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Contact Officer:
Maureen Potter 01352 702322

To: Councillor Ian Dunbar (Chairman)

Councillors: Sian Braun, David Cox, Jean Davies, Ron Davies, Adele Davies-Cooke, Rosetta Dolphin, Mared Eastwood, George Hardcastle, Ray Hughes, Dennis Hutchinson, Ted Palmer, Mike Reece, Paul Shotton and David Wisinger

8 March 2018

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 Wednesday, 14th March, 2018 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 on 15 January 2018.

4 **NEXT PHASE OF STRATEGIC HOUSING AND REGENERATION PROGRAMME (SHARP) SCHEMES** (Pages 9 - 32)

Report of Chief Officer (Community and Enterprise) - Deputy Leader of the Council and Cabinet Member for Housing

Purpose: To seek support to progress the next stages of the Council's Strategic Housing and Regeneration Programme (SHARP)

5 **FLINTSHIRE STREET MARKETS REVIEW** (Pages 33 - 38)

Report of Chief Officer (Community and Enterprise) - Cabinet Member for Economic Development

Purpose: To consider recommended options for the future of the markets in Flintshire

6 **FLINTSHIRE SUPPORTING PEOPLE PROGRAMME GRANT, LOCAL SPEND PLAN AND REGIONAL STRATEGIC PLAN** (Pages 39 - 82)

Report of Chief Officer (Community and Enterprise) - Deputy Leader of the Council and Cabinet Member for Housing

Purpose: To consider the proposed Commissioning Plan for 2018/19

7 **QUARTER 3 COUNCIL PLAN 2017/18 MONITORING REPORT** (Pages 83 - 114)

Report of Chief Officer (Community and Enterprise) - Cabinet Member for Economic Development, Deputy Leader of the Council and Cabinet Member for Housing

Purpose: To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan 2017/18

8 **FORWARD WORK PROGRAMME** (Pages 115 - 120)

Report of Community and Enterprise Overview & Scrutiny Facilitator

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

Yours sincerely

Robert Robins
Democratic Services Manager

COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE
15 JANUARY 2018

Minutes of the meeting of the Community and Enterprise Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Monday, 15 January 2018

PRESENT: Councillor Ian Dunbar (Chairman)
Councillors: David Cox, Jean Davies, Ron Davies, Rosetta Dolphin, Mared Eastwood, George Hardcastle, Ray Hughes, Ted Palmer, Mike Reece, Paul Shotton and David Wisinger

APOLOGIES: Councillors Sian Braun and Adele Davies-Cooke, and Councillor Derek Butler, Cabinet Member for Economic Development

ALSO PRESENT: Councillors Patrick Heesom and Christine Jones attended as observers

CONTRIBUTORS: Councillor Bernie Attridge, Deputy Leader and Cabinet Member for Housing; Chief Officer (Community & Enterprise); Housing Asset Manager; Accountant and Senior Sheltered Housing Officer

Chief Executive (for minute number 45)
Service Manager, Customer Support (for minute number 46)

IN ATTENDANCE: Community & Enterprise Overview & Scrutiny Facilitator and Democratic Services Officer

42. OPENING COMMENTS

As suggested by Councillor Hardcastle, it was agreed that the Committee would send a card and flowers to the wife of the late Councillor Hampson following the sad loss of their son.

43. DECLARATIONS OF INTEREST

Councillor Ted Palmer declared a personal interest on Agenda Item 4 'Housing Revenue Account 2018-19' as he was a Council tenant.

44. MINUTES

The minutes of the meetings held on 15 November and 20 December 2017 were submitted.

Matters Arising

It was noted that the minutes of 15 November 2017 had already been approved at the previous meeting. The Chief Officer agreed to discuss a matter raised by Councillor Hardcastle outside the meeting.

On minute number 38, the Chief Officer would seek an update on the mobile shopping service and respond to the Committee.

On minute number 39, Councillor Reece referred to the contact details of a private landowner which he had passed to officers and was told this would be followed up.

RESOLVED:

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

45. HOUSING REVENUE ACCOUNT (HRA) 2018-19

The Committee received a report to consider the draft Housing Revenue Account (HRA) budget for 2018/19 and the HRA 30 year Business Plan.

The Housing Asset Manager and Accountant gave a presentation covering the following:

- 2017/18 Achievements
  - Welsh Housing Quality Standard (WHQS)
  - Council house delivery
- 30 year business plan
- 2018/19 budget
  - Income
  - Efficiencies
  - WHQS programme
- HRA future activity

As part of the presentation, photographs were shown which demonstrated the achievements on internal works, envelope and environmental works within the WHQS programme.

Councillor Shotton welcomed progress on WHQS and commended the Council's prompt response in reassuring tenants of the county's three high-rise flats, following the incident at Grenfell Tower. The buildings in Flint were three of only seven in Wales where internal sprinkler systems were already installed and the Council's safety inspection regimes had met standards of the North Wales Fire & Rescue Authority.

Councillor Dolphin spoke about the need to incorporate adequate parking in new developments to meet the needs of residents with more than one vehicle. Officers explained that as part of the environmental programme, sites such as unused garage plots were being identified to convert to parking spaces. In response to further questions, wet room installations mainly applied to sheltered accommodation however there was flexibility built into the programme to make provision for future adaptations to support lifetime tenancies. The Housing Asset Manager agreed to inform local Members of 'walkabout' assessments in their wards to enable them to participate, should they wish.

During discussion on rents, Councillor Dolphin said it was important for tenants to be made aware of payment options. It was explained that target rents applied to 17% of the Council's tenants and that the proposal by the Cabinet Member and Leader of the Council to limit the rent increase to that of the Consumer Price Index (CPI) was due to concerns about affordability in the current climate. The Council would not incur any sanctions on implementing a lower increase than that recommended by Government rent policy.

Members were advised that the requested programme of planned works for each ward would now be progressed by Sean O'Donnell, following the recent departure of the Capital Works Team Manager.

Councillor Hardcastle praised the improvements in the Housing service over recent years. In response to queries, officers explained the approach to revisiting properties where work was incomplete due to tenant refusals or no access. On service charges for laundry services, officers would engage with tenants in accommodation with low demand for services to determine the right outcome. The Accountant agreed to respond separately to provide the number of tenants taken to court for non-payment of rent.

Following questions by Councillor Palmer, the Housing Asset Manager explained that WHQS works were informed by the stock condition surveys which would be revisited towards the end of the programme. Councillor Palmer thanked officers for their help in tackling local anti-social behaviour issues.

On additional parking provision, Councillor Wisinger asked about the number of garage sites where rent was payable and referred to a number of garage sites in his ward that appeared to no longer be in use. He said that some grassed areas could also be converted to parking spaces, thus saving on grass-cutting. Officers explained that a report on the environmental programme, including a review of garage sites, would be shared around May 2018. Decisions on options for those sites were subject to consultation with the Cabinet Member and availability of funding.

Councillor Cox raised concerns about the impact of long-term empty privately owned houses and was advised to contact Jenny Prendergast in the Environmental Health team.

Councillor Hughes said that insufficient off-road parking provision in his ward had led to traffic problems from vehicles parked on main roads. Councillor Attridge said that some tenants had taken the decision to create off-road provision themselves. He suggested that any concerns about specific areas be raised with officers to consider as part of the planning process.

The Chairman and Chief Executive suggested slight changes to the wording of the first and second recommendations to better reflect the Committee's support. On being put the vote, these were accepted.

RESOLVED:

(a) That having considered the report, the Committee supports the HRA budget for 2018/19 and Business Plan as set out in the appendices;

(b) That the Committee supports the recommendations of the Cabinet Member and Council Leader on setting a rent increase of 3% (plus up to or minus £2), with target rents applied for new tenancies, as a more affordable increase than the Welsh Government Rent Policy formula which would set an increase of 4.5% (plus up to or minus £2);

(c) That the Committee supports a garage rent increase of £1 per week and a garage plot rent increase of £0.20 per week; and

(d) That the Committee supports the proposed HRA Capital Programme for 2018/19 as set out in Appendix D.

46. SINGLE ACCESS ROUTE TO HOUSING (SARTH) AUDIT REPORT

The Service Manager, Customer Support introduced a report on the outcome of an audit report on the management of the housing register and allocation of council property arising from the introduction of the Single Access Route to Housing (SARTH).

Internal Audit had identified 13 actions of which nine had been fully implemented and two were linked to regional policy - due to be implemented by June 2018. The report gave detailed explanations on progress with the two actions currently being progressed in respect of the completion of periodic reviews within timescales and cancellation of appointments due to non-receipt of evidence. It was hoped that the actions would provide reassurance to Members on improved ways of working to make better use of limited resources and comply with the recommendations.

Following a question from the Chairman, it was explained that properties were generally allocated in date order according to bandings. There were a small number of reasons why applicants could be bypassed such as property type, accessibility issues or where a sensitive letting was required. The Chief Officer explained that a range of ICT developments were highlighted in the report to support automated working.

Councillor Dolphin referred to the action on timescales for cancelling applications and was told that the green (low) level of risk had been determined by Internal Audit as it was not possible to allocate a property without the necessary evidence.

The Chairman proposed a slight amendment to the resolution which was accepted.

RESOLVED:

That having reviewed the report, the Committee is reassured that all high risk actions have been fully implemented and that all remaining actions are either also complete or currently in progress.

47. FORWARD WORK PROGRAMME

In presenting the current Forward Work Programme for consideration, the Facilitator advised that the item on the review of garage sites (discussed earlier in the meeting) would be scheduled for May. No further changes were made.

RESOLVED:

(a) That the Forward Work Programme be amended; and

(b) That the Facilitator, in consultation with the Chairman of the Committee, be authorised to vary the Forward Work Programme between meetings, as the need arises.

48. CLOSING REMARKS

The Chairman read out a statement in which he commended the Chief Officer and her team for their success in securing £2.7m from the Warm Homes fund to install central heating systems and energy efficiency measures in properties in Flintshire. The Chief Officer said that colleagues from the Planning and Environment portfolio had been involved in working on the bid.

49. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the press or public in attendance.

(The meeting started at 2pm and ended at 3.50pm)

……
Chairman

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COMMUNITY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 14th March 2018
Report Subject	Next phase of Strategic Housing and Regeneration Programme (SHARP) schemes
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Community and Enterprise)
Type of Report	Strategic

EXECUTIVE SUMMARY

This report seeks Scrutiny Committee support to progress the next stages of the Council's Strategic Housing and Regeneration Programme (SHARP) and sets out proposals to develop 92 new social and affordable homes at the following sites:

- Nant y Gro, Gronant;
- Former Council Depot, Dobshill;
- Llys Dewi, Penyffordd (near Holywell).

The development of these sites for social and affordable housing is a strategic priority for the Council and the sites are pre-agreed for inclusion within the SHARP. This will bring the total number of properties approved by the Council to date at 293.

This report provides information on the proposed schemes, including location, proposed property types, design and layout and projected build costs. The report also identifies the preferred funding options and details the Development Scheme Assumptions against which the viability of the schemes are measured and assessed.

RECOMMENDATIONS	
1	To support the development of 92 new social and affordable homes at Llys Dewi, Penyffordd, Nant y Gro, Gronant and the Former Council Depot, Dobshill.
2	To support the use of prudential borrowing to the value of £9.823M (subject

	to final approval and verification) to fund the proposed development of the new Council homes.
3	To support and recommend the use of affordable housing grant of £1.903m and shared equity reserves, shared ownership receipts and commuted sums of £1.722m in total to contribute to scheme costs.
4	To note proposals to develop 17 affordable properties by NEW Homes (subject to NEW Homes Board approval).

REPORT DETAILS

1.00	**BACKGROUND**
1.01	At Cabinet in June 2015, approval was given to appoint Wates Living Space as the Council's development partner for five years with the aim of developing 500 homes, (200 Social Rented and 300 Affordable), at a range of sites across the county, alongside commissioning a range of linked regeneration initiatives and community benefits.
1.02	Good progress is being made on The Walks, Flint with the construction of 92 new homes. Thirty of these new homes will be managed by the Council through the Housing Revenue Account (HRA). The remaining 62 Affordable properties will be managed by NEW Homes, the Council's wholly-owned housing company. The first phase of the new properties on the scheme have now been handed over to the Council and NEW Homes respectively. It is projected that the scheme will be completed in April 2018.
1.03	Following Cabinet approval in July 2016, work on the construction of 40 new Council homes on five sites at Connah's Quay, Mold and Leeswood is now well advanced. Properties at Redhall, Connah's Quay and Heol y Goron Leeswood have now been completed and the properties let.
1.04	Construction work at the former Dairy, Mold Road Connah's Quay commenced in November 2017, whilst the re-development of the former Melrose Centre, Shotton is scheduled to begin in March 2018. In total, these schemes will see the delivery of 15 new homes.
1.05	The table below details the number of Council Social Rent and Affordable units completed, approved in principle or approved by Cabinet to date.

Scheme	**Council Units**	**Affordable Units**	**Status**
Custom House, Connah's Quay	12	0	Completed
The Walks, Flint	30 (24 completed)	62 (44 completed)	On-site
Redhall, St Mark's Connah's Quay	5	0	Completed

Heol y Goron, Leeswood	5	0	Completed
Maes y Meilion, Leeswood	8	0	On-site.
Ysgol Delyn, Mold	16	0	On-site.
Former Dairy, Connah's Quay	6	0	On-site.
Former Melrose Centre, Shotton	9	0	On-site.
Maes Gwern, Mold	7	41	Approved in principle
Sub Total	**98**	**103**	
Total	**201**		

1.06 **Nant y Gro, Gronant**

Projected Start on Site Date: 3 September 2018
Projected Completion: 12 July 2019

1.07 The site is situated on the edge of a mixed residential settlement. Gronant is only situated a few miles from Prestatyn which offers good communications and good access to usual amenities. The site is currently pasture land which is irregular in shape and extend to 2.88 acres.

1.08 Appendix 1 shows the proposed scheme with the following proposed tenure split.

Council Housing:

4	1 bed apartment
4	2 bed apartment
18	2 bed house
11	3 bed house

Affordable Housing:

3	2 bed house
1	3 bed house

1.09 **Former Council Depot, Dobshill**

	Projected Start on Site Date: 29 October 2018 Projected Completion: 19 July 2019
1.10	This site is located in Dobshill, between Buckley and Broughton just off the A550 which runs south from the A55 North Wales Expressway at Dobshill towards Hope and Wrexham. The site is a former council depot and currently lies vacant. Having a long 96 metre frontage to Chester Road, the site is roughly rectangular in shape and extends to 1.46 acres (0.59 hectares).
1.11	Appendix 2 shows the proposed scheme with the following proposed tenure split. **Council Social Rent:** 4 – 1 bed apartment 4 – 2 bed apartment 4 – 3 bed house 1 – 4 bed house 2 – 2 bungalows **Affordable:** 8 – 2 bed house 1 – 3 bed house
1.12	**Llys Dewi, Penyffordd** Projected Start on Site Date: 1 October 2018 Projected Completion: 9 August 2019
1.13	Penyffordd lies seven miles from the A55 North Wales Expressway giving good transport links westwards to North Wales and eastwards to the M56 and motorway network. The site comprises of agricultural grazing land located in an area behind the dwellings on Llys Dewi, Maes Emlyn and Rhewl Fawr Road. The site is under the ownership of the Council and is located in the centre of the village and comprises of approximately 1.20 acres.
1.14	Appendix 3 shows the proposed scheme with the following proposed tenure split. **Council Housing:** 16 – 2 bed house 7 – 3 bed house **Affordable Housing:** 2 – 1 bed apartment 2 – 2 bed apartment
1.15	This scheme requires an estate road which only has plots on one of its edges due to the awkward size and shape of the land available. This means that the infrastructure and drainage costs for this scheme are proportionately higher

	than for schemes where a carriageway serves properties on both sides of the road. However, undertaking these required infrastructure works will open up the rest of the site for additional future residential development.
1.16	The social rent properties will be developed by the Council's Housing Revenue Account (HRA). It is proposed that the affordable rent properties will be developed for NEW Homes subject to Board approval.
1.17	**Flintshire House Standard**
1.18	Properties and land associated with the schemes will all be designed to comply with the Council's Flintshire House Standard. Welsh Government's Development Quality Requirements (DQR) will also be incorporated in schemes where Affordable Housing Grant is applied. (to meet WG requirements)
1.19	**Affordable Housing Need**
1.20	Appendix 4 summarises the housing need identified for each of the proposed schemes. This is based upon housing need data from a number of different sources to ensure that the proposed tenure and property mix for each scheme accurately reflects housing need within each community. The principle data sources are the following: • Single Access Route to Housing (SARTH) - lists the number of applicants for social housing in Flintshire. • Flintshire Affordable Housing Register – list the number of applicants interested in affordable rent and low-cost home ownership schemes; • NEW Homes Housing Register – lists the number of applicants registered with the Council's housing company; • Specialist Housing Register- lists the number of applicants registered with the Council who require adapted or specialist housing.
1.21	**Local Lettings Policy**
1.22	A Local Lettings Policy will be developed by the Council for each of the proposed schemes.
1.23	**Welsh Government Funding for Local Authority New build**
1.24	Welsh Government has made Housing Affordable Housing Grant (AHG) available to stock retaining Local Authorities who are developing new homes from 2018/19. Flintshire's indicative allocation is as follows: • 2018/19 = £1.9m • 2019/20 = £1.2m The grant covers up to a maximum of 58% of total scheme costs. It is a revenue grant which will cover 58% of the borrowing costs over 30 years. (Social Housing Grant available to Housing Associations for new build is a capital grant).
1.25	The table below details the projected costs for each of the proposed schemes

and provides a provisional indication on the level of Affordable Housing Grant (AHG) and shared equity, reserves, shared ownership receipts and commuted sums which it is recommended is used for each of the proposed schemes. Viability is a key priority for both the Council and NEW Homes need to deliver a mixture of high quality development schemes in order to generate more income to fund future developments which meet the Council's and the company's priorities.

Scheme	Social	Afford.	Cost	Average cost p.u (pre grant)	Affordable Housing Grant (AHG)	Shared Equity / Shared Ownership / Commuted Funds	Council Borrowing
Nant y Gro, Gronant	37	4	£5.407m	£0.132m	£1.310m	£0.440m	£4.651m
Former Council Depot, Dobshill	15	9	£3.521m	£0.147m	£0.593m	£0.896m	£1.769m
Llys Dewi, Penyffordd	23	4	£4.084m	£0.151m	Nil	£0.386m	£3.403m
Total	**75**	**17**	**£13.013m**		**£1.903m**	**£1.722m**	**£9.823m**

1.26 The total projected HRA borrowing requirement will be £9.823m

The AHG grant is currently only available for HRA properties. Where required (and subject to Cabinet approval), the Council will consider the use of its shared equity, shared ownership receipts and commuted sum reserves to assist with funding affordable housing through the SHARP where conditions allow. The level of these reserves are currently at £2.276m however, £0.365m of this balance is restricted for use in certain areas of Flintshire and cannot be used on these sites. The recommendation included in this report is to use £1.722m of the allowable balance (£1.911m).

1.27 It is proposed to review the Development Scheme Assumptions periodically to ensure these remain prudent, but also that they do not become so demanding that genuine value for money schemes are deemed unviable.

1.28 **Affordable Homes Funding**

1.29 Currently NEW Homes is unable to bid for AHG under the existing Welsh Government funding regime. However, WG are minded to review this moving forward to enable companies such as NEW Homes to deliver more affordable housing in Flintshire. NEW Homes will work with the Council to assess the borrowing options available to it to develop the proposed homes it will own and manage in Batch 3. This will include options such as market lending, borrowing from the Council and borrowing against its existing asset base.

2.00 RESOURCE IMPLICATIONS

2.01	£11.8m HRA borrowing approval is available during 2018/19 for a council house building programme. The Financial Appraisal shows the combined HRA borrowing requirement of Batch 3 schemes at £9.823m.
2.02	All schemes continue to be reviewed in order to achieve best value for the Council. This has involved appointing Savills to undertake a mid-term review of the SHARP to ensure the Council continues to receive value for money for the Council in terms of construction costs, scheme design and layout and quality of the final product. The final report will be presented to Council Cabinet during the Spring for its consideration.
2.03	**Land value**
2.04	The three sites identified for development in this report have a restricted value for social and affordable housing of nil. The provision of social and affordable housing is one of a number of key strategic priorities for the Council, and it should be noted that, in the case of the former Dobbs Hill Depot site, this is identified as an exception site and therefore would only be considered for affordable and social housing.
2.05	In addition to the above, the provision of social and affordable housing also fulfils a wider strategic social need and mitigates the requirement to provide bed and breakfast accommodation where necessary, through the provision of such housing and the delivery of affordable units of accommodation for those families genuinely struggling to access housing.
2.06	**Council Tax Yield**
2.07	Appendix 5 details the projected total combined total annual Council Tax yield on each of the proposed schemes would be in the region of £117K.

3.00	**CONSULTATIONS REQUIRED / CARRIED OUT**
3.01	Each of the schemes have been discussed in depth with planners, highways officers and local elected members which have informed the current proposal.
3.02	A Community Consultation Event is also being planned for all of the other respective schemes as part of the statutory formal consultation process prior to a scheme being submitted to the Council for planning approval.

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

5.00	APPENDICES
5.01	Appendix 1 - Site Plan Nant y Gro, Gronant
5.02	Appendix 2 - Site Plan Former Council Depot, Dobshill
5.03	Appendix 3 - Site Plan Llys Dewi, Penyffordd, Nr Holywell
5.04	Appendix 4 - Housing Needs Data
5.05	Appendix 5 – Projected Council Tax Income derived from Batch 3 Schemes
5.06	Appendix 6 – Financial Appraisal
5.07	Appendix 7 – Scheme Assumptions

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. **Contact Office:** Clare Budden Chief Officer Community and Enterprise **Telephone:** 01352 703800 **E-mail:** clare.budden@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Strategic Housing And Regeneration Programme (SHARP)** – Flintshire County Council House Building Programme which will build 500 new homes (200 Council) and 300 (affordable). **Welsh Housing Quality Standard (WHQS) -** Flintshire County Council will be spending £111 million over six years on a major refurbishment and maintenance programme of works bring its 7,200 Council homes up to the Welsh Government's Welsh Housing Quality Standard (WHQS) new properties across the Council during the next five years. **Standard Development Scheme Assumptions** - agreed allowances for voids; maintenance costs; rental income levels (including CPI etc.) and will be used to assess all potential future development schemes to determine Scheme feasibility and viability. **Affordable Housing Grant** - The Welsh Government (WG) has made available additional revenue grant funding of approximately £8 million each year, over a 28/29 year period. For this second phase of the funding, delivery partners have now been extended to not only include Registered Social

	Landlords but also Local Housing Authorities due to the recent exit of the Housing Revenue Account System.

