

# Public Document Pack

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To: Cllr Helen Brown (Chair)

Councillors: Pam Banks, Gillian Brockley, Tina Claydon, Geoff Collett,  
David Evans, Andy Hughes, Ray Hughes, Dennis Hutchinson, Kevin Rush and  
Dale Selvester

30 June 2022

Dear Sir/Madam

**NOTICE OF HYBRID MEETING**  
**COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE**  
**WEDNESDAY, 6TH JULY, 2022 at 10.00 AM**

Yours faithfully

Steven Goodrum  
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Council Chamber, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

## 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 5 - 6)

**Purpose:** To confirm as a correct record the minutes of the meeting held on 7 June, 2022.

### 4 **FORWARD WORK PROGRAMME** (Pages 7 - 16)

Report of Community and Enterprise Overview & Scrutiny Facilitator

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

### 5 **TERMS OF REFERENCE** (Pages 17 - 32)

Report of Democratic Services Manager

**Purpose:** To consult on proposed changes to the Terms of Reference for the Committee.

### 6 **COMMUNAL HEATING CHARGES 2022/23** (Pages 33 - 36)

Report of Chief Executive - Cabinet Member for Housing and Regeneration

**Purpose:** To consider the proposed heating charges in council properties with communal heating systems for 2022/23 prior to Cabinet approval.

### 7 **WELFARE REFORM UPDATE / HOUSING RENT INCOME** (Pages 37 - 46)

Report of Chief Executive - Cabinet Member for Housing and Regeneration

**Purpose:** To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.

**8 END OF YEAR PERFORMANCE MONITORING REPORT (Pages 47 - 98)**

Report of Chief Executive - Cabinet Member for Housing and Regeneration,  
Cabinet Member for Governance and Corporate Services including Health and  
Safety and Human Resources

**Purpose:** To review the levels of progress in the achievement of  
activities and performance levels as identified in the Council  
Plan.

***Please note that there may be a 10 minute adjournment of this meeting if it  
lasts longer than two hours***

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## **COMMUNITY HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE** **7 JUNE 2022**

Minutes of the meeting of the Community, Housing & Assets Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Tuesday, 7 June 2022

### **PRESENT: Councillor Helen Brown (Chair)**

Councillors: Pam Banks, Gillian Brockley, Tina Claydon, Geoff Collett, David Evans, Ray Hughes, Dennis Hutchinson, Kevin Rush and Dale Selvester

**CONTRIBUTORS:** Councillor Sean Bibby (Cabinet Member for Housing and Regeneration); Councillor Billy Mullin (Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources); Chief Executive; Service Manager (Housing and Prevention Service); Service Manager (Housing Programmes); Service Manager (Housing Assets); Service Manager (Housing Welfare and Communities) and Business and Performance Team Manager

**IN ATTENDANCE:** Community & Education Overview & Scrutiny Facilitator and Electoral Services Officer

### **1. APPOINTMENT OF CHAIR**

The Facilitator advised that it had been confirmed at the Annual Meeting of the County Council that the Chair of the Committee should come from the Independent Group. As Councillor Helen Brown had been appointed to this role by the Group, the Committee was asked to endorse the decision.

### **RESOLVED:**

That the appointment of Councillor Helen Brown as Chair of the Committee be noted.

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

### **2. APPOINTMENT OF VICE-CHAIR**

Councillor David Evans nominated Councillor Ray Hughes as Vice-Chair of the Committee. This was seconded by Councillor Kevin Rush.

Councillor Dale Selvester nominated Councillor Dennis Hutchinson as Vice-Chair of the Committee. Councillor Hutchinson thanked Councillor Selvester but withdrew his nomination.

### **RESOLVED:**

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

### **3. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

None.

**4. MINUTES**

The minutes of the meeting held on 9 February 2022 were approved, as moved and seconded by Councillor Kevin Rush and Councillor Geoff Collett.

**RESOLVED:**

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

**5. MEMBERS OF THE PRESS IN ATTENDANCE**

There were no members of the press in attendance.

(The meeting started at 2.00 pm and ended at 2.10 pm)

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**Chair**



## COMMUNITY HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday, 6 <sup>th</sup> July 2022
<b>Report Subject</b>	Forward Work Programme
<b>Report Author</b>	Community Housing & Assets Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

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

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

### RECOMMENDATION

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

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING</b>
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li><li>6. Is the issue of public or Member concern?</li></ol>
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	In future Forward Work Programme reports, the action tracking details will be included as an update on progress, as an additional appendix to the report.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.

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



<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Minutes of previous meetings of the Committee as identified in Appendix 2.</p> <p><b>Contact Officer:</b> Ceri Shotton  Overview &amp; Scrutiny Facilitator</p> <p><b>Telephone:</b> 01352 702305</p> <p><b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a></p>

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

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COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME  
**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author
<b>Wednesday 14<sup>th</sup> September, 2022</b>  <b>10am</b>       Page 11	<b>Strategic Housing and Regeneration Programme (SHARP)</b>	To provide an update on the SHARP	Assurance Monitoring	Service Manager – Housing & Prevention
	<b>Disabled Facilities Grant (DFGs)</b>	To provide the Committee with an update on the Disabled Facilities Grant Policy	Consultation / Assurance Monitoring	Service Manager (Housing Welfare and Communities)
	<b>Rapid Rehousing</b>	To provide the Committee with information on the Rapid Rehousing approach	Consultation / Assurance Monitoring	Service Manager – Housing & Prevention
	<b>Voids</b>	To provide an update to the Committee on Void properties and the work undertaken to bring the properties back into use	Assurance Monitoring	Senior Manager - Housing & Asset Management
<b>Wednesday 12<sup>th</sup> October, 2022</b>  <b>10am</b>	<b>WHQS Capital Programme – Delivery review update</b>	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.	Assurance Monitoring	Senior Manager - Housing & Asset Management
	<b>Renting Homes Wales Act</b>	To outline changes proposed to the way all landlords in Wales rent their	Consultation	Service Manager – Housing & Prevention

