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To: Cllr Ian Dunbar (Chairman)

Councillors: Sian Braun, Helen Brown, David Cox, Jean Davies, Ron Davies, Rosetta Dolphin, Mared Eastwood, Ray Hughes, Dennis Hutchinson, Brian Lloyd, Ted Palmer, Paul Shotton and David Wisinger

12 September 2019

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, 18th September, 2019 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

Please note that there will be a briefing, which is for the members of the Committee only, commencing at 9.30 a.m. before the public session commences at 10.00 a.m.

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 3 - 8)

Purpose: To confirm as a correct record the minutes of the meeting held on 26 June 2019.

4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 9 - 18)

Report of Community and Education Overview & Scrutiny Facilitator

Purpose: To consider the Forward Work Programme of the Community & Enterprise Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

5 **DISABLED FACILITIES GRANT POLICY** (Pages 19 - 34)

Report of Chief Officer (Housing and Assets) - Cabinet Member for Housing

Purpose: To consider the revised Policy for Disabled Facilities Grant.

6 **MODULAR BUILDING** (Pages 35 - 44)

Report of Chief Officer (Housing and Assets) - Cabinet Member for Housing

Purpose: To receive a report on the concept and options available in using modular homes to increase the supply of Council Properties.

7 **YEAR-END COUNCIL PLAN MONITORING REPORT 2018/19** (Pages 45 - 78)

Report of Chief Officer (Housing and Assets), Chief Officer (Planning, Environment and Economy) - Cabinet Member for Economic Development, Cabinet Member for Corporate Management and Assets, 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 2018/19

Yours sincerely



Robert Robins
Democratic Services Manager

COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE **26 JUNE 2019**

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 Wednesday, 26 June 2019

PRESENT: Councillor Ian Dunbar (Chairman)

Councillors: Helen Brown, David Cox, Jean Davies, Ron Davies, Rosetta Dolphin, Mared Eastwood, Ray Hughes, Brian Lloyd, Mike Reece, Paul Shotton and David Wisinger

SUBSTITUTE: Councillor: Paul Johnson (for Ted Palmer)

ALSO PRESENT: Councillor Patrick Heesom attended as an observer

CONTRIBUTORS: Councillor Derek Butler, Cabinet Member for Economic Development; Councillor Dave Hughes, Cabinet Member for Housing; Chief Officer (Housing and Assets); Benefits Manager; Revenues Manager; Connects Manager; and Team Leader (Income)

Welfare Reform Managers - for minute number 6

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

1. APPOINTMENT OF CHAIR

The Facilitator said that it had been confirmed at the Annual Meeting of the County Council that the Chair of the Committee should come from the Labour Group. Members were advised that the Group had appointed Councillor Dunbar to this role.

(From this point, Councillor Dunbar chaired the remainder of the meeting)

2. APPOINTMENT OF VICE-CHAIR

Councillor Wisinger's nomination for Councillor Ray Hughes as Vice-Chair was seconded by Councillor Ron Davies. No further nominations were received. On being put to the vote, this was carried.

RESOLVED:

That Ray Hughes be appointed Vice-Chair of the Committee.

3. DECLARATIONS OF INTEREST

None.

4. MINUTES

The minutes of the meeting held on 1 May 2019 were submitted.

Minute 73: North East Wales (NEW) Homes Business Plan - Councillor Reece said that during discussion on the Strategic Housing and Regeneration Programme (SHARP), he had enquired about the former Canton depot site. The Chief Officer advised that a scheme was currently still viable subject to the ongoing discussions with Natural Resources Wales.

Subject to the change, Councillor Wisinger moved approval of the minutes which were agreed by the Committee.

RESOLVED:

That subject to the amendment, the minutes be approved as a correct record and signed by the Chairman.

5. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Facilitator presented the current Forward Work Programme, together with an update on actions arising from previous meetings, all of which were now completed.

The recommendations were moved by Councillor Wisinger and seconded by Councillor Jean Davies.

RESOLVED:

- (a) That the Forward Work Programme be noted;
- (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; and
- (c) That the Committee notes the progress made in completing the outstanding actions.

6. WELFARE REFORM UPDATE

The Benefits Manager introduced Sian Humphreys and Dawn Barnes who led the Welfare Response team. They gave a presentation on the work of their team to support households affected by the reforms, which covered the following:

- Background
- Current impacts of Welfare Reforms
- Highest proportion of residents impacted by the 'Bedroom Tax'
- Universal Credit (UC) caseload
- Households affected by the Benefit Cap
- Welfare Reform Team Support
- Discretionary Housing Payments (DHP)

- April 2019 - What Changed
- Proactive engagement
- Case study

The analysis showed that Bedroom Tax remained the greatest impact on residents in Flintshire, affecting 677 households as at March 2019. A total of 979 DHP applications had been awarded in 2018/19, with Bedroom Tax cited as the main reason. The team's holistic approach was to explore all options to support individuals including early intervention which helped to mitigate the impact on other services, for example preventing homelessness. The decision by the Department of Work & Pensions (DWP) meant that Universal Support was now being delivered by the Citizens Advice Bureau through the 'Help to Claim' process.

Councillor Shotton reiterated his concerns about the Help to Claim process which excluded much-needed personal budgeting support. The Benefits Manager spoke about the importance of that support being continued by the team, albeit without funding from DWP. Although outcomes from the Help to Claim process were not yet determined at this stage, there were concerns that the support was only provided until the date when customers received their first full UC payment.

In highlighting the importance of raising awareness of the work of the team, Councillor Dolphin suggested that Members could help or the team could engage directly with residents in local community events. The Benefits Manager said that the team planned to attend two forthcoming local festivals and she welcomed requests for them to attend similar events. On the Help to Claim model, access to data was an issue however the team would continue to monitor progress. On the Bedroom Tax, she agreed to provide an update on the number of people waiting to downsize to smaller accommodation, including the 58 people reported in October 2017. Although DHP was a short-term solution, that support continued if there was no other option available.

Councillor Brown suggested that a leaflet on initiatives such as the Council Tax Reduction Scheme (CTRS) could accompany Council Tax bills and Rent Statements, and distributed at summer playschemes. The Benefits Manager said that the reduction in CTRS claims had been a concern and that eligible claimants were being tracked and monitored to help with re-submission of claims. Promotion of the CTRS was being progressed through an internal working group who would welcome ideas from Members.

Councillor Brown also referred to the number of safeguarding tenancies receiving support from the team and suggested that the former Welfare Reform Board be re-established. She asked if members of the team were available to attend the forthcoming Hawarden Carnival.

In response to Councillor Dolphin's comments about the importance of publicising discount/exemption schemes, the Revenues Manager said that the teams were trained to identify eligible individuals and signpost to those schemes, for example the recent campaign to raise awareness of the Council Tax exemption scheme for individuals diagnosed as 'severely mentally impaired'. On the latter, links with the Health Board would help to promote a better understanding of that scheme with GPs.

In response to Councillor Brown's suggestion, the Revenues Manager would consider inserting a briefing note in the quarterly rent statement despatch. The Chief Officer said that details of such schemes could be promoted with the local press and through the 'My Account' initiative on which Members were urged to encourage residents to sign up.

Councillor Cox said that the Council's achievements on regeneration should be collated within a booklet for wider distribution to highlight the progress made in Flintshire.

Councillor Johnson suggested using internal resources to raise awareness of the contact number of the Welfare Response team, e.g. Council vans and Council funded buses. The Chief Officer said that Housing fleet vehicles had been used for a similar purpose and that this approach would be explored further.

During the meeting, a number of Members commended the work of the team to mitigate the negative effects of Welfare Reform including proactive engagement with individuals who may be at risk. The Chairman thanked the officers for their presentation and responses to questions.

The recommendation was moved by Councillor Shotton and seconded by Councillor Johnson.

RESOLVED:

That the Committee supports the report and the ongoing work to manage the impacts that Welfare Reform has and will continue to have upon Flintshire's most vulnerable households.

7. HOUSING RENT INCOME

The Chief Officer (Housing & Assets) introduced the quarterly update on rent collection including the latest position for the current financial year, following the last update report in February 2019.

The Revenues Manager advised that rent arrears were £1.88m at year end 2018/19 which was a reduction of £0.26m since February. This reflected a position where rent arrears were starting to stabilise and demonstrated the impact of early intervention by the team to engage with tenants experiencing difficulties. A breakdown of rent arrears bandings which was circulated showed the majority of cases owed lower amounts of arrears. Analysis of the figures indicated that Welfare Reform was a key factor for tenants falling into arrears and most of the households in receipt of Universal Credit were being fast-tracked onto managed payments to avoid escalation. The increased migration from Housing Benefit to Universal Credit inevitably created cashflow problems as managed payments were paid to the Council in arrears by the Department of Work & Pensions (DWP). Due to the timing of those payments, it was more likely that rent arrears were around £1.69m which was broadly the same position as the year before.

The Chief Officer said that whilst rent arrears were stabilising, the impact of cashflow and delayed payments would inevitably influence the final figure.

Councillor Dave Hughes shared his disappointment about the outcome of a recent court case involving the recovery of unpaid rent over a lengthy period.

On the banded arrears, Councillor Brown said that the information was not too concerning as some of the lower levels involved monthly direct debit payments which were not technically in arrears. She supported the additional resources to manage increased caseloads and on risk management, she suggested that a tenant loyalty incentive scheme could be explored further to reduce rent arrears and protect the Council's housing investment. The Chief Officer said that this was under consideration. On resources, he provided a brief update on senior management vacancies and the restructuring of the team. In response to a further question, the Revenues Manager agreed to provide information on the total loss of rent income from the 30 evictions for non-payment of rent during 2018/19.

In praising the efforts of the team, Councillor Shotton welcomed the introduction of housing software which would help to monitor payment patterns and identify potential risk cases.

Councillor Dolphin referred to managed payments in arrears and suggested that new tenants could be asked to pay at least half the amount owing as an initial contribution. It was noted that some landlords refused managed payments and that households needed to prioritise other bills.

Councillor Lloyd asked about the average rent paid by the Council's tenants in comparison with others, and whether the banded rent arrear information applied to new or existing tenants. The Revenues Manager said that it was a combination of both and that the Housing Intervention Team mainly focussed on low level arrears through early engagement with tenants.

The recommendations were moved by Councillor Shotton and seconded by Councillor Dolphin.

RESOLVED:

- (a) That the Committee notes the £1.87m year-end position for rent arrears in 2018-19 which shows collection of rent is starting to stabilise; and
- (b) That the Committee endorses the ongoing measures being taken to improve rent collection during 2019-20.

8. HOMELESSNESS UPDATE ON LOCAL ACTION PLAN

The Chief Officer presented an update on progress with the Council's action plan to support the regional Homelessness Strategy.

He provided an overview of the activities under the three themes which reflected local priorities. On the 'People' theme, good progress had been made in extending the

range of support available to young people. Attention was drawn to the 'Streetlink' app which enabled members of the public to report people rough sleeping to instigate support from the local outreach worker. On the 'Homes' theme, the work of the Housing Solutions Team involved increasing access to private rented accommodation. On 'Services', the success of the Preventing Evictions pilot would be rolled out across other teams.

Councillor Brown spoke about the difficulty in increasing access to private rented sector accommodation. During discussion, she referred to a complex case involving an individual who was rough sleeping. The Chief Officer said that the service had already engaged extensively with the individual on numerous occasions to offer support. On capacity in the Night Shelter, the Team Leader explained that provision would be increased following a successful pilot. On private rented accommodation, she spoke about plans to engage with private landlords in an attempt to overcome barriers.

Councillor Dave Hughes said that recent bad weather had affected availability in the Night Shelter and he welcomed plans to extend capacity.