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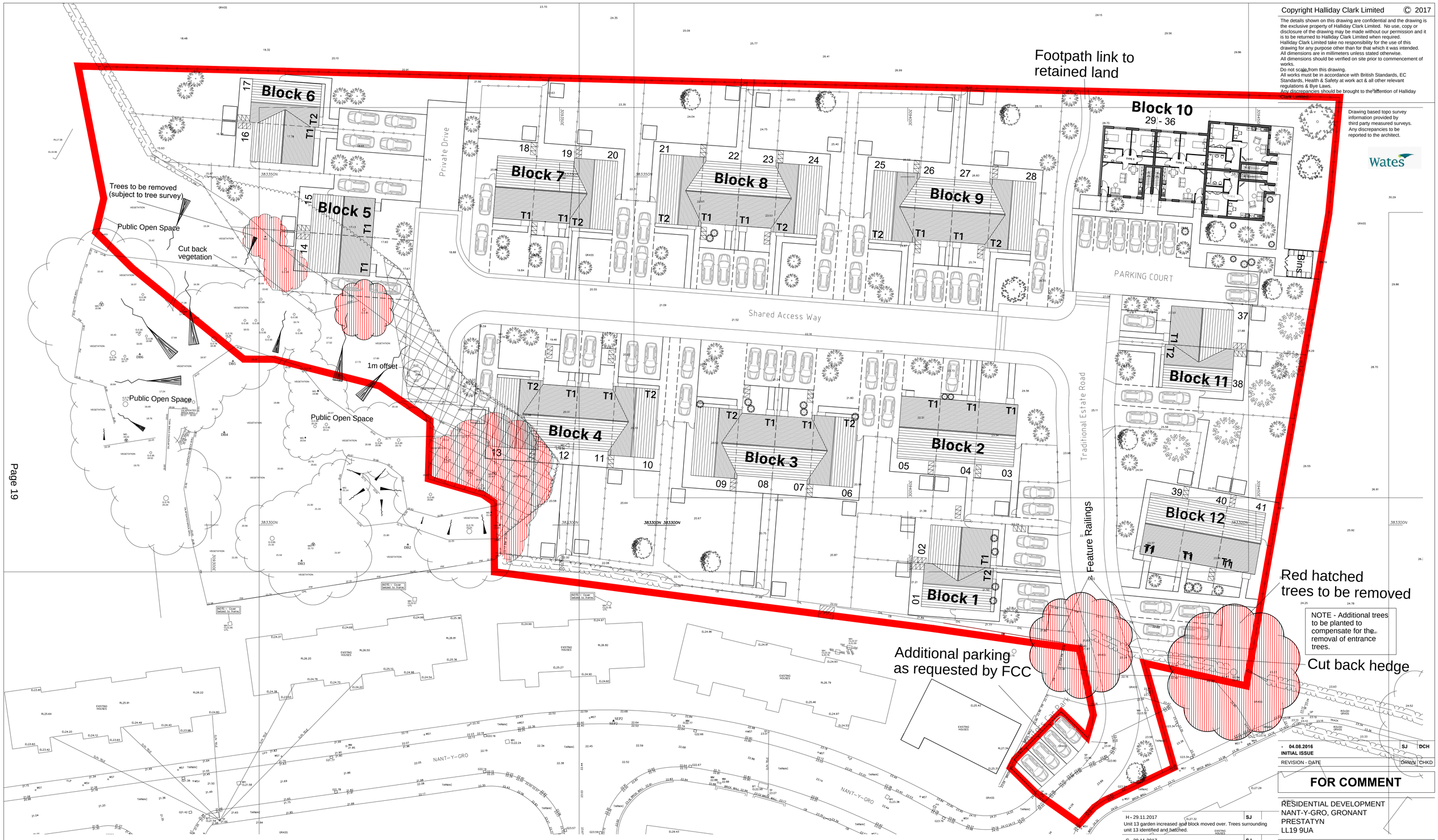

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Wates

- 04.08.2016 INITIAL ISSUE	SJ	DCH
REVISION - DATE	DRWN	CHKD

FOR COMMENT

RESIDENTIAL DEVELOPMENT
NANT-Y-GRO, GRONANT
PRESTATYN
LL19 9UA

FOR
WATES RESIDENTIAL

PROPOSED SITE LAYOUT

Scale 1:250

DESCRIPTION	AREA	NO.
Area within red line: 11666sqm (1.16Ha - 2.88Acres)		

Schedule of Accommodation
Affordable Houses

Type 1	2No. Bedroom House	79sqm (850sqft)	21no.
Type 2	3No. Bedroom House	95sqm (1023sqft)	12 no.
Type 20	2No. Bedroom Apartment	62sqm (667sqft)	2 no.
Type 22	1No. Bedroom Apartment	52sqm (559sqft)	2 no.
Type 21	2No. Bedroom Apartment	67sqm (721sqft)	2 no.
Type 23	1No. Bedroom Apartment	55sqm (592sqft)	2 no.
Total Dwellings			41no.

Trees to be removed (subject to tree survey)

H - 29.11.2017 Unit 13 garden increased and block moved over. Trees surrounding unit 13 identified and hatched.	SJ	
G - 29.11.2017 T1 unit added. Tree survey required for root protection areas around plots 14 & 15.	SJ	
F - 15.11.2017 Revised Layout include; site access trees to be removed indicated, plots 38-40 move forwards and road pushed across	SAE	
E - 13.11.2017 Revised Layout include; apartments and other house types repositioned (rhs of the site), footpath link shown & notes updated	SAE	
D - 02.11.2017 Revised Layout.	SJ	
C - 27.10.2017 Revised scheme due to redline moved over by 10m General revisions including; type house added to comply with house types schedule Houses relocated to avoid dense vegetation	SJ	
B - 20.09.2017 Overlaid Topo	SJ	
A - 29.08.2017 Revised scheme due to redline amendment.	SJ	
L - 16.01.2018 Areas revised & block references added.	SAE	
K - 04.01.2018 Revised footpaths to all houses.	SJ	
J - 02.01.2017 Road extended to incorporate the well.	SJ	
I - 01.12.2017 Redline revised to encompass additional car parking and required engineering works. Schedule revised.	SJ	

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NOTES

Drawing based on survey information provided by third party measured surveys. Any discrepancies to be reported to the architect.

N

DESCRIPTION	AREA	NO.
Area within red line: 5676sqm (0.56Ha - 1.40Acres)		

Schedule of Accommodation
Affordable Houses

Type 20 – 2 Bed Apartment	62sqm (667sqft)	2 no.
Type 21 – 2 Bed Apartment	62sqm (667sqft)	2 no.
Type 22 – 1 Bed Apartment	52sqm(559sqft)	2 no.
Type 23 – 1 Bed Apartment	52sqm(559sqft)	2 no.
Type 14 – 2 Bed Bungalow	64sqm (688sqft)	2 no.
Type 1 – 2 Bed House	79sqm (850sqft)	8 no.
Type 2 – 3 Bed House	95sqm (1022sqft)	5 no.
Type 15 – 4 Bed House	108sqm (1163sqft)	1 no.
Total		**24 units**

Trees to be removed (subject to tree survey)

Proposed feature properties with fully rendered exterior

REVISION – DATE	DRWN	CHKD
G – 21.12.2017 House Types numbering revised.	SJ	
F – 21.12.2017 Footpath to playing field and 2 extra visitors spaces added. Proposed fully rendered feature property added. Key updated.	SJ	
E – 01.12.2017 Schedule updated.	SJ	
D – 29.11.2017 General revisions to Private drives and drive ways.	SJ	
C – 01.11.2017 6m easement added. Apartment block revised to accommodate storage. Highway reduced.	SJ	
C – 01.11.2017 6m easement added. Apartment block revised to accommodate storage. Highway reduced.	SJ	
B – 31.10.2017 Scheme revised, 2nr bungalows omitted and t5 / t11 added. Accessible units to be reviewed by Wates / FCC. Tree survey required. Full FCC required parking allocations introduced. (also requires review)	SJ	
A – 20.09.2017 Topo Introduced.		
- 20.07.2017 **INITIAL ISSUE**	RJW	

FOR APPROVAL

Proposed Development
Dobshill Depot
Chester Road
CH5 3LZ

FOR
Wates Residential

Proposed Site Layout

Scale **As indicated @ A1**

HALLIDAY CLARK
ARCHITECTS

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Dwg. No. **671.45 (--) 001** Rev. **G**

Proposed Site Layout

1:200

Scale 1:200

0 2000 5000 10000 15000mm

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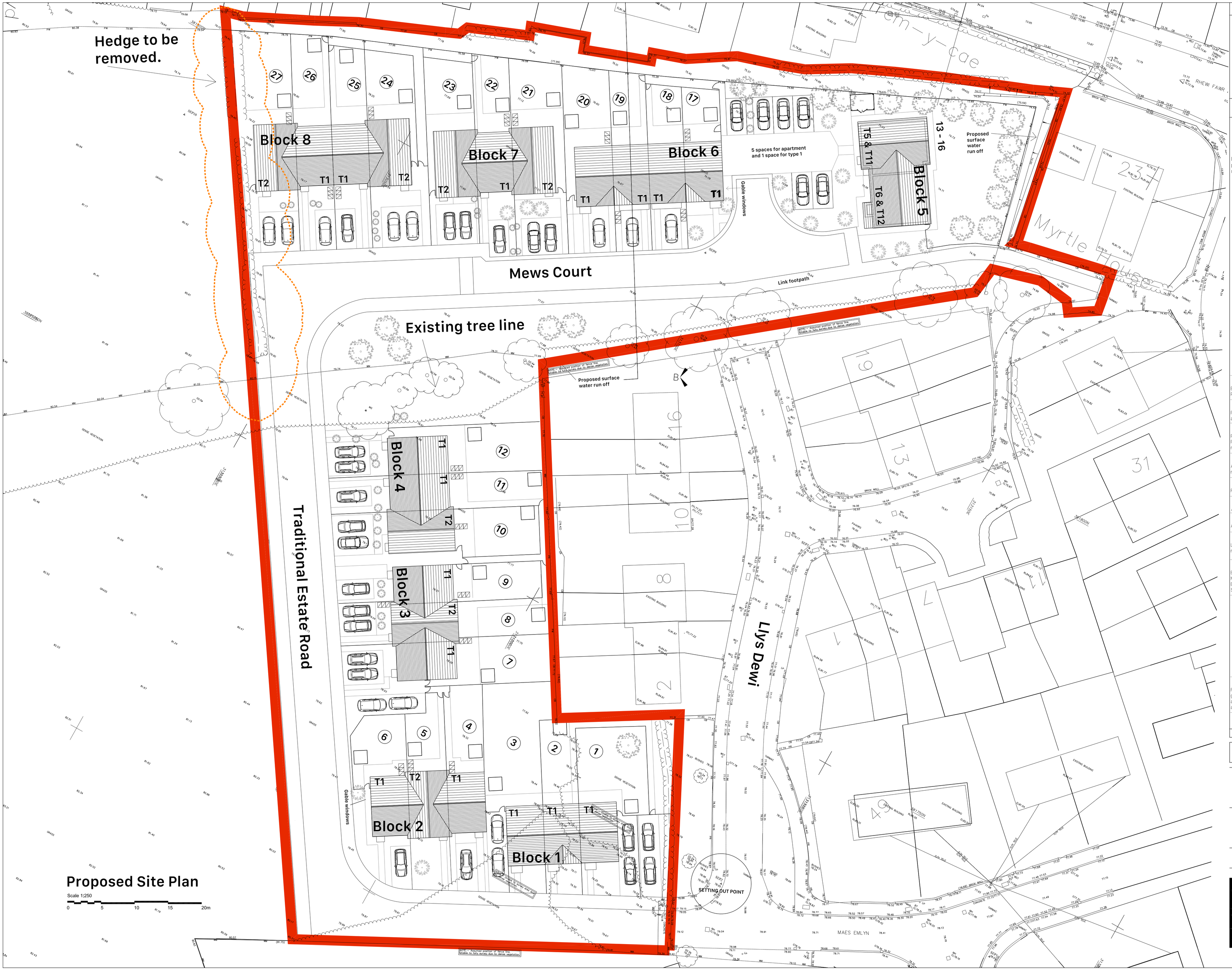

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Any discrepancies should be brought to the attention of Hallday Clark Limited.

NOTES

Drawing based on survey information provided by third party measured surveys. Any discrepancies to be reported to the architect.

Site Areas

Area within red line: 9427sqm (0.9Ha , 2.32 Acres).

Schedule of Accommodation

Affordable Houses

Type 1 - 2 Bed	79sqm (850sqft)	16no.
Type 2 - 3 Bed	95sqm (1022sqft)	7 no.
Type 6 - 1 Bed Apartment	52sqm (560sqft)	1 no.
Type 12 - 1 Bed Apartment	54sqm (581sqft)	1 no.
Type 5 - 2 Bed Apartment	62sqm (667sqft)	1 no.
Type 11 - 2 Bed Apartment	66sqm (710sqft)	1 no.
Total Dwellings		27 no.

Approximate existing vegetation canopy to be removed.

REVISION – DATE	DRWN	CHKD
K - 11.01.2018 Block 8 revised in line with new floor plan and type orientation. Revised scale to 1:250	SJ	
J - 05.01.2018 Plot 21 TO 23 footpaths and parking revised. Elevation revised as a result.	SJ	
I - 02.01.2018 Revised apartment car parking area. T1 parking space separated. Proposed tree belt surrounding apartment block added to screen neighboring properties.	SJ	
H - 18.12.2017 Apartment moved over due to 6m easement. several notes revised.	SJ	
G - 04.12.2017 Revised Scheme	SJ	
F - 23.11.2017 Area schedule revised.	SJ	
E - 22.11.2017 Accommodation schedule revised.	SJ	
D - 16.11.2017 Layout revised in line with FCC and Wates comments. Unit number increased.	SJ	
C - 08.11.2017 Block 9 Apartment building and associated parking added. Minor amendments to road layout. Blocks re-numbered and Blocks 6,7&8 moved back from road. Schedule of Accommodation revised.	RA	DCH
B - 07.07.2017 Topographical survey introduced, redline revised inline with site boundary to the north and east. Link footpath included in revised redline. Plot numbers added. Unit 26 & 27 position revised to allow 2m footpath connection to run to Maes Emlyn. Unit 14 - 25 moved east to enable hedge line to be retained on the edge of unit 14. Highway revised from unit 14 - 18 to 5.5m width.	SJ	
A - 06.06.2017 For sale units omitted following Batch 3 review. Rear garden access reviewed. Gable window annotation and sheds added.	SJ	
- 18.05.2017 **INITIAL ISSUE**	SJ	

FOR APPROVAL

RESIDENTIAL DEVELOPMENT
PENYFFORD
LLYS DEWI
CH8 9LA

FOR
Wates Residential

Proposed Site Layout

Scale **As Shown**

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Dwg. No. **671.26 (--) 002** Rev. **K**

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APPENDIX 4 SHARP Batch 3 Sites - Affordable housing need

The following are the sites for Batch 3.

The need for the areas are as follows:

Flint

	1 bed flat	2 bed flat	2 bed flat / house	2 bed house	3 bed house	4 bed house
Social rent (Council)	203	35	117	11	43	28
Affordable rent	5	-	19	-	15	1

Gronant

	1 bed flat	2 bed flat	2 bed flat / house	2 bed house	3 bed house
Social rent (Council)	26	10	29	20	15
Affordable rent	1	-	1	-	1

Pen-y-ffordd (Holywell)

	2 bed house	3 bed house	Adapted 2 bed
Social rent (Council)	9	5	2
Affordable rent	4	3	-

Have identified both Mostyn or Penyffordd (Holywell)

	2 bed flat / house	3 bed house
Social rent (Council)	14	12

Dobshill (includes Penyffordd (Chester))

	1 bed flat	2 bed flat	2 bed flat / house	2 bed house	3 bed house	4 bed house	2 bed bungalow
Social rent (Council)	42	22	74	9	45	13	4 (over 55)
Adapted	1	-	-	-	-	-	2
Affordable rent	3	-	32	-	28	5	-

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Figure 5 Potential Revenue Generated (PRG) for SHARP Developments

NANY Y GRO, GRONANT					
Tenure	**Area**	**Number of Units**	**Band**	**Charge**	**Total Revenue**
COUNCIL	2 BED HOUSE	18	C	£ 1,230.39	£ 22,147.02
COUNCIL	3 BED HOUSE	11	D	£ 1,384.19	£ 15,226.09
COUNCIL	1 BED APARTMENT	4	B	£ 1,076.60	£ 4,306.40
COUNCIL	2 BED APARTMENT	4	C	£ 1,230.39	£ 4,921.56
AFFORDABLE HOUSING	2 BED HOUSE	3	C	£ 1,230.39	£ 3,691.17
AFFORDABLE HOUSING	3 BED HOUSE	1	D	£ 1,384.19	£ 1,384.19
		41			£ 51,676.43

LLYS DEWI, PENYFFORDD (HOLYWELL)					
Description	**Area**	**Number of Units**	**Band**	**Charge**	**Total Revenue**
COUNCIL	2 BED HOUSE	12	C	£ 1,259.85	£ 15,118.20
COUNCIL	3 BED HOUSE	7	D	£ 1,417.34	£ 9,921.38
COUNCIL	1 BED APARTMENT	2	B	£ 1,102.38	£ 2,204.76
COUNCIL	2 BED APARTMENT	2	C	£ 1,259.85	£ 2,519.70
AFFORDABLE HOUSING	2 BED HOUSE	2	C	£ 1,259.85	£ 2,519.70
AFFORDABLE HOUSING	3 BED HOUSE	2	D	£ 1,417.34	£ 2,834.68
		27			£ 35,118.42

FORMER COUNCIL DEPOT, PENYFFORDD (CHESTER)					
Description	**Area**	**Number of Units**	**Band**	**Charge**	**Total Revenue**
COUNCIL	2 BED HOUSE	8	C	£ 1,233.52	£ 9,868.16
COUNCIL	3 BED HOUSE	5	D	£ 1,387.71	£ 6,938.55
COUNCIL	4 BED HOUSE	1	E	£ 1,696.09	£ 1,696.09
COUNCIL	2 BED BUNGALOW	4	C	£ 1,233.52	£ 4,934.08
COUNCIL	1 BED APARTMENT	2	B	£ 1,079.33	£ 2,158.66
COUNCIL	2 BED APARTMENT	4	C	£ 1,233.52	£ 4,934.08
		24			£ 30,529.62

LLANASA COUNCIL CHARGES 2017 - 2018									
A*	**A**	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**
768.99	**922.79**	**1076.6**	**1230.39**	**1384.19**	**1691.78**	**1999.39**	**2306.98**	**2768.38**	**3229.78**

HOLYWELL COUNCIL CHARGES 2017 - 2018									
A*	**A**	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**
787.41	**944.89**	**1102.38**	**1259.85**	**1417.34**	**1732.3**	**2047.27**	**2362.23**	**2834.68**	**3307.13**

PENYFFORDD COUNCIL CHARGES 2017 - 2018									
A*	**A**	**B**	**C**	**D**	**E**	**F**	**G**	**H**	**I**
770.95	**925.14**	**1079.33**	**1233.52**	**1387.71**	**1696.09**	**2004.47**	**2312.85**	**2775.42**	**3237.99**

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SHARP Batch 3 Financial Appraisal

	Nant y Gro	Llys Dewi	Dobshill	Total
Total Scheme Costs				
Works	£ 5,225,406	£ 3,950,101	£ 3,405,048	**£ 12,580,555**
QS Fees	£ 47,029	£ 35,551	£ 30,645	**£ 113,225**
Contingency	£ 104,508	£ 79,002	£ 68,101	**£ 251,611**
S106 (Play)	£ 30,053	£ 19,791	£ 17,592	**£ 67,436**
Land Acquisition	£ -	£ -	£ -	**£ -**
Total Scheme Cost	**£ 5,406,996**	**£ 4,084,445**	**£ 3,521,386**	**£ 13,012,827**
Costs Per Unit				
Average Cost Per Unit	**£ 131,878**	**£ 151,276**	**£ 146,724**	
HRA Average Cost Per Unit	£ 131,233	£ 158,440	£ 139,924	
NEW Homes Average Cost Per Unit	£ 140,933	£ -	£ 160,590	
No. of Units				
Social Units	37	23	15	**75**
Affordable Units	4	4	9	**17**
Total Units	**41**	**27**	**24**	**92**
Test of Reasonable Cost (State Aid Purposes)				
HRA Costs (allocated by SqM)	£ 4,855,632	£ 3,644,124	£ 2,098,859	
HRA Acceptable Cost Guidance (ACGs)	£ 5,575,900	£ 3,653,100	£ 2,236,600	
Difference	£ (720,268)	£ (8,976)	£ (137,741)	
ACG Town/Community	Trelawnydd & Gwaenysgor	Mostyn	Penyffordd / Buckley	
HRA Funding				
HRA use of Commuted Sum/Shared Equity	£ 205,000	£ 241,000	£ 330,000	**£ 776,000**
HRA Borrowing	£ 4,650,632	£ 3,403,124	£ 1,768,859	**£ 9,822,615**
AHG Assumption	£ 1,310,265	£ -	£ 592,735	**£ 1,903,000**
Grant %	27%	0%	28%	
Overall Subsidy %	31%	7%	44%	
HRA Payback Year	**48**	**50**	**47**	
NEW Homes Summary				
NEW Homes Costs (including VAT & development loan interest)	£ 563,733	£ 449,750	£ 1,445,310	**£ 2,458,793**
NEW Homes ACGs (test of reasonable cost)	£ 631,300	£ 464,800	£ 1,494,700	
Difference	£ (67,567)	£ (15,050)	£ (49,390)	
NEW Homes use of Commuted Sum/Shared Equity	£ 235,000	£ 145,000	£ 566,000	**£ 946,000**
NEW Homes interest rate subsidy	£ 94,612	£ 89,596	£ 257,351	**£ 441,559**
NEW Homes Borrowing Requirement	£ 328,733	£ 304,750	£ 879,310	**£ 1,512,793**
NEW Homes Subsidy %	58%	52%	57%	
NEW Homes Payback Year	1	1	1	
Total Proposed use of Commuted Sums/Shared Equity	**£ 440,000**	**£ 386,000**	**£ 896,000**	**£ 1,722,000**

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SHARP Scheme Assumptions

HRA Assumptions

Rent Inflation	2.0%
Price Inflation	2.0%
Interest Rate	4.3%

	Yr 1	Yr 2	Yr 3	Yr 4	Yr 5+
Management	400	400	400	400	400
Maintenance	100	200	200	400	400
Voids/Bad Debts	2.50%	2.50%	2.50%	2.50%	2.50%
Cyclical	0	0	0	0	0

Lifecycle Costs				
Asset Replacement	Renew after	1/2 bed apartment £	2/3 bed House £	Bungalow £
Boiler	10 Yrs	£ 1,200	£ 1,200	£ 1,200
Kitchen	15 Yrs	£ 4,500	£ 4,500	£ 4,500
Bathroom inc. WC	25 Yrs	£ 4,200	£ 4,200	£ 4,200
Windows/Doors	20 Yrs	£ 4,500	£ 6,500	£ 6,500
Radiators	20 Yrs	£ 1,000	£ 1,500	£ 1,500
Pitched Roofs - Tiled	60 Yrs	£ 7,770	£ 7,770	£ 7,770
Pitched Roofs - Slate	80 Yrs	£ 8,000	£ 8,000	£ 8,000
Electric Upgrade	15 Yrs	£ 350	£ 350	£ 350
Electric rewire	60 Yrs	£ 1,200	£ 1,200	£ 1,200

NEW Homes Assumptions

Rent Inflation	1.3%
Price Inflation	2.0%
Interest Rate	3.0%

Assumptions	**Yr 1**	**Yr 2**	**Yr 3**	**Yr 4**	**Yr 5+**
Management	600	600	600	600	600
Maintenance	120	240	240	480	480
Voids/Bad Debts	2.50%	2.50%	2.50%	2.50%	2.50%
Cyclical	95	95	95	95	95
Lifecycle Costs	0.8% of Build Cost	0.8% of Build Cost	0.8% of Build Cost	0.8% of Build Cost	0.8% of Build Cost

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COMMUNITY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 14th March 2018
Report Subject	Flintshire Street Markets Review
Cabinet Member	Cabinet Member for Economic Development
Report Author	Chief Officer Community and Enterprise
Type of Report	Operational

EXECUTIVE SUMMARY

Street markets in Flintshire, in line with those across the UK, have declined in scale over the years. With the exception of Mold market, which remains successful, the remaining street markets in Flintshire only attract small numbers of market traders and limited customer numbers which threatens their sustainability.

