due to an increase in demand as well as the service experiencing some staffing issues. Availability of smaller accommodation to relieve homelessness within the timescale set and within the timescale prescribed by the legislation remains a challenge for the service.</p> <p>Last Updated: 05-Dec-2016</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.1M01 Repair / improve 40 private sector dwellings through the Council's capital programme and Welsh Government's national Home	23	4	11	 RED	↓	10	17	 AMBER
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Gavin Griffith - Housing Regeneration &amp; Strategy Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> The number of loans completed during this quarter has not met target. The Council are in the process of allocating resources (building surveyors) to these loan applications to process them more quickly. There was also a month during this quarter where the Council for Mortgage Trained Assessor was absent and therefore some loans were not approved as quickly as they usual. These two aspects resulted in a failure to meet the target.</p> <p>Last Updated: 05-Dec-2016</p>								



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KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.1M02 (PSR/009a) The average number of calendar days taken to deliver a Disabled Facilities Grant for Children.	433	128	316	 GREEN	↑	128	316	 GREEN
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Gavin Griffith - Housing Regeneration &amp; Strategy Manager  <b>Aspirational Target:</b> 223.00  <b>Progress Comment:</b> One adaptation for a child was completed in this quarter. The time taken to complete it significantly exceeded the target set for average completion times. There are very few child adaptations undertaken each year and they are invariably complex and lengthy, as the child's needs tend to change rapidly over time, so performance against this indicator is highly variable.</p> <p>Last Updated: 01-Dec-2016</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.1M03 (PSR/009b) the average number of calendar days taken to deliver a Disabled Facilities Grant for Adults	274.65	170.79	247	 GREEN	↑	203.48	247	 GREEN
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Gavin Griffith - Housing Regeneration &amp; Strategy Manager  <b>Aspirational Target:</b> 204.00  <b>Progress Comment:</b> This indicator has exceeded the target for the quarter and is therefore improving the annual average. Data for this quarter also shows an improvement against the quarter 1 figures.</p> <p>Last Updated: 25-Nov-2016</p>								



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
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IP1.1.2.2M01 The number of empty homes brought back into use through the Welsh Government Houses into Homes Scheme	24	8	10	 AMBER	↓	12	14	 AMBER
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**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager  
**Aspirational Target:**  
**Progress Comment:** An additional 8 units of accommodation were delivered through the scheme during quarter 2. This failed to meet target, however, 2 applicants withdrew their applications during this quarter and decided to self fund the scheme. Applications are lengthy and time consuming to process, it is therefore important that applicants provide accurate information in a timely fashion. It was not possible to deliver an extra 2 loans to replace those withdrawn in this Quarter.

Last Updated: 05-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M01 Capital Works Target – Roofs & Associated Components	No Data	0	42	 RED	N/A	0	42	 RED



**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The replacement of roof coverings forms part of the Whole House Envelope Programme. This also includes the replacement of windows and external doors. As part of the programme all three of the individual components are completed as one element by the same principal contractor. This was the only programme to not be fully complete last year due to logistical issues with relocation of the mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed. Quarters 1 & 2 have seen 104 properties completed which formed part of the 2015-2016 Programme.  
 All surveys for Year 2 (2016-2017) are now complete and work is due to commence shortly.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M02 Capital Works Target – Windows	No Data	0	42	 RED	N/A	0	42	 RED




**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The replacement of windows forms part of the Whole House Envelope Programme. This also includes the replacement of roof coverings and external doors. As part of the programme all three of the individual components are completed as one element by the same principal contractor. This was the only programme to not be fully complete last year due to logistical issues with relocation of the mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed. Quarters 1 & 2 have seen 104 properties completed which formed part of the 2015-2016 Programme. All surveys for Year 2 (2016-2017) are now complete and work is due to commence shortly.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M03 Capital Works Target – External Doors	No Data	0	42		N/A	0	42	

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The replacement of external doors forms part of the Whole House Envelope Programme. This also includes the replacement of roof coverings and windows. As part of the programme all three of the individual components are completed as one element and by the same principal contractor. This was the only programme to not be fully complete last year due to the logistical issues with the relocation of the mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed. Quarters 1 & 2 have seen 104 properties completed which formed part of the 2015-2016 Programme. All surveys for Year 2 (2016-2017) are now complete and work is due to commence shortly.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M04 Capital Works Target – Kitchen replacements	203	270	309			573	515	

**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor



**Aspirational Target:**

**Progress Comment:** There are currently four contracts that include the upgrading of kitchens as part of the Capital Programme.