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

		properties to be introduced from 1 December, 2022.		
<b>Wednesday 16<sup>th</sup> November, 2022</b>  <b>2pm</b>  Page 2	<b>Housing Revenue Account (HRA) 30 Year Financial Business Plan</b>	To consider the proposed Housing Revenue Account (HRA) Budget for 2023/24 and the HRA Business Plan	Consultation	Chief Officer (Housing & Communities)
	<b>Dynamic Resource Scheduler (DRS) System Update</b>	To provide an update following implementation of the DRS System	Assurance Monitoring	Senior Manager - Housing & Asset Management
	<b>Refugees Update</b>	To provide an update on the settlement of Refugees across Flintshire	Information sharing	Chief Officer (Housing & Communities)
<b>Wednesday 14<sup>th</sup> December, 2022</b>  <b>10am</b>	<b>Council Plan 2022-23 Mid-Year Performance Reporting</b>	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Assurance Monitoring	Chief Officer (Housing & Communities)
	<b>Estate Management and Anti-Social behaviour</b>	To consider Estate Management and the Anti-Social Behaviour Policy to provide observations and comments for further consideration.	Consultation / Assurance Monitoring	Housing Manager
	<b>Housing Strategy</b>	To provide an update on the Housing Strategy	Assurance Monitoring	Service Manager – Housing & Prevention
	<b>Flintshire Housing Need Prospectus</b>	To provide an update on the Housing Need Prospectus which informs the	Assurance Monitoring	Service Manager – Housing & Prevention

## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

		Social Housing Grant Programme.		
<b>Wednesday 11<sup>th</sup> January, 2023</b>  <b>10am</b>	<b>Welfare Reform Update /Housing Rent Income</b>	To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.	Assurance Monitoring	Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)
	<b>Temporary Accommodation Audit Update</b>	To provide a progress report on the action plan for service improvement following the audit of the Temporary Accommodation.	Assurance Monitoring	Service Manager – Housing & Prevention
	<b>Sheltered Housing Review</b>	To provide an update to the Committee following the Sheltered Housing review	Consultation	Strategic Housing & Program Delivery Manager
<b>Wednesday 8<sup>th</sup> February, 2023</b>  <b>10am</b>	<b>NEW Homes Business Plan</b>	To consider the NEW Homes Business Plan	Consultation	Strategic Housing & Program Delivery Manager
	<b>The Common Housing Register</b>	To provide an update on the Common Housing Register	Information Sharing	Service Manager – Housing & Prevention
	<b>Housing Support Grant Update</b>	To provide a update on the Housing Support Grant	Information Sharing	Service Manager – Housing & Prevention
<b>Wednesday 8<sup>th</sup> March, 2023</b>  <b>10am</b>	<b>Stores Contract</b>	To consider the Stores Contract	Consultation	Senior Manager - Housing & Asset Management
	<b>Homelessness Update inc: Rough Sleepers</b>	To provide an update on the work ongoing to mitigate Homelessness	Assurance Monitoring	Service Manager – Housing & Prevention

## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	<b>Standard Tenants and Residents (STAR) Survey Outcomes</b>	and support provided to rough sleepers  To outline the outcome of the (STAR) Survey	Consultation	Service Manager – Housing & Prevention
<b>Wednesday 14<sup>th</sup> April, 2023</b>  <b>10am</b>	<b>Disrepair Update</b>  <b>Poverty</b>	To provide an update on work ongoing to deal with disrepairs  To provide information on work being undertaken to mitigate the impacts of Poverty, specifically around food poverty	Assurance Monitoring  Assurance Monitoring	Senior Manager - Housing & Asset Management  Service Manager (Housing Welfare and Communities)
<b>Wednesday 17<sup>th</sup> May, 2023</b>  <b>10am</b>	<b>Gypsy and Traveller Transit Site</b>	To report to the Committee on a Gypsy and Traveller Transit Site in the County	Consultation	Service Manager (Housing Welfare and Communities)
<b>Wednesday 14<sup>th</sup> June, 2023</b>  <b>2pm</b>	<b>Communal Heating Charges 2023/24</b>  <b>Council Plan 2022-23 Year-End Performance</b>	To consider the proposed heating charges in council properties with communal heating systems for 2023/24 prior to Cabinet approval.  To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Consultation  Assurance Monitoring	Corporate Finance – Accountant  Chief Officer (Housing & Communities)
<b>Wednesday 12<sup>th</sup> July, 2023</b>	<b>Welfare Reform Update /Housing Rent</b>	To provide an update on the impacts of welfare reforms and the work that	Assurance Monitoring	Service Manager - Revenues and Procurement

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

10am	Income	is ongoing to mitigate them.		/ Service Manager (Housing Welfare and Communities)
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**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)
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	Housing Strategy Manager
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)
Six monthly	Update on Housing Rent Income	To provide an update on rent collection and current arrear levels	Revenues Manager

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## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday, 6 <sup>th</sup> July, 2022
<b>Report Subject</b>	Terms of Reference of the Committee
<b>Report Author</b>	Democratic Services Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Council carried out a Committee review during 2019/20 which resulted in amendments to the Overview & Scrutiny Committee Structure. At the Annual Meeting of Council in 2020, these changes were confirmed, and this resulted in a reduction in the number of Committees to five, each comprising 12 elected Members. These are:

- Community, Housing & Assets;
- Corporate Resources;
- Education, Youth & Culture;
- Environment & Economy;
- Social & Healthcare.

Since the 2019/20 review there have been a number of changes to Portfolio structures resulting in changes to service area titles. It was felt that a review of the Overview & Scrutiny Committee terms of reference should be carried out to ensure that they were up to date and better aligned to Portfolio service areas.

Proposed changes to the terms of reference are shown at Appendix 2.