On private rented accommodation, Councillor Shotton spoke about availability within a disused public house. His comments about a modular accommodation scheme in South Wales were acknowledged by the Chief Officer who said that a report on the implications of a similar scheme in Flintshire would be considered by Cabinet.

The recommendation was moved by Councillor Reece and seconded by Councillor Ron Davies.

RESOLVED:

That the Committee supports the updates provided against the Local Action Plan for Homelessness.

9. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

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

(The meeting started at 10am and ended at 11.45am)

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Chairman



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 18 th September, 2019
Report Subject	Forward Work Programme and Action Tracking
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.

The report also shows actions arising from previous meetings of the Community & Enterprise Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.
3	That the Committee notes the progress made in completing the outstanding actions.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none">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?
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

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

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

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

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Community & Enterprise OSC.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2. 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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CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
<p>Wednesday 6th November 2019 10.00 a.m.</p> <p>½ hour training session to be held at 9.30 a.m. prior to the start of the meeting</p> <p>page 13</p>	<p>WHQS Capital Programme – Delivery Review Update</p> <p>Growth Deal</p> <p>Update on Housing Rent Income</p> <p>Private Sector Homes Improvement Loans</p>	<p>To provide an update on progress of the Welsh Housing Quality Standards (WHQS), that the Council is delivering through its Capital Investment Programme</p> <p>To provide an update on the North Wales Growth Deal</p> <p>To provide an update on current Rent Arrears</p> <p>To provide an update on the programme and the loan products following a relaunch.</p>	<p>Assurance/Monitoring</p> <p>Information Sharing</p> <p>Assurance/Monitoring</p> <p>Information Sharing</p>	<p>Chief Officer (Housing and Assets)</p> <p>Chief Executive</p> <p>Revenues Manager</p> <p>Service Manager – Enterprise and Regeneration</p>	
<p>Wednesday 18th December 2019 10.00 a.m.</p>	<p>Welfare Reform Update – Universal Credit Roll Out</p> <p>NEW Homes Board</p>	<p>To provide an update on the impact of Welfare Reform on Flintshire residents</p> <p>To receive an update on the work of the NEW Homes Board.</p>	<p>Assurance Monitoring</p> <p>Assurance Monitoring</p>	<p>Benefits Manager</p> <p>Housing Strategy Manager</p>	

	Domestic Energy Programmes	To provide an update on the Domestic Energy Programmes	Assurance Monitoring	Service Manager – Enterprise and Regeneration	
	Tourism Update	To provide information on Tourism across the County.	Information Sharing	Service Manager – Enterprise and Regeneration	
Wednesday 22nd January 2020 10.00 a.m. Page 14	Housing Revenue Account (HRA) Budget 2020/21	To consider the proposed Housing Revenue Account (HRA) Business Plan and Budget for 2012/21	Consultation	Chief Officer (Housing & Assets)	
	Town Centre Regeneration	To provide an update on the approach previously agreed to regenerate Town Centres in the County.	Assurance Monitoring	Service Manager – Enterprise and Regeneration	
	Flintshire in Business	To provide information on the Flintshire Business Week 2019.	Information Sharing	Service Manager – Enterprise and Regeneration	
Wednesday 11th March 2020 10.00 a.m.	Quarter 3 Council Plan 2019/20 Monitoring Report	To enable Members to fulfil their role in relation to performance monitoring	Assurance Monitoring	Overview & Scrutiny Facilitator	
	Update on Housing Rent Income	To provide an update on current Rent Arrears	Assurance Monitoring	Revenues Manager	

	Employability Programmes	To provide information on the Employability Programmes available.	Information Sharing	Service Manager – Enterprise and Regeneration	
Wednesday 29th April 2020 10.00 a.m.					
Wednesday 17th June 2020 10.00 a.m.	Year-end Council Plan 2019/20 Monitoring Report	To enable Members to fulfil their role in relation to performance monitoring	Assurance Monitoring	Overview & Scrutiny Facilitator	
	Update on Housing Rent Income	To provide an update on current Rent Arrears	Assurance Monitoring	Revenues Manager	

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 (Housing and Assets) Chief Officer (Planning, Environment and Economy)
Six monthly	Welfare Reform Update – including Universal Credit	To update Members on the impact of Welfare Reform and the cost to the Council.	Benefits Manager
Six monthly	Update on North East Wales Homes & Property Management	To update Members on the work of the North East Wales Homes & Property Management	Service Manager – Housing Programmes
Annually – September	WHQS Capital Programme – Delivery review update	To provide an update on progress of the Welsh Housing Quality Standards (WHQS), that the Council is delivering through its Capital Investment Programme. Report to include information around the use of local labour and number of apprentices and school leavers.	Chief Officer (Housing and Assets)
Quarterly	Update on Housing Rent Income	To provide an update on rent collection and current arrear levels	Revenues Manager

ACTION TRACKING FOR THE COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
26.06.2019	3. Minutes	Cllr Mike Reece asked that his question on the former Canton depot site, raised during discussion on the North East Wales (NEW) Homes Business Plan, be included in the minutes.	Sharon Thomas	Minutes amended and sent to translation for publication.	Completed
26.06.2019	7. Welfare Reform Update	Cllr Rosetta Dolphin asked if an update on the number of people waiting to downsize to smaller accommodation, including the 58 people reported in October 2017 could be provided. Jen Griffiths agreed to provide this information following the meeting.	Jen Griffiths	Information e-mailed to Members of the Committee on 08.07.2019.	Completed
26.06.2019	8. Housing Rent Income	Cllr Helen Brown asked what the total rent arrears were for the 30 evictions. Dave Barnes agreed to provide this information to the Committee following the meeting.	Dave Barnes	Information e-mailed to Members of the Committee on 08.07.2019.	Completed
26.06.2019	8. Housing Rent Income	Cllr Brian Lloyd asked how many of the tenants in arrears were on introductory tenancies. Dave Barnes agreed to provide this information to the Committee following the meeting.	Dave Barnes	Information e-mailed to Members of the Committee on 06.09.2019	Completed

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COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 18 th September 2019
Report Subject	Disabled Facilities Grant Policy
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing & Assets)
Type of Report	Strategic

EXECUTIVE SUMMARY

Housing Grants, Construction and Regeneration Act 1996 places a mandatory duty on Local Authorities to provide disabled facilities grants. The grant is available for adapting or providing facilities for a disabled person in a dwelling.

As part of the Internal Audit review of the Disabled Facilities Grant service in June 2018, it was identified that the current policy required a review in order to make the process and detail clearer and easier to understand.

RECOMMENDATIONS

1.	That the committee consider and support the revised policy.
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REPORT DETAILS

1.00	BACKGROUND
1.01	<p>A Disabled Facility Grant (DFG) is a mandatory grant to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence.</p> <p>The administration of DFG is carried out within the Housing and Asset portfolio following a referral from an Occupational Therapist once the appropriate considerations have determined that the best option for the individual is to have an adaptation to the property they live in.</p>
1.02	<p>DFG is available to owner occupiers and private tenants, for Local Authority tenants and for tenants in social housing, there are separate arrangements in place with their housing provider.</p>
1.03	<p>The maximum amount of grant available in Wales is £36,000 per allocation.</p>
1.04	<p>Where the application is for a child, or the applicant is in receipt of certain qualifying benefits, there is no means test and the cost of the adaptation up to the maximum grant will generally be awarded.</p>
1.05	<p>For other applications the amount of the grant will vary from zero to the maximum grant depending on the cost of the approved works and the financial circumstances of the applicant.</p> <p>A means test will be carried out to establish, based on the financial circumstances of the applicant, whether the applicant will be required to make a financial contribution to the adaptation costs.</p>
1.06	<p>As part of the 2016/17 internal audit scheduled programme and audit of the DFG service was undertaken with the following brief:</p> <ul style="list-style-type: none"> • Compliance with relevant policies, procedures and regulations; • Administration of the DFG scheme; • Third party service level agreements and protocols; and • Performance monitoring
1.07	<p>Since then work has been ongoing to address and implement the recommendations contained within the report and to review service delivery in order to make improvements.</p>
1.08	<p>The report identified that the current policy required reviewing in order to make the process and detail clearer and easier to understand.</p> <p>This work has been completed and a draft of the revised policy and appendices are attached for Scrutiny members' observation and comments.</p>
1.09	<p>A significant amount of work has also been carried out to ensure that our customers, and the professionals who support them, have all the relevant information at the earliest opportunity.</p>

2.00	RESOURCE IMPLICATIONS
2.01	None as a direct result of this report.
3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Review and initial consultation with an Officer Working Group undertaken to review and revise the previous policy.
4.00	RISK MANAGEMENT
4.01	None as a direct result of this report.
5.00	APPENDICES
5.01	Appendix 1 – Draft Policy.
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Jen Griffiths Job Title: Benefits Manager Telephone: 01352 702929 E-mail: jen.griffiths@flintshire.gov.uk
7.00	GLOSSARY OF TERMS
7.01	Disabled Facilities Grant (DFG) – A statutory grant of up to £36,000 to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence.

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PRIVATE SECTOR HOUSING

DISABLED FACILITIES GRANTS

POLICY

2019 – 2021

Introduction

Housing Grants, Construction and Regeneration Act 1996 places a mandatory duty on local authorities to provide disabled facilities grants. The grant is for adapting or providing facilities for a disabled person in a dwelling. Discretionary assistance for adaptations in addition to, or instead of, a mandatory disabled facilities grant may be awarded in exceptional circumstances.

For the purpose of the grant a person is considered disabled if one of the following applies:

- Sight, hearing, or speech is substantially impaired
- Having a mental disorder, or impairment of any kind
- Are substantially physically disabled by illness, injury, impairment present since birth, or otherwise
- Are registered (or could be registered) disabled with the Social Services Department

Purposes of the grant

Prior to a disabled facilities grant being approved, Flintshire Council needs to be satisfied that the works are necessary and appropriate to meet the needs of the disabled occupant, and that it is reasonable and practicable to carry out the works having regard to the age or the condition of the building. To establish this the Regeneration Team will assess the application in consultation with the Occupation Therapy Team.

The property is inspected to check that the proposed works are technically feasible, that there are no other reasonable alternative solutions and that there are no other health and safety issues.

A decision will be taken in consultation with the applicant as to whether to proceed to a Disabled Facilities Grant, or a Disability Relocation Grant, or to explore alternative housing solutions.

In order for a disabled facilities grant to be made available one or more of the following reasons must be established:

- Help a disabled occupant with access to and from their premises (such as widening doors, or installing ramps)
- To allow access to internal rooms, specifically a main living room, bathroom, bedroom or kitchen facilities. (such as by providing a stair lift)
- To have easier access and movement around the home to enable the disabled person to care for someone dependent on them, who also lives there (such as a child, husband, wife or partner)
- To make the building safe for the disabled occupant or other people living with the disabled occupant

- Improving any heating system in the dwelling to meet the specific specialist needs of the disabled occupant, or, if there is no existing heating system or it is unsuitable, providing a suitable system
- To allow access to and from a garden by a disabled occupant or making a garden safe for a disabled occupant

The relevant works are limited to, or include, such works as is believed to be necessary to achieve that purposes stated above.

The Regulatory Reform (Housing Assistance) Order 2002 provides flexibility for Council's to provide assistance in the a way which best suits local circumstances.

Resource implications

Generally, the Council will resource the Policy through a combination of the following: -

- Capital allocations received from the Council's Capital Programme.
- Specific complementary funding made available by Welsh Government from the Enable support for independent living fund.
- Support to delivery smaller adaptations through the Care and Repair charity, utilising their resources to provide a whole house approach to care and support.