Following on from the good progress achieved in quarter 1, the Capital Works Team progressed into quarter 2 with kitchen upgrades at the high rise flats in Flint.

The combined target figures for Quarter 1&2 was to complete 515 kitchens and the Capital Works Team have achieved 573 kitchen upgrades respectively.

Last Updated: 05-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M05 Capital Works Target – Bathrooms	290	452	419	 GREEN	↑	782	699	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor



**Aspirational Target:**

**Progress Comment:** There are currently six contracts that include the upgrading of bathrooms as part of the Capital Programme.

Following on from the good progress achieved in quarter 1, the Capital Works Team progressed into Quarter 2 and included the high rise flats, Flint into the bathroom upgrade workstream now that the external work is complete.



The combined target figures for Quarter 1&2 was to complete 699 bathrooms and the Capital Works Team have achieved 782 bathroom upgrades respectively.

Last Updated: 29-Nov-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M06 Capital Works Target – Central Heating	124	28	57	 RED	↓	33	95	 AMBER




**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The Off Gas Programme in Treuddyn was completed late last year, however due to low oil prices, uptake was very low. The Penyffordd Off Gas Installation was due to be completed in late October however this has now been re-scheduled for the end of December. As oil prices increase uptake from the tenants in these areas should improve.

Last Updated: 05-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M07 Capital Works Target – Electrical Systems	No Data	16	15	 GREEN	N/A	26	25	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** This work is currently managed by Flintshire County Council Electric Department on behalf of the Capital Works Team. Following electrical test certification 16 Electrical rewires have been completed as part of the upgrade during quarter 2.

Last Updated: 05-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.1.2.3M08 Capital Works Target – Smoke Detectors	161	160	150	 GREEN		280	250	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The in-house Responsive Repairs Team complete the Smoke Detector Installation Programme on behalf of the Capital Works Team and they have continued with their good progress achieved in quarter 1.

A total number of 160 Smoke Detector installations were completed in quarter 2.  
 Combined installations for quarter 1 & 2 were 280 against an overall target of 250.  
 This is an improvement on last year due to the continuation of the Programme.

Last Updated: 06-Dec-2016

**RISKS**

**Strategic Risk**

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RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Homelessness will remain a growing area of demand due to the current economic climate.	Katie Clubb - Community Support Services Manager	Pam Davies - Housing Options Team Leader	Amber	Amber	↔	Open

**Potential Effect:** Rising numbers of homeless households requiring support or assistance from the Council.  
**Management Controls:** Only customers identified as being homeless / threatened with homelessness by the housing triage service are referred to the housing solutions service. This ensures the service is available to provide the specialist interventions to help in the prevention / relief of homelessness. Close working links with NEW Homes and the Bond Scheme to provide decent and affordable private sector housing to help in the positive discharge of homeless duties.  
**Progress Comment:** The service has completed a forecasting model which highlights the areas of greatest risk and includes an action plan to mitigate against them. The action plan includes activities to increase the availability and reduce barriers to finding suitable and affordable accommodation.

Last Updated: 31-Oct-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The increased work programme to deliver the WHQS will not be met due to the scale of the programme.	Clare Budden - Chief Officer - Community and Enterprise	Tony Jones - Capital Works Team Manager	Amber	Amber	↓	Open

**Potential Effect:** Contractors under performing against targets may have an adverse effect on budgets

**Management Controls:**

**Progress Comment:** The risk has lowered as year 1 of the revised programme was delivered in full and year 2 of the programme is underway and ahead of schedule. All work streams are progressing well with many exceeding installation targets at quarter 1 and quarter 2. A revised structure to ensure capacity at Team Leader level has also been approved and recruitment is currently in progress.

Last Updated: 06-Dec-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Council funding for adaptations and home loans will not be sufficient to meet demand.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager	Amber	Amber	↔	Open

**Potential Effect:** Adaptations are a statutory duty for the Council. Demand in excess of current budgets would create a financial pressure on the capital programme

**Management Controls:** i) Monthly management monitoring of budgets and case load.

ii) Co-ordination across Council teams to ensure approach to adaptations makes best use of available budget.

**Progress Comment:** Demand for adaptations for home improvement loans is on track within current budget provision.

Last Updated: 12-Oct-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Financial assistance available to repair homes is not taken up by residents.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager	Amber	Amber	↓	Open

**Potential Effect:** Available resources will not be fully utilized and the programme may not realise its full impact in bringing quality homes into flintshire




**Management Controls:** i) The programme has been extensively promoted this year.




ii) Officers are working closely with potential developers to raise awareness of the programme and encourage suitable projects to be brought forward.