A review has been undertaken of the smaller street markets in Flintshire. Their sustainability has been reviewed and consultation undertaken with the Town Councils in Connah's Quay, Flint and Holywell. Consultation meetings have also been held with market traders in Flint and Holywell.

The report summarises the outcomes of the review and recommends next steps.

RECOMMENDATIONS	
	That Scrutiny Committee considers and supports recommendations to:-
1	Close Flint street market;
2	Provisionally agree to the transfer of the operation of the Connah's Quay street market to Connah's Quay Town Council, subject to confirmation from the Town Council and agreement of terms;
3	Continue the operation of the Holywell street market on an interim basis but continue discussion with Holywell Town Council on future cost saving options.

REPORT DETAILS

1.00	BACKGROUND
1.01	Across the UK street markets have declined in scale and vitality. This has been down to competition from large multi-national retail chains, supermarkets and on-line shopping. Only markets in larger retail centres have thrived.
1.02	Flintshire currently operates four, weekly street markets and one indoor market:- • Mold market – Wednesdays and Saturdays, 43 stalls • Mold indoor market – daily, 16 stalls • Holywell market – Thursdays, 12 stalls • Connah's Quay market – Thursdays, 2 stalls • Flint market – Fridays, 6 stalls
1.03	There are numerous benefits to operating street markets. For the shopper there is the advantage of value for money; the charm of exploring and social interaction within a vibrant town centre. Markets generally contribute to the economic and social vitality of towns and can bring increased footfall to benefit the wider businesses and services. Whilst this remains true for Mold, the markets in Holywell, Flint and Connah's Quay have reduced in scale considerably over the years and have shown continued decline in the last four years despite intervention such as promotion and growth initiatives across all market towns.
1.04	The three smaller street markets in Flintshire are of a size where their sustainability and function need to be reviewed in terms of their viability for traders, their benefits to the town centres hosting them and their operating cost to the Council. A review has therefore been undertaken of these three markets and the results ae summarised below. The review has been informed by consultation with key stakeholders in each town.
1.05	The majority of the costs of operating the street markets are staffing costs. The current markets service team comprises a full time Senior Markets Officer, one full time and two part time Markets Officers.
1.06	The table below shows the income generated by each market for the Council compared to its running costs during 2016 – 2017.

Market	Income	Expenditure	Net income
Mold – Saturday	£65,760	£27,160	£38,600
Mold – Wednesday	£67,590	£27,940	£39,650
Mold – Indoor	£74,456	£28,840	£45,616
Holywell	£3,652	£10,547	-£6,895

Flint	£3,365	£13,344	-£9,979
Connah's Quay	£545	£924	-£379

Review findings and conclusions

1.07 **Flint**

The street market, when it was relaunched following a move from its traditional location on Market Square, increased in scale from one to over thirty stalls. However, after the initial customer enthusiasm, traders have struggled to sustain reasonable levels of trade and numbers have dwindled. There have been a number of promotional campaigns to increase awareness of the market but these have not generated sustainable improvements.

Flint Town Council, whilst recognising the value of the market when it was a greater size, felt that the road closure every Friday causes disruption to traffic around the town centre, disadvantages retailers in Church Street, removes short stay free parking in Church Street one day a week and the small number of traders and stalls do not add sufficiently to the vitality or vibrancy of the town.

Flint market traders were understandably, in favour of keeping the market open as they feel that it offers a reasonable level of trade for them. Some of them also trade in other Flintshire markets including Mold and Holywell.

Flint residents have submitted a petition of 252 signatures in favour of keeping the market operational.

Officers and traders consider that moving the market to another location would take it away from its customer base on Church Street and would not be a viable option.

It is therefore recommended that, due to the disparity between the scale of the market and the disruption to the town inherent in its operation, the Flint street market is closed.

1.08 **Connah's Quay**

Connah's Quay market was one of the biggest street markets in the County at one time but has virtually ceased to operate and has attracted only two traders for many years.

Connah's Quay Town Council have expressed interest in taking on the operation of the street market. Further work is needed to confirm this and to agree the terms of the licence agreement.

1.09 **Holywell**

Holywell market is held on the pedestrianised High Street each Thursday. The operation of the market therefore does not disrupt trade in the town centre and, anecdotally, businesses have fed back that footfall is higher on

	market days than otherwise. The market tends to attract only 12 stalls each week in the summer but has sustained this level for many years. A number of promotional campaigns have been undertaken but none have brought a sustainable increase in scale. Holywell market traders were understandably, of the view that the market should continue to operate. Traders find that they are able to sustain a reasonable level of trade with a small and loyal customer base. Holywell Town Council was strongly of the view that the market should continue to operate and that it plays an important role in sustaining the vitality of the town centre as a whole. The Town Council did not express interest in operating the street market but did suggest that further work could be done on reducing the costs of operating the market. It is recommended that Holywell street market continues to operate in the interim as part of a package of measures to sustain the town centre. Further work will be undertaken with Holywell Town Council to identify whether cost savings in operating the market can be made.
1.10	The recommended changes, if approved, will change the requirement for the staff team operating the street markets in Flintshire. Reconfiguring the staffing complement would enable the release of one part time position with an estimated reduction in the operating deficit for the markets overall of £21,000 each year.

2.00	**RESOURCE IMPLICATIONS**
2.01	Implementing the recommendations in this report would reduce the operating deficit for markets by £21,000 each year.

3.00	**CONSULTATIONS REQUIRED / CARRIED OUT**
3.01	In undertaking this review, the Council has consulted market traders in Flint and Holywell and Connah's Quay Town Council, Flint Town Council and Holywell Town Council.

4.00	**RISK MANAGEMENT**
4.01	None arising directly from this report.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. **Contact Officer:** Niall Waller Service Manager Enterprise & Regeneration **Telephone:** 01352 702137 **E-mail:** niall.waller@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Market Town** - is a legal term for a settlement that has the right to host markets. A town may be correctly described as a "market town" or as having "market rights".

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COMMUNITY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 14th March 2018
Report Subject	Flintshire Supporting People Programme Grant, Local Spend Plan and Regional Strategic Plan
Portfolio Holder	Deputy Leader of the Council and Cabinet Member for Housing
Report Author	Chief Officer Community & Enterprise
Type of Report	Strategic

EXECUTIVE SUMMARY

This report presents the Supporting People Programme Grant Local Spend Plan for 2018/19 which has been developed to align with the priorities laid out within the North Wales Supporting People Regional Strategic Plan.

Following a strong case being made by local government, the grant has been protected in 2018/19.

This report provides an overview of the progress made by the North Wales Regional Collaborative Committee across the priority areas outlined in last year's plan and an overview of emerging risks to the programme.

This report provides a summary of the range of challenges that are creating a pressure on the homeless service and the risk of a growing financial burden for the Council. Supporting People Services play a key role in contributing to homeless prevention.

The Local Spend Plan proposes to progress planned reductions of services where efficiencies have been identified or where services are not deemed a priority to fund. Released funding will be invested in services that can demonstrate they contribute to local strategic objectives or regional priorities as presented in the Regional Strategic Plan.

RECOMMENDATIONS	
1	Scrutiny Committee supports and notes the Supporting People Grant Spend Plan for 2018/2019 and the North Wales Regional Strategic Plan.

REPORT DETAILS

1.00	EXPLAINING THE CONTENT OF THE REPORT
	Background
1.01	The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support vulnerable people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services. Housing related support aims to prevent the problems that can cause vulnerable people to become homeless. The principle of housing related support is to support a person to access, maintain and manage accommodation by assisting in developing or maintaining the necessary skills and confidence to live as independently as possible. The grant faced significant reductions between 2013 and 2016 which totalled £1,311,339 in Flintshire and equated to an 18.4% reduction over the 3 years. The reductions were of concern, as the council recognises the important role of prevention in reducing costs to other statutory services. It is pleasing to note that the grant has been protected in 2018/19.
	Regional Strategic Plan
1.02	The North Wales Regional Collaborative Committee includes representation from support providers, landlords, Local Authority Cabinet Members, BCUHB and Wales Probation Trust and is in place to provide a strategic context for the funding and delivery decisions of local authorities and other local stakeholders, principally through the development of its Regional Strategic Plan. This plan informs the strategic direction for the Supporting People Programme for North Wales. This plan is the annual update of the 2017-20 Regional Strategic Plan. The plan highlights emerging risks to the programme and the services that provide support to vulnerable groups. RCC partners have raised concerns about the potential impact of the proposed changes to funding housing costs in supported housing. In addition, the RCC has sought further clarity around the proposal to implement Full Funding Flexibilities across a number of grants. Although the budget has been protected for the Supporting People Programme for the next two years, the detailed budget proposal for 2019/20 shows the Supporting People budget line is reduced to £0 and instead the funding that would usually be allocated to Supporting People has moved to a new budget line called 'Early Intervention – Prevention and Support Grant' which merges the budgets for Flying Start, Families First, Communities First Legacy Fund and a new Employability Grant, making the new budget a total of £252million across Wales. However, this is £13million less than the combined total of these grants in 2018/19. The 'extended flexibility' is expected to enable the Council to plan more strategically, align programmes and deliver more responsive services to

	meet the needs of their customers. However, as the Council are dealing with increasing budget pressures, the reduction in overall budget and the removal of the ring-fence presents a significant risk for these preventative services. Supporting People services are working in an ever more challenging climate and with this the plan recognises there are emerging priorities and gaps in provision across the region. The standstill budget in 2017/18 provided the RCC with the opportunity to further consider collaboration opportunities across two priority areas; domestic abuse and the resettlement of prison leavers. This year, regional work and joint commissioning for domestic abuse services has been developed through collaboration with the North Wales Violence against Women Domestic Abuse and Sexual Violence Board (VAWDASV) Board. The RCC commissioned an important piece of work which provided clear recommendations for a more consistent and effective service for prison leavers across the region. The findings of the report have been progressed within Local Commissioning Plans. The RCC has committed to a regional budget for a second year in recognition that this will be the most efficient way to meet the emerging need in some areas.
	Local Priorities for Supporting People Programme Grant
1.03	The Council continues to focus its Supporting People commissioning function on ensuring that services funded by Supporting People Programme Grant are contributing to homeless prevention. Targeting funding at those services that can demonstrate the contribution and evidence of homeless prevention outcomes is a core aspect of the local monitoring and review process. The Support Gateway which handles housing support referrals handled 1,420 referrals in 2016/17. This represents a higher number than the cases at immediate risk of homelessness forwarded to the homeless service and demonstrates the key role Supporting People services play in easing pressure on the statutory service by delivering early support, advice and assistance. There has been an increase in the numbers of households seeking assistance and the homeless service is forecasting additional pressures due to a combination of factors. The roll out of Universal Credit means more families are facing financial hardship and needing assistance and the LHA cap will limit the availability of affordable accommodation in the private sector particularly for single people under 35. Homeless prevention funding, which was ring fenced, is now included in the Revenue Support Grant. This presents a risk of a growing financial burden for the council as homelessness enquires are increasing and those cases requiring assistance are becoming increasingly complex to resolve. Therefore, it remains a strategic priority for the Council to invest Supporting People Programme Grant funding in services that can demonstrate a contribution to preventing or relieving homelessness.

	Decommissioning
1.04	As there is no reduction in the grant funding, the changes in allocation of funding relate to the continuation of a planned withdrawal of funding from services that are not deemed a strategic priority. Reviews of services have identified areas where the level of funding is disproportionate to the amount of eligible housing related support activities delivered. The team are supporting these services with a planned and managed withdrawal of funding (that will not destabilise services or affect vulnerable service users.)
	Spend Plan 2018/19
1.05	The table below details the changes in expenditure within the Supporting People Programme Grant in Flintshire including any reductions to services and any new investment. The proposals contained within this report are in line with the Council's and the Regional Collaborative Committee's strategic priorities.

REDUCTIONS		
Community Based Accommodation Support Service - Housing	Reduce contract value from £970,000 - £830,000	Reduce as the current contract amount is surplus to the cost of delivery. The level of funding to this one service is disproportionately high based on the aims of the service and the client group.
Enterprise Employment Scheme	Reduce contract from £90,000 - £40,000	Reduce contract value as this was short term funding. £40,000 maintained will support a 'food poverty' initiative.
Regional Collaborative Committee Regional Spend	Reduce allocation from £30,000 - £20,000	All North Wales Local Authorities have committed to working together on regional priorities. The Council has committed spend in 2018/19 to support regional developments for domestic abuse services and prison leavers.
Supporting People Team costs	Reduce allocation from £85,000 - £50,000	The SPPG guidance does not allow the grant to be spent on the commissioning function. All grant funding must be withdrawn by 2019/20. This is part of a planned withdrawal from this ineligible service.

Learning Disability Service (Social Care)	Reduce funding allocation from £1,022.460 - £910,000	Reduction is part of a planned withdrawal of funding from the service following a service review that identified limited housing related support activity within the service.
INVESTMENT		
Resettlement Officer	£41,000	A new post to respond to the report commissioned by the RCC highlighting the need for improved services for prison leavers.
Leaving Care Personal Assistant	£40,000	Fund a post in the Leaving Care Team to support positive outcomes and housing options for care leavers.
Homeless Prevention Post	£40,000	Fund a homeless prevention post to protect this function
Vulnerability Project – Preventing Evictions	£140,000	Invest in a new service working cross tenure providing targeted intensive interventions to those at risk of eviction.
Full cost recovery for projects	£79,500	Reviews of services have identified that across a number of eligible service areas the grant does not cover the full cost of the service creating a risk to the resilience and sustainability of the service. The following services have had their contracts amended to ensure full cost recovery Homeless Prevention Workers Clwyd Alyn Floating Support Substance Misuse FCC Social Care Disability Outreach FCC Social Care Integrated Young Persons Team FCC Social Care

2.00	RESOURCE IMPLICATIONS
2.01	The Supporting People Programme Grant is a ring fenced grant to fund housing related support services. The Council is responsible for targeting the funding at effective preventative services that alleviate pressure on more costly statutory service budgets.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Service providers have been consulted upon how the support services that they are currently delivering will be impacted by the efficiencies being made within the 2018/19 Supporting People Programme Grant.

4.00	RISK MANAGEMENT
4.01	The services provided through the Supporting People Programme aim to improve the quality of life of vulnerable people by supporting them to live independently in the community. These include the provision of services that help people to maximise their household income and manage their financial commitments. The successful outcomes from such services play an important role in helping to tackle poverty and prevent homelessness within the County.
4.02	Whilst the Flintshire Supporting People Team will attempt to identify efficiencies that will generate the least impact upon service users, it has to be recognised that any future reduction in service provision may result in some vulnerable people not having ease of access to the support services that they require in order to avoid their household from falling into poverty and/or becoming at risk of homelessness.

5.00	APPENDICES
5.01	**Appendix 1 –** Flintshire Supporting People Programme Grant Spend Plan
5.02	**Appendix 2 –** The North Wales Regional Strategic Plan

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. **Contact Officer:** Katie Clubb **Telephone:** 01352 703518 **E-mail:** katie.clubb@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Supporting People -** The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support vulnerable people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services. Housing related support aims to prevent the problems that can cause vulnerable people to become homeless. The principle of housing related support is to support a person to access, maintain and manage accommodation by assisting to develop or maintain the necessary skills and confidence to live as independently as possible. **Regional Collaborative Committee -** North Wales Supporting People Regional Collaborative Committee (RCC) are responsible for ensuring housing related support projects are delivering the right results for people across North Wales. It is a strategic board that overlooks the running of Supporting People in each local authority across North Wales. **Local Spend Plan -** The Welsh Government give each Local Authority an indicative budget in November. The Local Spend Plan is completed by the Authority yearly and submitted to the Welsh Government by the 3rd week in January. The spend plan has 20 categories of spend detail i.e. Domestic abuse, mental health, substance misuse, younger people etc. It also details fixed site support, floating support, the length of support. This is agreed by the Supporting People Planning Group before submitting to the Welsh Government. Once the Welsh Government have scrutinised all spend plans they will then issue the Local Authority the grant allocation (before 1st April).