Review and revision

This Policy shall remain in force until April 1st 2021. The Policy will be reviewed and revised accordingly in-line with Welsh Governments current review of the impact of the grants and the Enable budget.

The Council will advise members of the public of any amendments to this Policy, for example due to minor legislative changes, via press releases and our website as appropriate.

Equality and diversity

This Policy produces significant positive outcomes for vulnerable groups and those with disabilities. It reduces inequalities experienced by those groups in respect of health, housing and income.

We aim to continuously improve the quality of our services for our residents and are committed to giving an equal service to all members of the public regardless of age, disability, race, religion or belief, gender or sexual orientation.

Appeals and applications for assistance falling outside the Policy

Although this Policy will be the primary consideration in determining applications for assistance, all such applications shall be dealt with on an individual basis, based on the

merits of each particular case. The Council will not refuse to consider an application that falls outside this Policy.

It is recognised that there will always be exceptional circumstances. Exceptional cases will be considered for Welsh government provided Enable funds by the Regeneration Lead or Service Manager.

Alternative Assistance

Flintshire County Council works in partnership with Care and Repair North East Wales, which is a Community Benefit Society with charitable status that provides advice and support on adaptations and delivers minor adaptations to properties.

Care and Repair can carry out a provisional test of resources if requested, to see if an applicant is eligible for a grant or provide alternative solutions if the applicant is not eligible. They can assist with completing application forms and obtaining evidence required for the means test.

Care and Repair have a wholly owned subsidiary company called for You Property Services Ltd which provides property repairs, maintenance and adaptations service if required.

Care and Repair call 01352 758700 or 03001113333

www.careandrepairnew.co.uk or email enquiries@careandrepairnew.co.uk

Care and Repair North East Wales, Place for You, Rowleys Drive, Shotton, Flintshire, CH5 1PY

Conditions of assistance

General conditions

All forms of assistance referred to in this Policy document are subject to a number of general conditions.

We write to each person being provided with assistance, confirmation of the terms and conditions.

The following list is not exhaustive.

- All applications for assistance must be made on the Council's official application forms.
- All applicants will be required to have their property registered with HM Land Registry.
- The payment or part payment of grants is conditional on the eligible works being carried out to the satisfaction of the Council and the receipt of an acceptable invoice for the works and any ancillary or professional fees.

Unless stated otherwise, any additional funding utilising an equity based loan or grant will be secured as a legal charge against the property where breach of a condition would require repayment of all or part of the financial assistance. This charge will not be removed until either the conditions expire or until the financial assistance is repaid.

No grant assistance will be awarded for works that have commenced prior to the date of formal notification of grant or loan approval.

- Where it is ascertained that an application for assistance has been determined on the basis of inaccurate or incomplete information, we can withhold or demand repayment of monies from the applicant.
- If an applicant knowingly makes a false statement, in respect of any information they provide as part of an application for financial assistance or payment, including details of income and savings, we may refer the matter to the Police with a view to prosecution.
- In exceptional cases, where the property must be vacated in order for works to be carried out, the Council may be able to assist in finding temporary accommodation. Applicants must be unable to arrange temporary accommodation privately e.g. with family or friends and will be liable for the cost of any rent, removals or furniture storage costs incurred. However, if the applicant would suffer undue hardship, the Council may be able to provide discretionary assistance.

Exceptions to repayment conditions

It is recognised that there will be certain situations where it would be inappropriate or unreasonable for a disabled person to be required to repay the grant on disposal of their dwelling. A written request for a repayment waiver must be made to the Council, explaining the circumstances of the case and the reasons why repayment of grant would cause undue hardship. The particulars of each individual case will be considered on their own merits and the applicant will be notified of the outcome in writing.

Where a property is vested in another individual's name under a will or intestacy, the death of the owner will trigger repayment, unless the property was the inheriting person's main residence at the time of application. In this case the condition to repay the loan or grant assistance and occupy the property will transfer to the new owner.

Revisions after grant approval

Where, owing to circumstances beyond the control of the applicant, the eligible works cannot be completed for the estimated costs submitted with the application, we will continue with the work without considering any additional charge to the client.

- **Appendix one** – Disabled facilities Grant process
- **Appendix two** - Eligibility limitations
- **Appendix three** - Adaptation qualifications

General Process

Making an enquiry

We will provide clients with the appropriate information pack. The pack includes information on the eligibility criteria and any conditions of assistance, together with an application form and a letter explaining the application procedure.

Application forms and information leaflets setting out a summary of the types of assistance available, including details on eligibility criteria, levels of assistance and any conditions that apply. This information is also available on www.flintshire.gov.uk under Housing grants.

Making an application

If a disabled person wishes to apply for a Disabled Facilities Grant. They should contact the Single Point of Access team, the Social Services Duty Team, Social Services on 01352 702642. The duty team advise whether or not an applicant meets the criteria for assessment by an Occupational Therapist.

Applicants are then asked to provide financial information to help calculate whether they are eligible for a grant. Disabled Facilities Grants are subject to a 'means test' unless the application relates to a child.

A Building Surveyor will work with the Occupational Therapist and discuss the recommendations and may inspect the property to ensure that this work can be reasonably and practicably carried out.

Payments

Applicants who have requested to use their own contractors may have a release of a payment made to start the work. Where works undertaken are of a satisfactory standard and are supported by an acceptable invoice, interim payments can be made, subject to conditions. Grant payments will be made, directly to the main contractors.

Upon notification of completion of the works, we undertake a full inspection of the works. We will only release final payment when all works have been completed satisfactorily and all relevant invoices, guarantees and certificates have been received and conditions met.

In cases of dispute between the applicant and the contractor over the satisfactory completion of grant works, we reserve the right to adjudicate and release payment to the contractor if deemed appropriate, however the contractual arrangement for quality and warranties is between the client and the contractor.

Financial Assistance

In terms of assessing potential contributory funding to the property adaptations, eligible applicants will be means tested using one or more of the following income related or disability benefits: -

- Income Support
- Housing Benefit
- Council Tax Benefit (excluding single persons discount)
- Disabled Persons Tax Credit
- Income Based Job Seekers Allowance
- Working Families Tax Credit
- Attendance Allowance
- Disability Living Allowance
- Industrial Injuries Disablement Pension
- Child Tax Credit
- Working Tax Credit
- Pension Credit
- Universal Credit
- Personal Independence Payment

Additional funding may be available based on the equity within an applicant's homes.

The Council facilitates the lending of money to home owners in exchange for a share in the value of the property. There are no regular repayments or interest added to the loan. The Council recovers its money either when the property is next sold or transferred to a new owner or after a set period of time. Example: If the property value is £100,000 and the cost of the grant work is £46,000, then a charge of £10,000 is required. £10,000 of the sale proceeds will be repaid to the Council.

Summary of support programmes

Minor adaptations

Minor adaptations are classed as those which cost less than £1,000 and these are dealt with directly by Care and Repair North East Wales

Disabled Facilities Grant (DFG)

If the adaptation is likely to cost up to the current maximum of £36,000, then a DFG may be considered subject to the following criteria:

Eligibility Criteria	Conditions	Amount
<ul style="list-style-type: none"> • Referral by Occupational Therapist confirming that works are necessary and appropriate • Adaptation is the most satisfactory course of action subject to a reasonable and practicable assessment • Available across all tenures (Separate arrangements apply for Registered Social Landlord tenants) • Work costs in excess of £1,000 • Amount of Disabled Facilities Grant depends on the income and savings of the disabled person and his or her partner, even if the disabled person is not the applicant for the grant (such as when an application is made by a landlord with a disabled tenant). • If the income and savings are below the test limits 	<ul style="list-style-type: none"> • As set out in the Housing, Grants Construction and Regeneration Act 1996 • The grant will only be paid when the Council are satisfied that the work is being completed to their satisfaction and in accordance with the grant approval • Repayment of a grant above £5,000 to a maximum repayment amount of £10,000 will be required if the applicant chooses to move within 10 years of the completion date. The potential repayment amount will be placed as a local financial charge against the property. • Subject to a means test (except for children) 	<ul style="list-style-type: none"> • Maximum of £36,000 • If the Council is managing the adaptation construction works on behalf of the client then any unforeseen costs that cause the cost of the work to exceed the grant maximum of £36,000 will be met by the Council. This will not apply where the client is managing the works themselves or where the extra costs arise from additional items requested by the client which did not form part of the original grant agreement with the Council.

<p>there will be no need for a contribution.</p> <ul style="list-style-type: none"> • If the income and savings are more than the test limits, then a contribution will be required towards the cost of the works. • There is no requirement for a means test for all Children’s Disabled Facilities Grants (under the age of 19). 		
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Disabled Facilities Relocation Grant

If the adaptation is not practical, or cost effective, then a Disability Relocation Grant or the exploration of alternative housing solutions will be considered but cannot be guaranteed.

In order to qualify for a discretionary Disability Relocation Grant for up to £20,000, the Council must be satisfied that the new property can be more easily and cost effectively adapted to meet the long term need of the disabled occupant.

Eligibility Criteria	Conditions	Amount
<ul style="list-style-type: none"> • Referral by Occupational Therapist confirming that works are necessary and appropriate • Property is unsuitable for adaptation, or it is more cost effective to move rather than adapt • Available to owner occupiers and private rented tenants (not registered social landlord tenants or Council tenants) 	<ul style="list-style-type: none"> • Repayment of grant will be required if applicant chooses to move within 10 years of the completion date, up to a maximum repayment of £10,000 	<ul style="list-style-type: none"> • Maximum of £20,000 available to help bridge the affordability gap between the value of the applicants existing home and the purchase price of the new property. • Subject to means testing • Maximum of £2,000 available for removal expenses, subject to means testing. • The grant is discretionary and the availability is dependent upon the detail of each individual case.

Discretionary Top Up Assistance

If the initial estimate of the works goes above the mandatory limit, then a Scheme Review is carried out, to see whether the need can be met at lower cost, or whether a Relocation Grant is more appropriate.

However, if it is not possible to reduce the cost of the scheme, or practicable for the householder to move, Discretionary Top-Up Assistance may be considered.

In order to be considered for this type of assistance, the applicant must undergo a full test of financial resources.

This process also includes assistance for adaptations which exceed £36,000 in respect of children.

An Assessment Panel comprising of senior officers from Social Services and Housing Renewal will determine whether a Top-Up can be issued.

For owner occupiers that receive a Top-Up Loan this will be registered as a financial charge against their property, repayable on sale, or transfer to another person, or after a 25 year period. (This will require the consent of the mortgage lender if applicable.)

Disabled Facilities Discretionary Top up Grant

If the work is likely to cost in excess of the current maximum then a discretionary top up grant or an equity based top up loan maybe offered, or there may be a need for the applicant to provide contributory funding.

Eligibility Criteria	Conditions	Amount
<ul style="list-style-type: none"> • Applicant eligible for a Disabled Facilities Grant which requires a top up. • Applicant has an owners interest 	<ul style="list-style-type: none"> • The grant will only be paid when the Council are satisfied that the work is being completed to their satisfaction and in accordance with the grant approval 	<ul style="list-style-type: none"> • Maximum grant of £3,000 subject to eligibility testing and loan assessment

Disabled Facilities Discretionary Top up Loan

This loan will be considered in very exceptional circumstances where the required expenditure to provide a disabled adaptation is above the statutory limit (currently £36,000). **It will only be provided to owner occupiers and the loan amount will be registered as a financial charge against the property at the Land Registry.**

Eligibility Criteria	Conditions	Amount
<ul style="list-style-type: none"> • Applicant eligible for a Disabled Facilities Grant which requires a top up. • Applicant has an owners interest • Applicant must have sufficient equity within their property to cover the loan amount and have 20% free equity remaining 	<ul style="list-style-type: none"> • Property must be occupied by the applicant or a family member as their main residence until the loan is released • If the property has a mortgage the loan requires the mortgage lenders consent 	<ul style="list-style-type: none"> • Maximum loan of £20,000 subject to eligibility testing and loan assessment • The Council’s loan administrator holds a share of the property value, proportional to the cost of the works, as a percentage of the property’s unimproved value • Loan is repaid on sale or transfer unless to a person who occupied the property at the time of application or after a 25 year period. • Voluntary early repayment may be made at any time.