**Progress Comment:** At present the budget for repair to homes is forecast to be fully utilised for this year.

Last Updated: 14-Oct-2016



RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Customer expectations for the timeliness of adaptations undertaken through disabled facilities grants will not be met due to competing demands on resources.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager				Open
<p><b>Potential Effect:</b> The Council has a statutory duty to deliver DFGs and failure to do so in a timely manner risks challenge and reputational impact.</p> <p><b>Management Controls:</b> Caseload management to unblock slower cases and review process on an ongoing basis.</p> <p><b>Progress Comment:</b> Improvements to the adaptation process are currently being made including reducing bureaucracy of the programme, developing a framework for suppliers to speed up procurement, a new IT system to facilitate case management and improving the purchasing of frequently used equipment. These measures are expected to bring down the timescale for adaptations that enter the system after they are in place.</p> <p>Last Updated: 05-Dec-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The supply of affordable housing will continue to be insufficient to meet community needs.	Clare Budden - Chief Officer - Community and Enterprise	Denise Naylor - Customer Services Manager, Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager				Open

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**Potential Effect:** Impact would increase pressure on housing solutions and homelessness services.

**Management Controls:** Affordable Housing Officer in post to monitor Section 106 and Social Housing Grant. Robust programme management arrangements for Strategic Housing and Regeneration Programme (SHARP).

**Progress Comment:** The Council continues to work to develop robust arrangements for the delivery of new affordable housing in Flintshire through a number of different supply streams. The Council's SHARP is currently on site at Custom House, Connah's Quay and The Walks, Flint with a total of 114 new Council and Affordable homes. The Council properties at Custom House will be handed over to new tenants at the beginning of December 2016. A further 40 new Council properties at Leeswood, Mold and Connah's Quay are scheduled to start on site this calendar year. These will be funded by the Housing Revenue Account (HRA) through Prudential Borrowing.

A number of other sites under the Council's ownership have also been identified for potential new housing and feasibility work is currently being undertaken to bring these sites forward.

The Council, through its NEW Homes Housing Company continues to deliver new affordable housing throughout the County. NEW Homes Board recently approved the development of 62 units it will manage on The Walks, Flint. The development of these units will be funded through a loan from Flintshire County Council to NEW Homes.

Section 106 properties are in the process of being transferred to NEW Homes management at Northop Hall, Abermorddu and Saltney, with further properties proposed to be delivered in partnership with private developers. In line with the terms of the Section 106 Agreement, local residents living in these settlements will be prioritised for these properties. In addition, NEW Homes also manages 31 properties on behalf of private landlords. NEW Homes works closely with private landlords to ensure they are meeting the Welsh Government's Rent Smart Wales requirements which are aimed to promote the development of a dynamic and high quality private rented sector in Flintshire.

Last Updated: 06-Dec-2016



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# Quarter 2 Improvement Plan 2016/17 Progress Report

## Economy and Enterprise



Flintshire County Council  
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Print Date: 06-Dec-2016

### 3 Economy and Enterprise



#### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.1 Strategic / Regional positioning in readiness for future accelerated growth	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 AMBER

**ACTION PROGRESS COMMENTS:**

Flintshire County Council (FCC) has played a central role in meeting with UK and Welsh Government on behalf of both North Wales and the Mersey Dee Alliance area to discuss the vision for future economic growth in the region. Flintshire strategic development sites have featured in both the North Wales Growth Vision and the Cheshire Warrington Local Enterprise Growth Plan. The aim, for the end of the year, is to have contributed to the publication of the Infrastructure Prospectus for the Mersey Dee region and to have continued to build support within Welsh and UK Government for the Growth Vision for North Wales and the Mersey Dee area.

Last Updated: 28-Nov-2016



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.2 Maximise the economic value of transformation projects	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 AMBER



**ACTION PROGRESS COMMENTS:**

The Vibrant and Viable Places (VVP) is in it's final year of delivery and all projects are on track to fully spend. Pipeline projects are being developed to use any underspend funds that Welsh Government might make available. There are close working arrangements in place between the contractor for the SHARP programme, Wates Living Space, and the Communities First programme to ensure that unemployed people are offered pre-employment support and work experience opportunities. By the end of the year the intention is to fully spend all allocated VVP resources and to successfully bid for additional resources if they become available from Welsh Government and build successful work experience and apprenticeship placements with the supply chain for the SHARP programme.