### RECOMMENDATIONS

1	That the Committee support the proposed amendments to its terms of reference as set out in Appendix 2.
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## **REPORT DETAILS**

<b>1.00</b>	<b>THE COMMITTEE'S TERMS OF REFERENCE.</b>
1.01	<p>The new Overview &amp; Scrutiny Committee Structure was approved by Council on 27<sup>th</sup> February 2020. At the Annual Meeting on 9<sup>th</sup> September these changes were confirmed, and this resulted in a reduction in the number of Committees to five.</p> <p>The five Overview &amp; Scrutiny committees are now:</p> <ul style="list-style-type: none"><li>• Community, Housing &amp; Assets;</li><li>• Corporate Resources;</li><li>• Education, Youth &amp; Culture;</li><li>• Environment &amp; Economy;</li><li>• Social &amp; Healthcare.</li></ul>
1.02	<p>Since the 2019/20 review there have been a number of changes to service areas within Portfolio's resulting in changes to service area titles. It was felt that a review of the Overview &amp; Scrutiny Committee terms of reference should be carried out to ensure that they were up to date and better aligned to Portfolio service areas.</p> <p>The titles of contributors to each of the Overview &amp; Scrutiny Committees also needed to be amended to reflect the new Senior Officer and Cabinet Member titles.</p>
1.03	<p>A copy of the current terms of reference for the Committee is shown at Appendix 1, with the new proposed terms of reference shown at Appendix 2. This is to allow the Committee to easily identify the suggested changes.</p> <p>Amendments are shown in red text at Appendix 2.</p>
1.04	<p>Where a matter for consideration by an Overview and Scrutiny Committee also falls within the remit of one or more other Overview and Scrutiny Committees, the decision as to which Overview and Scrutiny Committee will consider it will be resolved by the Constitution &amp; Democratic services Committee.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Not applicable.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Not applicable.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	This report is being submitted to each of the Overview & Scrutiny Committees during the July cycle of meetings.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Current Overview & Scrutiny Committee Terms of Reference. Appendix 2 – Revised Overview & Scrutiny Committee Terms of Reference.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Report to the Constitution & Democratic Services Committee – 22 <sup>nd</sup> January, 2020 and resultant minute.  Report to Council 27 <sup>th</sup> February 2020 and resultant minute.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Steven Goodrum, Democratic Services Manager <b>Telephone:</b> 01352 702320 <b>E-mail:</b> <a href="mailto:steven.goodrum@flintshire.gov.uk">steven.goodrum@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	No technical terms have been used.

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### **Appendix 1: Overview & Scrutiny Committee Terms of Reference 2020/21**

Red text indicates a function previously within the remit of the former Organisational Change Overview & Scrutiny Committee.

Green text indicates functions transferred to the new Environment & Economy Overview & Scrutiny Committee from the former Community & Enterprise Overview & Scrutiny Committee. Some functions were previously the joint responsibilities of two committees.

<b>O&amp;S Committee</b>	<b>Scope:</b> To fulfil all of the functions of an Overview & Scrutiny committee, including Performance, Improvement and Policy Development as they relate to the following:	<b>Main Contributors</b>
<b>Corporate Resources</b>	<b>Corporate Management and Governance</b> Council strategic and improvement planning (Council Plan)	Leader of the Council; Corporate Management & Assets; Finance. Chief Executive; CO (Governance) Corporate Finance Manager Senior Manager (HR & OD)
12 Elected Members	Council performance and performance systems	
	Customer Services and contact	
Designated 'crime & disorder scrutiny' committee	<b>Finance Strategy</b> Revenue and capital strategic planning Revenue and capital budget monitoring	
	<b>Clwyd Pension Fund</b>	
	<b>ICT and Digital Strategies</b>	
	<b>People Strategy</b>	
	Organisational Design & Change Programme	
	<b>Corporate Services</b>	
	Corporate Communications	
	Financial services	
	ICT Services	
	Information and Business Services	
	Procurement	
	HR Business Partnering	
	Occupational Health and Wellbeing	
	Employment Services	
	Legal Services	
	Democratic Services	
	Revenues	
	<b>Strategic and Partnership Working</b>	
	Partnership and collaborative working frameworks	
	Public Service Board	
	Civil Contingencies	
	Emergency Planning	

	<b>Crime and Disorder</b> Community Safety Partnership North Wales Fire & Rescue Authority & Service North Wales Police & Crime Commissioner North Wales Police Service North Wales Probation Service	
<b>Education,</b>	School organisation and management	Leader /Education &
<b>Youth &amp;</b>	School Improvement and modernisation	Youth
<b>Culture</b>	School Access, planning and provision	Chief Executive
	Primary and Early years	CO (Education &
12 Elected	Secondary and 14-19 education	Youth)
Members and	Schools Performance Monitoring	
five co-opted	<b>Continuing Education</b>	
members	Adult and community learning	
representing	<b>Special Education</b>	
parent	Inclusion service	
governors and	<b>Support to Families and Young People</b>	
diocesan	Families First	
authorities.	Youth Services	
	Youth Justice Service	
	Libraries, Culture and Heritage including	
	archives and museums	
	Leisure Services, including leisure and	
	sports centres, swimming pools and	
	recreational facilities/activities	
	<b>Strategic and Partnership Working</b>	
	Theatr Clwyd	
	Aura	
	Holywell Leisure Centre	
	Cambrian Aquatics	
	Children and Young People's Partnership	
	(shared responsibility with the Social &	
	Health Care Overview & Scrutiny	
	Committee)	
	Coleg Cambria	
	Glyndwr University	
	GwE	
	Welsh Government Department for	
	Education	
	Estyn	

<b>Social &amp; Health Care</b>	<b>Adult Services</b>	Cabinet Member for Social Services.
	First contact and localities	
	Adult safeguarding	CO (Social Services)
12 Elected Members	Adult Independence and support services	
	<b>Children's Services</b>	
	Fieldwork	
	Resources	
	Safeguarding	
	Early Years and Family support	
	<b>Disability, Progression and Recovery Services</b>	
	<b>Strategic, Commissioning &amp; Partnership Working</b>	
	Children and Young People's Partnership (jointly with the Education & Youth Overview & Scrutiny Committee)	
	Social & Health Care Strategy Development	
	Health Social Care and Well-being partnership and the Good Health Good Care Strategy	
	Dementia Commissioning Plan	
	Mental Health Commissioning Plan	
	Learning Disability Commissioning Plan	
	Double Click	
	Home Farm Trust (HFT)	
	Hwb Cyfle	
	Betsi Cadwaladr University Health Board (BCUHB)	
	Ambulance Trust	
	Community Health Council.	
<b>Environment &amp; Economy</b>	<b>Planning</b>	Cabinet Members for Planning & Public Protection and Streetscene & Countryside
	Planning and environmental strategy, Development management and control, Conservation,	Chief Executive
12 Elected Members	Minerals and waste planning, Countryside and the environment	CO (Planning, Environment and Economy)
	Greenfield Valley Heritage Park	CO (Streetscene & Transportation)
	Public rights of way	
	Drainage advisory/Flood Water Management Act	
	Energy Services	
	<b>Public Protection</b>	
	Community protection	
	Health protection	
	Environmental protection	