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COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 18 th September 2019
Report Subject	Modular Building
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing & Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides an update on the progress made to date on the use of Modern Methods of Construction (MMC) in Flintshire. The report details recent developments in the sector and identifies the benefits of the different technologies and arrangements which the use of MMC offers.

The report also details the current position in Flintshire and the use of MMC at Garden City on a 12 apartment scheme through the Welsh Government's Innovative Housing Programme (IHP).

The report also identifies initiatives being developed by partner organisations who are utilising MMC on their respective housing schemes and achieving broader social and employment initiatives.

Finally, the report details future opportunities for Flintshire to work in collaboration with partner agencies to deliver future MMC schemes.

RECOMMENDATIONS

1.	Scrutiny is asked to support our approach in exploring and testing out Modern Methods of Construction and Modular Building to complement existing house building programmes.
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REPORT DETAILS

1.00	BACKGROUND
1.01	In his 2016 report about the construction industry, <i>Modernise or Die</i> , Mark Farmer identified a skills crisis in mainstream construction, likely to result in a decrease of 20-25% in the workforce over the next decade. It is well documented that the construction workforce is ageing, and the rate of new entrants is lagging behind those leaving. This is likely to be exacerbated by Brexit, as one in eight UK construction workers are foreign, rising to around one in four in London. In addition, the weakening pound has increased the cost of imported materials, with some 20% of bricks and brickmaking components imported, mostly from the European Union.
1.02	A combination of acute housing demand and market failures in terms of cost, quantity and quality, are forcing the industry to look at Modern Methods of Construction (MMC) as a solution. This has culminated in both the respective UK and Welsh Governments recognising that MMC has the potential to speed up delivery, improve productivity and modernise the sector.
1.03	The Independent Review of Affordable Housing Supply in Wales, led by Lynn Pamment, published its final report in May 2019, with 48 recommendations to increase the supply of affordable housing in Wales. The report recognised the important role that MMC can play in increasing the pace and scale of construction in Wales and in particular, the role it can play in achieving the Welsh Government's ambition on carbon reduction.
1.04	The market for MMC is still at the early stage of its development, particularly in Wales, and alongside their key recommendations, the Panel made further detailed recommendations to develop an assurance framework to support its development. These are set out in item 1.05 below.
1.05	<p>The Panel's key recommendations:-</p> <ul style="list-style-type: none"> • Welsh Government should continue to support the trialling of Modern Methods of Construction (MMC) to help establish which methods can contribute to the objective of increasing the scale and pace of affordable housing with the existing resources available. • Welsh Government should develop a strategy to map out how Wales could further use off-site manufacturing (OSM) and MMC to deliver near zero carbon homes along with an appropriate timetable for achieving this.
1.06	The Minister has now accepted these recommendations and Welsh Government has prepared a consultation document " <i>Re-imagining social house building in Wales, An Off-Site Manufacturing Strategy for Wales</i> ". This strategy is aimed at social and affordable housing providers in Wales and sets out expectations relating to the Off-Site Manufacture (OSM) of homes, in order to provide clarity for leaders of Housing Associations, Local Government and private businesses. It aims to encourage organisations to relook at the building of new social housing, and consider complimenting traditional

	construction methods, with new technologies and approaches to home building
1.07	Modern Methods of Construction (MMC)
1.08	Appendix 1 summarises the growing number of emerging MMC technologies and building solutions. The reason for such faith being placed on MMC can be attributed to three key elements reflecting the three principles driving change in the construction sector: Digitisation, Manufacturing and Performance.
1.09	The utilisation of pre-manufacturing technologies brings construction into the modern age by transferring production to the factory. With greater quality control and more efficient use of materials and labour, employing manufacturing techniques will boost productivity, enabling faster scheme delivery with less risk of programme disruption on site. With scale, costs can be reduced through greater efficiency in a safer, controlled environment for workers.
1.10	Digitisation may be deployed both in the production process to achieve precision assembly, and also provided through Building Information Modelling (BIM) and successor models, a dynamic database which is capable of tracking the unit through design, specification, procurement, construction/assembly, quality control and finishing, handover, letting/selling, residential occupation and management, depreciation and replacement and recycling and renewal. Digitisation has the potential to transform stakeholder confidence in the product including that of investors, manufacturers, builders, surveyors, lenders, insurers, managers, and, of course, consumers.
1.11	Performance will be much more closely monitored and scrutinised through digitisation and manufacturing. Moreover, for industry, MMC provides constructors and developers with wider options. By having a different profile and properties, MMC supplements existing capabilities. This introduces a new dynamic into a traditionally rigid operating environment, particularly around labour and resource factors, planning and engineering constraints, and sustainability and environmental performance.
1.12	Barriers to change
1.13	Given the stated advantages, MMC can become much more prominent in the sector. However, there are obstacles to overcome before MMC becomes mainstream.
1.14	Supply chain
1.15	The supply chains for many MMC technologies have yet to develop to a point at which it can meet the ambitions for the sector. Demand fluctuations, unstable investment and construction cycles, and a fragmented housing market procurement model is obviously not a good fit with factory production.

1.16	Skills
1.17	The skills issue in the construction sector can also impact on the development of offsite construction. Assuming that there are no skills or labour supply problems at the factory end, there will still be the requirement for sub-structure, superstructure and finishing trades on site, as well as issues around utilities. Moreover, as MMC strategies are tied into digitisation, IT literacy amongst construction workers will be a concern. Given the recent pattern of concentration and fragmentation in the sector, high levels of investment in training and education will be required, not least with regard to growing SMEs and new entrants into the evolving market.
1.18	Cost and data
1.19	From a cost, value and performance perspective, modern offsite construction is relatively untested and is still in an evolutionary phase. The data on cost of construction, value and performance using offsite is not robust yet, and as techniques evolve, cost information and performance changes, and previous data becomes obsolete. This makes it hard for the industry to estimate costs, assess benefits and plan appropriately. This is an issue for investors, lenders, valuers and insurance/warranty providers naturally concerned about product durability, value and ongoing maintenance cost. In recent years key players such as Barclays and HSBC have now entered the market.
1.20	Susceptibility to Fire
1.21	Concerns have also been raised around potential fire issues in relation to MMC. However, timber frame construction meets the fire resistance qualities required to achieve Building Regulations part B.
1.22	Changing work profile and inflexibility
1.23	As the objective is for up to 70% of cost to be incurred offsite in factories and at the design phase, the points at which labour is most intensively used throughout a project differs from traditional build, with the cost curve far more front-loaded. This cost profile demands a 'right first time' ethos from initiation. This also means less flexibility to change elements of the projects later on. That is to say, as a large portion of labour and other cost is generated early, there is greater project risk earlier, which is exacerbated by uncertainty around land and planning, and development period funding.
1.24	Industry familiarity
1.25	Lack of familiarity with different offsite construction techniques can lead to risk averse decisions against its use. This is reinforced by the subcontracting model and informal networks.
1.26	Consumer perception
1.27	There is still consumer resistance, with an abiding image of post-war emergency housing rather than 21st Century technology delivering better quality, safer, and far more cost-effective and highly energy efficient homes at the same or, with upscaling, at a lower cost.

1.28	Standardisation and scalability
1.29	Standardisation of different technologies is also critical to reducing complexity and achieving deliverable solutions to meet a variety of property and tenure types.
1.30	Welsh Government Housing Innovation Programme (IHP)
1.31	In order to address some of these issues and also stimulate the uptake of MMC and other innovative methods of construction, the Cabinet Secretary for Communities and Children announced the Innovative Housing Programme (IHP). This followed the publication of the Farmer Report into the construction industry which indicated that the construction sector must ' <i>Modernise or Die</i> ' and the 'More: Better' report into modern methods of construction. The latter was commissioned by Welsh Government.
1.32	Aims and Objectives of the IHP
1.33	<p>The scheme seeks to support innovation in a broad context covering construction techniques, delivery pathways and housing types across all tenures. Refurbishment of existing residential dwellings is not eligible. The main aims of the IHP are to:</p> <ul style="list-style-type: none"> • Increase the supply of affordable housing as part of the 20,000 additional affordable homes target, set by Welsh Government. • Do this in a way that aligns with the design and delivery of affordable housing with the seven goals of the Wellbeing of Future Generations Act (WFGA); • Address cost and value in new homes, and develop housing that meets specific current and future housing needs; • Provide support for those willing to innovate through the use of alternative approaches; • Demonstrate benefits associated with alternative approaches, with a view to encouraging wider uptake; • Harness opportunities to deliver jobs, skills training, and develop local industry; • Publicly disseminate key findings and maximise learning; • Help to tackle poverty by providing homes which are more energy efficient and cheaper to run; • Support wider regeneration and economic development.
1.34	The IHP has a target of 1,000 affordable homes as part of the Welsh Government's 20,000 affordable homes target and has been approved for three years, with a budget over this period of £90 million. The Programme was launched in 2017/18. Twenty demonstrator affordable housing projects from housing associations and local authority projects were funded in 2017-18 – Year 1, with a total grant commitment of £19 million.
1.35	Land at St Andrews Church, Garden City
1.36	The Minister for Housing announced on October 16th that Flintshire had been successful with its submission for the development of 12 apartments with the

	flexibility to meet changing needs in social housing including apartment's size, wheelchair accessibility and supported living on land at St Andrews Church, Garden City. Appendix 2 provides plans for the proposed scheme.
1.37	The scheme is being delivered through the Strategic Housing And Regeneration Programme (SHARP) and marks a new way of developing affordable homes for the Council. Work commenced in June 2019 and will be completed by March 2020. This will bring the total number of properties completed or approved by Cabinet, and delivered by SHARP, to 305. The properties will be managed within the Council's Housing Revenue Account (HRA) and will be sufficiently flexible to house a range of local people as well as enabling the Council to explore different delivery models.
1.38	Monitoring and Evaluation
1.39	Meeting the research aims set out in the technical specification is integral to the success of the IHP. The scheme will be required to participate in the monitoring and evaluation exercise as a condition of grant. Welsh Government intends to build an evidence base of what works and what doesn't, to inform future policy and investment decisions.
1.40	Future Opportunities for MMC
1.41	A number of housing association partners zoned in Flintshire are developing new social and affordable housing units in Flintshire which utilise MMC technologies.
1.42	Former Buckley Medical Centre
1.43	Grŵp Cynefin has specified Welsh timber for a scheme of 24 apartments now under construction in Buckley town centre. Residents will also benefit from a significant reduction in energy costs, thanks to a specification to optimise energy-efficiency.
1.44	Built on the site of the former Buckley Medical Centre, the two-storey timber-framed building will comprise 14 two- and ten one-bedroom apartments. Being developed in partnership with Flintshire County Council, one section of its roof will comprise photo-voltaic (PV) panels, helping minimise running costs for the all-electric properties. The timber is from Sitka spruce tree sourced from forests around a sawmill in Newbridge, near Llandrindod Wells, mid-Wales. The frames are manufactured in Bala and have been delivered in small batches for assembly on site.
1.45	Modular House Factory, Cartrefi Conwy
1.46	Cartrefi Conwy has opened a new 'modular house' factory to produce low-energy homes with running costs of just £200 a year. The facility, on Holyhead's Penrhos Industrial Estate, has made the timber frame for a new bungalow in less than three days and already has orders for more than 40 houses. The venture is believed to be the first of its kind by a social enterprise in Wales and has created four new jobs, with more in the pipeline as the operation grows. One of the benefits is that the houses can be erected within 10 days once on site.