Last Updated: 06-Dec-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
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3.1.1.3 Facilitate the creation of jobs	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                      36 new enquiries were received during quarter 2 in respect of new investment and existing business expansion, which will lead to job creation. Of the 36 enquiries for support, 9 are from the social enterprise sector. The cumulative number of enquiries received in 2016/17 to date is 102. 3 events were held in this quarter to develop supply chain activity. During Flintshire Business Week 2016 we delivered a seminar regarding e-Procurement with Flintshire County Council; e-Tendering training with Business Wales and, delivered a Regional Business Exhibition featuring in excess of 60 trade stands. Of the 36 business enquiries received, 31 converted to investment in the quarter resulting in a conversion rate of 86%. 31 conversions to investment resulted in 322 new jobs created of which 242 are in the Enterprise Zone and 5 are from the social enterprise sector. The cumulative total for 2016/17 is 934 new jobs. The aim for the year is to provide a responsive support service to businesses considering expanding or investing in the area. The measure for this action is KPI IP3.1.1.3 M01.</p> <p>Last Updated: 06-Dec-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.4 Strengthen the economic benefits of town centres and the visitor economy	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 AMBER
<p><b>ACTION PROGRESS COMMENTS:</b>                      The final schemes in the capital works programme started on site in late September 2016. The Buckley shop front improvement and vacant unit grant will improve the appearance of town centre shop units and encourage the re-use of empty shops. Welsh Government have granted £60k to the North East Wales tourism marketing partnership to support the Ambassadors Programme and for promotion of the region. Flintshire County Council (FCC) Coastal Communities Fund aim to improve access and awareness of the Dee coastline project, which is now largely complete, having installed small scale visitor infrastructure and interpretation at key points along the Dee. By the end of the year the aim is to complete the last projects in the previous phase of town centre support and, in particular, the improvements to the square at St. Mary's Church in Flint. The service will also have started the process of developing a new plan for supporting town centres in the future which will extend into next year. The tourism service will focus on the ongoing work to grow the Ambassadors programme in North East Wales, promote the area as part of the North East Wales brand and improve the management of key destinations for visitors.</p> <p>Last Updated: 06-Dec-2016</p>							

**Performance Indicators**

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP3.1.1.2M01 Delivery of supply chain development events	No Data	4	2	 GREEN	N/A	5	3	 GREEN


**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Rachael Byrne - Enterprise Manager

**Aspirational Target:**

**Progress Comment:** Three events were held during quarter 2 to develop supply chain activity. During Flintshire Business Week 2016 (FBW16) the Council delivered a seminar regarding e-Procurement, e-Tendering training with Business Wales and, a regional business exhibition featuring in excess of 60 trade stands.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP3.1.1.2M02 Percentage of business enquiries converted to investment within Flintshire	56.76	86	N/A	N/A	▲	177	N/A	 GREEN



**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Rachael Byrne - Enterprise Manager

**Aspirational Target:**

**Progress Comment:** Of the 36 business enquiries received, 31 converted to investment during quarter 2 resulting in a conversion rate of 86%.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP3.1.1.3M01 Number of new jobs in Flintshire	0	322	700	 RED	▲	934	1100	 GREEN



**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Rachael Byrne - Enterprise Manager

**Aspirational Target:**

**Progress Comment:** 31 conversions to investment resulted in 322 new jobs created of which 242 are in the Enterprise Zone and 5 are from the social enterprise sector. A cumulative total 16/17 of 934 new jobs.

Last Updated: 07-Oct-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP3.1.1.3M02 Number of jobs created as a result of large capital programmes (Welsh Housing Quality Standard)	16	10	9	 GREEN	↑	20	18	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager



**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** All programmes have continued into the new financial year due to rolling Welsh Housing Quality Standard scheme. As a direct result of this, local jobs that were created have been retained.

The number of jobs continues to improve and future progress will be maintained through the new Flintshire Apprentice Academy.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP3.1.1.3M03 Number of jobs created as a result of large capital programmes (Strategic Housing and Regeneration Programme)	0	41	0	 GREEN	↑	87	0	 GREEN

**Lead Officer:** Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager



**Reporting Officer:** Denise Naylor - Customer Services Manager

**Aspirational Target:**

**Progress Comment:** Works commenced in May 2016 on the Custom House site in Connah's Quay and works at The Walks site in Flint commenced in July 2016. The figure quoted relates to data collected by Wates Residential relating to local labour.