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Project Name	Provider	Description	Type	Duration	SPPG	17/18 Funding	18/19 Funding
Women experiencing Domestic Abuse							
Deeside Refuge	DASU	A project for people w	Supported housing	< 6 months	£70,750.00	£70,750.00	£70,750.00
Delyn Refuge	CAHA Womens Aid	To provide refuge to v	Supported Housing	< 6 Months	£122,629.00	£122,629.00	£122,629.00
Holywell Cluster	Hafan Cymru	Supported housing fo	Supported Housing	6 - 24 months	£33,715.00	£33,715.00	£33,715.00
Deeside Cluster	Hafan Cymru	Supported housing fo	Supported Housing	6 - 24 months	£33,715.00	£33,715.00	£33,715.00
Aster Hope	Hafan Cymru	To provide refuge to v	Floating Support	6 - 24 months	£78,158.50	£78,158.50	£78,159.00
TOTAL	**5**				**£338,967.50**	**£338,967.50**	**£338,968.00**
Men experiencing Domestic Abuse							
Male Refuge	DASU	To provide refuge for	Supported Housing	< 6 Months	£35,000.00	£35,000.00	£35,000.00
TOTAL	**1**				**£35,000.00**	**£35,000.00**	**£35,000.00**
People with Learning Disabilities							
LD - Supported Living	FCC	A long term communi	Supported Housing	> 24 months	£1,022,460.00	£1,022,460.00	£910,000.00
Ty Nyth	FCC	A project for people w	Supported Housing	>24 months	£116,100.00	£116,100.00	£116,100.00
Flintshire Keyring	Keyring	A project for people a	Floating Support	6 - 24 months	£83,445.00	£83,445.00	£83,445.00
TOTAL	**3**				**£1,222,005.00**	**£1,222,005.00**	**£1,109,545.00**
People with Mental Health Issues							
Mental Health Comm Living & Intensive Support Team	Flintshire	A project for people w	Floating Support	6 - 24 months	£240,131.00	£240,131.00	£240,131.00
Mental Health Floating Support	Hafal	A project for people w	Floating Support	6 - 24 months	£30,060.00	£30,060.00	£30,060.00
TOTAL	**2**				**£270,191.00**	**£270,191.00**	**£270,191.00**
People with Substance Misuse Issues (Alcohol)							
No projects						£0.00	
TOTAL	**0**				**£0.00**	**£0.00**	
People with Substance Misuse Issues (Drugs & Volatile Substances)							
CDAT	FCC		Floating Support	6 - 24 months	£82,719.00	£82,719.00	£82,719.00
Housing Acc Worker - SMAT	FCC		Floating Support	6- 24 months	£10,050.00	£10,050.00	£17,000.00
Doorstop	Nacro		Supported Housing	6 - 24 months	£54,600.00	£54,600.00	£54,600.00
TOTAL	**3**				**£147,369.00**	**£147,369.00**	**£154,319.00**
People with Criminal Offending History							
Arch Foundations	Arch	Floating Support	Floating Support	6 - 24 months	£60,846.00	£60,846.00	£60,846.00
Resettlement Officer	FCC	Floating Support		< 6months			£41,000.00
TOTAL	**2**				**£60,846.00**	**£60,846.00**	**£101,846.00**
People with Refugee Status							
No projects							
TOTAL	**0**				**£0.00**	**£0.00**	
People with Physical and / or Sensory Disabilities							
Promoting Independence	FCC	Floating Support	Floating Support	6 - 24 months	£48,750.00	£48,750.00	£48,750.00
Disability Outreach Service	FCC	Floating Suport	Floating Support	6 - 24 months	£32,500.00	£32,500.00	£35,000.00
TOTAL	**2**				**£81,250.00**	**£81,250.00**	**£83,750.00**
People with Developmental Disorders (i.e. Autism)							
No projects							
TOTAL	**0**				**£0.00**	**£0.00**	
People with Chronic Illness (including HIV, Aids)							
No projects						£0.00	
TOTAL	**0**				**£0.00**	**£0.00**	
Young people who are Care Leavers							
Personal assistant in leaving care team	FCC	Floating Supp	Floating Support	6 - 24 months			£40,000.00
TOTAL	**1**				**£0.00**	**£0.00**	**£40,000.00**
Young people with Support Needs (16 to 24)							

Nightstop	Local Solutions	Fixed Sited	Fixed Site	< 6 months	£7,500.00	£7,500.00	£15,000.00
Supported Lodging	Local Solutions	Fixed Site	Fixed Site	6 - 24 months	£77,875.00	£77,875.00	£77,875.00
Quay Project	CAHA	Fixed & Floating	Fixed and Floating	6 - 24 months	£164,083.00	£164,083.00	£164,083.00
Llys Emlyn Williams	CAHA	Supported housing ar	Supported Housing	6 - 24 months	£234,631.00	£234,631.00	£234,631.00
Bod Hyfryd	CAHA	Supported housing fo	Supported Housing	6 - 24 months	£109,013.00	£109,013.00	£109,013.00
Service User Involvement	TY Glas	Floating	Floating Support	6 - 24 months	£37,104.00	£37,104.00	£37,104.00
Integrated Young People Team	FCC SS	Floating	Floating Support	6 - 24 months	£30,150.00	£30,150.00	£37,000.00
Young Persons Floating Support	Local Solutions	Floating Support	Floating Support	6 - 24 months	£64,235.00	£64,235.00	£64,235.00
TOTAL	**8**				**£724,591.00**	**£724,591.00**	**£738,941.00**

Single Parent Families with Support Needs

No projects							
TOTAL	**0**				**£0.00**	**£0.00**	

Families with Support Needs

Erw Groes Family Centre	CAHA	Supported Housing	Supported Housing	6 - 24 months	£149,306.00	£149,306.00	£149,306.00
Plas Bellin	Local Solutions	Supported Housing	Supported Housing	6 - 24 months	£315,000.00	£315,000.00	£315,000.00
Additional Support to Parents	FCC	A project for vulnerab	Floating Support	6 - 24 months	£55,000.00	£55,000.00	£55,000.00
TOTAL	**3**				**£519,306.00**	**£519,306.00**	**£519,306.00**

Single people with Support Needs not listed above (25 to 54)

No projects							
TOTAL	**0**				**£0.00**	**£0.00**	

People over 55 years of age with Support Needs

Llys Eleanor Extra Care	FCC	Fixed	Fixed	24+	£80,532.00	£80,532.00	£80,532.00
Llys Jasmine Extra Care	FCC	Fixed	Fixed	24+	£30,000.00	£30,000.00	£30,000.00
FCC CBASS	FCC	Floating	Floating Support	24+	£970,000.00	£970,000.00	£830,000.00
Sheltered	CAHA	Fixed	Fiixed	24+	£9,408.00	£9,408.00	£9,408.00
Older Persons Floating Support	ACNEW	Floating Support	Floating Support	< 6 months	£87,500.00	£87,500.00	£87,500.00
Reablement	FCC	Floating Support	Floating Support	< 6 months	£99,337.00	£99,337.00	£99,337.00
TOTAL	**6**				**£1,276,777.00**	**£1,276,777.00**	**£1,136,777.00**

Generic Floating support to prevent homelessness

Shelter Cymru Floating Supoprt	Shelter Cymru	Floating Supoprt	Floating Support	6 - 24 months	£112,300.00	£112,300.00	£112,300.00
Complex Case Workers (5)	FCC	Floating Supoprt	Floating Support	<6 months	£160,135.00	£160,135.00	£176,980.00
S P Gateway	FCC	n/a	n/a	< 6 months	£60,000.00	£60,000.00	£85,000.00
SARTH Support	FCC	Floating Supoprt	Floating Support	< 6 months	£0.00	£0.00	£35,000.00
CAHA Floating Support	CAHA	Floating Supoprt	Floating Support	6 - 24 months	£32,263.00	£32,263.00	£34,000.00
3 posts homeless prevention (2 existing, 1 new)	FCC			< 6 months	£100,000.00	£100,000.00	£123,000.00
Welfare Benefits	CAB/FCC			< 6 months			£35,000.00
CAB Gateway	CAB			< 6 months	£65,000.00	£65,000.00	£31,000.00
Housing Help Hub	FCC			< 6 months	£0.00	£0.00	£140,000.00
Welfare Reform Support	FCC			< 6 months	£37,000.00	£37,000.00	£37,000.00
Employment support/Food Poverty	FCC			< 6 months	£90,000.00	£90,000.00	£40,000.00
TOTAL	**11**				**£656,698.00**	**£656,698.00**	**£849,280.00**

Alarm services

Alarm Services	Clwyd Alyn HA	Alarm services	Alarm services	> 24 months	£17,092.00	£17,092.00	£17,092.00
Alarm Services	Wales & West	Alarm services	Alarm services	> 24 months	£6,697.78	£6,697.78	£6,697.00
TOTAL	**2**				**£23,789.78**	**£23,789.78**	**£23,789.00**

Expenditure which does not directly link to the spend plan categories above

Sunraye	Clwyd Alyn Housing Association	Supported Housing	Supported Housing	6 - 24 months	£160,000.00	£160,000.00	£160,000.00
Greenbank Villas	Clwyd Alyn Housing Association	Supported Housing	Supported Housing	6 - 24 months	£178,107.00	£178,107.00	£178,107.00
RCC	RCC				£30,000.00	£30,000.00	£20,000.00
Team Costs	FCC				£85,000.00	£85,000.00	£50,000.00
TOTAL	**4**				**£453,107.00**	**£453,107.00**	**£408,107.00**

TOTAL	**53**				**£5,809,897.28**	**£5,809,897.28**	**£5,809,819.00**

2018
Update

North Wales Supporting People Regional Strategy

TO BE SUBMITTED TO WG BY END OF JANUARY 2018

LAST UPDATED – JANUARY 3RD 2018

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CONSULTATION

Introduction

The Supporting People Programme is a Welsh Government funded programme that provides housing related support to vulnerable people. The programme aims to support vulnerable people to maximise, maintain and sustain their independence through the provision of a range of innovative housing related support services.

Housing related support aims to prevent the problems that can cause vulnerable people to become homeless. The principle of housing related support is to support a person to access, maintain and manage accommodation by assisting to develop or maintain the necessary skills and confidence to live as independently as possible.

The Memorandum of Understanding for the Regional Collaborative Committee's (RCC) illustrates the aim and purpose of the RCC, which is to provide a strategic context for the funding and delivery decisions of local authorities and other local stakeholders, principally through the development of its Regional Strategic Plan. This plan will inform the strategic direction for the Supporting People Programme for North Wales.

This is the annual update of the 2017-20 Regional Strategic Plan, which will update on the priorities outlined in last year's plan:

1. Learning Disabilities
2. Domestic Abuse
3. People leaving prison
4. Rough Sleepers

Following the announcement of the draft Welsh Government budget for 2018/19, Welsh Government have protected the whole All Wales grant. The table below details grant allocations for previous years for North Wales:

Local Authority	Grant 2014/15	Grant 2015/16	Grant 2016/17	Grant 2017/18	Grant 2018/19
Conwy	£7,185,208	£6,452,534	£6,452,534	£6,452,534	£6,452,534
Denbighshire	£6,113,302	£5,489,693	£5,489,694	£5,489,694	£5,489,694
Flintshire	£6,469,688	£5,809,817	£5,809,818	£5,809,818	£5,809,818
Anglesey	£2,885,598	£2,643,866	£2,643,866	£2,643,866	£2,643,866
Gwynedd	£5,616,070	£5,043,813	£5,043,813	£5,043,813	£,5,043,813
Wrexham	£5,540,777	£4,980,684	£4,980,685	£4,980,685	£4,980,685
North Wales Total	**£33,811,488**	**£30,420,409**	**£30,420,409**	**£30,420,409**	**£30,420,410**

CONSULTATION

Although the budget has been protected for the Supporting People Programme for the next two years, three weeks after this announcement the Welsh Government published the budget proposals and this will bring in the new Flexible Funding Grant. Which means on the detailed budget proposal for 2019/20 the Supporting People budget line is reduced to £0 and instead the funding that would usually be allocated to Supporting People has moved to a new budget line called 'Early Intervention – Prevention and Support Grant' which merges the budgets for Flying Start, Families First, Communities First Legacy Fund and a new Employability Grant, making the new budget a total of £252million – however, this is £13million less than the combined total of these grants in 2018/19.

The RCC is unsure which services will be affected by the £13million cut, Welsh Government are yet to share details on this. Conwy County Borough Council will be a pilot area for the Full Flexibilities Pilot Pathfinder. Letters were sent to Chief Executive in each local authority on 24th October 2017 giving further details on the Full Flexibilities Pilot Pathfinder. Letters of interest were originally sent out and Conwy put themselves forward as a pilot area with six other local authorities. The letters to Chief Executives detailed:

Feedback from pilot local authorities participating in the alignment project indicated a clear appetite for increased flexibility, reduced bureaucracy and for grant structures that support and promote better joint planning and commissioning.

The Full Flexibility pathfinder will give 100% flexibility across grants in order to achieve increased programme alignment, make more effective use of funding and meet local needs. This greater financial freedom and flexibility is expected to enable pilot areas to work differently, giving more scope to design services to support the Governments drive for more preventative, long-term approaches. The pilot will run in seven local authorities (Bridgend, Cardiff, Conwy, Newport, Merthyr Tydfil, Rhondda Cynon Taff and Torfaen). Grants under consideration for Funding Flexibility 2018/19:

- *Supporting People*
- *Flying Start*
- *Families First*
- *Communities First Legacy Fund*
- *Employability Grant*
- *Promoting Positive Engagement for Young People*
- *Out of School Childcare*
- *Homelessness Prevention*
- *Independent Living*
- *St David's Day Fund*

Note - the pilot areas are the local authorities that put themselves forward for the pathfinder pilot. These local authorities were not handpicked by Welsh Government.

Welsh Government are proposing to give those local authorities who are not Full Flexibility pathfinder's 15% flexibility across the original grants (Supporting People, Flying Start, Families First and the Communities First Legacy Fund) and the new Employability Grant. This 'extended flexibility' will enable them to plan more strategically, align programmes and deliver more responsive services to meet the needs of their citizens.

CONSULTATION

Consultation Evidence

In order to produce this plan the RCC consulted with local Supporting People teams, RCC members and Providers of the Supporting People programme during 2016/17 for the first year of the implementation of this plan.

There were three main strands to this consultation:

1. Co-production with RCC members
2. Carrying out work at the early stages to gauge partners expectations and what they wanted as priorities moving forward, this took place at the RCC
3. Posting the draft on the North Wales RCC website for comments, circulating with each Supporting People team to send to all their providers, agenda item at the Regional Provider forum and other local forums and Supporting People planning groups.

For this year, 2017/18 the Annual Update for the plan has been shared with all Local Planning Groups, Provider Forums, Regional Partnership Board, Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV) Board and shared widely with all Supporting People providers.

National Strategic Priorities

There is currently a range of political initiatives that have either been introduced or are under development that will influence the future provision, direction and delivery of housing related support services for vulnerable people across North Wales. This Regional Strategic Plan is underpinned by a raft of national strategies and frameworks, and legislation that will impact on the Supporting People programme:

- Social Services and Well-being (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- Housing (Wales) Act 2014
- Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
- Renting Homes (Wales) Act 2016
- Welfare Reform Act 2012
- Welsh Audit Office Review of the Supporting People Programme August 2017
- DRAFT Supporting People Programme Grant Guidance 2017
- Welsh Government Public Accounts Committee Inquiry Into the Welsh Government's Supporting People Programme
- UK Government consultation into Funding of Supported Housing

For further details of the National Priorities and a breakdown of each legislative area please refer to Appendix One.

Since the Welsh Audit Office review, there has been no date issued from Welsh Government when the Supporting People Programme Grant Guidance will be in its final state and out for practise, talks have now shifted from the new guidance on to the news of a Flexible Funding Grant. Work had commenced on the consultation of the Supporting People Programme Grant Guidance, the RCC took on board the guidance emphasis to link with Public Service Boards, Regional Partnership Board and the VAWDASV Board.

CONSULTATION

There are four Public Service Boards in North Wales established by the Well-being of Future Generations (Wales) Act 2015. The purpose of the Public Service Boards is to improve the economic, social, environmental and cultural well-being in their area by strengthening joint working across all public services in North Wales.

Each Public Service Board prepared a well-being assessment in parallel with the Regional Partnership Board population assessment and each have their own Regional Area Plan which can be found on the individual Public Service Board websites when published (they are currently being written). The Public Service Board are:

1. Gwynedd and Anglesey
2. Conwy and Denbighshire
3. Flintshire
4. Wrexham

The North Wales Regional Partnership Board, will have this Regional Strategic Plan presented to their board at their February 2018 meeting and their Population Assessment has been used in the Need, Supply and Service Gaps section of this plan.

The Regional Partnership Board within their plan identified under the heading Housing and Homelessness that from the assessment they found:

- Good quality housing is important for people's health, education, employment and for creating strong communities
- Most people want to stay in their own home as long as they can. Inclusive design and adaptations can make this possible
- There are unmet need for specialist housing including extra-care housing, supported housing for people with learning disabilities, 'move on' accommodation for people with mental health needs, single person accommodation and emergency night time accommodation.

Regional Partnership Board North Wales Population Assessment Regional Plan – https://www.northwalescollaborative.wales/north-wales-population-assessment/regional-plan/

The Violence against Women Domestic Abuse and Sexual Violence Board (VAWDASV) Board –

Links were made with the VAWDASV Board in September 2017. Domestic Abuse is a priority area within this plan. The new guidance makes clear references to link with this Board which the RCC will continue to do with Domestic Abuse being a strategic area of the RCC's.

Regional Strategic Priorities

The North Wales RCC outlined in last year's Strategic Plan for Domestic Abuse, Prison Leavers, Learning Disabilities and Rough Sleepers as priority areas for the RCC for the next three years. In addition Mental Health has been added as a priority area for 2018/19.

For details of work proposed for Mental Health please see Priorities for Service Developments section on page 17.

Domestic Abuse – What we outlined in the plan last year?

Domestic Abuse was agreed as a priority area, as it was in the top five presented client groups in both the Outcomes and Needs Mapping data last year, and discussions presented to the RCC on the issues and gaps across the region for this client group lent itself as a priority to work on.

CONSULTATION

Gaps that were presented were the lack of male only refuge, Flintshire have since opened their first Male Domestic Abuse Refuge and figures to date demonstrate that demand across the region outstrips the supply. Flintshire presented this issue to the RCC back in May 2016 and have opened up the units of the refuge to all local authorities across North Wales.

The RCC requested under this client group to make links with the VAWDASV Board to ensure a joined up approach in strategic planning and direction for this area of work. Discussions held with this board on the gaps and need will inform the work plan for Domestic Abuse at the RCC.

What have we done this year?

The VAWDASV Board is undertaking a Needs Mapping Assessment to look at current funding, service provision and any gaps across the region. The assessment is to complement the existing North Wales Population Assessment as well as local Housing and Well-Being Assessments. The Needs Assessment will support the development of the North Wales VAWDASV Regional Strategy which will guide the commissioning of services over the next five years.

The RCC has made links with the Regional Coordinator for Domestic Abuse, and the VAWDASV Board. The Supporting People Regional Development Coordinator has met with the Domestic Abuse Regional Coordinator and discussed opportunities for working in co-production. The RCC Sub Group has met with members of the VAWDASV Board and Community Safety Partnership Managers to discuss the gaps in provision across North Wales and areas where we can work together, the main items discussed at this meeting were the issue of dual-diagnosis in the refuge and evictions been high because of this, having a regional Independent Domestic Violence Advisors service and VAWDASV Board had sourced some training around Inspiring Families to explore.

The RCC and the VAWDASV Board have discussed an option for each Local Authority to allocate some of their Supporting People grant aside for this priority area, the local authorities have been asked by the RCC to allocate 0.5% of their grants for regional working.

Following on from this first initial meeting with the VAWDASV Board and Community Safety Partnership leads, a report was shared with the RCC from the sub group and which asked for the RCC to approve the following recommendations:

1. RCC Sub Group and Domestic Abuse Colleagues to meet further to discuss the outcomes from the Needs Assessment and gaps identified against current provision available.
2. For each local authority to allocate a percentage of Supporting People Programme Grant going forward for any future regional priorities
3. For Sub Group to ensure that any priorities meet Supporting People eligibility
4. Regional Independent Domestic Violence Advisors Service – for the RCC to agree for this avenue to be explored further by the RCC Sub Group

The four recommendations presented to the RCC were agreed at the November meeting. The work plan in the appendices shows a timeline for this priority area.

The Regional Partnership Board's Regional Plan has outlined Violence against women, domestic abuse and sexual violence as a priority area, from there population assessment the Board found:

- Domestic and sexual violence and abuse are under-reported but the number of reports is increasing

CONSULTATION

- The total number of domestic incidents recorded by the police was around 11,000 and the number of recorded sexual offences was around 1400 in North Wales during 2015-16
- Domestic and sexual violence and abuse affects both men and women although women are more likely to experience them. Services should take into account the different needs of women and men. *The RCC has commenced work on this Flintshire have a male refuge where the units are open to North Wales authorities to use.*
- Cases of coercive control are now being recorded in North Wales since the offence came into effect in December 2015
- Domestic abuse costs public services an estimated £66million a year in North Wales in health care, criminal justice, social services, housing and refuges, legal costs and lost economic output.

How the findings will be addressed is outlined in the Regional Partnership Board regional plan.

Prison Leavers – What we outlined in the plan last year?

The RCC outlined last year how the Supporting People Teams and Homelessness teams have joined together to commission a piece of work to inform where improvements can be identified for people leaving prison. This piece of work was finalised in June 2017.

The North Wales authorities have a range of housing and support options available. There are 66 projects with a total of 1,428 units that Supporting People officers have identified as being able to house people leaving prison.

What have we done this year?

Caroline Humphreys and Tamsin Stirling were commissioned by our RCC to undertake research into the support services provided to people leaving prison in North Wales. The specification for the research identified the following areas for investigation:

- The provision and nature of the support services accessed by people leaving prison, any duplication and gaps in provision and effectiveness of services
- Numbers of people leaving prison accessing support services and numbers of people leaving prison on licence and to which local authorities
- The experience and opinions of service users
- Information sharing procedures when a person leaves prison
- The impact of the withdrawal of transitional funding, including on Prison Resettlement Officer posts within local authorities and how these might be funded in future
- Good practice and innovative models of support services to people leaving prison from across the UK
- Consider how support services within North Wales might be developed in the future

The Project cost - £10,000

The research took place between January and April 2017. In order to investigate the areas set out in the specification, the research comprised four main elements and involved accessing a range of information:

- Published data and plans
- Questionnaire and data requests

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- Workshop discussions and interviews – 16 interviews with prison leavers
- Web based research

Out of those 16 interviewed – they had a very clear idea of the elements necessary to improve their chances of not re-offending and resolving addiction issues, particularly those who were abstinent and had re-established their lives. They felt that a package of measures needed to be in place to promote stability and reinforced the idea that, while housing is necessary, on its own, it is not sufficient.

The report presented the RCC with the following recommendations:

- Ironing out any issues in respect of access to risk information pre-release
- Fine tuning of the role for the resettlement officers in the context of the Pathway process
- Ensuring that landlords are able to access information on risk
- Discussing the needs of women leaving prison and whether a specific approach needs to be taken in respect of planning for release
- Taking forward the development of provision for those whose needs pose a danger to themselves or others – likely to be those with complex mental health issues and/or substance misuse and/or records of serious crimes
- Taking forward the establishment of a Peer Mentoring Service, including discussing its role and progressing funding applications and agreeing a party who will take this forward
- Discussing the level of detox/rehabilitation services for people who are on methadone and are seeking to become abstinent - ensuring they are adequate to meet the needs of the population of people leaving prison and ensuring that they are linked into the accommodation and support services and the work of the resettlement officers
- Developing an agreed approach to prioritisation/rationing of resources
- Generally discussing the systems and making sure they are working

At same time, it is well evidenced that housing alone is not sufficient to address all the needs of the vast majority of people leaving prison. In order to respond to the depth and scope of the challenge, it will be essential that all the relevant agencies adopt a wrap-around approach, which, to the person leaving prison, feels that there is a community of services available to them that is clear, visible and straightforward to access.

A workshop was arranged once the final research paper had been presented at the June 2017 RCC, the workshop was made up of the RCC Sub Group Members, Homelessness Leads from each local authority, HMP Berwyn, Prison Resettlement Officers, Supporting People Information Network Coordinator, and Providers for people leaving prison.

Currently there are three Prison Resettlement Officers, one in Gwynedd, one in Anglesey, and one officer that covers the remaining four local authorities. A recommendation within the research report was to have six resettlement officers, one in each local authority. The Prison Resettlement Officers were in attendance at the workshop.

The researchers suggest for there to be six officers and for those six posts to operate with common job descriptions, to take a similar approach and to adopt common practices in order to promote consistency. *All tables at the workshop agreed for common job descriptions.* The posts currently based in Ynys Mon and Gwynedd make decisions on duties owed under the Housing (Wales) Act 2014; this approach has significant advantages and could be adopted as common practice across all posts. However it is essential for consistency that a regional approach to service delivery is agreed.