1.47	<p>They already have contracts to provide homes for Anglesey County Council, Cartrefi Conwy and Conwy County Borough Council and there is “considerable interest” from other local authorities and housing associations across North Wales and the North West. Creating Enterprise, based at the Cartrefi Conwy Business Park, in Mochdre, near Colwyn Bay, was established in 2015. The social enterprise, the first of its kind in Wales, also runs an Employment Academy to provide opportunities, training and qualifications for unemployed local people, including Cartrefi Conwy tenants.</p> <p>They have now partnered with Norfolk-based Beattie Passive, the UK’s leading manufacturer of advanced passivhaus homes, low-energy buildings, which can save residents up to 90% in annual energy costs.</p>
1.48	Berwyn Prison
1.49	<p>Flintshire has recently begun early dialogue around the principle of working with HMP Berwyn and a private sponsor to build timber frame buildings or pods for either existing projects or for the planned refurbishment of the Riverside Traveller site in Queensferry. The project could support affordable housing being built by the men at Berwyn so giving them realistic prospects of future employment and an emotional link to the programme as ultimately this could be their accommodation going forward.</p>
1.50	<p>Working with Berwyn on the Riverside development may also break down any perceived barriers between the gypsy and traveller community, the settled community and men serving custodial sentence. This will embrace the principles around the Future Generations Act and the priorities for our Local Authority.</p>

2.00	RESOURCE IMPLICATIONS
2.01	No resource implications associated with this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	No consultation undertaken / required as part of this report.

4.00	RISK MANAGEMENT
4.01	No risk required with this report.

5.00	APPENDICES
5.01	Appendix 1 - Summary of Modern Methods of Construction.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>None.</p> <p>Contact Office: Melville Evans Job Title: Housing Programmes Manager Telephone: 01352701436 E-mail: Melville.evans@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>Modern Methods of Construction - is a collective term used to describe a number of construction methods. The methods being introduced into UK house building differ significantly from so-called conventional construction methods such as brick and block.</p>
7.02	<p>Building Information Modeling (BIM) - is an intelligent 3D model-based process that gives architecture, engineering, and construction (AEC) professionals the insight and tools to more efficiently plan, design, construct, and manage buildings and infrastructure.</p>

BUILDING INFORMATION MODELLING

Developers have been utilising digital BIM applications across our construction projects for many years, to design out defects, test build programmes and model lifetime energy performance. There are great efficiencies to be had from implementing BIM technology at the design stage.

BENEFITS

- Collaborative quality control and assurance
- Detailed performance data mapped from the outset, gauging how each installed component contributes to energy performance, enabling further improvements to be made
- Designs can be changed and approved in real time with both customers and residents
- Reductions in temporary works costs such as scaffolding, infrastructure and waste

STRUCTURAL INSULATED PANEL SYSTEM (SIPS)

A high-performance building system typically used for residential and light commercial construction. Panels consist of an insulating foam core sandwiched between two structural facings, typically oriented strand board (OSB). SIPs are manufactured under factory controlled conditions and can be fabricated to fit nearly any building design. SIPs can greatly reduce the energy consumption homes. The off-site manufactured SIPs system supported the pre-cast concrete floors on each level, significantly reducing heat loss and improving air tightness throughout the development.

BENEFITS

- Build speed is improved compared to 'traditional' methods, with a simpler planning process
- Reduced site labour and supervision requirements
- Panels are airtight, eliminating draughts and reducing heat loss, which can greatly reduce fuel costs
- Factory-build panel systems ensure accuracy and high degree of quality control

PASSIVHAUS

The Passivhaus standard focuses on a 'fabric first' approach, with design and chosen building materials maximizing energy-efficiency and thermal performance, without the need for bolt-on features such as solar panels. Through excellent air-tightness and mechanical heat recovery, the need for internal heating systems can all but be removed from the home. The Council's Development partner, Wates delivered the first social housing scheme in the UK to be built to this standard, in partnership with Orbit Group. In this instance, a timber frame solution, brickwork, render and thermawood for maximum heat retention.

BENEFITS

- Passivhaus standards greatly reduce the level of energy needed in the home, minimizing carbon emissions
- The ongoing running of Passivhaus homes is highly affordable with far cheaper energy bills, as there is no requirement for radiators or heating systems. The build costs to achieve this standard are obviously greater, but are quickly offset over time
- User comfort- internal temperatures are comfortable all year round and the silent, mechanical ventilation ensures good air quality

TIMBER PANEL FRAMES

Manufactured in a highly controlled environment, timber frame panel systems are made from treated softwood timber, over which a structural sheet material (known as sheathing) is fixed. A vapour-permeable but waterproof membrane is fixed to the outside. Systems are available

BENEFITS

- Engineered to the highest level of accuracy and quality
- Significantly simplifies on-site construction

in open (with no insulation material) or closed (fully insulated) format to suit individual projects. The outer skin of the homes will be typically stone, brick, render or timber to suit local vernacular and planning requirements.

- Promotes greater efficiency and supply chain integration
- Brings predictability and greater control to the construction process
- Meets and often exceeds all current building regulations
- Performs well in terms of fire and flood resistance
- Improves construction health and safety
- Has fewer defects and high customer satisfaction is by far the most environmentally friendly way to build

OFF-SITE MANUFACTURE

Off-site manufactured housing production is currently a key area of focus across the UK residential sector. OSM has been widely used across the commercial construction sectors for many years, with hotels, offices and student accommodation commonly being delivered through this method. Production can be scaled to meet demand and building to a range of standard house types ensured consistent, high-quality results.

BENEFITS

- The controlled factory environment allows for a much faster build without delays due to bad weather. On site, a fully constructed OSM home is achievable in under 48 hours.
- Fewer defects due to the factory-controlled production process
- Reduced on-site labour and supervisory requirement
- Very little on-site waste
- Efficient to build and is highly airtight, reducing energy bills for residents

VOLUMETRIC CONSTRUCTION

Another highly flexible OSM solution, volumetric units are completely constructed in a factory environment and can be delivered to site with electrics, plumbing, kitchens and bathrooms all pre-installed, also including internal decoration as required. Delivered to site and installed on pre-payment foundations, the system can be scaled to multiple storeys and tailored for single 'pod' apartments up to four-to-five bed houses.

BENEFITS

- Minimal on-site construction and installation required, with units being installed quickly and efficiently
- Consistent quality standards, with specialist trades being undertaken in factory conditions
- Design standards can be scaled to high levels of air tightness and thermal performance, including mechanical ventilation and other sustainable technologies
- Low annual energy bills and running costs for residents



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 18 th September 2019
Report Subject	Year-end Council Plan 2018/19 Monitoring Report
Cabinet Member	Cabinet Member for Housing; Cabinet Member for Economic Development; and Cabinet Member for Corporate Management and Assets
Report Author	Chief Officer (Housing and Assets); and Chief Officer (Planning, Environment and Economy)
Type of Report	Operational

EXECUTIVE SUMMARY

The Council Plan 2018/19 was adopted by the Council in June 2018. This report presents a summary of the monitoring of progress for the Year-end position of 2018/19 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 Council's Annual Performance Reports.

RECOMMENDATIONS

1	That the Committee consider the Year-end Council Plan 2018/19 Monitoring Report to monitor under performance and request further information as appropriate.
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REPORT DETAILS

1.00	EXPLAINING THE COUNCIL PLAN 2018/19 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 2018/19 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	<p>Monitoring our Activities</p> <p>Each of the sub-priorities have high level activities which are monitored over time. 'Progress' monitors progress against scheduled activity and has been categorised as follows: -</p> <ul style="list-style-type: none"> • 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 <p>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: -</p> <ul style="list-style-type: none"> • 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	<p>Monitoring our Performance</p> <p>Analysis of performance against the Improvement Plan performance indicators is undertaken using the RAG (Red, Amber Green) status. This is defined as follows: -</p> <ul style="list-style-type: none"> • 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.
1.05	<p>The performance indicators (PI) which show a red RAG status for current performance against target, relevant to the Community & Enterprise Overview & Scrutiny Committee are: -</p> <p>Priority: Supportive Council</p> <p>The numbers of additional Council homes being built through the SHARP programme</p> <p>During 2018/19 a total of 15 council properties were completed as part of the Strategic Housing and Regeneration Programme. In the same year work commenced at sites at Llys Dewi – Penyffordd, Holywell, Maes Gwern - Mold and Dobshell. Completion at these sites will provide a further 42 new council</p>

	<p>homes. There has been a delay in the start of the development at Nant y Gro, Gronant which, when it commences will deliver a further 37 new council homes. This development forms part of the target of 99 for 18/19 however it is unlikely to start until early in 2019/20.</p> <p>Average number of calendar days taken to deliver a DFG A Disabled Facilities Grant (DFG) is a mandatory grant to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence.</p> <p>A DFG review board meets monthly to review progress towards implementing improvements to processes and controls and to the wider adaptations system in the Council. One such action is the launch of a new contractor framework for the delivery of the DFG's which has resulted in a reduction of the number of days taken to deliver DFGs.</p> <p>In 17/18 DFG work had to be suspended due to budgetary constraints and as a result outstanding works have been completed within 18/19. This has impacted on the overall performance for the service. DFG performance can be explained by splitting those older cases from 17/18 and the current year cases that have been delivered using the new framework as follows:-</p> <p>3 adaptations delivered this quarter were 17/18 legacy cases and average 393 days 4 adaptations delivered using the new framework average 230 days.</p> <p>This should provide an element of assurance that moving into the new financial year, once the legacy cases have been completed, performance will significantly improve.</p>
1.06	<p>The major (red) risk identified for the Community & Enterprise Overview & Scrutiny Committee is: -</p> <p>Priority: Supportive Council Risk: Debt levels will rise if tenants are unable to afford to pay their rent or council tax.</p> <p>Rent arrears are starting to stabilise and being brought under control, as a result of the measures introduced to tackle rent arrears through early intervention with tenants, but where necessary, also escalating cases to court quickly for those tenants who fail to engage or pay.</p> <p>To ensure the rent recovery process is more efficient to meet the challenges of the future, the investment and 'go-live' deployment of the Mobysoft Rent Sense solution in June 2019 will allow the Rent Income service to track and monitor rent arrears more quickly through systems that will offer predictive analytics, trend-analysis and risk profiling, meaning that officer time will not be wasted on cases that do not require contact.</p> <p>The unprecedented additional work generated by the launch of UC full service rollout from April 2017 continues to create a changing and challenging rent collection environment but on a positive note, the increasing reliance of managed/direct payments through the Department of Work and Pensions</p>

	(DWP) is helping to stabilise the increase in rent arrears by ensuring those in receipt of UC are able to meet their obligations to pay rent, even though as a social landlord, the Council receives managed payments in arrears. Council Tax collection rates have not been significantly impacted by the introduction of Universal Credit. In 2018/19, the Council collected 'in-year' 98.2% of Council Tax which resulted in Flintshire achieving the highest collection level of all Welsh Councils.
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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 1.05 and 1.06 above.