Last Updated: 01-Dec-2016




KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
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IP3.1.1.4M02 Number of new Ambassadors recruited	No Data	6	6	 GREEN	N/A	6	6	 GREEN
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Rachael Byrne - Enterprise Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Six new Ambassadors signed up to the Flintshire Ambassador Programme during quarter 2. In addition, tourism delivered a Coastal Communities Fund Familiarisation Visit for 16 delegates and, delivered a tourism sector network event and training for 30 delegates during Flintshire Business Week (FBW) and secured £30K external funding (from Visit Wales) in partnership with Theatr Clwyd for an ice rink during December 2016.</p> <p>Last Updated: 06-Dec-2016</p>								

**RISKS**




**Strategic Risk**




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RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
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.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager, Rachael Byrne - Enterprise Manager	 Red	 Amber		Open
<p><b>Potential Effect:</b> If a significant growth deal package is agreed for the Cheshire / Warrington area it will provide the ability for local partners to manage the economy locally with new investment as well as devolved powers that allow a responsive approach to meeting local needs. This has the potential to make the area more attractive to new business investment to enable maximum benefits from economic growth to reach local people.</p> <p><b>Management Controls:</b> The Council is closely involved in the development of the Northern Powerhouse and in the development of the Cheshire / Warrington growth vision. The Council, together with partners across North Wales, is working to develop an ambitious growth vision for North Wales.</p> <p><b>Progress Comment:</b> The risk assessment remains unchanged in this quarter but there has been extensive work to make the case for increased devolution of powers as part of the North Wales Growth Vision.</p> <p>Last Updated: 14-Oct-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
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Infrastructure investment does not keep pace with needs and business is lost to the economy.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager				Open
<p><b>Potential Effect:</b> The potential impact would include businesses choosing not to locate in Flintshire, existing businesses finding it harder to justify remaining in the area and a worsening quality of life where, for example, traffic congestion increases.</p> <p><b>Management Controls:</b> Working with North Wales Economic Ambition Board and Mersey Dee Alliance partners to make a robust and well-evidenced case for investment.</p> <p><b>Progress Comment:</b> Flintshire has worked with partners across North Wales and the North West of England in developing ambitious visions for economic growth for both North Wales and the Cheshire Warrington area. Both visions set out the economic benefits that can be realised in the region and the infrastructure needed to deliver them. These have been submitted to the UK Government for consideration. Further work is also underway to identify the barriers to developing the key strategic development sites in Flintshire.</p> <p>Last Updated: 14-Oct-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Support for businesses in Flintshire does not meet needs and fails to encourage investment.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager, Rachael Byrne - Enterprise Manager				Open
<p><b>Potential Effect:</b> i) Lower level of investment ii) Lower level of employment iii) Failure to realise wider benefits to the county from business investment</p> <p><b>Management Controls:</b> i) Co-ordinated approach to business support across partner agencies to ensure good intelligence sharing and use of available resources ii) Sign posting to other support agencies where appropriate</p> <p><b>Progress Comment:</b> The Council has been working closely with potential investors and the rate of conversion remains high. Flintshire Business Week 2016 was very successful with a number of well attended events and remains a very popular and cost effective way of engaging with and supporting the business community, enabling them to network and trade together.</p> <p>Last Updated: 06-Dec-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Devolved powers in Wales do not match those in England.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager				Open

**Potential Effect:** Areas with a greater range of devolved powers have the potential to manage their economy in a more responsive manner and are able to take decisions quickly across a wide range of service areas. This gives them a considerable advantage in creating the conditions for successful business growth and neighbouring areas are likely to struggle to compete for new business investment.

**Management Controls:** The Council, together with partners in the Mersey Dee Alliance and North Wales Economic Ambition Board, has contributed to ambitious visions of economic growth for North Wales and the Mersey Dee area. These visions set out the potential economic growth that can be achieved and the investment and devolved powers needed to make it deliverable.

**Progress Comment:** The risk assessment remains unchanged in this quarter but there has been extensive work to make the case for increased devolution of powers as part of the North Wales Growth Vision.

Last Updated: 14-Oct-2016



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# Quarter 2 Improvement Plan 2016/17 Progress Report

## Poverty

Flintshire County Council



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Print Date: 06-Dec-2016

## 6 Poverty



### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.1 Provide advice and support services to help people protect their income	Paul Neave - Manager - Advice and Homelessness Service	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

During Quarter 2, Flintshire residents received specialist advice and support to access on-going social security benefits worth £451,982 and one-off lump sum payments totalling £100,805. During the remainder of the financial year the Council will continue to fund advice and support services, which help low-income households to maximise their household income. The demand from residents for access to advice and support providers will continue to be effectively managed by the Advice and Housing Support Gateways.