	<p>Bereavement services</p> <p><b>Streetscene Services</b></p> <p>Environmental and Waste Management</p> <p>Neighbourhood services</p> <p>Maintenance of the public realm</p> <p>Environmental enforcement</p> <p>Vehicle fleet</p> <p><b>Transportation</b></p> <p>Highway Strategy and Development Control</p> <p>Traffic Services</p> <p>Transport Services</p> <p>Road Safety Education, Training and Publicity</p> <p>Performance and Improvement Plan</p> <p>Monitoring and Policy and Performance development within the Streetscene and Transportation and Planning, Environment and Economy portfolios</p> <p><b>Strategic and Partnership Working</b></p> <p>Local Development Plan</p> <p>Flood Management Strategy</p> <p>North Wales Residual Waste Treatment Partnership</p> <p>Natural Resources Wales</p> <p>Planning Inspectorate Wales</p> <p><b>Regeneration</b></p> <p>Communities First,</p> <p>Economic Development and Tourism Enterprise</p> <p>Regeneration Partnership</p> <p>Rural Development Plan</p> <p>Visit Wales</p>	
<b>Community,</b>	<b>Community Liaison</b>	Cabinet Members for
<b>Housing &amp;</b>	The County Forum and the Joint Community	Corporate
<b>Assets</b>	Charter with Town and Community Councils	Management & Assets
	Flintshire Local Voluntary Council	and Housing.
12 Elected		Chief executive
Members	<b>Community services</b>	CO (Housing & Assets)
	Community support services	
	Welfare reform	
	<b>Public Housing</b>	
	Housing Strategy	
	Neighbourhood Housing	
	Housing Asset management	
	<b>Private Housing</b> renewal	



	<p><b>Benefits</b> Property and Design Consultancy Valuation and Estates Facilities Services Community Assets <b>Strategic and Partnership Working</b> Community Asset Transfer Programme Housing Strategy Housing Asset Management Strategy NEWYDD NEW Homes Limited Housing Revenue Account Business Plan Registered Social Landlords</p>	
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**Overview & Scrutiny Committee Terms of Reference**

<b>O&amp;S Committee</b>	<b>Scope:</b> To fulfil all the functions of an Overview & Scrutiny committee, including Performance, Improvement and Policy Development as they relate to the following:	<b>Main Contributors</b>
<p><b>Corporate Resources</b></p> <p>12 Elected Members</p> <p>Designated 'crime &amp; disorder scrutiny' committee</p>	<p><b>Corporate Management and Governance</b>  Council strategic and improvement planning (Council Plan)  Council performance and performance systems  Customer Services and contact  Finance Strategy  Revenue and capital strategic planning Revenue and capital budget monitoring</p> <p><b>Clwyd Pension Fund</b></p> <p><b>ICT and Digital Strategies</b></p> <p><b>People Strategy</b>  Organisational Design &amp; Change Programme</p> <p><b>Corporate Services</b>  Corporate Communications  Financial services  ICT Services  Information and Business Services Procurement  HR Business Partnering  Occupational Health and Wellbeing Employment Services  Legal Services  Democratic Services  Revenues</p> <p><b>Strategic and Partnership Working</b> Partnership and collaborative working frameworks  Public Service Board  Civil Contingencies  Emergency Planning</p> <p><b>Crime and Disorder</b>  Community Safety Partnership  North Wales Fire &amp; Rescue Authority &amp; Service  North Wales Police &amp; Crime Commissioner North Wales Police Service</p>	<p>Leader of the Council and Cabinet Member for Education, Welsh Language, Culture and Leisure</p> <p>Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement</p> <p>Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources</p> <p>Chief Executive</p> <p>Chief Officer (Governance)</p> <p>Corporate Finance Manager</p>

	<p>North Wales Probation Service</p> <p><b>Capital Programme and Assets</b>  Corporate Property Maintenance Service  Property and Design Consultancy  Valuation and Estates Service  Community Assets</p> <p>Community Asset Transfer Programme  NEWYDD</p>	
<p><b>Education, Youth &amp; Culture</b></p> <p>12 Elected Members and five co-opted members representing parent governors and diocesan authorities.</p>	<p>School estate including capital investment programmes and school organization  School Access including admissions and school transport policy  School Improvement and modernisation  School Access, planning and provision  Early years Education  Primary Education  Secondary and 14-19 education and Post 16 provision  Schools Performance Monitoring  Welsh in Education  Service Children in Education  Outdoor Education  School Governance  Safeguarding</p> <p><b>Continuing Education</b>  Adult and community learning</p> <p><b>Special Education</b>  Inclusion &amp; Progression service</p> <p><b>Support to Families and Young People</b>  Families First  Youth Services  Youth Justice Service  Libraries, Culture and Heritage including archives and museums  Leisure Services, including leisure and sports centres, swimming pools and recreational facilities/activities</p> <p><b>Strategic and Partnership Working</b>  Theatr Clwyd</p>	<p>Leader of the Council and Cabinet Member for Education, Welsh Language, Culture and Leisure</p> <p>Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing</p> <p>Chief Executive</p> <p>Chief Officer (Education &amp; Youth)</p> <p>Chief Officer (Social Services)</p>