CONSULTATION

The RCC were presented with a recommendations report following the workshop at the November RCC meeting which offered the following:

1. To agree for the RCC Sub Group to set a work plan for recruitment of the Prison Resettlement Posts in conjunction with the Regional Homeless Network
    a. To agree who funds the post
    b. Ensure consistency
    c. Job description – based on the Anglesey / Gwynedd Model
2. Further explore the remaining recommendations following the recruitment of resettlement post as following
    a. Strengthening links with the prisons
        - Three appointments to attend on first day of release? Can some of these be completed during the pre-release process within HMP Berwyn?
        - RCC to confirm a statement of request to go to the prison
        - Continue the values of the HMP Berwyn, can we get short term prescriptions for library, gym, and men's sheds? Is the RCC happy for the RCC Sub Group to make this part of the Prison Resettlement Officer post?
    b. Pick up at the Gate
        - Workshop outcome was a strong consensus for a Pick up at the Gate service, RCC Sub Group strongly felt this should be part of the role of the Prison Resettlement Officer.
        - To be incorporated into the Resettlement posts job description
    c. Community based hub

The RCC members agreed the above recommendations at the 2017 November RCC. The above recommendations have been added to the RCC work plan, which can be found in the appendices.

Rough Sleepers – What we outlined in the plan last year?

The RCC is committed to preventing rough sleeping. The RCC outlined for Supporting People to link into pilots being delivered in partnership with BCUHB to identify root causes and support required. Work will commence on this priority area in 2018/19 and a full update on this work will be available in the next update of this plan. This plan also outlined for the RCC to consider where amendments may be needed to prevent some individuals with support needs being excluded from current provision which will progress in 2018.

Ultimately the work of the RCC and its priority areas compliments this area in reducing the risks of people becoming homeless. Nevertheless specific work on this client area will take place in 2018/19.

What have we done this year?

The local authorities have continued to support the National Rough Sleepers Count, details of this in the table below:

Data for 2016, taken from Stats Wales. The next table details the most recent count in November 2017, this data is not currently available on Stats Wales.

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	Total count of rough sleepers (1)	Estimated number of rough sleepers (2)
Flintshire	0	3
Powys	0	0
Pembrokeshire	0	3
Carmarthenshire	0	3
Neath Port Talbot	0	6
Vale of Glamorgan	0	2
Blaenau Gwent	0	0
Torfaen	0	0
Monmouthshire	0	1
Isle of Anglesey	1	1
Denbighshire	2	5
Rhondda Cynon Taf	2	6
Gwynedd	3	25
Ceredigion	3	6
Merthyr Tydfil	4	15
Caerphilly	4	27
Bridgend	5	10
Conwy	9	14
Newport	12	17
Swansea	16	23
Wrexham	27	61
Cardiff	53	85

Rough Sleeper Comparison Count from this year to last year:

Local Authority	Rough Sleeper Count Nov 2016	Rough Sleeper Count Nov 2017
Anglesey	1	4
Gwynedd	3	3
Conwy	9	10
Denbighshire	2	0
Flintshire	0	1
Wrexham	27	44

Note – these figures are the amount of people found rough sleeping on the night of the rough counters sleep.

The data is collected to gain a better understanding of the scale and trends in rough sleeping over time to inform local and national policy.

The total counts of rough sleepers are single night snapshots. The estimated count is based on data collected over a two week period with assistance from the voluntary sector, faith groups, local businesses/residents, health and substance misuse agencies, and the police.

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Further details of the Rough Sleepers Count can be found from All STATS Wales: https://statswales.gov.wales/Catalogue/Housing/Homelessness/Rough-Sleepers/roughsleepers-by-localauthority

Learning Disabilities – What we outlined in the plan last year?

The objectives of the Learning Disability task and finish group outlined in last year's plan:

- To look at the current funding and eligibility of Supporting People services for this client group.
- Analyse how current services link to the homelessness prevention and tackling poverty agenda
- Learn best practice from each authority

The client group Learning Disabilities was chosen by the RCC as a priority area within what was then known as the Regional Commissioning Plan back in 2014. Learning Disabilities was highlighted as a priority as this client group received the highest Supporting People funding compared to all other Supporting People client groups.

The RCC requested that a Learning Disability Task and Finish Group be formed to look at the reason for this high allocation of spend and the amount of current services that may be ineligible for Supporting People funding and to detail what each local authority is doing to address this.

It must be noted that this is not a cost cutting exercise, this is an eligibility issue that the RCC has requested.

The Wales Audit Office Review of the Supporting People programme also picked up on the client group; Learning Disabilities and detailed that *"Welsh Government reviews, and more detailed work at a regional level by two of the Regional Collaborative Committees, have highlighted some issues with the eligibility of support for people with learning disabilities and differences in the level of support provided. We recommend that the Welsh Government encourage all Regional Collaborative Committees to review arrangements for support for people with learning disabilities through the Programme and work with the committees to manage any potential negative consequences for service provision.*

The Auditor General is currently undertaking an examination of how local authorities strategically commission their learning disability services. The work is focussing on how commissioning contributes to improved outcomes and wellbeing for citizens. The Auditor General will report on this work towards the end of 2017

Two regions (North Wales and Gwent) have undertaken their own more detailed reviews of learning disabilities services (Appendix 3, Box A1). The North Wales review identified a number of instances where services funded by the Programme were ineligible. In response, the North Wales Collaborative Committee requires its constituent local authorities to report on their progress towards ensuring that all services for people with learning disabilities funded through the Programme provide only housing-related support. The Committee also established a sub-group to look at a range of issues related to this client group, such as the scope for using telecare to replace or supplement a support worker".

Full Audit Review can be found here: http://www.audit.wales/publication/welsh-governments-supporting-people-programme

CONSULTATION

What have we done this year?

Learning Disabilities is the biggest spend on a client group in North Wales and also receives the largest local authority contribution. North Wales has reviewed their Learning Disabilities service to ensure all who are receiving the Supporting People grant for Learning Disabilities are eligible. Each local authority have reviewed their Learning Disability services and the current status for ineligible services is:

Anglesey	All Supporting People funded services, for people with learning disabilities, living and receiving fixed accommodation based support are now capped at a maximum of 15 hours per week and are based accordingly on assessed housing related support need. This resulted in a reduction of £287,000 allocated this client group during 2017/18. Work remains ongoing to remodel the corporate care provision, which may result in further reductions in Supporting People funding for People with Learning Disabilities between now and 2020.
Gwynedd	6 people remaining to be re-assessed to confirm eligibility or not. Gwynedd have changed the term to non-primary rather than ineligible.
Conwy	0
Denbighshire	All eligible in relation to Denbighshire criteria Any referral that is funded 10% or more from health is not eligible for the Supporting People service
Flintshire	A full review has been undertaken with all ineligible identified. Some funding was withdrawn in 17/18. It is proposed to take more funding out over the next few years. It is proposed to remove the 3 banding levels and work on 10 hours per week. The proposals above will be taken to Flintshire's Supporting People Planning Group end of November 17.
Wrexham	5 currently identified – funding is continuing on an interim basis until the end of the current financial year (2017-18).

A work plan for the RCC and the priority areas was agreed at the January RCC – refer to Appendix two, this details the work to be completed for 2018/19.

The Regional Partnership Board also has Learning Disabilities as a priority area, the RCC and RCC Sub Group will need to consider the work outlined in the Regional Partnership Board's plan to ensure work is not repeated and resources and shared learning is available. The Board have found from their population assessment that:

- There are around 2,700 people with Learning Disabilities on local council registers in North Wales. The actual number of people with learning disabilities may be higher
- The number of people with learning disabilities needing support is increasing and people with learning disabilities are living longer. These trends are likely to continue.

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- People with learning disabilities tend to experience worse health, have greater need of health care and are at more risk of dying early compared to the general population.
- There are likely to be more young people with complex needs needing support.

The Board report addressed how the report findings will be addressed.

Supply, Needs Assessment, and Outcomes Analysis:

Local authorities in North Wales collect Supporting People data through three main strands, Outcomes, Needs Mapping and Performance Monitoring Returns. National data is also used to inform regional and local plans.

For this plan, the National data has been taken from Stats Wales the data used focuses on the main sections within the Housing (Wales) Act 2014, section 66 and 73.

Needs Mapping and Outcomes:

The purpose of the Needs Mapping Form is to identify the need for housing related support and/or housing need. The Needs Mapping Form is available online and a link is available on each local authority Supporting People web page.

Denbighshire County Council hosts the web based form and database, Denbighshire collate the data and distribute reports to the region. The Needs Mapping data is presented in a Regional Needs Mapping Report, which highlights trends in the demography and specific needs of those requiring housing-related support.

This snapshot will only represent part of the picture in relation to needs of people at risk of homelessness. The current Needs Mapping data only captures data for those people who access Supporting People services. It does not give an insight to unmet need and does not demonstrate if needs have been met. However, the RCC has done a piece of work on unmet need and sent a questionnaire out to all providers to gage the unmet need, the findings of this work can be found in Service Gaps on page 17.

The National Outcomes Framework was set up in 2012 as a tool to evidence that the Supporting People Programme is investing in services which provide positive outcomes that make a difference to the quality of life of vulnerable service users. Conwy host the online outcomes questionnaire for all six North Wales local authorities to use.

The purpose of the outcomes framework is to measure the outcomes achieved by service users as a result of the support received. The information can be used to discuss the success of the service and any changes required to service delivery to bring about improvements to poor performing outcomes measures and share learning from outstanding performing services.

Regional All Wales Data:

Below is the 2011 Census
https://statswales.gov.wales/Catalogue/Census/2011/UsualResidentPopulation-by-BroadAgeGroup-LocalAuthority

Here is a snapshot of the population in 2011 for North Wales,

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	All ages	Age under 16	Age 16-24	Age 25-44	Age 45-64	Age 65 and over
Anglesey	69,751	11,861	6,941	15,653	19,650	15,646
Gwynedd	121,874	20,951	16,723	27,186	31,874	25,140
Conwy	115,228	19,126	11,037	24,483	32,420	28,162
Denbighshire	93,734	16,953	10,025	20,794	26,272	19,690
Flintshire	152,506	28,644	16,542	38,123	42,361	26,836
Wrexham	134,844	25,818	14,846	35,821	35,508	22,851

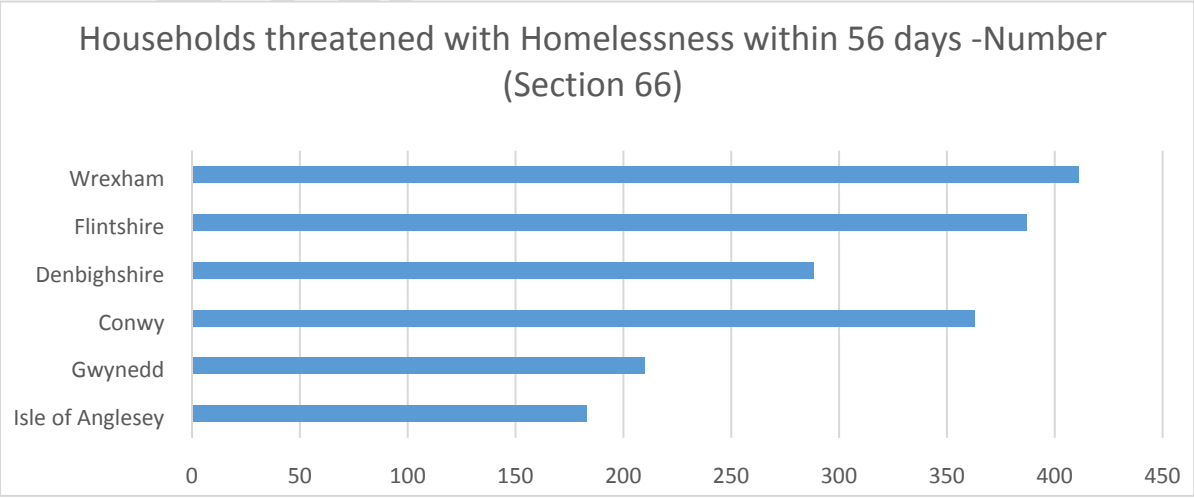
The graphs below include data that has been exported from stats Wales, https://statswales.gov.wales/Catalogue/Housing/Homelessness/preventionofhomelessness-by-area-measure-section66

The Stats Wales website states:

The information from Stats Wales is based on an annual statistical return completed by local authorities in Wales. The information is collected in order to establish the number and type of households that were provided with assistance by local authorities during the period. This data is used by the Welsh Government, homelessness agencies and other housing organisations, in order to help monitor trends in the overall level of statutory homelessness across Wales.

It must be noted that, due to the preventative nature of Supporting People services, cases where an early intervention led to removing the threat of homelessness prior to the 56 day limit are not included in these statistics.

Table 1:

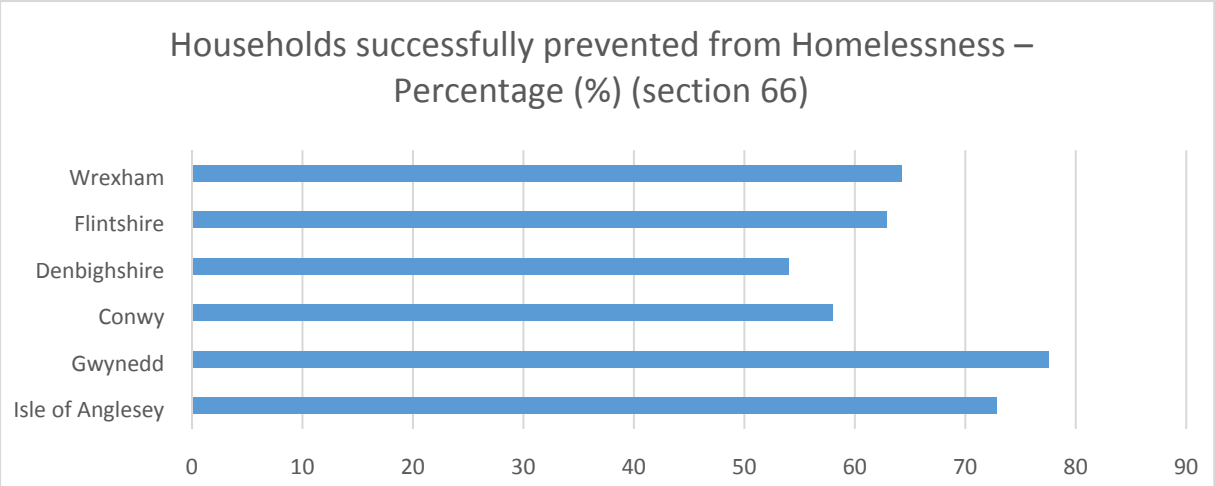


Section 66 of the Housing Act states - *A local housing authority must help to secure that suitable accommodation does not cease to be available for occupation by an applicant if the authority is satisfied that the applicant is: threatened with homeless and eligible for help.*

Table 1 identifies the **number** of households threatened with Homelessness within 56 days for each local authority and the table below (Table 2) is **percentage** not numbers to show the **success** rates for the above individuals that were successfully prevented from homelessness.

Gwynedd were the most successful local authority, and Gwynedd were the most successful authority for all of Wales for prevention under Section 66 of the Act.

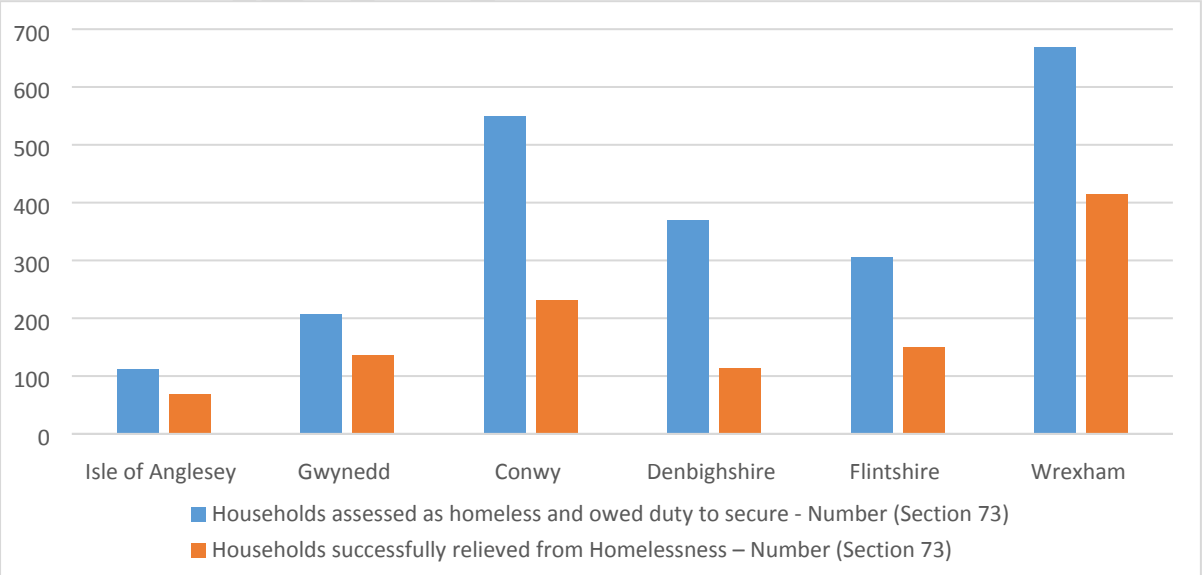
Table 2:



Section 73 of the Housing Act states *When the duty in section 73 (duty to help to secure accommodation for homeless applicants) comes to an end in respect of an applicant in the circumstances mentioned section 74 of the Act, the local housing authority must secure that suitable accommodation is available for occupation by the applicant if subsections outlined in the Act applies.*

Table 3 below details the numbers of households assessed as homeless and owed duty to secure against the amount that were successfully relieved from Homelessness for North Wales Authorities.

Table 3:



Local Data

Outcomes:

The table below is data taken from the Outcomes data covering the period January 2017 to June 2018, the client group column is in ascending order for the total for North Wales that have presented for this client group as there lead need:

For example, if they are fleeing Domestic Abuse and female they would identify "Women experiencing Domestic Abuse" as their lead need. If this female also had substance misuse issues the female would then identify "People with Substance Misuse Issues" as her secondary need, but for this example this female's priority is to get to a refuge.

Client Group	Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham
People with refugee status		1			2	7
Young people who are care leavers		3	1	1	6	3
Men experiencing domestic abuse		2	3	5	26	2
People with developmental disorders (i.e. Autism)	2	22	4	3	4	6
People with chronic illnesses (including HIV/Aids)	1	43	7	2	2	7
People with criminal offending history	10	11	10	41	22	23
Families with support needs	1	15	7	64	24	32
People with substance misuse issues - alcohol	2	67	61	28	17	44
People with substance misuse issues - drugs and volatile substances	3	37	39	42	53	49
Single parent families with support needs	4	19	104	57	28	56
Single people with support needs not listed above (25-54)	56	20	22	28	19	135
Alarm services (including sheltered/extra care)	0	11	5	43	19	269
People with learning disabilities	28	82	17	42	90	105
People with physical	2	109	46	221	23	56

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and/or sensory disabilities						
Women experiencing domestic abuse	32	36	69	128	221	57
People with mental health issues	155	137	134	132	77	141
Young people with support needs (16-24)	85	47	107	91	348	145
Generic / Floating support / Peripatetic (tenancy support services which cover a range of user needs)	175	304	227	276	90	130
People over 55 years of age with support needs (this category must be exclusive of alarm services)	168	840	59	453	291	239
Grand Total	**724**	**1806**	**922**	**1657**	**1362**	**1506**

This shows for Outcomes, the top five most presented client groups that people are stating lead need for:

1. People over 55 years of age
2. Generic / Floating Support
3. Young People with support needs
4. People with mental health issues
5. Women experiencing domestic abuse

Last year's data had the same client groups, however the order has slightly changed this year for lead need:

1. People over 55 years of age
2. Generic / Floating Support
3. Mental Health
4. Young People with support needs
5. Women experiencing domestic abuse

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The next table shows the outcomes data presenting the client group category with the highest entries against lead need:

	Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham
1st Need	Generic / Floating support	People over 55 years of age with support needs	Generic / Floating support	People over 55 years of age with support needs	Young people with support needs (16-24)	Alarm services (including sheltered/extra care)
2nd Need	People with mental health issues	Alarm services (including sheltered/extra care)	Generic / Floating support	Generic / Floating support	People with mental health issues	People with mental health issues

However by removing Alarm Services and Floating Support the below table shows the actual client groups presented with the most entries against lead need and secondary need presented and interestingly mental health was the second need for each local authority:

	Anglesey	Conwy	Denbighshire	Flintshire	Gwynedd	Wrexham
1st Need	People over 55 years of age with support needs	People over 55 years of age with support needs	People with mental health issues	People over 55 years of age with support needs	Young people with support needs (16-24)	People over 55 years of age with support needs
2nd Need	People with mental health issues	People with mental health issues	People with mental health issues	People with mental health issues	People with mental health issues	People with mental health issues

Mental Health is a new priority area for the RCC for next year, the below two tables show the need for first and second need presented by the service user and as highlighted shows mental health in the top five for both.

Lead Need:

5th	Women experiencing domestic abuse
4th	People with mental health issues
3rd	Young people with support needs (16-24)
2nd	Generic / Floating support / Peripatetic (tenancy support services which cover a range of user needs)
1st	People over 55 years of age with support needs (this category must be exclusive of alarm services)

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Second Need:

5th	People with substance misuse issues - drugs and volatile substances
4	Alarm services (including sheltered/extra care)
3	People with physical and/or sensory disabilities
2	Generic / Floating support / Peripatetic (tenancy support services which cover a range of user needs)
1st	People with mental health issues

Needs Mapping:

For 2016/17 7,000 Needs Mapping forms were completed this remains very similar to the previous year where 7,335 were completed for 2015/16. Further breakdown of needs mapping forms submitted per local authority below:

Local Authority	Number for 2015/16
Anglesey	1441
Conwy	1344
Denbighshire	1257
Flintshire	973
Gwynedd	1239
Wrexham	1081

Local Authority	Number for 2016/17
Anglesey	1310
Conwy	1308
Denbighshire	1182
Flintshire	1109
Gwynedd	1052
Wrexham	1039

Reason for completing the form remains similar number to the year before as shown:

Reason for completing	Number for 2015/16
Support Needs Only	2616
Accommodation Needs Only	1949
Support and Accommodation Needs	2630

Reason for completing	Number for 2016/17
Support Needs Only	2327
Accommodation Needs Only	1749
Support and Accommodation Needs	2607

Similarly to the outcomes the person filling out the form would need to state their lead need, again they are very similar to the year before, no stand out changes. The table below shows the lead need for Needs Mapping Data for the year 2016/17.