Last Updated: 06-Dec-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.2 Helping people to get closer to work and / or be work ready through a range of Government and European funded programmes.	Katie Clubb - Community Support Services Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 AMBER

**ACTION PROGRESS COMMENTS:**

The Council and third sector providers are delivering support packages to households to enable them to get closer to work. The outcomes will be collated from across North Wales and reported half yearly. The commissioning team will ensure the focus of support providers remains on assisting people to get closer to work by developing skills and confidence.

Last Updated: 16-Nov-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.3 Deliver energy efficiency measures to homes in Flintshire.	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN



**ACTION PROGRESS COMMENTS:**

The External Wall Insulation in the Tower Blocks – Bolingbroke and Castle Heights was completed in Quarter 2. The Gas Infill projects remain on track and the External Wall projects active in parts of Shotton and Garden City are nearing completion. There are 9 left to complete in quarter 3. The remaining Photovoltaic installations in properties that needed re-

roofing and/or roof repairs are now complete. The Pilot project utilizing air source heat pumps, solar technology and, battery storage is to commence during quarter 3.

Last Updated: 06-Dec-2016

### Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.1M01 (WEL/001) Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC	1188772	140844	125000	 GREEN	↓	785630	750000	 GREEN


**Lead Officer:** Katie Clubb - Community Support Services Manager

**Reporting Officer:** Paul Neave - Manager - Advice and Homelessness Service


**Aspirational Target:**

**Progress Comment:** During September 2016, Flintshire households were helped to access welfare benefits and tax credits totalling £140,844pa and the one-off payments totalling £30,321.



Last Updated: 28-Nov-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.1M02 Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes	69521.84	65760.09	N/A	N/A	↑	106111.88	N/A	 GREEN

**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Claire Flint - Systems Team Leader (Revenue & Benefits)  
**Aspirational Target:**  
**Progress Comment:** There has been an increase in awards since quarter 1. The service has been actively involved in solutions for customers across all tenures, in particular those with high arrears which has resulted in a number of higher value one-off payments. Cumulative expenditure is to be monitored during quarter 3 as an increase in demand is expected due to the introduction of the Reduced Benefit Cap in November.  
 Last Updated: 06-Dec-2016



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.1M03 Number of residents supported to better manage their financial commitments	95	21	N/A	N/A	↓	21	N/A	 GREEN

**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Paul Neave - Manager - Advice and Homelessness Service  
**Aspirational Target:**  
**Progress Comment:** During the second quarter 21 residents have been supported by Citizen's Advice Flintshire who are temporarily covering the role of the Specialist Debt Advisor.  
 Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.1M04 Speed of processing of Housing Benefit claims - new claims	44.67	24.82	20	 AMBER	↓	50.31	40	 AMBER



**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Anna Friend - Team Leader - Benefits  
**Aspirational Target:**  
**Progress Comment:** There has been a slight improvement from quarter 1, however it is outside of the target. This is due to vacancies and recruitment, a concentrated period of annual leave commitments and staff absence due to sickness. Housing Benefit legislation requires the customer to be given notice of one calendar month, or longer if reasonable, to provide any information required to support the claim. We are unable to process the claim until this information is provided. If the customer, doesn't provide the information within a calendar month, and doesn't have good reason for the delay in providing the information, the claim is then terminated but this cannot happen earlier than one month. Therefore our performance is directly affected by the speed at which the customer provides the information.

Last Updated: 06-Dec-2016



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.1M05 Speed of processing of Housing Benefit claims - change of Circumstances	18.31	7.19	8	 GREEN	▲	11.6	16	 GREEN

**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Anna Friend - Team Leader - Benefits  
**Aspirational Target:**  
**Progress Comment:** Performance has exceeded target again in quarter 2, however a slight increase in the average number of days to process within the period is due to some technical difficulties with automation of processes and the peak holiday season for staff.

Last Updated: 06-Dec-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.2M21 (Supporting People) • Number of people recording a positive outcome under the outcome measure "Engaging in education and learning"	No Data	0	0	 GREEN	N/A	0	0	 AMBER

**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Suzanne Pemberton - Supporting People Manager  
**Aspirational Target:**  
**Progress Comment:**

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1.2M22 (Supporting People)• Number of people recording a positive outcome under the outcome measure "Engaging in employment/volunteering opportunities"	No Data	577	0	 GREEN	N/A	577	0	 AMBER

**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Paul Neave - Manager - Advice and Homelessness Service




**Aspirational Target:**

**Progress Comment:** During the period April 2016 - September 2016, 250 people successfully engaged in education or learning opportunities and 322 people engaged in employment or volunteering opportunities.