	<p>Aura  Holywell Leisure Centre  Cambrian Aquatics  Children and Young People's Partnership  (shared responsibility with the Social &amp;  Health Care Overview &amp; Scrutiny  Committee)  Coleg Cambria  Glyndwr University  GwE  Welsh Government Department for  Education  Estyn</p>	
<p><b>Social &amp; Health  Care</b></p> <p>12 Elected  Members</p>	<p><b>Adult Services</b>  First contact and localities  Adult safeguarding  Adult Independence and support services</p> <p><b>Children's Services</b>  Fieldwork  Resources  Safeguarding  Early Years and Family support</p> <p><b>Disability, Progression and Recovery  Services</b></p> <p><b>Strategic, Commissioning &amp; Partnership  Working</b>  Children and Young People's Partnership (jointly  with the Education &amp; Youth Overview &amp; Scrutiny  Committee)  Social &amp; Health Care Strategy Development  Health Social Care and Well-being partnership  and the Good Health Good Care Strategy  Dementia Commissioning Plan  Mental Health Commissioning Plan Learning  Disability Commissioning Plan Double Click  Home Farm Trust (HFT)  Hwb Cyfle  Betsi Cadwaladr University Health Board  (BCUHB)  Ambulance Trust  Community Health Council</p>	<p>Deputy Leader of the  Council and Cabinet  Member for Social  Services and Wellbeing</p> <p>Leader of the Council  and Cabinet Member  for Education, Welsh  Language, Culture and  Leisure</p> <p>Chief Officer (Social  Services)</p> <p>Chief Officer  (Education &amp; Youth)</p>

<p><b>Environment &amp; Economy</b></p> <p>12 Elected Members</p>	<p><b>Planning</b>          Planning and environmental strategy,          Development management and control,          Conservation,          Minerals and waste planning, Countryside and the environment Greenfield Valley Heritage Park          Public rights of way          Drainage advisory/Flood Water Management Act          Energy Services</p> <p><b>Community and Business Protection</b>          Food safety and food standards          Licensing and pest control          Health and Safety and Environmental Control          Housing Standards and Pollution Control          Trading Standards          Animal Health          Violence against Women, Domestic Abuse and Sexual Violence</p> <p><b>Streetscene Services</b>          Waste Strategy &amp; Recycling          Winter Maintenance &amp; Adverse Weather Policy          Public open space management          Town Centre &amp; Street Cleansing          Grass Cutting &amp; Grounds Maintenance          Highway Inspections &amp; Maintenance          Public Conveniences (Local Toilets Strategy)          Environmental &amp; Civil Parking Enforcement          Street Lighting          Fleet Services          Ultra-Low Emission Vehicle (ULEV) Strategy          Bereavement Services &amp; cemetery management          Car Parking Strategy</p> <p><b>Transportation</b>          Transport Planning &amp; Highway Strategy          Traffic Services          Active Travel          Integrated Transport Services (school transport, post-16 transport, local bus services, community transport, rail etc.)          Road Safety Education, Training and Publicity          North Wales Metro Programme / Regional Transport Plan</p>	<p>Deputy Leader of the Council and Cabinet Member for Streetscene and the Regional Transport Strategy</p> <p>Cabinet Member for Planning, Public Health and Public Protection</p> <p>Cabinet Member for Climate Change and Economy</p> <p>Cabinet Member for Housing and Regeneration</p> <p>Chief Executive</p> <p>Chief Officer (Planning, Environment and Economy)</p> <p>Chief Officer (Streetscene and Transportation)</p>
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	<p>Performance and Improvement Plan Monitoring and Policy and Performance development within the Streetscene and Transportation and Planning, Environment and Economy portfolios</p> <p><b>Strategic and Partnership Working</b>  Flood Management Strategy  North Wales Residual Waste Treatment Partnership (<b>Parc Adfer</b>)  Natural Resources Wales  Planning Inspectorate Wales  Planning and Environmental Decisions Wales (PEDW)<b>Ambition North Wales / North Wales Growth Deal</b>  <b>Corporate Joint Committees (CJCs)</b>  <b>Strategic Development Plan</b>  <b>Regional Transport Plan</b>  <b>Transport for Wales (TfW)</b>  <b>Mersey Dee Alliance (MDA)</b></p> <p><b>Enterprise and Regeneration</b>  Economic growth and Business Development  Tourism  Social Enterprise  Markets  Regeneration  Employability  Domestic energy  Digital connectivity</p>	
<p><b>Community &amp; Housing</b></p> <p>12 Elected Members</p>	<p><b>Community Liaison</b>  The County Forum and the Joint Community Charter with Town and Community Councils  Flintshire Local Voluntary Council</p> <p><b>Housing &amp; Prevention Services</b>  Homelessness  Housing Advice and Common Housing Register  Neighborhood Housing  Housing Asset management  Housing Support Grant</p> <p><b>Housing Asset Management</b>  Revenue and Capital Investment to Council housing stock and related assets.  Repairs &amp; Maintenance Service.</p>	<p>Cabinet Member for Housing and Regeneration</p> <p>Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources</p> <p>Chief Officer (Housing and Communities)</p>

	<p>Empty Property Refurbishment.</p> <p><b>Housing Management &amp; Benefit Service</b> Benefits and Grants Assessment Community Based Accommodation Support Service (CBASS) Disabled Facilities Grant Gypsy and Traveller Services Housing Management Welfare Reform</p> <p><b>Housing Development</b> Housing Programmes Housing Strategy NEW Homes Limited</p> <p><b>Strategic and Partnership Working</b> Housing Revenue Account Business Plan Registered Social Landlords</p>	
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## COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 6 <sup>th</sup> July 2022
<b>Report Subject</b>	Communal Heating Charges 2022/23
<b>Cabinet Member</b>	Cabinet Member for Housing and Regeneration
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Housing and Communities Portfolio currently operates eight communal heating schemes within Flintshire. The Council negotiates fuel costs in advance and tenants benefit from the Council's Industrial and Commercial Contract rate.

New communal heating charges are based on the previous year's energy use ensuring an accurate assessment of costs and impacts on the heating reserve account.

The proposed recharges for 2022/23 are set out within this report and are pending Cabinet approval. In the majority of cases, the recharge to tenants has reduced for 2022/23, which as in other years, would allow Flintshire to recover the projected costs of the heating charges whilst still passing on the benefit of reduced energy costs to tenants.

Tenants are currently benefitting from preferential unit rates due to the Council having secured a fixed rate for fuel until March 2023. It is possible that Communal Heating Charges will increase from 2023/24 when the Council has renegotiated its energy tariff.