5.00	APPENDICES
5.01	Appendix 1 – Council Plan 2018/19 – Year-end Progress Report – Supportive Council.
5.02	Appendix 2 – Council Plan 2018/19 – Year-end Progress Report – Ambitious Council

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

7.00	GLOSSARY OF TERMS																																													
7.01	<p>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.</p>																																													
7.02	<p>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.</p>																																													
7.03	<p>Risk Likelihood and Impact Matrix</p> <table border="1" data-bbox="309 629 1396 1137"> <tr> <td rowspan="4" style="writing-mode: vertical-rl; transform: rotate(180deg);">Impact Severity</td> <td>Catastrophic</td> <td>Y</td> <td>A</td> <td>R</td> <td>R</td> <td>B</td> <td>B</td> </tr> <tr> <td>Critical</td> <td>Y</td> <td>A</td> <td>A</td> <td>R</td> <td>R</td> <td>R</td> </tr> <tr> <td>Marginal</td> <td>G</td> <td>Y</td> <td>A</td> <td>A</td> <td>A</td> <td>R</td> </tr> <tr> <td>Negligible</td> <td>G</td> <td>G</td> <td>Y</td> <td>Y</td> <td>A</td> <td>A</td> </tr> <tr> <td colspan="2"></td> <td>Unlikely (5%)</td> <td>Very Low (15%)</td> <td>Low (30%)</td> <td>Significant (50%)</td> <td>Very High (65%)</td> <td>Extremely High (80%)</td> </tr> <tr> <td colspan="8" style="text-align: center;">Likelihood & Percentage of risk happening</td> </tr> </table> <p>The new approach to risk assessment was created in response to recommendations in the Corporate Assessment report from the Wales Audit Office and Internal Audit.</p>	Impact Severity	Catastrophic	Y	A	R	R	B	B	Critical	Y	A	A	R	R	R	Marginal	G	Y	A	A	A	R	Negligible	G	G	Y	Y	A	A			Unlikely (5%)	Very Low (15%)	Low (30%)	Significant (50%)	Very High (65%)	Extremely High (80%)	Likelihood & Percentage of risk happening							
Impact Severity	Catastrophic		Y	A	R	R	B	B																																						
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Likelihood & Percentage of risk happening																																														
7.04	CAMMS – An explanation of the report headings																																													
	<p>Actions</p> <p><u>Action</u> – Each sub-priority have high level activities attached to them to help achieve the outcomes of the sub-priority.</p> <p><u>Lead Officer</u> – The person responsible for updating the data on the action.</p> <p><u>Status</u> – 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.</p> <p><u>Start date</u> – When the action started (usually the start of the financial year).</p> <p><u>End date</u> – When the action is expected to be completed.</p> <p><u>% complete</u> - 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.</p> <p><u>Progress RAG</u> – Shows if the action at this point in time is making limited progress (Red), satisfactory progress (Amber) or good progress (Green).</p> <p><u>Outcome RAG</u> – Shows the level of confidence in achieving the outcomes for each action.</p> <p>Measures (Key Performance Indicators - KPIs)</p> <p><u>Pre. Year Period Actual</u> – The period actual at the same point in the previous</p>																																													

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.



Annual Performance Progress Report

Flintshire County Council



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Print Date: 14-Jun-2019



1 Supportive Council

Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.1 Provide new social and affordable homes	Melville Evans - Senior Manager - Housing Programmes	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: Work continues to deliver the Strategic Housing and Regeneration Programme. The programme has delivered 153 new Council and affordable homes at the end of March 2019. The next phase of the programme has been approved and will deliver a further 130 new Council and affordable homes across the county at Nant y Gro (Gronant), Llys Dewi (Penyffordd, Holywell), Dobshell, Maes Gwern (Mold) and Garden City (Sealand). In addition the development at Maes Gwern will deliver 22 shared equity homes. This takes the total to 305 properties out of the target of 500 by 2021. Work continues to identify suitable land within the county for further developments and early stages of consultation are underway for two schemes at Mostyn.</p> <p>Last Updated: 24-Apr-2019</p>							

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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	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: All WHQS contracts progressed into Year 4 (2018/19) of the 6 year Capital Programme with a smooth transition into new 'external' areas of work. The Capital Programme has introduced work streams which will gradually replace the Internal work streams (kitchens and bathrooms). This will comprise of roofing works, window & door replacements along with wider community works including car parking and communal footpaths. These new work streams will have an increased impact on communities as they begin to transform the aesthetics and environment by regenerating and revitalising areas. All WHQS contracts for the 2018-2019 financial year have been completed and our current expenditure and delivery key performance indicators have also been met.</p> <p>Last Updated: 12-Apr-2019</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.3 Address the increasing frequency of unauthorised Gypsy and Traveller encampments and improve the Council's own permanent site	Melville Evans - Senior Manager - Housing Programmes	In Progress	12-Jul-2017	31-Mar-2019	75.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

- The 2018 update builds upon the findings of the 2016 Gypsy Traveller Accommodation Assessment (GTAA) which suggests an additional household pitch need of 8 pitches over the 5 years 2018-2022 (compared with 5 over a comparable period in the 2016 GTAA) and a total of 26 pitches over the 15 year plan period 2018-2032 (28 pitches in the 2016 GTAA).
- The Council has provided evidence of a total of 37 unauthorised encampments with a total of 156 caravans (an average of 4.2 caravans per encampment) in 2017 and in 2018 the figures were 30 encampments, 26 of which were on private land and 111 caravans (an average of 3.7 caravans). Transit activity continues to take place within Flintshire and the average encampment involves 4 caravans. Given the scale of unauthorised encampment activity, it would be recommended small-transit provision for up to 5 caravans is provided. An area of land in Flintshire has been identified which would be suitable for transit site provision but at this stage no consultation has taken place with key stakeholders. This land would be suitable for the provision of six pitches and would meet the unmet need of the GTAA.
- Improvements to Riverside amenity blocks have been on-going during the period under review with new kitchens and doors being fitted to five blocks. An application for Capital Site Grant funding has been made to Welsh Government (WG) to improve the aesthetics on site including installation of new fencing, removal of all rubbish and updated shower blocks. We have secured £250,000 capital site funding from the WG for the above refurbishments. It is out for tender at this time and work will be completed before the end of the financial year.

Last Updated: 15-Apr-2019



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ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.1 Improve standards within the private rented sector	Jenny Prendergast - Health and Safety Team Leader	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN



ACTION PROGRESS COMMENTS:



We have proactively undertaken work to ensure that landlords register with Rent Smart Wales and have been working with Rent Smart Wales to tackle those who are resistant to registering . This has resulted in 94.84% of landlords registered with Rent Smart Wales.

Last Updated: 11-Jun-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.2 Deliver the Council's housing growth needs	Lesley Bassett - Housing Strategy Manager	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: The Welsh Government funding programme, Social Housing Grant (SHG), continues to provide funding for our Housing Association Partners to deliver 262 units. The outcome of the programme will be the delivery of a mix of social rented properties to meet general housing needs, supported housing and intermediate purchase products. Work is being undertaken to engage with owners of empty properties to bring 70 units back into use. Planning policy requirements are being negotiated on a site by site basis and continue to deliver affordable homes and affordable ownership properties on market led residential developments.</p> <p>Last Updated: 15-Apr-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.3 Meeting the housing needs of vulnerable groups	Lesley Bassett - Housing Strategy Manager	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: To date we have rehoused 46 people from vulnerable groups into appropriate housing. We have also implemented a strategic acquisition policy which enables us to acquire units where they meet a specific need including larger families.</p> <p>Last Updated: 15-Apr-2019</p>							



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	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: Personal budgeting support is provided to Flintshire residents via the Welfare Reform response team. The team deal with referrals from the Council and from external agencies or organisations such as Citizens Advice and Job Centres. The team also provide advice and support relating to discretionary housing payments for people who are struggling to meet their rental payments. Ongoing referrals to other agencies or organisations is sometimes necessary depending on the specialist advice or support the customer may require.</p> <p>Last Updated: 09-Apr-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.2 Working collaboratively to minimise Universal Credit (UC) Risks	Jen Griffiths - Benefits Manager	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Progress has been managed and monitored during the year via various meetings which include the Tackling Poverty Partnership; Universal Credit Operational Board; and Universal Credit Social Landlord group. Where issues are based around the national model, there is a process in place to escalate, track progress and disseminate solutions or work around as and when received.



Last Updated: 09-Apr-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.2.1.3 Develop skills programmes and delivery mechanisms for North Wales Growth Deal	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

The Growth Vision for North Wales emphasises the importance of skills to meet the needs of the economy and facilitate growth. The Regional Skills Partnership (RSP) is tasked with identifying skills needs and steering learning provision. The RSP has now also been tasked with overseeing the employability work streams of the Growth Vision - the Information and Advice Gateway and the Employability Pathway. These are currently under development. The Economic Ambition Board has received confirmation of funding from UK and Welsh Governments in the region of £240m which will include skills capital projects.

Last Updated: 29-Apr-2019


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	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN


ACTION PROGRESS COMMENTS:


The Council is delivering the Warm Homes Fund programme in partnership with Warm Wales and Care and Repair. The programme will deliver energy efficient heating systems to a minimum of 300 households and energy advice to 3,000 properties. In addition, the Council is delivering a gradual programme of replacing older boilers in its own stock with more energy efficient models. The Council is currently developing the next phase of gas infill project with Wales and West Utilities to extend the gas main network to properties in Ffynngroyw. If approved this will enable householders to access more cost-efficient heating systems. The Council is also working closely with providers for the ECO (Energy Company Obligation), Nest and Arbed funding programmes. This will maximise benefit to Flintshire from these programmes and to ensure that the programmes, although managed independently, are delivered coherently in Flintshire and that support is co-ordinated for the benefit of each individual householder.