Client Group selected as Lead Need	Needs Mapping Data
Domestic Abuse	700
Learning Difficulties	107
Mental Health	714
Alcohol	182
Drugs	184
Refugees / Immigration	12
Physical / Sensory Disability	124

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Vulnerable Young Person	677
Offending	156
Generic	1085
Chronic Illness	67
Vulnerable Older Person	626
Unspecified	2366

The top five lead need client groups for Outcomes data compared to Needs Mapping data:

Outcomes:	Needs Mapping:
1. People over 55 years of age 2. Generic / Floating Support 3. Young People with support needs 4. People with mental health issues 5. Women experiencing domestic abuse	1. Generic / Floating Support 2. Mental Health 3. Domestic Abuse 4. Young Person 5. Older People

The same client groups are presented in the top five lead need for both Outcomes and Needs Mapping. It was the same five client group in 2015/16 for the needs mapping data also. When the person is completing a needs mapping form they are asked to state the following areas, the table below shows the accommodation needs for 2016/17 compared with last year:

	Numbers for 2015/16
Homeless at time of completing form	2222
Risk of homelessness in 2 months	1393
Risk of homelessness in long term	703
Nowhere to stay tonight	485

	Numbers for 2016/17
Homeless at time of completing form	2056
Risk of homelessness in 2 months	1491
Risk of homelessness in long term	714
Nowhere to stay tonight	550

The table above shows that there has been a slight increase of people presenting with nowhere to stay that night of completing the form. When they have stated no fixed abode it then prompts the person completing the form to identify where they will be sleeping, there are again no stand out changes from last year's needs mapping data, the information presented for 2016/17 shows:

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No Fixed Abode	Number
Armed Forces	2
Rough Sleeping	329
Night Shelter / Hostel	286
Hotel or B&B	196
Family or Friends short term	744
Hospital	29
Prison	28
Other	135

Rough Sleeping is a priority area within this plan and the high numbers presented within this table will be looked at when the work plan for this priority area progresses.

Service Gaps

The RCC requested for the RCC sub group to identify unmet need and service gaps in Supporting People services in North Wales.

The RCC approved the following as a way forward in last year's plan:

- An **annual survey** which focuses on a specific service user group/s and is distributed amongst service providers, stakeholders and service users. At present, there is opportunity to provide feedback during a service review but people might feel more able to highlight issues when not under the scrutiny of a review.

The RCC Sub Group have further discussed an unmet need survey and this was sent out for all providers to complete by October 27th 2017.

What did the survey tell us?

All local authorities participated in the survey, 55 responses were received across the region. A fair representation from the different client groups were covered by the Providers who responded to this piece of work.

The survey asked to indicate the main reason(s) for homelessness or risk of homelessness amongst the people who access their service, the survey detailed:

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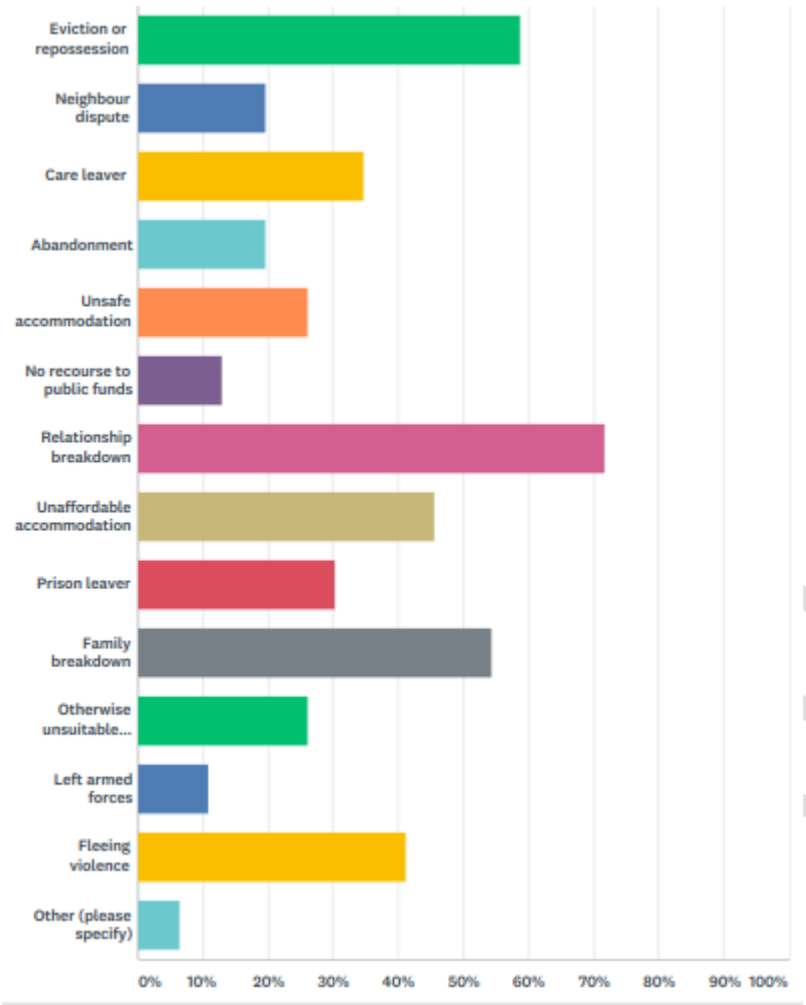
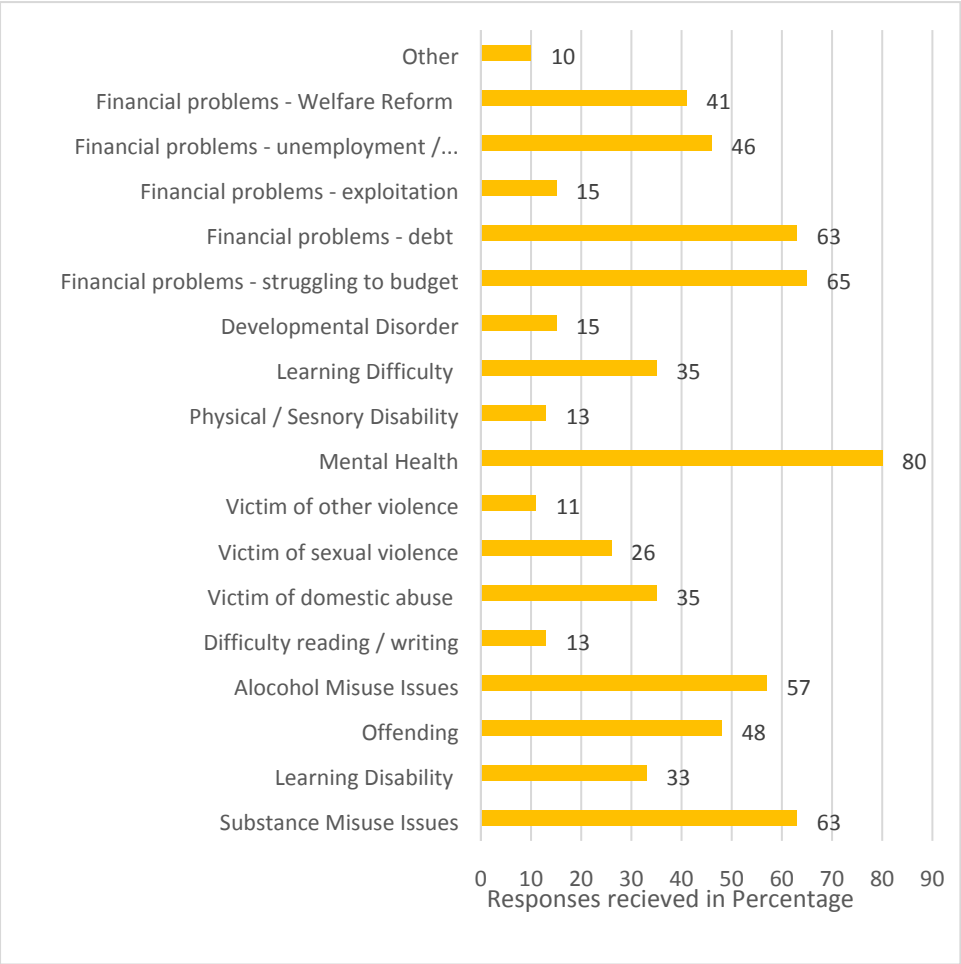


The Needs Mapping Data asks the person completing the form if they have ticked yes to no fixed abode to then select a reason, Family and Relationship breakdown was the most selected reason, followed by notice of eviction which are also the two most highest presented answers in the table above.

The survey asked to indicate the main contributing factor(s) to homelessness or risk of homelessness amongst the people who access your service the results showed:

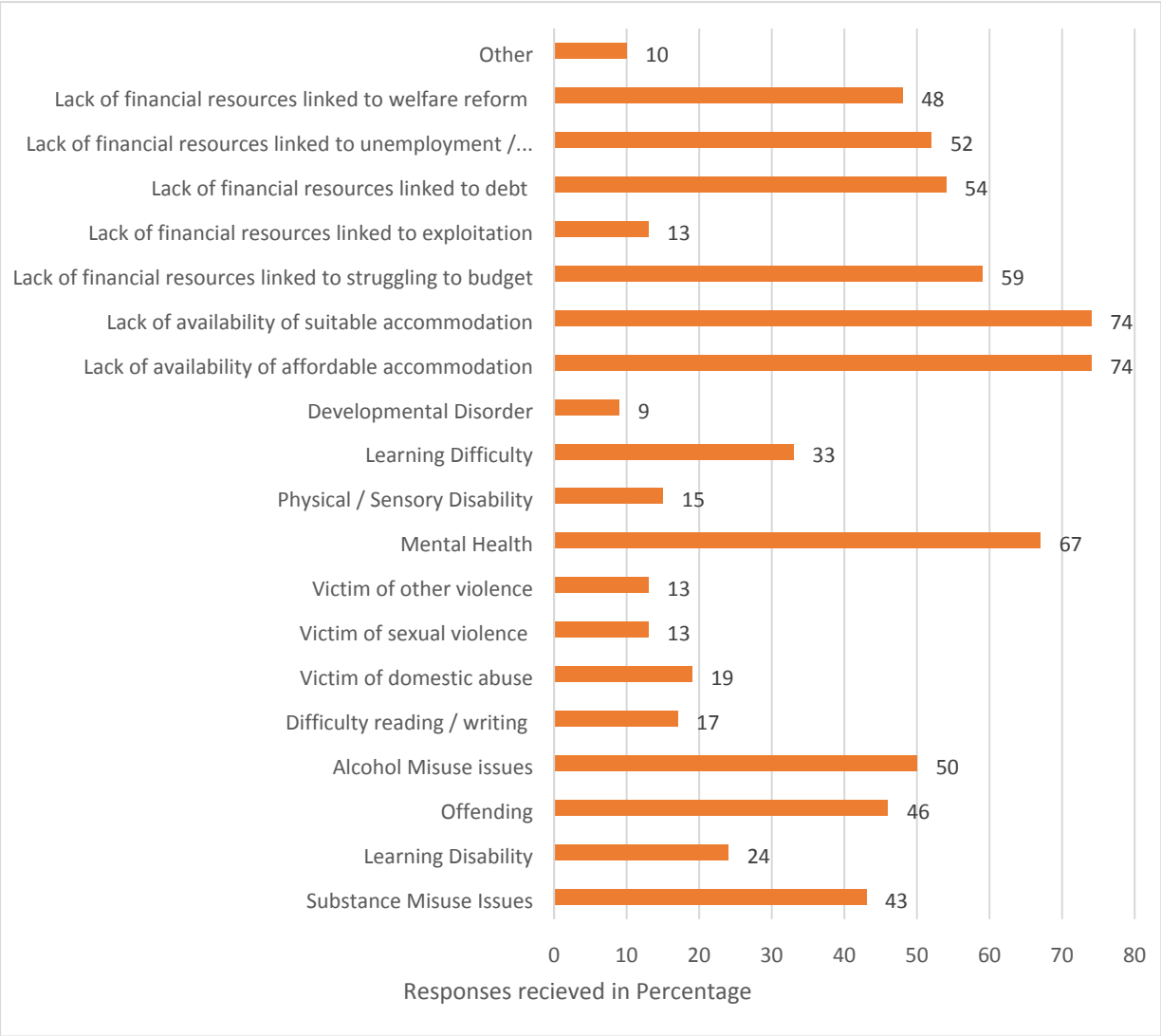
CONSULTATION



The top five needs above compared with the Outcomes and Needs Mapping Data:

		Unmet Need Survey	Outcomes	Needs Mapping
Lead Need	1	Mental Health	Older People	Generic / Floating Support
	2	Struggling to budget	Generic / Floating Support	Mental Health
	3	Substance Misuse Issues And Financial Problems – debt	Young People	Domestic Abuse
	4	Alcohol Misuse Issues	Mental Health	Young People
	5	Offending	Domestic Abuse	Older People

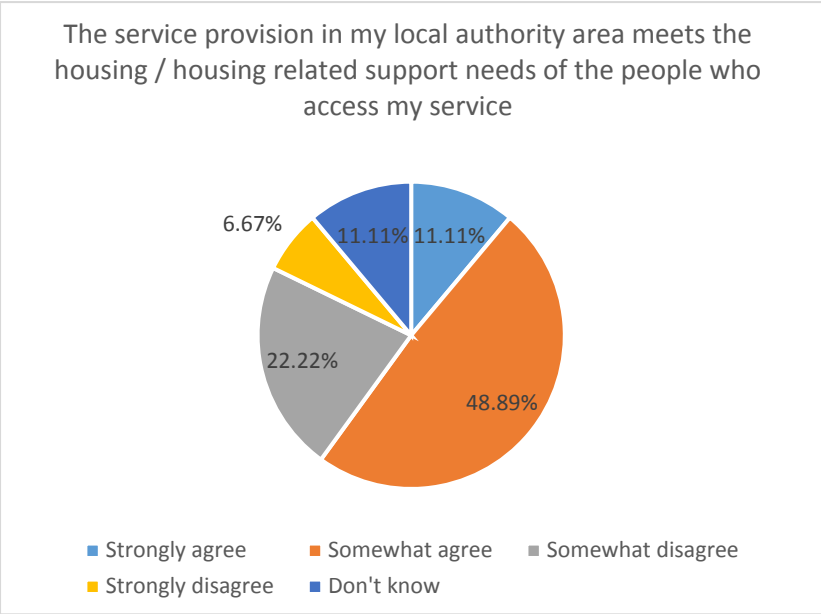
Mental Health is the only client group to be in each area. The survey asked to identify the main contributors to their homelessness and as from the table above, financial problems are clearly a big issue, struggles with budgeting and debt. The survey also asks to indicate the main challenge(s) the people who access your service face to securing suitable accommodation, and the responses were:

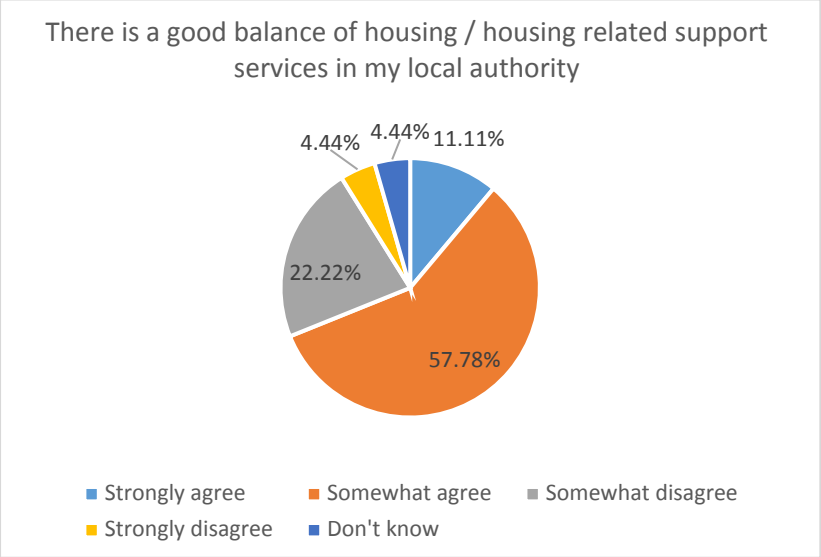


Again, debt and budgeting resources were high on this chart, interestingly the main areas here are to do with money, and moreover in the top five selected above – Mental Health is again high. The order of top five in this case is lack of availability of suitable accommodation and affordable accommodation, then Mental Health and then budget and debt advice. Budgeting is an Outcome area within the Outcomes framework of the Supporting People programme. The findings of the unmet need survey report will be discussed at the RCC Sub Group in 2018.

The needs mapping data under the section; Support Needs and Target Outcomes has feeling safe as the highest outcome wanted by the service user, closely followed by managing money, which again is shown in the table above the target outcome to be able to manage their debt and money.

The following two charts show that most service users are happy with what is available, however from the previous tables, the unmet need survey does suggest to continue delving into what service users need, at quick glance it suggests more tailored packages around debt and budgeting, the RCC Sub Group will need to discuss whether we need to look at what training is currently available around financial problems. Only 55 service users across North Wales completed the form which is a poor response rate for the region. In 2018/19 the RCC's Service User Involvement Framework will be updated and through the work of the framework the RCC Sub Group can see how we can engage with our service users more.





Priorities for Service Development

In addition to the strategic priority areas outlined in the previous section, Mental Health and Service User Involvement will be additional priority areas.

The RCC's Service User Involvement Framework is due for updating and this will be done in 2018/19.

Mental Health will be a new priority for the RCC for 2018/19. The data presented in both the needs mapping and outcomes have shown Mental Health to be a lead need of the Supporting People programme.

Phil Forbes (PF) BCUHB is our co-opted member on the RCC representing Mental Health and attends most local authorities Supporting People Planning Groups. A Mental Health Questionnaire has been devised at the RCC Sub Group in October 2017, this questionnaire was sent to all Providers across North Wales with the aim to find where the gaps are in Mental Health and more specifically for Mental Health training gaps to be identified.

In addition to the Questionnaire, a Mental Health Pamphlet will be produced to improve communication in Mental Health BCUHB on the role of the Supporting People programme and the role they play. This will give details of Mental Health Outcomes and Needs Mapping data, Case Studies, the spend allocation for Mental Health and the referral processes in each local authority.

Communication however has been improved between Mental Health and Supporting People since having a Mental Health co-opted member on the RCC. Supporting People Planning Groups and the RCC Sub Group have been kept up to date with the 2025 movement, and developments in the management of cases of Hoarding.

There will be a Managing Hoarding Event in 2018 for North Wales to show case best practice across the region which Supporting People will be a part of.

In addition to the Mental Health Questionnaire, the RCC were actioned in the 'Working Together to Reduce Harm (Substance Misuse) Delivery Plan 2016-18, to review the training provision available to the housing workforce and the skills, knowledge and competencies required to help people with substance misuse.

This Questionnaire went out to all providers and the analysis of the responses was fed back to the North Wales Area Planning Board. The analysis showed that there needs to be regular training available on new and emerging substances / legal highs and harm reduction. The Area Planning Board have advised that they are using the RCC's analysis in their work plan moving forward.

The RCC and RCC Sub Group will need to consider the Regional Partnership Board regional plan for this priority area moving forward as this was a client group that emerged from the population needs assessment they conducted. They have grouped Mental Health and Substance Misuse together and the population assessment found:

- An estimated 92,000 adults in North Wales are affected by mental health issues, 16% of the population
- People in North Wales report slightly better mental health than in Wales as a whole
- The number of people with mental health needs is likely to increase
- The most common mental health reported are anxiety and depression
- Research suggests a high number of people with mental health needs are not seeking help.
- The number of admissions to mental health facilities is reducing in North Wales and people are being placed out of the region.
- The number of people with more complex needs is increasing.
- People with mental health issues are more likely to have poor physical health.
- The population assessment done by the RPB linked to the work of the APB for substance misuse.

How the report findings will be addressed is outlined in the Regional Partnership Board's regional plan.

Service Developments and Efficiencies

Local Priorities for 2018/19:

For full details of each local authorities Local Commissioning Plans please visit their local authority websites. Or contact the Regional Development Coordinator for a copy Rachel.Pierce-Jones3@conwy.gov.uk

CONSULTATION

Efficiencies

Efficiency savings are included as a standing agenda item at each North Wales Supporting People Information Network Lead Officers meeting. This provides an opportunity to share best practice and lessons learned.

Regional and Sub Regional commissioned projects across North Wales:

- Sub Regional Project between Flintshire, Denbighshire and Conwy -Supported Lodgings, this provides a service to Young People with Support Needs (Supported Housing)
- Sub Regional Project between Flintshire, Denbighshire and Conwy - Night Stop by Local Solution that provide a service to Young People (Accommodation Support) and is a joint funded project between Homelessness and Children's Services and Supporting People, Note it is only funded by Supporting People in Conwy.
- Sub Regional Project between Wrexham and Flintshire Domestic Abuse Floating Support with Hafan Cymru
- Sub regional Doorstop project between Denbighshire and Conwy

Equality Impact Assessment

All Local Commissioning Plans have been subject to an Equality Impact Assessment and these have been forwarded to the Regional Development Coordinator and RCC.

Spend Plan

Analysis of North Wales Spend Plan below – table details the Client Groups from Largest to Smallest percentage proportion of the North Wales grant allocation.

ACTION - This will not be done till January

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Appendices

Appendix One – National Priorities

Social Services and Well-being (Wales) Act 2014:

Aims to improve the wellbeing of people who need care and support, and carers who need support. The Act requires local authorities and local health boards to jointly undertake population assessment of care and support needs for adults, children and carers. This present opportunities to combine this work with activity to produce the need analysis for the Supporting People programme.