### RECOMMENDATIONS

1	That Community, Housing and Assets, Overview and Scrutiny Committee consider changes to the current heating charges at council properties with communal heating schemes as outlined in table 1, paragraph 1.07 of this report. All changes will take effect from 5 <sup>th</sup> September 2022.
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## REPORT DETAILS

1.00	<b>EXPLAINING THE COMMUNAL HEATING RECHARGES</b>
1.01	The Housing and Communities Portfolio currently operates eight communal heating schemes within Flintshire. The Council negotiates fuel costs in advance and tenants benefit from the Council's Industrial and Commercial Contract rate which is fixed until March 2023. The cost of fuel used within these schemes is paid for initially by the Authority through a heating reserve account and then collected from tenants in addition to their weekly rent.
1.02	Each year the new communal heating charges are calculated based on the previous year's energy use which enables us to project the costs and impacts (negative or positive) on the heating reserve account.
1.03	Any proposed changes to charges are intended to ensure that each communal heating scheme recovers the full energy cost charged in respect of each scheme.
1.04	The Council charges tenants for the energy consumed within each block. This is a basic flat rate charge irrespective of individual usage. The method of applying tenants heating charges is to apply uplifts or decreases to tenants each year, based on previous year's usage plus energy rate costs.
1.05	<p><u>2020/21</u></p> <p>In April 2020, the energy rates decreased by an average of 14% and in some properties, the energy usage fluctuated against the estimated usage used to calculate 2020/21 charges.</p> <p>The majority of tenants saw a reduction in their Communal Heating charges in 2020/21. However, at the properties which saw an increase in energy usage, this resulted in a small deficit on the heating reserve at the end of 2020/21 which was recovered through the 2021/22 charges.</p>
1.06	<p><u>2021/22</u></p> <p>In 2021/22 on average, the total energy usage reduced slightly across our Communal Heating schemes and there was a further reduction in costs of 14%. This resulted in a small surplus on the heating reserve in the majority of our properties, which will be factored into the 2022/23 recharge calculations.</p>
1.07	<p><u>2022/23</u></p> <p>The table below sets out recommended heating charges for 2022/23 based on actual usage in 2021/22. The assumption has been made that rates will be held at 2021/22 levels for 2022/23 and that usage remains at similar levels for the next 12 months.</p> <p>Revised charges will be introduced from 5<sup>th</sup> September 2022.</p>

**Table 1**

Communal Area		Weekly Charge 2021/22		Increase/ (Decrease) 2022/23		Revised Weekly Charge 2022/23	
<b>Bolingbroke Heights, Flint</b>	1 Bedroom	£	3.95	-£	0.20	£	3.75
	2 Bedroom	£	4.74	-£	0.24	£	4.50
<b>Richard Heights</b>	1 Bedroom	£	3.95	-£	0.20	£	3.75
	2 Bedroom	£	4.74	-£	0.24	£	4.50
<b>Castle Heights, Flint</b>	1 Bedroom	£	3.55	£	0.65	£	4.20
	2 Bedroom	£	4.26	£	0.78	£	5.04
<b>Llwyn Beuno, Holywell</b>	1 Bedroom	£	6.50	£	0.60	£	7.10
	2 Bedroom	£	7.80	£	0.72	£	8.52
<b>Llwyn Aled, Holywell</b>	1 Bedroom	£	9.50	-£	1.70	£	7.80
	2 Bedroom	£	11.40	-£	2.04	£	9.36
<b>Acacia Close, Mold</b>	1 Bedroom	£	8.10	-£	1.00	£	7.10
	2 Bedroom	£	9.72	-£	1.20	£	8.52
	3 Bedroom	£	10.94	-£	1.36	£	9.59
<b>Glan-y-Morfa Court1, Connahs Quay</b>	1 Bedroom	£	8.30	-£	0.20	£	8.10
	2 Bedroom	£	9.96	-£	0.24	£	9.72
<b>Glan-y-Morfa Court2, Connahs Quay</b>	1 Bedroom	£	6.95	-£	1.30	£	5.65
<b>Chapel Court, Connahs Quay</b>	1 Bedroom	£	6.60	-£	0.40	£	6.20
	2 Bedroom	£	7.68	-£	0.24	£	7.44

The above table shows that the majority of properties included in our Communal Heating scheme will have a reduction in their charges for 2022/23. The proposal to increase charges at Castle Heights and Llwyn Beuno is as a result of increased energy usage in 2021/22.

## 2.00 RESOURCE IMPLICATIONS

2.01 As identified above.

## 3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01 Tenants cannot claim Housing Benefit for the cost of domestic heating.

3.02 Estimates have been based on energy usage during 2021/22. A severe winter could lead to higher costs which may lead to an increased charge during 2023/24.

3.03 Tenants are currently benefitting from preferential rates due to the Council having secured a fixed rate for fuel until March 2023. Due to the recent energy price increases, it is likely that when the fixed rate ends at the end of

	the financial year 2022/23, the unit charge for Gas will increase significantly which is likely to impact on future Communal Heating recharges to Tenants.
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<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	No formal consultation required.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Rachael Corbelli, Strategic Finance Manager <b>Telephone:</b> 01352 703363 <b>E-mail:</b> <a href="mailto:rachael.corbelli@flintshire.gov.uk">rachael.corbelli@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Housing Revenue Account:</b> records all revenue expenditure and income relating to the provision of council dwellings and related services.
8.02	<b>Tenant:</b> a person who occupies land or property rented from a landlord (in this instance Flintshire County Council).
8.03	<b>Heating Reserve Account:</b> the account which records all expenditure on communal heating and all income from tenants.



## COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 6 <sup>th</sup> July 2022
<b>Report Subject</b>	Housing Rent Income and Welfare Reform
<b>Cabinet Member</b>	Cabinet Member for Housing and Regeneration
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides Community, Housing and Assets, Overview and Scrutiny Committee with a combined operational update on the latest welfare reform impacts and the 2021-22 outturn collection of housing rent in advance of the report and analysis being considered by Scrutiny Committee in July 2022.

The report provides a further update on the impacts that welfare reforms continue to have on Flintshire residents and other cost of living challenges. It also provides and update on the work that is ongoing to mitigate many of these challenges and to support these households through the cost-of-living crisis.