Last Updated: 21-Nov-2016

## RISKS

### Strategic Risk

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand for advice and support services will not be met.	Katie Clubb - Community Support Services Manager	Pam Davies - Housing Options Team Leader	 Yellow	 Yellow		Open



**Potential Effect:** Service providers with insufficient resources to meet demand will quickly build up long waiting lists and residents will not be able to access timely advice that prevents problems from escalating to ones that require more costly specialist interventions.

Reduced access to advice and support will result in residents facing legal enforcement action, particularly those with debt problems and residents will be unable to gain entitlement to their legal entitlement of social security income, impacting their ability to maintain their financial commitments, including housing costs.

Increase in demand from residents for access to emergency provision, such as foodbanks, Flintshire County Council provision, i.e., section 17 & 21 payments, etc.

**Management Controls:** The Flintshire Advice and Support Gateways are ensuring residents in need of help are referred to an appropriate service provider and maximising effective use of resources as much as possible.

A social welfare training and development programme is enabling front line workers to increase their knowledge and skills and helping to manage the increase in demand from residents for help with social welfare issues from immediately fall upon traditional service providers.

Delivering more initiatives that targeted early intervention of help and support to households preventing problems from escalating and needing specialist advice/support.

**Progress Comment:** From October 2016, the Council's Welfare Rights Team will be based in the Citizen Advice Flintshire Mold office. Collaboration with Citizen Advice Flintshire will maximise the efficient use of service resources, increasing the number of households who are helped to access their correct entitlement of social security benefits. In addition, the Advice and Housing Support Gateways continue to help providers to manage demand from households experiencing social welfare problems as a result of the ongoing transformation of the United Kingdom social security system.

Last Updated: 06-Dec-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Debt levels will rise if tenants are unable to afford to pay their rent.	Katie Clubb - Community Support Services Manager	Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open

**Potential Effect:** i) Rent arrears amongst Flintshire County Council tenants will increase if they are not able to manage the impact generated by the reduction in their Housing Benefit award.

ii) Any reduction in income to the Housing Revenue Account negatively affects the Housing Service Business model.

Increase in court action for possession being taken against social housing tenants, particularly those with existing rent arrears which are worsened by the spare room subsidy. This will create additional financial pressures upon the fulfilment of FCC statutory homeless duties.

**Management Controls:** The funding from the DWP, within the 2016/17 Delivery Partnership Agreement, will ensure that Flintshire's Universal Credit claimants have access to appropriate personal budgeting support during the current financial year.

FCC is negotiating with the Department for Work and Pensions over the level of funding, which will be available during the next financial year, when one, or more of the three Jobcentres in Flintshire, commence delivering the Universal Credit Full (Digital) Service and the number of Flintshire residents claiming Universal Credit will increase.

**Progress Comment:** Due to the continued, slow introduction of Universal Credit within Flintshire, the number of claimants who are also tenants remains low. The personal budgeting service delivered by Citizen Advice Flintshire is coping with the present demand from Universal Credit claimants who are struggling to pay their rent.

It is not projected that there will be a significant increase in the number of Universal Credit claimants during this current financial year.

The Council continues to work closely with the Universal Credit Service Centre to identify and resolve issues that arise with requests for a claimant's housing costs to be paid directly to social/private landlords.

Last Updated: 06-Dec-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The local economy will suffer if residents have less income to spend.	Katie Clubb - Community Support Services Manager	Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open

**Potential Effect:** Low income households predominately spend their income on local services and business. If these households cannot replace lost social security income with earned income, or have their household income maximised in other ways, there will be less spending power within the Flintshire local economy. It is estimated that an increase of £1 million income per annum amongst low income households may result in 12 jobs being created within a local economy. A loss of £1 million per annum creates pressures upon the sustainment of such jobs and limits job creation.

**Management Controls:** Flintshire County Council continues to provide specialist advice services to assist residents to maximise their household income by supporting them to access correct entitlement to social security benefits and tax credits, and/or through helping them to manage their financial commitments more effectively.

From October 2016, the Flintshire County Council Welfare Rights Team will be based in the Citizen Advice Flintshire's Mold office. The collaboration with Citizen Advice Flintshire aims to promote the effective and efficient use of the Council's income maximisation service resources, through streamlining referral processes, eliminating duplication of effort, improving the customer experience, increasing the number of households who can be helped to access their correct entitlement of social security benefits.

**Progress Comment:** During quarter 2, Flintshire residents received specialist advice and support to access on-going social security benefits worth £451,982 and one-off lump sum payments totalling £100,805, increasing the spending power of these households within the local economy.