Well-Being of Future Generations (Wales) Act 2015:

This Act aims to improve the social, economic, environmental and cultural wellbeing of Wales, by placing the sustainable development principle at the heart of all decision making. One key element of the sustainable development principle is a focus on prevention, which aligns closely with the central aims of the Supporting People programme.

Housing (Wales) Act 2014:

Aims to improve the supply, quality and standards of housing in Wales. Includes a strengthened duty on local authorities to prevent homelessness. Supporting People being a homeless prevention programme.

Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015:

This Act aims to improve the response within the public sector in Wales to all forms of violence against women, domestic abuse and sexual violence. Places a responsibility on public bodies to improve arrangements to promote awareness of, and prevent, protect and support victims of gender-based violence, domestic abuse and sexual violence.

Welfare Reform Act 2012:

This Act has introduced a series of reforms to the UK benefits system which are likely to create increased demands to the Supporting People services among people needing help to manage their finances. The Supported Accommodation Review and the proposals that have risen from this have the potential to have huge impacts on the Supporting People programme.

Renting Homes (Wales) Act 2016:

This Act will make it simpler and easier to rent a home, replacing various and complex pieces of existing legislation with one clear legal framework.

People who find themselves in difficult circumstances will also benefit from the Act. It will help to prevent current homelessness situations where a joint tenant leaves the tenancy, thereby ending the tenancy for everyone else. The new approach to joint contracts will also help victims of domestic abuse by enabling the person carrying out domestic abuse to be targeted for eviction.

Inequalities in how someone can succeed to a tenancy are also addressed, with a new succession right for carers created.

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Appendix Two: RCC Work Plan

North Wales Supporting People Regional Collaborative Committee Work Plan 2018/19

Last Updated: January 10th 2018 by RPJ, continue to be updated after each RCC Sub Group and RCC meetings.

Regional Priorities outlined in the Regional Strategic Plan:

1. Domestic Abuse
2. People leaving prison
3. Mental Health
4. Learning Disabilities
5. Rough Sleepers

Other work areas outlined in the Regional Strategic Plan:

6. Service User Involvement / Framework
7. Administration of the RCC

Priority Area - Domestic Abuse

Key Work Areas:

- Regional Independent Domestic Violence Advisors (IDVA) Service
- Gaps identified against Regional Needs Assessment
- Collaboration with the VAWDASV Board (Violence Against Women Domestic Abuse and Sexual Violence Board)

	Task Description	Start Date	End Date	Status	Comments
	RCC Sub Group to discuss the VAWDASV Board Needs Assessment – look at Supporting People's current provision against the assessment and identify any gaps	January 2018			
	For each local authority to allocate a percentage of Supporting People Programme Grant going forward for future regional priorities	January 2018			
	Regional IDVA Service – Collate all IDVA job specs and discuss at the January RCC Sub Group	January 2018		Collated All	

CONSULTATION

	Comparison of the different IDVA roles to be done, by both speaking to the relevant people, organisations and looking at the specific job specifications.	January 2018			
	Agree an agenda at the January RCC Sub Group for March RCC Sub Group – Rhiannon Edwards (Regional Coordinator for Domestic Abuse) and Jo Ramessur-Williams (Chair of the VAWDASV Board) attending the March meeting	January 2018			

Priority Area – People leaving Prison:

Key Work Areas:

- Agree a work plan for recruitment of the Prison Resettlement Posts in conjunction with the Regional Homeless Network
- Agree a consistent approach / job description based off Anglesey's good practice
- Strengthening links with the prisons
    - Three appointments to attend on first day of release? Can some of these be completed during the pre-release process within HMP Berwyn?
    - RCC to confirm a statement of request to go to the prison
    - Continue the values of the HMP Berwyn, can we get short term prescriptions for library, gym, and men's sheds? Is the RCC happy for the RCC Sub Group to make this part of the Prison Resettlement Officer post?

2. Pick up at the Gate
    - Workshop outcome was a strong consensus for a Pick up at the Gate service, RCC Sub Group strongly felt this should be part of the role of the Prison Resettlement Officer.
    - To be incorporated into the Resettlement posts job description

- Community Based Hub

	Task Description	Start Date	End Date	Status	Comments
	January RCC Sub Group to agree who funds the Prison Resettlement Officer in conjunction with the Regional Homeless Network	January 2018		Completed	50/50
	SP Officer to attend Regional Homelessness Network to update following January 10th RCC Sub Group	January 2018			
	January RCC Sub Group look at Anglesey's job description and	January 2018			

CONSULTATION

	good practice from this to pull out – Need consistent approach				
	Formulate new job description to take to the Regional Homelessness Network	March 2018			
	RCC Sub Group to discuss how we can strengthen links with the local prisons – see key areas above Inc. Pick up at the Gate	March 2018			
	Community Based Hub – discuss how to progress with this area	March 2018			

Priority Area – Mental Health:

- Mental Health Training Analysis Questionnaire
    - Priorities that emerge from the analysis
- Hoarding Event
- Mental Health and Supporting People Information Booklet

	Task Description	Start Date	End Date	Status	Comments
	Analysis of Mental Health Training Questionnaire responses	December 2017	January 2018	Completed	Awaiting response from Phil Forbes
	Priorities emerged from Training Analysis to share at RCC Sub Group	March 2018			
	Hoarding Event – Phil Forbes leading starting Spring Time				
	Mental Health and Supporting People Information Booklet to be devised	March 2018	July 2018		

Priority Area – Learning Disability

- Await further guidance from Welsh Government, their response to do the audit review included the work of Learning Disabilities
- Await for new draft guidance to be finalised and compare the changes in the eligibility criteria.

	Task Description	Start Date	End Date	Status	Comments
	Compare the eligibility criteria between old and new Supporting People Programme Grant Guidance				Waiting for Welsh Government guidance to be agreed and circulated to all.

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	Agree a timeline to complete / review eligibility criteria for Learning Disability				

Priority Area – Rough Sleepers

- Supporting People to link into pilots being delivered in partnership with BCUHB to identify root causes and support required

	Task Description	Start Date	End Date	Status	Comments
	May RCC Sub Group to discuss work plan for this priority area	May 2018			

Regional Development Coordinator / Regional Collaborative Committee – Administration of the RCC

The Purpose of the Funding for the Regional Development Co-ordinator

Job Purpose

- To coordinate and contribute towards the development and progression of the Regional Collaborative Committee (RCC).
- To develop and support effective partnership working within the region on Supporting People.
- To support the RCC so that it functions effectively and is appropriately serviced.
- To facilitate ongoing dialogue between the Supporting People National Advisory Board, RCCs and Local Authorities to ensure the smooth running of the Supporting People Programme and collaborative decision making.
- To collaborate with other Supporting People Regional co-ordinators across Wales to support the Chair of the Supporting People Information Network to administer meetings and promote good practice.

Key Tasks:

- To work with the Chair of the RCC's to manage and set agendas and commission papers for meetings of the RCC's.
- To provide secretariat role to the RCC and to work with regional stakeholders to facilitate the agreement of regional priorities.
- To work closely with Local Authority staff responsible for Supporting People and co-ordinate and collate information provided by Local Authorities.
- To work closely with representative bodies to assist in ensuring provider and landlord representatives are fully engaged and supported to carry out their roles effectively.
- To build links with Homelessness Prevention and other Tackling Poverty Programmes such as Families First, Flying Start, and Communities First within the Region.
- To carry out analyses of information submitted to the RCC for meetings of the RCC as requested by the RCC and Welsh Government.

CONSULTATION

- To work in collaboration with regional planning bodies / groups, RCC members including Local Authorities and their partners in drafting and submitting the RCC Regional Strategic Plan and Annual Review and any other regional document as required.
- To undertake specific pieces of work including project development, pilots/research studies, consultation and participation in events as requested by the RCC and the Welsh Government.
- To proactively support Local Authorities and the RCC in delivering regional planning and commissioning of services.
- To work closely with Welsh Government officials and if required, liaise closely with Welsh Government officials should any conflict or issue require escalation to the Welsh Government.
- To book venues, video-conferencing and other practical arrangements for meetings of the RCC's to take place and to write the minutes of the meeting.
- To advise the RCC of obligations around Welsh Language Standards, to include translation of published documents and minutes.
- To develop and take part in a community of practice with the other regional development officers to share best practice on regional working.
- To ensure the voice of service users is heard in line with the Service User Engagement Framework, and ensure the best interests of the service users are being represented within the region and acted upon in an impartial way.
- To undertake any other reasonable duties which are in line with the role and duties with this post

CONSULTATION

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 14th March 2018
Report Subject	Quarter 3 Council Plan 2017/18 Monitoring Report
Cabinet Member	Deputy Leader and Cabinet Member for Housing; Cabinet Member for Economic Development; and Cabinet Member for Corporate Management and Assets
Report Author	Chief Officer (Community & Enterprise)
Type of Report	Operational

EXECUTIVE SUMMARY

The Council Plan 2017/23 was adopted by the Council in September 2017. This report presents the monitoring of progress at the end of Quarter 3 of 2017/18 for the Council Plan priorities 'Supportive Council' and 'Ambitious Council' relevant to the Community & Enterprise Overview & Scrutiny Committee.

Flintshire is a high performing Council as evidenced in previous Council Plan monitoring reports as well as in the Annual Performance Reports. This monitoring report for the 2017/18 Council Plan is a positive report, with 81% of activities being assessed as making good progress, and 69% likely to achieve the desired outcome. Performance indicators show good progress with 84% meeting or near to period target. Risks are also being successfully managed with the majority being assessed as moderate (67%) or minor (10%).

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 3 Council Plan 2017/18 Monitoring Report to monitor under performance and request further information as appropriate.

REPORT DETAILS

1.00	**EXPLAINING THE COUNCIL PLAN 2017/18 MONITORING REPORT**
1.01	The Council Plan monitoring reports give an explanation of the progress being made toward the delivery of the impacts set out in the 2017/18 Council 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	This is an exception based report and detail therefore focuses on the areas of under-performance.
1.03	**Monitoring our Activities** 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: - • RED: Limited Progress – delay in scheduled activity; not on track • AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track • GREEN: Good Progress – activities completed on schedule, on track A RAG 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. Outcome has been categorised as: - • RED: Low – lower level of confidence in the achievement of the outcome(s) • AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s) • GREEN: High – full confidence in the achievement of the outcome(s)
1.04	In summary our overall progress against the high level activities is: - ACTIVITIES PROGRESS • We are making good (green) progress in 47 (81%). • We are making satisfactory (amber) progress in 11 (19%). ACTIVITIES OUTCOME • We have a high (green) level of confidence in the outcome achievement of 43 (74%). • We have a medium (amber) level of confidence in the outcome achievement of 15 (26%). • No activities have a low (red) level of confidence in their outcome achievement.
1.05	**Monitoring our Performance** Analysis of performance against the Improvement Plan performance indicators is undertaken using the RAG (Red, Amber Green) status. This is defined as follows: -

	• RED equates to a position of under-performance against target. • AMBER equates to a mid-position where improvement may have been made but performance has missed the target. • GREEN equates to a position of positive performance against target.
1.06	Analysis of current levels of performance against period target shows the following: - • 35 (57%) had achieved a green RAG status • 17 (28%) had achieved an amber RAG status • 9 (15%) had achieved a red RAG status
1.07	The performance indicator (PI) which showed a red RAG status for current performance against target, relevant to the Community & Enterprise Overview & Scrutiny Committee is: - **Average number of calendar days taken to deliver a DFG** Due to the high level of demand for Disabled Facilities Grants (DFGs) the Council instigated tight budget controls to manage expenditure. This has slowed progress delivering some less urgent DFG works. During the third quarter, DFG's were placed on hold for new applications and have been audited with improvements recommended by the Internal Audit Team. The Housing Regeneration Section will implement the recommendations during the fourth quarter so that the improvements will be in place for the new financial year.
1.08	**Monitoring our Risks** Analysis of the current risk levels for the strategic risks identified in the Council Plan is as follows: - • 1 (2%) is insignificant (green) • 5 (10%) are minor (yellow) • 32 (67%) are moderate (amber) • 10 (21%) are major (red) • 0 (0%) are severe (black)
1.09	The major (red) risk identified for the Community & Enterprise Overview & Scrutiny Committee is: - **Priority: Supportive Council** **Risk: Debt levels will rise if tenants are unable to afford to pay their rent or council tax.** Colleagues from Housing Benefit, Income Team, Neighbourhood Housing and Housing Solutions are currently working together to identify early intervention tools for those tenants that fall into arrears with their rent. Options are being explored to ensure that homelessness is prevented and rent collection is maximised.

2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications for this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The Council Plan 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.

4.00	RISK MANAGEMENT
4.01	Progress against the risks identified in the Council Plan is included in the report at Appendix 1 and 2. Summary information for the risks assessed as major (red) is covered in paragraphs 1.07 and 1.09 above.

5.00	APPENDICES
5.01	Appendix 1 – Council Plan 2017/18 – Quarter 3 Progress Report – Supportive Council.
5.02	Appendix 2 – Council Plan 2017/18 – Quarter 3 Progress Report – Ambitious Council

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	**Council Plan 2017/18:** http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx **Contact Officer:** Ceri Shotton **Telephone:** 01352 702305 **E-mail:** ceri.shotton@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Council Plan:** 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 a Council Plan.
7.02	**Risks:** 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.

7.03

Risk Likelihood and Impact Matrix

Impact Severity	Unlikely (5%)	Very Low (15%)	Low (30%)	Significant (50%)	Very High (65%)	Extremely High (80%)
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

Likelihood & Percentage of risk happening

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.

7.04 **CAMMS – An explanation of the report headings**

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: • 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). Current Risk Rating – The level of the risk at this quarter. Trend Arrow – This shows if the risk has increased (upward arrow), decreased (downward arrow) or remained the same between the initial risk rating and the current risk rating (stable arrow). Risk Status – 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.

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A CAMMS SOLUTION

Quarter 3 Council plan 2017/18 Progress Report Supportive Council

Flintshire County Council

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

Print Date: 14-Feb-2018

Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.1 Provide new social and affordable homes	Denise Naylor - Housing Programmes Support Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
SHARP has delivered 64 social and affordable homes in Connah's Quay and Flint. Construction of a further 79 is underway at Leeswood, Connah's Quay and Mold. A local lettings policy is applied when allocating tenancies for social and affordable housing which gives priority to people with a local connection.

Last Updated: 12-Feb-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.2 Welsh Housing Quality Standard (WHQS) investment plan targets achieved	Sean O'Donnell - Contract Surveyor	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
All WHQS Contracts have progressed into Year 3 (2017/18) of the 6 year Capital Programme with a smooth transition into their new Capital Districts (Areas of work). Year 3 of the Capital Programme will be the last year where the majority of internal works are completed. For the past 3 years the team have procured, organised and delivered the installation of over 3,000 kitchens and 4,000 bathrooms with only the Acceptable Fails remaining e.g. tenant refusal, no access. The Capital Works Team have allowed a 10% Acceptable Fail allowance into its delivery programme and budgets based upon previous data. This has been agreed with Welsh Government. Over the remaining years of the delivery programme, these Acceptable Fails will be completed either when the property becomes void or a tenant is able to have the works completed. The Capital Programme has now introduced new workstreams which will gradually replace the Internal workstream (Kitchens & Bathrooms). They will comprise of roofing works, window & door replacements along with Wider Community works such as car parking and communal footpaths etc. These new workstreams will have an increased impact on the communities as they begin to transform the aesthetics & environment by regenerating & revitalising the roads, complexes and estates which form part of the works. The Capital Works Programme will be completed in Year 6 (2020-2021)

Last Updated: 25-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.3 Develop solutions to the increasing frequency of unauthorised gypsy and traveller encampments	Denise Naylor - Housing Programmes Support Manager	In Progress	12-Jul-2017	31-Mar-2018	60.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
A report on the provision of a transit site was considered by the Community and Enterprise Scrutiny Committee in December 2017. The committee supported the proposals to start the process of identifying suitable locations.

Last Updated: 25-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.1 Improve standards within the private rented sector	Lynne Fensome - Support Manager Environment	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The approach of the team is threefold; firstly encouraging a pro-active registration with Rent Smart Wales and giving appropriate advice as necessary. This informal approach is preferred to the enforcement route and has been successful. If Landlords are reluctant or failing to meet the required standards and are failing to co-operate with the service then an enforcement stance will be taken. Secondly, the team investigate all reported cases of unsuitable living conditions and have taken remediation action where required. Thirdly, where enforcement action has been taken, this has been followed up to secure compliance but where persistent non-compliance exists legal action has followed.

Last Updated: 26-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.2 Deliver the Council's housing growth needs	Denise Naylor - Housing Programmes Support Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Intelligence generated through analysis of the Single Access Route To Housing (SARTH) Register ensures that the delivery of affordable housing in Flintshire is demand led and meets the affordable housing need. The Strategic Housing and Regeneration Programme (SHARP), North East Wales (NEW) Homes Ltd, developments by Registered Social Landlords as well as planning requirements for the inclusion of affordable housing within private market led schemes all contribute to meeting the shortfall of affordable housing.

Last Updated: 16-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.3 Meeting the housing needs of vulnerable groups	Suzanne Mazzone - Supporting People Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	AMBER	GREEN

ACTION PROGRESS COMMENTS:
The Holywell Extra Care facility providing 55 units was approved by Planning Committee in October 2017. There are a number of areas currently being explored on site that may lead to delay; these include drainage, boundaries and bats. The progress RAG has been set as Amber to reflect the possible delay; however, the outcome RAG is Green.

Last Updated: 16-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.1 Support Flintshire residents to better manage their financial commitments	Jen Griffiths - Benefits Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Work is on-going to identify all services who provide this support with a view to aligning this wherever possible. Current work is focussed on personal budgeting support which is provided in connection with claims for Universal Credit and support and advice provided to assist tenants to manage their finances in order to maintain their commitments to rent and council tax.

Last Updated: 19-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.2 Managing local impact of the full service under Universal Credit (UC) roll out	Jen Griffiths - Benefits Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
We have delivered a number of training and awareness sessions both within the Council to elected members, Flintshire Connects, Housing employees, Flying Start, Social Services and Human Resources as well as to a range of key stakeholders including; Registered Social Landlords, private landlords, library employees, and voluntary agencies. Impacts are monitored and we are continuing to develop a record of issues and problems associated with Universal Credit which are far ranging both in terms of scale and impact. Work is ongoing via the Operational Board and Tackling Poverty Partnership.

Last Updated: 05-Feb-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.3 Develop and deliver programmes that improve employability and help people to gain employment.	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The Communities First programme has been refocussed for 2017/18 and all activities contribute towards improving employability. These include; the provision of intensive work-focussed training and work placements, support for people starting their own business, provision of tailored support to people from deprived neighbourhoods to take advantage of large company recruitment campaigns, and jobs clubs and jobs fairs. In addition the Council runs the LIFT programme to support long-term unemployed people from workless households and the Communities 4 Work programme which provides intensive mentoring to those furthest from the labour market.

Last Updated: 16-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.4 Develop and deliver programmes to improve domestic energy efficiency to reduce Co2 emissions and fuel poverty	Shelley Webber - Project Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
Gas infill projects in Penyffordd and Wepre Court are nearing completion. A successful bid for Warm Homes funding for properties without central heating will enable the Council to do more to help vulnerable and fuel poor residents. The project plan for the scheme is under development.

Last Updated: 12-Feb-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.5 Develop a strategy to address food poverty	Jen Griffiths - Benefits Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The food poverty strategy has been drafted, it links community resilience work, the Community Benefits Strategy, and aligns closely with the Betsi Cadwaladr University Health Board (BCUHB) draft strategy. A steering group has now been established to develop and deliver an action plan in line with the objectives within the strategy

Last Updated: 19-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.6 Assist residents of Flintshire to access affordable credit	Jen Griffiths - Benefits Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The Welfare Reform Response team are working with both credit unions in Flintshire, actively promoting the products and services that are on offer. The credit unions have agreed to be part of The Tackling Poverty Partnership group.

Last Updated: 12-Feb-2018

Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.2.1.1M01 The percentage of landlords and letting agents compliant with the Rent Smart Code of Practice	No Data	76.6	65	GREEN	N/A	76.6	65	GREEN

Lead Officer: Lynne Fensome - Support Manager Environment
Reporting Officer: Lynne Fensome - Support Manager Environment
Aspirational Target:
Progress Comment: We are pro-actively encouraging landlords to register. Where there is deliberate non-compliance we are taking appropriate enforcement action either through direct action or referral to Rent Smart Wales

Last Updated: 24-Oct-2017

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.2.1.2M02 The percentage of landlords that have complied with improvement notices	No Data	60	80	AMBER	N/A	60	80	GREEN

Lead Officer: Lynne Fensome - Support Manager Environment
Reporting Officer: Jenny Prendergast - Team Manager - Health & Safety Enforcement
Aspirational Target:
Progress Comment: 16 improvement notices had completion dates for 1st April to 31st December 2017. 11 have been completed and there are 3 outstanding for non-compliance. 1 landlord has been prosecuted and 3 are under consideration for legal proceedings.

Last Updated: 26-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.2.1.3M03 The percentage of tenants protected from unsuitable living conditions	No Data	100	100	GREEN	N/A	100	100	GREEN

Lead Officer: Lynne Fensome - Support Manager Environment
Reporting Officer: Jenny Prendergast - Team Manager - Health & Safety Enforcement
Aspirational Target:
Progress Comment: Officers investigated 247 service requests in relation to complaints about living conditions. All cases were investigated and appropriate action taken.

Last Updated: 26-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.2.2.1M01 The number of new affordable homes provided through the planning system	10.5	65	12.5	GREEN	↑	81	37.5	GREEN

Lead Officer: Andrew Farrow - Chief Officer - Planning and Environment
Reporting Officer: Lynne Fensome - Support Manager Environment
Aspirational Target:
Progress Comment: 2 applications were decided during the period that required an affordable housing element. Drovers Lane Caerwys where 10 affordable houses are to be provided in a development of 67 dwellings and Halkyn Road, Holywell where 55 apartments are being delivered through a 4 storey extra care facility by Wales and West Housing Association

Last Updated: 24-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.2.3.1M01 (PAM/015) Average number of calendar days taken to deliver a DFG	248	309.6	240	RED	↓	305.77	240	RED

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Joseph Muxlow - Regeneration Programme Lead
Aspirational Target:
Progress Comment: Due to high level of demand for Disabled Facilities Grants (DFGs) the Council instigated tight budget controls to manage expenditure. This has slowed progress in delivering some less urgent DFG works.