For Rent Collections, cumulative rent arrears for 2021-22, as at 31<sup>st</sup> March 2022, were £1.90m compared to £1.85m in the previous year, an increase of £47k, despite the collection of circa £40.1m of the in-year rent yield for 2021/22. Even though arrears increased marginally, the outturn position was better than originally predicted since throughout the year total rent arrears were rising by, on average £75k to £100k.

### RECOMMENDATIONS

1	That Community, Housing and Assets, Overview and Scrutiny Committee support the ongoing work to manage the impacts that welfare reform has and will continue to have upon some of the most vulnerable residents in Flintshire along with implementing support via Welsh Government support measures to mitigate the cost of living crisis.
2	Note the latest financial position for rent collections in 2021/22 as set out in this report.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE LATEST POSITION FOR WELFARE REFORM AND COST OF LIVING CRISIS MITIGATION</b>
1.01	<p>The report provides a further update on the impacts that welfare reforms continue to have on Flintshire residents and the work that is ongoing to mitigate this and support these households.</p> <p>Vulnerable households have not only been impacted significantly by COVID-19, but are now also being impacted by the cost of living crisis. The report therefore, also provides information around a range of measures that have been developed to help those affected by the cost of living and the support provided to residents to help mitigate these negative impacts.</p>
	<b>Spare Room Subsidy</b>
1.02	<p>More commonly referred to as the <b>Bedroom Tax</b>, this reform relates to restrictions of Housing Benefit or Universal Credit where the claimant is under occupying the property. The restrictions are:</p> <p>14% reduction to the eligible rent where a person living in a social landlord property, has one or more “spare bedroom”  25% reduction to the eligible rent where a person living in a social landlord property, has two or more “spare bedrooms”.</p>
	<b>Impact in Flintshire</b>
1.03	<p>Currently, a total of 454 households in Flintshire are subject to a reduction in their housing benefit payments as a result of the Bedroom Tax.</p> <p>This means that tenants affected by this restriction have to find this extra money to pay their rent.</p> <p>The data here is limited to those tenants who still claim housing benefit. The Bedroom Tax is a restriction that also is applied to Universal Credit (UC), however, the council does not have access to this data to be able to report on this position</p>
	<b>Benefit Cap</b>
1.04	<p>The total amount of annual ‘out of work’ benefit income which a ‘working-age’ household can receive is set at (figures for households outside of greater London):</p> <ul style="list-style-type: none"> <li>• £20,000<sup>1</sup> for couples and lone parents (£383.56pw)</li> <li>• £13,400 for single claimants (£256.99pw)</li> </ul> <p>The latest figures at February 2022 show that there are 602 households in Wales subject to a reduction in their housing benefit only. The data is unable to be reported for those in receipt of UC.</p>

<sup>1</sup> For information - in Greater London area the benefit cap is set at £23,000 for couples/lone parents and £15,410 for single claimants.

	<b>Impact in Flintshire</b>
1.05	At May 2022 there were 17 households in Flintshire which were subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied. The total loss each week for all of these households is a collective loss of income of around £898 per week.
	<b>Cost of Living Support Scheme</b>
1.06	<p>Welsh Government announced a package of measures to help people with the cost-of-living crisis. The package includes £152m to provide a £150.00 cost of living payment to eligible households.</p> <p>The Cost of Living Support scheme is intended to provide immediate support as Wales recovers from the pandemic and support households to deal with the impact of increasing energy.</p> <p>For the main scheme, households occupying properties in Council Tax Bands A to D, along with those households who receive Council Tax Reduction (CTRS) in Council Tax Bands A to I, are eligible to a £150.00 payment if they meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Liable for, and living in that property as their sole and main residence on 15<sup>th</sup> February 2022</li> <li>• Responsible for paying the associated utility bills for that property on 15<sup>th</sup> February</li> </ul> <p>Currently, 42,023 individual payments of £150 have already been made to eligible households. This equates to a total funding distribution of £6.3m and a take-up rate of 90% for eligible households.</p> <p>The main scheme remains open for applications up to 30<sup>th</sup> September 2022.</p>
	<b>Self-Isolation Scheme</b>
1.07	<p>The Self Isolation Support Scheme introduced in Wales in November 2020 provided a £500.00 payment for those who cannot work from home and must self-isolate, and for parents and carers on low incomes with children who are self-isolating.</p> <p>The scheme was reviewed from 8<sup>th</sup> August 2021 and the self-isolation payment increased from £500.00 to £750.00 for those applying on or after 8<sup>th</sup> August 2021.</p> <p>In order to receive the payment, residents are required to fulfil all four of the following criteria:</p> <ol style="list-style-type: none"> <li>1. Residents are currently receiving Universal Credit, Working Tax Credit, Income-based Employment and Support allowance, Income-Based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit;</li> <li>2. Are employed or self-employed;</li> <li>3. Are unable to work from home and will lose income as a result;</li> </ol>

	<p>4. Have been told to self-isolate by NHS Test and Trace, either for 10</p> <p>Since the start of the scheme, Flintshire County Council have received over 8,500 applications to date and have approved approx.3,400 applications for payment.</p> <p>The scheme is due to end 30<sup>th</sup> June 2022 and final payments are to be made by the end of September 2022.</p>
	<p><b>Tenancy Hardship Grant Scheme (THG)</b></p>
1.08	<p>The Tenancy Hardship Grant was designed to support people who have fallen behind on their rent by more than eight weeks between 1 March 2020 and 30 June 2021. The grant is designed to help people stay in their homes and prevent them losing their tenancies.</p> <p>The scheme was closed for applications on 31<sup>st</sup> March 2022.</p>
1.09	<p>There were a total number of 30 applications submitted and 5 applications granted.</p> <p>The scheme was well promoted but take up was low due to the narrow eligibility criteria.</p> <p>Of those applications received, 6 were signposted to a Discretionary Housing payment application.</p>
	<p><b>Unpaid Carers</b></p>
1.10	<p>As part of the package of support for the cost-of-living crisis Welsh Government have recently introduced a payment. A one-off £500.00 payment is available to all eligible unpaid carers in Wales who were in receipt of Carers Allowance on 31 March 2022.</p> <p>The payment is being made in recognition of the increased financial pressures many unpaid carers have experienced during the pandemic, and to help with some of the additional costs they have incurred. The payment is targeted towards those individuals who care for someone for at least 35 hours a week and have low incomes.</p> <p>Individuals are <b>not</b> eligible for the payment if:</p> <ul style="list-style-type: none"> <li>• they have an underlying entitlement to Carers Allowance but do not receive a payment because they are in receipt of another benefit at the same or higher rate; or</li> <li>• they receive a carer premium within a means tested benefit.</li> </ul> <p>Registration forms in Flintshire commenced on 16 May 2022 and all forms must be received before 5pm on 15 July 2022.</p> <p>Payments for successful claims will be made from June through to the end of September 2022.</p>