Last Updated: 06-Dec-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Residents do not take up the energy efficiency measures available.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager	Amber	Amber	↔	Open


**Potential Effect:** i) Available resources not used to their full potential  
 ii) Household energy bills higher than needed  
 iii) Fuel poverty remains higher than needed

**Management Controls:** Extensive publicity for the programme as well as direct contact with eligible households where appropriate.

**Progress Comment:** There has been a strong level of demand for energy efficiency measures and in particular for the external wall insulation offered in Deeside.

Last Updated: 14-Oct-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
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Available funding for energy efficiency measures falls short of public demand.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager	Amber	Amber		Open
<p><b>Potential Effect:</b> i) Public frustration with lack of funding with impact on Council reputation                  ii) Opportunity to reduce household costs and fuel poverty not fully realised  <b>Management Controls:</b> i) All potential sources of external funding proactively targeted for support                  ii) Use made wherever possible of innovative forms of finance                  iii) Managing public expectation as far as possible  <b>Progress Comment:</b> There remains more demand for energy efficiency measures than the current level of funding allows, in particular for solar panels and external wall insulation. Expectations are being managed as far as possible and other sources of funding to increase the level of provision are being actively sought.</p> <p>Last Updated: 06-Dec-2016</p>						



## COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 15 <sup>th</sup> December, 2016
<b>Report Subject</b>	Forward Work Programme
<b>Cabinet Member</b>	Not applicable
<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 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 – Draft 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>

<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.

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**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
<b>23 January, 2017</b> <b>(Budget meeting)</b>  Page 73	<b>Draft 2017/18 Revenue Budget and Housing Revenue Account (HRA)</b>  <b>Rent Arrears Annual Report</b>  <b>Council Tax &amp; Business Rate Policies</b>  <b>Update on North East Wales (NEW) Homes Board</b>	To enable the Committee to consider the draft 2017/18 Revenue Budget and Housing Revenue Account (HRA).  To consider the Rent Arrears Annual Report including information on the suggestion for WHQS improvements to be delayed for tenants with long term rent arrears.  To consider the Council Tax & Business Rate Policies of the Council.  To update the Committee on the work of the North East Wales (NEW) Homes Board.	Consultation  Monitoring/ Consultation  Consultation  Assurance/Monitoring	Chief Officer (Community & Enterprise)  Income Manager  Income Manager  Service Manager, Housing Programmes	<b>16 January 2017</b>
<b>1 February, 2017</b> <b>Meeting to held at Council Offices, Flint with a tour of</b>	<b>Update report on partnership working between the Council and Travis Perkins</b>	To receive a report on the partnership working between the Council and Travis Perkins following 12 months of the new contract and arrangements.	Assurance/Monitoring	Senior Manager, Council Housing Services	<b>25 January 2017</b>

<b>The Walks to follow</b>	<b>Customer Services Strategy Update</b>	To update on the Customer Services Strategy.	Assurance/Monitoring	Service Manager, Customer Support	
	<b>SARTH</b>	To update the Committee on the local project and progress with the Denbighshire Partnership	Assurance/Monitoring	Service Manager, Customer Support	
<b>8 March, 2017</b>  Page 74	<b>Quarter 3 Improvement Plan Monitoring Report</b>	To enable Members to fulfil their role in relation to performance monitoring.	Assurance/Monitoring	Community & Enterprise Facilitator	<b>1 March 2017</b>
	<b>Welfare Reform Update</b>	To update on the impact of Welfare Reform on Flintshire residents	Assurance/Monitoring	Service Manager, Customer Support	
	<b>Galw Gofal</b>	To update on the future tender arrangements.	Consultation	Service Manager, Customer Support	
<b>5 April, 2017</b>					<b>29 March 2017</b>
<b>14 June, 2017</b>	<b>Review of Fair Debt Policy</b>	To enable Members to review the Fair Debt Policy.	Assurance/Monitoring	Income Manager	<b>7 June 2017</b>

	<b>Quarter 4/Year End Improvement Plan Monitoring Report</b>	To enable Members to fulfil their role in relation to performance monitoring.	Assurance/Monitoring	Community & Enterprise Facilitator	
<b>19 July, 2017</b>	<b>Welfare Rights Collaboration Update</b>	To update on the collaboration, outcomes and performance		Service Manager, Customer Support	<b>12 July 2017</b>

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**Items to be scheduled**

- Work of the Economic Ambition Board
- Local Lettings Policy, Flint – to be submitted nearer the completion of the housing development in Flint
- Update on the commissioning of CAB for Welfare Rights following its implementation

**Suggested Workshop**

- Work of the Economic Development Team – to be arranged prior to the first Committee meeting following the May 2017 elections.

**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>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)