Last Updated: 12-Feb-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.1.1M01 Number of days to process new housing benefit claims	20	15.3	20	GREEN	↑	49.85	60	GREEN

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Suzanne Jones - Team Manager - Benefits and Council Tax Reduction Assessment
Aspirational Target:
Progress Comment: Target for processing new claims has been met. This is, in part, due to the fact we no longer have long term sickness within the department and also due to the reallocation of resources.

Last Updated: 16-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.1.2M02 Number of days to process change of circumstances for housing benefit	8	7.4	8	GREEN	↑	20.91	24	GREEN

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Suzanne Jones - Team Manager - Benefits and Council Tax Reduction Assessment
Aspirational Target:
Progress Comment: Target for processing change of circumstances has been met during a time where resources were allocated to new claims as they are a higher priority.

Last Updated: 13-Dec-2017

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.1.3M03 The amount of additional income paid to Flintshire residents as a result of the work undertaken by the Council (£)	375000	352257.53	375000	AMBER	↓	1041753.53	1125000	GREEN

Lead Officer: Suzanne Mazzone - Supporting People Manager
Reporting Officer: Jen Griffiths - Benefits Manager
Aspirational Target:
Progress Comment: £267,343 additional weekly income gained through social security benefits and tax credits paid to Flintshire residents
£17,574 value of one-off payments gained i.e. backdating, grants etc.
£67,339 value of gains recorded by the Supporting People team

Last Updated: 12-Feb-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.2.1M01 (PAM/012) Percentage of households successfully prevented from becoming homeless	88.49	74.73	89	AMBER	↓	72.66	89	AMBER

Lead Officer: Suzanne Mazzone - Supporting People Manager
Reporting Officer: Suzanne Mazzone - Supporting People Manager
Aspirational Target:
Progress Comment: Progress is improved on Q2 but remains below target, although within the variance set. It is important to note that outcomes are measured at each stage of the legislative process and whilst there may be an initial negative outcome, this does not mean that the authority is no longer supporting the customer with their housing situation.

Last Updated: 16-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.2.2M02 The number of people on UC that have received personal budgeting support	No Data	111	147.5	AMBER	N/A	317	442.5	AMBER

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Dawn Barnes - Training Officer
Aspirational Target:
Progress Comment: This is a demand led service. Alternative venues for delivering support which are more accessible for customers will be provided to promote take up.

Last Updated: 12-Feb-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.2.3M03 The number of people on UC that have received digital support	No Data	701	135	GREEN	N/A	1635	510	GREEN

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Dawn Barnes - Training Officer
Aspirational Target:
Progress Comment: Assisted Digital Support is delivered by Connects and has far exceeded DWP expectations on demand. The level of support required varies considerably for each customer from basic support to more complicated application and claim management assistance..

Last Updated: 12-Feb-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.3.1M01 Number of people completing programmes commissioned by the Council which deliver job and training outcomes	80.75	179	100	GREEN	↑	398	300	GREEN

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Sharon Jones - Communities First Cluster Delivery Manager East
Aspirational Target:
Progress Comment: Three programmes are included within this out-turn figure - Communities First, Communities 4 Work and LIFT, all funded by Welsh Government. The programmes provide a mixture of: one to one mentoring, employer engagement, work-focussed training, confidence building and encouragement for enterprise.

Last Updated: 24-Oct-2017

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.4.2M02 The number of residents supported to lower their energy tariff	No Data	40	37.5	GREEN	N/A	102	112.5	GREEN

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Shelley Webber - Project Manager
Aspirational Target:
Progress Comment: Average estimated annual household savings from switching was £207. Service is demand-led so tends to fluctuate.

Last Updated: 17-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.4.4M04 The number of private sector homes receiving efficiency measures	56.75	25	35	AMBER	⬇	127	105	GREEN

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Shelley Webber - Project Manager
Aspirational Target:
Progress Comment: the majority of the efficiency measures were installations of boilers, full heating systems, and insulation through the Affordable Warmth Crisis Fund, with match funding for additional systems brought in through ECO and Nest.

Last Updated: 17-Jan-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.4.5M05 The number of people who receive a full healthy homes healthy people / affordable warmth / HHSRS home visit and tailored service	No Data	0	125	RED	N/A	85	375	GREEN

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Shelley Webber - Project Manager
Aspirational Target:
Progress Comment: Due to the delay in securing the Warm Homes Fund funding agreement figures will be reflected in Q4. The number will rise as the Council will have the opportunity to include other data from Healthy Homes Healthy People and area-based project advice visits. The end of year target will be achieved.

Last Updated: 12-Feb-2018

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP1.3.4.6M06 The number of Council homes receiving energy efficiency measures	162.5	15	75	RED	↓	50	225	AMBER

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Shelley Webber - Project Manager
Aspirational Target:
Progress Comment: Some heating installations which have not yet been invoiced have not been able to be included in Quarter 3 and will be part of Quarter 4 outcomes. Additionally, there will be an increase in activity in Quarter 4, which will be reflected in year end figures.

Last Updated: 12-Feb-2018

RISKS

Strategic Risk

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	Suzanne Mazzone - Supporting People Manager		Amber	Amber	⟷	Open

Potential Effect: Homelessness remains an area of risk. The lack of suitable, settled accommodation for those on welfare benefits has caused delays in being able to achieve positive outcomes for customers.
Management Controls: The Council has been awarded in year funding to assist with additional measures to develop Landlord incentives within the private rented sector. We have also been awarded funding to develop a night shelter during the winter months.
Progress Comment: Homelessness remains a risk as a result of a number of factors. The introduction of welfare reforms and Universal Credit has created additional barriers to being able to successfully discharge duties to customers. The number of people presenting to the authority for help has increased during each quarter. Vacant posts in the team have been filled and new staff have been fully trained within their roles. This should see more outcomes achieved. Additional funding has been granted to develop Landlord incentives within the private rented sector and also to consider a Housing First pilot.

Last Updated: 12-Feb-2018

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	Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager	Denise Naylor - Housing Programmes Support Manager	Red	Amber	↓	Open

Potential Effect: i) Increase in homelessness
ii) Increased pressure on the Housing Options Team
iii) Increase in people sleeping rough
Management Controls: An Affordable Housing Officer is in post to monitor and manage Section 106 and Social Housing Grant programmes. There are robust programme management arrangements for the Strategic Housing and Regeneration Programme (SHARP)
Progress Comment: The Strategic Housing and Regeneration Programme (SHARP) has identified potential sites for the development of affordable and council housing which will see circa of 500 houses being built by 2021 . The developments align to the demand for council and affordable housing in local communities. The programme is on target to complete 123 properties by the end of this financial year. The allocation of affordable and council housing is in accordance with local lettings policies which prioritises people with a local connection.

Last Updated: 12-Feb-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Department for Works and Pension's Welfare Reform Programme, including Universal Credit full service implementation which would place increasing demand on the Council for affordable and social housing	Jenni Griffith - Flintshire Connects Manager	Denise Naylor - Housing Programmes Support Manager, Suzanne Mazzone - Supporting People Manager	Amber	Amber	⟷	Open

Potential Effect: Increased homelessness
Management Controls: Developing innovative housing schemes that will aim to provide housing at a cost that under 35's can meet. The Common Housing Register recognises affordability as a housing need and gives priority to those who are suffering financial hardship in terms of housing costs due to the impacts of welfare reforms
Progress Comment: A shared house pilot property has now had full planning approval and work is underway to identify potential tenants. Though there have been changes in the government plans to introduce shared room rate for under 35s it is still important to go ahead with this pilot as if successful it would enable partners to alleviate multiple housing needs in one property. Demand for social housing remains high and the current waiting time for a one bedroom property is approx. 50 weeks. Other models of innovative housing for the under 35's are also being explored.

Last Updated: 12-Feb-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Reduction of land supply for council housing construction	Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager	Denise Naylor - Housing Programmes Support Manager	Amber	Amber	⟷	Open

Potential Effect: i) Reduction in number of units delivered
Management Controls: On-going work to maximise the use of Council land and other publically owned land. Privately owned sites are reviewed for their potential use and purchase.
Progress Comment: Potential land for development of housing through the Strategic Housing and Regeneration Programme (SHARP) has been identified which, if viable, could reach the target of 500 new social and affordable houses by 2021. The council is also working with other public partners including Welsh Government, the Betsi Cadwaladr University Health Board and North Wales Police on potential development opportunities to increase the supply of affordable and council housing.

Last Updated: 24-Jan-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Capital borrowing limits for council housing	Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager	Denise Naylor - Housing Programmes Support Manager	Amber	Amber	⟷	Open

Potential Effect: A reduction in the construction and delivery of Council houses
Management Controls: i) Seek unallocated borrowing approvals by Welsh Government
ii) seek underspent borrowing approval held by other councils
iii) seek increase in borrowing cap with the UK Government through the Growth Deal
Progress Comment: Discussions are in progress between the Council and Welsh Government to secure additional borrowing approval. Welsh Government has unallocated borrowing head room. An announcement is scheduled to be made by Welsh Government in Spring 2018.

Last Updated: 12-Feb-2018

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 may not be met due to competing demands on resources	Niall Waller - Enterprise and Regeneration Manager		Amber	Amber	↑	Open

Potential Effect: There will be a reputational risk to the Council if adaptations fail to meet the expectations of customers. This in increased because of the national ranking of performance by Welsh Government.
Management Controls: i) Monitoring and management of adaptation cases.
ii) Ongoing process review.
iii) Continually seek ways to further increase cost-efficiency
iv) Increase in budget allocation to meet demand
Progress Comment: The performance on DFG timescales has been an area of challenge over time. There are projects underway to improve performance including rolling out use of the new adaptations procurement framework and further process improvements.

Last Updated: 12-Feb-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Availability of sufficient funding to resource key priorities	Niall Waller - Enterprise and Regeneration Manager	Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager	Amber	Red	↑	Open

Potential Effect: Customers will wait longer to receive adaptation work in their homes
Management Controls: Monthly monitoring of adaptations budgets and consideration of the business case for an increased budget allocation.
Progress Comment: All budgets are monitored monthly to ensure there is sufficient availability for funding key priorities. However, as demography and expectations change with reduced resources the Council is continually reviewing opportunities to meet requirements.

Last Updated: 13-Feb-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Universal Credit Full Service roll out - negative impact upon Council services	Jen Griffiths - Benefits Manager	Dawn Barnes - Training Officer	Amber	Amber	↔	Open

Potential Effect: Potential increased in rent arrears and decrease of Council Tax collection.
Potential increased risk of homelessness and need for accommodation.
Increased demand in existing support services
Management Controls: Welfare Reform is undoubtedly impacting services and this is being monitored via the UC Operational Board. Rent Arrears have increased and there is work on-going to identify the reason for this, i.e. is it due to delays in payments or tenants not paying their rent out of their UC money. We are focusing on early identification and intervention and have increased communication across the teams and portfolios to support this work.
Council Tax Collection is under pressure, we are unable to directly link this to UC or welfare reform, however, welfare reform will undoubtedly contribute to this. We are currently reviewing the claims process for Council Tax Reduction Scheme to make the process easier and quicker. We have not seen a direct link between presentations for homelessness at this stage, however, this remains a risk and we will continue to provide early intervention to prevent this and monitor the situation closely.
In addition, Flintshire's Universal Credit Operational Board is established to bring together all FCC support services that may be impacted to co-ordinate a response and review current practices to maximise support by reducing duplication.
Progress Comment: The impact of Welfare Reform on Flintshire households is increasing the demand for advice and support to levels above that which current resource can handle within a reasonable timeframe. The potential increase in rent arrears and decrease in Council Tax collection, potential increase in homelessness and corresponding increase in demand for accommodation continue to be monitored closely to understand and manage the impact as much as possible.

Last Updated: 26-Jan-2018

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	Jen Griffiths - Benefits Manager	Suzanne Mazzone - Supporting People Manager	Amber	Amber	↔	Open

Potential Effect: The impact of Welfare Reform on Flintshire households increasing the demand for advice and support to levels beyond what resource can handle in a timely manner.
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 far as possible.
Progress Comment: Demand continues to increase for advice and support services within the county. The development of the Welfare Response Team has assisted with the implementation of Universal Credit, but referral numbers continue to rise. Referrals to wider support services are increasing, with a particular emphasis on those residents experiencing debt issues. Managers across Customer Services, Neighbourhood Housing and Revenues and Benefits are continuing to work together to develop early intervention strategies.

Last Updated: 12-Feb-2018

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 or council tax	Jen Griffiths - Benefits Manager	Sheila Martin - Income Team Leader	Amber	Red	↑	Open

Potential Effect: With the introduction of universal credit and reduction in benefits being paid it is anticipated that tenants will struggle to maintain their payments increasing the level of debts owed to the Council for Rent and Council Tax.
Management Controls: Reviews of procedures are being carried out to try and mitigate the impact however a full estimate of impact cannot yet be confirmed.
Progress Comment: Colleagues from Housing Benefit, Income Team, Neighbourhood Housing and Housing Solutions are currently working together to identify early intervention tools for those tenants that fall into arrears with their rent. Options are being explored to ensure that homelessness is prevented and rent collection is maximised.

Last Updated: 12-Feb-2018

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	Jen Griffiths - Benefits Manager	Suzanne Mazzone - Supporting People Manager	Amber	Amber	⟷	Open

Potential Effect: Local economy will suffer as people can only just afford to spend on essential items
Management Controls: The council is continuing to support residents to access advice and support to enable them to better manage their financial situation.
Progress Comment: The new Welfare Reform Response Team is working alongside colleagues in Housing and Job Centre Plus to alleviate financial pressures caused as a result of the introduction of Universal Credit. Welfare Rights and Supporting People teams continue to explore areas of income maximisation for residents of the county.

Last Updated: 12-Feb-2018

Quarter 3 Council Plan 2017/18 Progress Report Ambitious Council

Flintshire County Council

Print Date: 14-Feb-2018

Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.1 The Regional Economic Growth Deal will be submitted to UK and Welsh Governments this year and will set out the main priorities for economic development across North Wales	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The Council is playing a major role in the development of the Growth Deal for North Wales. The Economic Ambition Board has established working groups to develop each element of the bid including; skills and employment, infrastructure and housing, business growth and transport improvements. Outline business cases for all projects are currently being prepared for submission to both Governments in April 2018.

Last Updated: 12-Feb-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.2 Guide the development of the Deeside Enterprise Zone (DEZ) and Northern Gateway mixed use development site, ensuring developments maximise economic and social value for the County and that they deliver the commitments made in the Regional Economic Growth Deal.	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The Council is represented on the Deeside Enterprise Zone Board and provides a supporting function to the Board as required and to businesses in the Enterprise Zone. The Council provides a responsive support service to potential investors both in the Enterprise Zone and outside. The Council is actively working with the two landowners for the Northern Gateway site to encourage development to come forward and to steer development towards those investments which offer the greatest value to the economy of Flintshire. Welsh Government have recently announced investment of £20m in the development of the North Wales Advanced Manufacturing Institute which will be located on two campuses in Deeside.

Last Updated: 11-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.3 Develop a long term strategic approach to Council's economic estate/land	Neal Cockerton - Chief Officer - Organisational Change 2	In Progress	01-Apr-2017	31-Mar-2018	59.00%	AMBER	AMBER

ACTION PROGRESS COMMENTS:
Work stream relates to the need to undertake a strategic review of our industrial and commercial estate. We need to ensure it is fit for purpose, provides key economic drivers, supports the aspirations of the council, supports local business, and is something that the Council still wishes to become involved in i.e. is it core business? Work has been commissioned to undertake a review and the report is anticipated before the end of the financial year.

Last Updated: 18-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.4 Expand the scale and quality of apprenticeships both regionally and locally.	Denise Naylor - Housing Programmes Support Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The Housing Programmes Team and Business Development Team have worked together to create a film which encourages people to consider an apprenticeship in a STEM (Science, Technology, Engineering, Maths) field. This will be distributed widely within the county to reach as many people as possible. The Housing Programmes Team is exploring ways to reach local businesses and encourage the recruitment of apprentices across the region.

Last Updated: 18-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.5 Develop a new approach to supporting town centre vitality and regeneration that maximises their role as shop windows for the County.	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2017	31-Mar-2018	40.00%	AMBER	AMBER

ACTION PROGRESS COMMENTS:
Initial scoping work is underway to look at options for the town centres in Flintshire including learning from other areas. Funding is currently being sought for development work and projects.

Last Updated: 11-Jan-2018

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.6 Ensure that the development of regional and local transport strategy initiatives maximises the potential for economic benefits and improve access to employment and tourism destinations.	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2017	31-Mar-2018	75.00%	GREEN	GREEN

ACTION PROGRESS COMMENTS:
The Council developed the Deeside Plan early in 2017 which sets out ambitions for a transport infrastructure that will maximise the potential for economic growth. The Council, in partnership with Welsh Government, is assessing the viability of different options to improve the infrastructure for cars, rail passengers and cyclists. Welsh Government have recently announced investment in the transport infrastructure in Deeside to improve public transport infrastructure and to develop a new strategic route to link the A494 to the A55.

Last Updated: 12-Feb-2018

RISKS

Strategic Risk

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
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	Amber	Amber	⟷	Open

Potential Effect: Infrastructure is essential to facilitating economic growth in Flintshire. If infrastructure is not improved then investment opportunities will be jeopardised and new jobs will not be created. Overloaded infrastructure will also increase the likelihood of business investment being lost to better serviced areas.
Management Controls: i) The Council will play a leading role in regional structures promoting economic growth.
ii) The Council will set out a clear plan for local infrastructure to meet regional and local needs.
Progress Comment: As highlighted in the action and tasks section of the report, the North Wales Growth Deal will include a package of strategic infrastructure investment projects. At the local level the Deeside Plan sets out a strategy for transport investment to maximise the benefit of economic growth. Welsh Government has already announced major investment in strategic road infrastructure and in public transport to help deliver this strategy.

Last Updated: 11-Jan-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Support for businesses in Flintshire doesn't meet their needs and fails to encourage investment	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager	Amber	Amber	⟷	Open

Potential Effect: Businesses feed back that they highly value the service provided by the Council to help them to navigate wider support and overcome barriers to growth. Business networking activity delivered by the Council also assist businesses to work and trade together. Reduction of this support may make the County less successful as a location for business.
Management Controls: i) The Council will continue to engage businesses and help them to access support.
ii) The Council will provide opportunities for businesses to network and support one another.
Progress Comment: The business development service in Flintshire remains responsive to business needs. The Council works closely alongside Welsh Government and other agencies to provide a co-ordinated service.

Last Updated: 18-Jan-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The stability of local and sub-regional economies	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager	Amber	Amber	⟷	Open

Potential Effect: Instability in the local and regional economies would lead to reduced business investment and significant job losses.
Management Controls: Maintain an intelligence base on potential risks and mitigation measures.
Progress Comment: The Council continues to monitor changes and trends in the UK and regional economies that may have an impact on Flintshire's economy. The main area of uncertainty, Brexit, remains difficult to predict and quantify whilst the negotiated settlement with the European Union remains unknown.

Last Updated: 15-Jan-2018

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The region having a sufficient voice at Welsh Government and UK Government levels to protect its interests	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager	Amber	Yellow	↓	Open

Potential Effect: Decisions are taken on national and regional economic issues, infrastructure investment or other programmes which do not meet the needs of the Flintshire economy.
Management Controls: Play a major role in the North Wales Economic Ambition Board, Mersey Dee Alliance and the Rail Task Force.
Progress Comment: The Council has a lead role in developing the role and functions of the North Wales Economic Ambition Board and is closely involved in the work of the Mersey Dee Alliance. The Council also represents the region on the Rail Task Force and supports the All Party Parliamentary Group on transport. The Council is closely involved in the development of the outline projects for the regional Growth Deal and both the Leader of the Council and Chief Executive play a leading role in the development of the new Joint Committee for North Wales.

Last Updated: 18-Jan-2018

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 14th March 2018
Report Subject	Forward Work Programme
Cabinet Member	Not applicable
Report Author	Community & Enterprise Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

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

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

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

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME
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	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: 1. Will the review contribute to the Council's priorities and/or objectives? 2. Is it an area of major change or risk? 3. Are there issues of concern in performance? 4. Is there new Government guidance of legislation? 5. Is it prompted by the work carried out by Regulators/Internal Audit?

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Publication of this report constitutes consultation.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Current Forward Work Programme

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. **Contact Officer:** Ceri Shotton Overview & Scrutiny Facilitator **Telephone:** 01352 702305 **E-mail:** ceri.shotton@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	**Improvement Plan:** 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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COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME Appendix 1

CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
Wednesday 16th May 2018 10.00 am	**New Homes Board**	To receive an update on the work of the New Homes Board	Assurance/Monitoring	Housing Strategy Manager	
	Targeted Regeneration Investment Programme	To consider the Targeted Regeneration Investment Programme	Consultation	Service Manager – Enterprise and Regeneration	
	WHQS Environmental Programme	To be consulted on the proposed WHQS Environmental Programme	Consultation	Council Housing Service Manager	
Wednesday 27th June 2018 10.00 am					

Items to be scheduled to a date

- Work to address economic inactivity and support entrepreneurship
- Update on private sector housing renewal strategy
- Food poverty – as suggested during the 20th September meeting
- Update report on stairwell at Castle Heights Flint – as suggested during the 20th September meeting
- Smart Metres – as suggested during the 16th October meeting.

REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual	**Performance Reporting**	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Community and Enterprise)
Six monthly	**Welfare Reform Update – including Universal Credit**	To update Members on the impact of Welfare Reform and the cost to the Council.	Chief Officer (Community and Enterprise)
Six monthly	**Update on North East Wales Homes & Property Management**	To update Members on the work of the North East Wales Homes & Property Management	Chief Officer (Community and Enterprise)