Last Updated: 12-Apr-2019


Performance Indicators


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.1M01 The numbers of additional Council homes being built through the SHARP programme	55	57	↑	99	 RED
<p>Lead Officer: Neal Cockerton - Chief Officer - Housing and Assets Reporting Officer: Denise Naylor - Housing Programmes Support Manager Progress Comment: During 2018/19 a total of 15 council properties were completed as part of the Strategic Housing and Regeneration Programme. In the same year work commenced at sites at Llys Dewi – Penyffordd, Holywell, Maes Gwern - Mold and Dobshill. Completion at these sites will provide a further 42 new council homes. There has been a delay in the start of the development at Nant y Gro, Gronant which, when it commences will deliver a further 37 new council homes. This development forms part of the target of 99 for 18/19 however it is unlikely to start until early in 2019/20.</p> <p>Last Updated: 18-Jun-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.2M02 The numbers of additional affordable homes being built through the SHARP programme	40	61	↑	61	 GREEN
<p>Lead Officer: Melville Evans - Senior Manager - Housing Programmes Reporting Officer: Denise Naylor - Housing Programmes Support Manager Progress Comment: April 2018 saw the completion of the remaining 22 units at The Walks, Flint providing a total of 12 affordable units for rent through NEW Homes built through SHARP. Work has also commenced at sites at Llys Dewi – Penyffordd, Holywell, Maes Gwern - Mold and Dobshill which will deliver a further 39 affordable homes for rent plus 22 shared equity homes. There has been a delay in the start date of the development at Nant y Gro, Gronant which is due to commence early in 2019/20 and will provide a further 4 affordable homes.</p> <p>Last Updated: 07-May-2019</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.3M03 The number of additional properties managed by NEW Homes	63	22	↓	22	 GREEN
<p>Lead Officer: Melville Evans - Senior Manager - Housing Programmes Reporting Officer: Denise Naylor - Housing Programmes Support Manager Progress Comment: NEW Homes was set up to provide housing for affordable rent to the 'squeezed middle'. The property portfolio included new build properties through the Strategic Housing and Regeneration Programme and private developers' Section 106 agreements alongside properties managed on behalf of private landlords. NEW Homes Board have agreed to remove the managed lettings offer and will no longer manage properties on behalf of private landlords. This will see an overall reduction in the number of properties managed by NEW Homes but through an ambitious development plan to be considered by the Council there will be an increase in new properties for affordable rent over the next 3 years.</p> <p>Last Updated: 07-May-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.4M04 Increasing the total number of properties managed by NEW Homes	126	120	↓	148	 AMBER
<p>Lead Officer: Melville Evans - Senior Manager - Housing Programmes Reporting Officer: Denise Naylor - Housing Programmes Support Manager Progress Comment: The total number of properties managed by NEW Homes at the end of March 2018 was 120. Moving forward this will reduce by 18 as the company will no longer offer its managed lettings service to private landlords. NEW Homes has prepared its business plan which includes ambitious plans to increase the number of owned properties through a range of options for consideration and approval by the Council.</p> <p>Last Updated: 01-Apr-2019</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.2.1.1M01 The percentage of landlords and letting agents compliant with the Rent Smart Code of Practice	80.35	94.84	↑	75	 GREEN
<p>Lead Officer: Lynne Fensome - Management and Support Manager Reporting Officer: Jenny Prendergast - Health and Safety Team Leader Progress Comment: Ongoing proactive and reactive work with landlords to ensure registration and compliance with Rent Smart Wales.</p> <p>Last Updated: 24-Apr-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.2.1.2M02 The percentage of tenants protected from unsuitable living conditions	100	100	↔	100	 GREEN
<p>Lead Officer: Andrew Farrow - Chief Officer - Planning, Environment and Economy Reporting Officer: Jenny Prendergast - Health and Safety Team Leader Progress Comment: All complaints about substandard housing conditions were investigated. 340 service requests dealt with during 2018/19.</p> <p>Last Updated: 24-Apr-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.2.2.1M01 The number of additional affordable units provided through the SHG Programme	226	N/A	N/A	226	N/A
<p>Lead Officer: Neal Cockerton - Chief Officer - Housing and Assets Reporting Officer: Denise Naylor - Housing Programmes Support Manager Progress Comment: The target of 226 additional affordable units has been set over 3 years up to 2021 and funding has been awarded. The target covers the period up to 2021 so there is no actual data for 18/19.</p> <p>Last Updated: 18-Jun-2019</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.2.2.2M02 (PAM/014) The number of new homes created as a result of bringing empty properties back into use	293	95	↓	70	 GREEN
<p>Lead Officer: Lynne Fensome - Management and Support Manager Reporting Officer: Jenny Prendergast - Health and Safety Team Leader Progress Comment: The changes to empty properties Council Tax charges, as agreed in April 2017, have encouraged owners to bring the properties back into use. This policy change has continued to contribute to bringing empty properties back into use. We have a reduction in performance compared to 2017/18, the reason for this is the understanding and interpretation of the indicator has changed. Work is ongoing to gain clarity of the indicator.</p> <p>Last Updated: 16-Apr-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.2.2.3M03 Number of affordable housing on all applicable applications for Residential development	No Data	168	N/A	N/A	N/A
<p>Lead Officer: Lynne Fensome - Management and Support Manager Reporting Officer: Daniel McVey - Planning Officer Progress Comment: Planning officers continue to assess the need for an affordable housing element on all new housing development applications and apply the relevant criteria from the Supplementary Planning Guidance Note – Local Needs and Affordable Housing</p> <p>Last Updated: 11-Jun-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.2.3.1M01 (PAM/015) Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)	305.54	299.76	↑	247	 RED


Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Joseph Muxlow - Regeneration Programme Lead
Progress Comment: A Disabled Facilities Grant (DFG) is a mandatory grant to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence. A DFG review board meets monthly to review progress towards implementing improvements to processes and controls and to the wider adaptations system in the Council. One such action is the launch of a new contractor framework for the delivery of the DFG's which has resulted in a reduction of the number of days taken to deliver DFGs. In 17/18 DFG work had to be suspended due to budgetary constraints and as a result outstanding works have been completed within 18/19. This has impacted on the overall performance for the service. DFG performance can be explained by splitting those older cases from 17/18 and the current year cases that have been delivered using the new framework as follows:
3 adaptations delivered this quarter were 17/18 legacy cases and average 393 days
4 adaptations delivered using the new framework average 230 days. This should provide an element of assurance that moving into the new financial year, once the legacy cases have been completed, performance will significantly improve.


Last Updated: 12-Apr-2019


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.1.1M01 Number of days to process new housing benefit claims	17.56	21.29	↓	20	 AMBER


Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Suzanne Jones - Team Manager - Benefits and Council Tax Reduction Assessment
Progress Comment: Following an improvement in department attendance and the completion of training for new team members towards the end of the year, the target of 20 days was achieved in Quarter 4. This should give reassurance moving into the new financial year.


Last Updated: 12-Apr-2019


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.1.2M02 Number of days to process change of circumstances for housing benefit	3.42	4.73	↓	8	 GREEN
<p>Lead Officer: Jen Griffiths - Benefits Manager Reporting Officer: Suzanne Jones - Team Manager - Benefits and Council Tax Reduction Assessment Progress Comment: Following an improvement in department attendance and the completion of training for new team members, the target has been achieved.</p> <p>Last Updated: 12-Apr-2019</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.1.3M03 The amount of additional income paid to Flintshire residents as a result of the work undertaken by the Council (£)	1,404,005.53	2,467,273.88	↑	1,500,000	 GREEN
<p>Lead Officer: Neal Cockerton - Chief Officer - Housing and Assets Reporting Officer: Jen Griffiths - Benefits Manager Progress Comment: Income gains for Flintshire residents are via a combined effort of Supporting People teams; Citizens Advice Flintshire and Macmillan funded posts in Wrexham County Borough Council.</p> <p>Last Updated: 11-Apr-2019</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.2.1M01 (PAM/012) Percentage of households successfully prevented from becoming homeless	70.47	79.54	↑	89	 AMBER
<p>Lead Officer: Neal Cockerton - Chief Officer - Housing and Assets Reporting Officer: Jenni Griffith - Flintshire Connects Manager Progress Comment: The Housing Solutions Service achieved 81.91% successful outcomes in quarter 4. The year to date percentage is 79.54%. Whilst this is below the target set at 89% it is within the variance set. There continue to be significant challenges for homeless prevention. Welfare reform changes and the availability of suitable properties within the private rented sector has limited the options available for customers. The service is continuing to develop new and innovative working practices to assist with early intervention and prevention of homelessness.</p> <p>Last Updated: 24-Apr-2019</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.2.2M02 The number of people on Universal Credit (UC) that have received personal budgeting support	487	578	↑	606	 AMBER
<p>Lead Officer: Jen Griffiths - Benefits Manager Reporting Officer: Dawn Barnes - Training Officer Progress Comment: A reduction in demand for this service appears to be as a result of fewer new applications for Universal Credit as full service continues to be delivered throughout Flintshire. However, overall for the financial year delivery of Personal Budgeting was able to achieve a 95% success against its target delivery.</p> <p>Last Updated: 09-Apr-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.2.3M03 The number of people on Universal Credit (UC) that have received digital support	2,162	676	↓	365	 GREEN
<p>Lead Officer: Jen Griffiths - Benefits Manager Reporting Officer: Dawn Barnes - Training Officer Progress Comment: Digital Support continues to experience high demand. Support ranges from low level to more intensive on-line application completion. Support was provided to 676 Universal Credit recipients over the financial year which exceeded the target by 311. Information shows that high demand continues to be a result of repeat visitors requiring support and assistance. We believe that the reduction in Assisted Digital Support in 2018/19 in comparison to 2017/18 could be contributed to customers becoming more digitally confident at making claims via their own smart phones/devices. As well as customers possibly accessing support from 3rd party organisations etc. as well as having a better understanding of the concept of Universal Credit.</p> <p>Last Updated: 09-Apr-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.3.1M01 Number of people completing programmes commissioned by the Council which deliver job and training outcomes	628	456	↓	500	 AMBER
<p>Lead Officer: Andrew Farrow - Chief Officer - Planning, Environment and Economy Reporting Officer: Sharon Jones - Communities For work Progress Comment: A total of 456 Clients between Communities For Work (CFW) and Communities For Work Plus (CFW+) have been registered for the programme during 2018/19. All have been assigned a mentor.</p> <p>Last Updated: 18-Jun-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.4.1M01 The number of people receiving advice and support to enable reductions in tariffs	547	788	↑	550	 GREEN
<p>Lead Officer: Andrew Farrow - Chief Officer - Planning, Environment and Economy Reporting Officer: Leanna Jones - Energy Projects Coordinator Progress Comment: Positive upward demand for advice from the Warm Homes Fund and Healthy Homes Healthy People (HHHP). Work also continued with Arbed in Penyffordd providing advice alongside installs, as well as support to Council Housing tenants</p> <p>Last Updated: 24-Jun-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.4.2M02 The number of private sector homes receiving efficiency measures	196	476	↑	100	 GREEN
<p>Lead Officer: Andrew Farrow - Chief Officer - Planning, Environment and Economy Reporting Officer: Leanna Jones - Energy Projects Coordinator Progress Comment: The positive performance has been as a result of a combination of Warm Homes Fund and Crisis Fund installs including boilers, heat pumps, as well as heating control and lighting upgrades, together with boilers and insulation installed to properties qualifying for Energy Company Obligation (ECO) Flex funding.</p> <p>Last Updated: 24-Jun-2019</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.3.4.3M03 The number of Council homes receiving energy efficiency measures	105	151	↑	100	 GREEN
<p>Lead Officer: Andrew Farrow - Chief Officer - Planning, Environment and Economy Reporting Officer: Leanna Jones - Energy Projects Coordinator Progress Comment: A total of 151 Council homes have received energy efficient measures. These include loft insulation, lighting upgrades and boiler/air source heat pump installs.</p> <p>Last Updated: 24-Jun-2019</p>					

Risks

Strategic Risks




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	Jenni Griffith - Flintshire Connects Manager	Lesley Bassett - Housing Strategy Manager	Amber	Amber	↔	Open
<p>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.</p> <p>Management Controls: Ensure there is sufficient capacity within service to manage any potential increase.</p> <p>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 Council for help has increased during each quarter. Additional funding has been granted to develop landlord incentives within the private rented sector and also to consider alternatives to rough sleeping. The Council has been awarded in year funding to assist with additional measures to develop Landlord incentives within the private rented sector, and a strategic partnership with HAWS Lettings Agency will commence in May 2019. The emergency beds provision is in place and is proving to be in demand. In addition there is an Outreach Worker in post, employed through Clwyd Alyn, who follows up on street homeless and individuals who attend the emergency bed provision.</p>						
Last Updated: 18-Jun-2019						



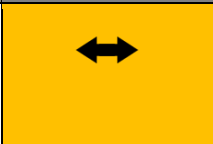
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RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The supply of affordable housing will continue to be insufficient to meet community needs	Melville Evans - Senior Manager - Housing Programmes	Denise Naylor - Housing Programmes Support Manager	Red	Amber	↓	Open
<p>Potential Effect: i) Increase in homelessness ii) Increased pressure on the Housing Options Team iii) Increase in people sleeping rough</p> <p>Management Controls: A Housing Strategy Manager is in post to monitor and manage Section 106 and Social Housing Grant programmes.</p> <p>Progress Comment: The position as at the end of 2018-19 is that this will always be a risk due to changes in housing demand and a lack of supply both in terms of the quantity and type of affordable homes provided. Over the past year the Welfare Reform policies have also impacted on the type of affordable housing required due to benefit restrictions. The Council aims to mitigate the risk through:</p> <ol style="list-style-type: none"> 1. Informing the type and size of all of the new builds (Council and Registered Social Landlords) 2. Informing the type, tenure and size of affordable housing provision through market led schemes. 						
Last Updated: 24-Apr-2019						

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, Lesley Bassett - Housing Strategy Manager	Amber	Amber	↔	Open
<p>Potential Effect: Increased homelessness</p> <p>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</p> <p>Progress Comment: Applicants who are affected by bedroom tax are given urgent priority for rehousing to more affordable accommodation. The proposed property for the shared housing pilot received full planning permission and work has been undertaken to establish demand. Due to Government changes and the withdrawal of plans to introduce a shared room rate for under 35s the demand in social housing for shared accommodation has lessened. Applicants contacted expressed a preference for self-contained properties and we were unable to establish demand for the shared housing pilot. This will of course have an effect on the demand for affordable one bedroom properties.</p> <p>Last Updated: 24-Apr-2019</p>						

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 - Senior Manager - Housing Programmes	Denise Naylor - Housing Programmes Support Manager	Amber	Green	↓	Closed
<p>Potential Effect: i) Reduction in number of units delivered</p> <p>Management Controls: On-going work to maximise the use of Council land and other publicly owned land. Privately owned sites are reviewed for their potential use and purchase.</p> <p>Progress Comment: To date the number of new Council and affordable homes completed, being built or scheduled to be built has reached 305. The target of 500 by 2021 is within reach with work underway to identify land suitable for the construction of the remaining 195 new affordable and Council homes.</p> <p>Last Updated: 05-Apr-2019</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Capital borrowing limits for Council housing	Melville Evans - Senior Manager - Housing Programmes	Denise Naylor - Housing Programmes Support Manager				Open
<p>Potential Effect: A reduction in the construction and delivery of Council houses</p> <p>Management Controls: i) submit application to Welsh Government (WG) for increase in borrowing cap relating to specific schemes. ii) Lobby WG to remove borrowing limits following removal in England iii) seek increase in borrowing cap with the UK Government through the Growth Deal</p> <p>Progress Comment: The cap on borrowing within the Housing Revenue Account ended May 2019. The ending of the cap means that Flintshire will continue to invest in building Council homes.</p> <p>Last Updated: 08-Apr-2019</p>						

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 (DFGs) may not be met due to competing demands on resources	Neal Cockerton - Chief Officer - Housing and Assets	Jen Griffiths - Benefits Manager				Open
<p>Potential Effect: There will be a reputational risk to the Council if adaptations fail to meet the expectations of customers. This is increased because of the national ranking of performance by Welsh Government.</p> <p>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</p> <p>Progress Comment: The performance on DFG timescales has been an area of challenge over time and a management board has been established to improve and monitor progress. The budget for the programme is currently on track. Improvements in timeliness have been noted with the implementation of a new process.</p> <p>Last Updated: 12-Apr-2019</p>						

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RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Availability of sufficient funding to resource key priorities	Neal Cockerton - Chief Officer - Housing and Assets	Jen Griffiths - Benefits Manager	Amber	Amber	↔	Open
<p>Potential Effect: Customers will wait longer to receive adaptation work in their homes</p> <p>Management Controls: Monthly monitoring of adaptations budgets and consideration of the business case for an increased budget allocation.</p> <p>Progress Comment: Budget monitored effectively and demand has been met for 2108/19</p> <p>Last Updated: 12-Apr-2019</p>						

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
<p>Potential Effect: Potential increase in rent arrears and decrease of Council Tax collection. Potential increased risk of homelessness and need for accommodation. Increased demand in existing support services</p> <p>Management Controls: Focus is now more on early identification and intervention and we have increased communication across the teams and portfolios to support this work. Council Tax Collection continues to be under pressure and we are currently reviewing the claims process for Council Tax Reduction to make the process easier and quicker. Although there is no evidence of links to increased presentations for homelessness, this remains a risk and we will continue to provide early intervention to prevent this and monitor the situation closely. From 1st April 2019 the Council will not be funded by the Department for Works & Pensions for providing Personal Budgeting and Assisted Digital Support which will be a risk for 2019-20. From April 2019, the Welfare Reform Response Team will continue to provide assistance and support to residents who are impacted by Welfare Reform.</p> <p>Progress Comment: Work is now well underway to identify and mitigate the impacts of Universal Credit on Council Tenants and their rent accounts. Work is concentrated around early intervention which enables support to be provided to those who need it, but a harder line to be taken with those who can pay but choose not to. This provides a more realistic chance of the rent account coming back under control and out of arrears. There will inevitably always be an element of cash flow arrears on accounts due to the Universal Credit payments (whether direct to the Council or directly to the tenant) are made in arrears. During 2018/19 focus is on early identification and intervention to prevent the problem from escalating. Council Tax Collection remains under pressure.</p> <p>Last Updated: 12-Apr-2019</p>						

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		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: The Council's Welfare Reform Response Team provides assistance and support with the implementation of Universal Credit. Referrals to wider support services remain high with a significant number of residents presenting with underlying debt issues. Managers across Customer Services, Neighbourhood Housing and Revenues and Benefits continue to work together to develop early intervention strategies.

Last Updated: 03-Jul-2019

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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 (UC) 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: Review of procedures is being carried out to try and mitigate the impact, however, a full estimate of impact cannot yet be confirmed.

Progress Comment: Rent arrears are starting to stabilise and being brought under control, as a result of the measures introduced to tackle rent arrears through early intervention with tenants, but where necessary, also escalating cases to court quickly for those tenants who fail to engage or pay.

To ensure the rent recovery process is more efficient to meet the challenges of the future, the investment and 'go-live' deployment of the Mobysoft Rent Sense solution in June 2019 will allow the Rent Income service to track and monitor rent arrears more quickly through systems that will offer predictive analytics, trend-analysis and risk profiling, meaning that officer time will not be wasted on cases that do not require contact.

The unprecedented additional work generated by the launch of UC full service rollout from April 2017 continues to create a changing and challenging rent collection environment but on a positive note, the increasing reliance of managed/direct payments through the Department of Work and Pensions (DWP) is helping to stabilise the increase in rent arrears by ensuring those in receipt of UC are able to meet their obligations to pay rent, even though as a social landlord, the Council receives managed payments in arrears.

Council Tax collection rates have not been significantly impacted by the introduction of Universal Credit. In 2018/19, the Council collected 'in-year' 98.2% of Council Tax which resulted in Flintshire achieving the highest collection level of all Welsh Councils.

Last Updated: 09-Jul-2019

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	Jenni Griffith - Flintshire Connects Manager	Amber	Amber	↔	Open
<p>Potential Effect: Local economy will suffer as people can only just afford to spend on essential items</p> <p>Management Controls: The council is continuing to support residents to access advice and support to enable them to better manage their financial situation.</p> <p>Progress Comment: Welfare Rights and Supporting People teams worked with residents during the year to explore areas of income maximisation for residents of the County.</p> <p>Last Updated: 09-Jul-2019</p>						

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Annual Performance Progress Report

Flintshire County Council



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Print Date: 14-Jun-2019



2 Ambitious Council



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 developed to final approval stages with UK and Welsh Government this year, including agreement of funding allocations and formal governance arrangements	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: The detailed proposition document has been developed. The UK and Welsh Governments have announced funding support for the Growth Deal and further work is underway to identify which areas of work will be included and to respond to challenge sessions with UK and Welsh Governments.</p> <p>Last Updated: 12-Apr-2019</p>							

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. Propose that developments maximise economic and social value for the County and that they deliver the commitments made in the Regional Economic Growth Deal	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: The Council continues to work closely with the DEZ Board, Welsh Government, the owners of the Northern Gateway development site and potential investors to support and secure investment proposals.</p> <p>Last Updated: 12-Apr-2019</p>							

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	Lisa McLellan - Asset Manager	In Progress	01-Apr-2017	31-Mar-2019	35.00%	 AMBER	 AMBER
<p>ACTION PROGRESS COMMENTS: The initial report on the Council's Industrial Estate has now been completed and is forming the basis of more detailed analysis. The Council will soon be publishing its refreshed Asset Management Plan which will outline the strategic direction of its property and land and capital implications for the next seven years. Within this context consideration needs to be given to the development of strategies which either release sites for the generation of capital receipts, invest to generate increased income, and review terms on renewal or the exercising of break clauses of assets such as its commercial and industrial estate. It is of course important to note that these assets generate a significant revenue income stream for the Council so due care needs to be exercised in any approach which may lead to a deterioration of this position. Analysis has started regarding the implications of energy efficiency legislation and a more detailed approach to each estate will continue, from this there will be a series of recommendations which will seek to maximise income and minimise liability.</p> <p>Last Updated: 19-Jun-2019</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.5 Develop a more strategic approach to regenerating and supporting town centres in partnership with Town Councils	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: A new strategic approach to town centres has been developed. This was presented and endorsed at Cabinet and Scrutiny in May 2019.</p> <p>Last Updated: 18-Jun-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.6 Targeted Regeneration Investment Programme (TRIP) - developing Flintshire's role and it's local programme	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2017	31-Mar-2019	100.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

The Welsh Government Targeted Regeneration Investment Programme is a capital programme to invest in regeneration projects. A North Wales Regeneration Plan has been developed to steer investment and has identified 4 priority settlements for the first tranche of activity based on their levels of deprivation - Rhyl, Colwyn Bay, Wrexham and Bangor. Another 8 towns will also be able to benefit in the early stages of the programme. These include Holywell and Shotton. Although resources for the programme are limited development work is underway on potential projects for inclusion. A submission has been made to the programme to support the de-pedestrianisation of Holywell High Street.

Last Updated: 12-Apr-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
2.1.1.7 Propose that the development of regional and local transport strategy and initiatives maximise the potential for economic benefits and improves access to employment and tourism destinations	Niall Waller - Service Manager - Enterprise and Regeneration	Completed	01-Apr-2018	31-Mar-2019	100.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

All current transport proposals under development form part of the wider North Wales Growth Vision which seeks to promote economic growth across the region. In the Flintshire context transport proposals focus on enabling residents to access employment opportunities to spread the benefits of economic growth.

Last Updated: 12-Apr-2019

Risks

Strategic Risks

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	Andrew Farrow - Chief Officer - Planning, Environment and Economy	Niall Waller - Service Manager - Enterprise and Regeneration	Amber	Amber	↔	Open
<p>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.</p> <p>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.</p> <p>Progress Comment: 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.</p> <p>Last Updated: 29-Apr-2019</p>						

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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	Andrew Farrow - Chief Officer - Planning, Environment and Economy	Niall Waller - Service Manager - Enterprise and Regeneration	Amber	Amber	↔	Open
<p>Potential Effect: Businesses feedback 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.</p> <p>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.</p> <p>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. A review process of business development across North Wales as part of the work of the Economic Ambition Board will offer opportunities for greater collaboration.</p> <p>Last Updated: 29-Apr-2019</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The stability of local and sub-regional economies	Andrew Farrow - Chief Officer - Planning, Environment and Economy	Niall Waller - Service Manager - Enterprise and Regeneration	Amber	Amber	↔	Open
<p>Potential Effect: Instability in the local and regional economies would lead to reduced business investment and significant job losses.</p> <p>Management Controls: Maintain an intelligence base on potential risks and mitigation measures.</p> <p>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.</p> <p>Last Updated: 29-Apr-2019</p>						

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	Andrew Farrow - Chief Officer - Planning, Environment and Economy	Niall Waller - Service Manager - Enterprise and Regeneration	Amber	Yellow	↓	Open
<p>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.</p> <p>Management Controls: Play a major role in the North Wales Economic Ambition Board, Mersey Dee Alliance and the Rail Task Force.</p> <p>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 the Council has played a leading role in the development of the new Joint Committee for North Wales. Negotiations with UK and Welsh Governments are progressing to plan.</p> <p>Last Updated: 18-Jun-2019</p>						