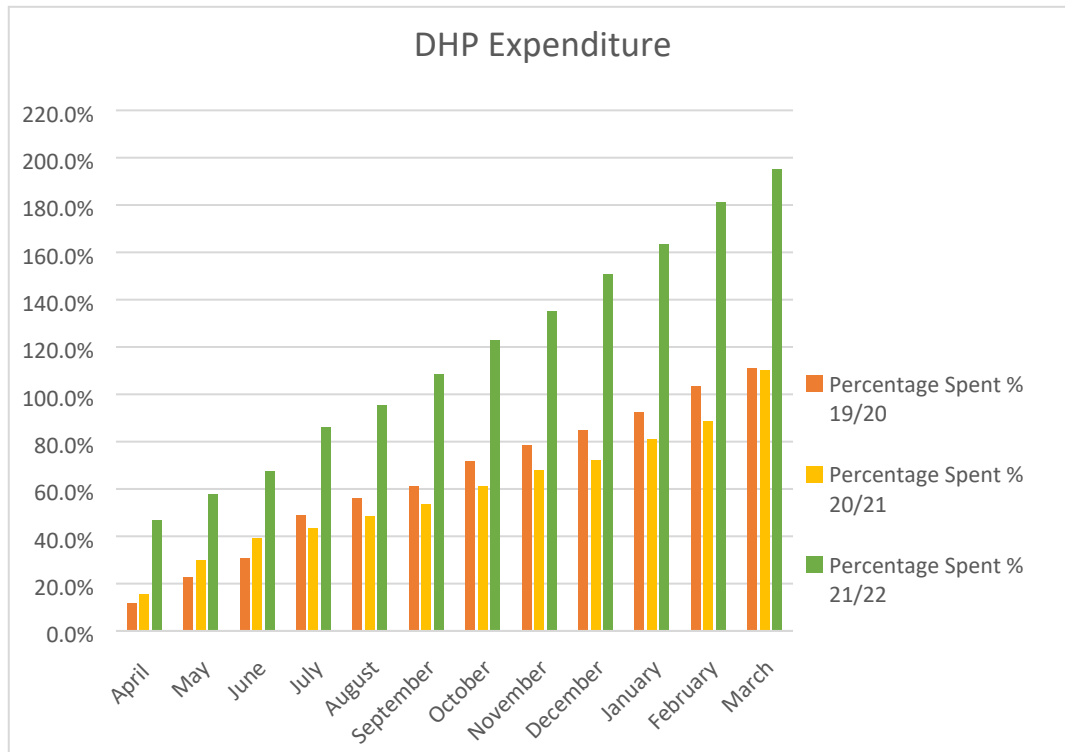


	<p>Following successful promotional activity through our Corporate Communication routes and Social Services, there are currently, a total of 1,800 applications have been received. Further external communications are planned.</p> <p>Currently, Flintshire have made over 500 payments</p>						
	<p><b>Winter Fuel Support Scheme</b></p>						
<p>1.11</p>	<p>Welsh Government has made available over £38 million through a <a href="#">Winter Fuel Support Scheme</a>.</p> <p>From 13<sup>th</sup> December 2022 to 18 February 2022 eligible households can claim a one-off £100.00 payment from their local authority to provide support towards paying their on-grid winter fuel bills. The payment will be available to all <b>eligible households</b> regardless of how they pay for their on-grid fuel, whether that is, for example, on a pre-payment meter, by direct debit or by paying a bill quarterly.</p> <p>During implementation of the scheme the payments were increased by Welsh Government to £200.00 which resulted in reviewing payments already made and increasing them by a further £100.00.</p> <p>The scheme will be re-introduced in the Autumn of 2022.</p>						
	<p><b>Welfare Support</b></p>						
<p>1.12</p>	<p>The number of residents needing support and advice to help manage finances has seen a growth comparing 20-21 to 21-22 of 20% as shown in the chart below.</p> <div data-bbox="300 1272 1262 1850" data-label="Figure"> <p>The chart is a bar graph with the title 'Welfare Advice'. The vertical axis (y-axis) represents the number of residents, ranging from 0 to 1200 in increments of 200. The horizontal axis (x-axis) shows two time periods: 20/21 and 21/22. The bar for 20/21 reaches the 922 mark, and the bar for 21/22 reaches the 1110 mark.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Number of Residents</th> </tr> </thead> <tbody> <tr> <td>20/21</td> <td>922</td> </tr> <tr> <td>21/22</td> <td>1110</td> </tr> </tbody> </table> </div> <p>There is already signs that that requests for support are being received for residents not known to the team and it is envisaged that with the ongoing cost of living crisis that this will continue to increase in demand.</p>	Year	Number of Residents	20/21	922	21/22	1110
Year	Number of Residents						
20/21	922						
21/22	1110						

## Discretionary Housing Payments (DHP's)

1.13 Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (housing element), but who may still need further financial help with their housing costs.

The chart below shows the expenditure over the past three years. The expenditure shows a continuing increase in demand. However, it is important to note that the DHP expenditure provided by Government to Flintshire has reduced.



### Total percentage increase

19-20	110.9%
20-21	110.1%
21-22	195.6%

The chart shows that current expenditure is higher than previous years. The data shows that Bedroom Tax under-occupancy is still the most common reason for DHP applications which indicates that finding available suitable accommodation remains difficult for customers.

Additionally, it reflects that there is an increasing number of people in need of support and assistance so they are able to pay their rent.

## EXPLAINING THE LATEST POSITION OF RENT ARREARS

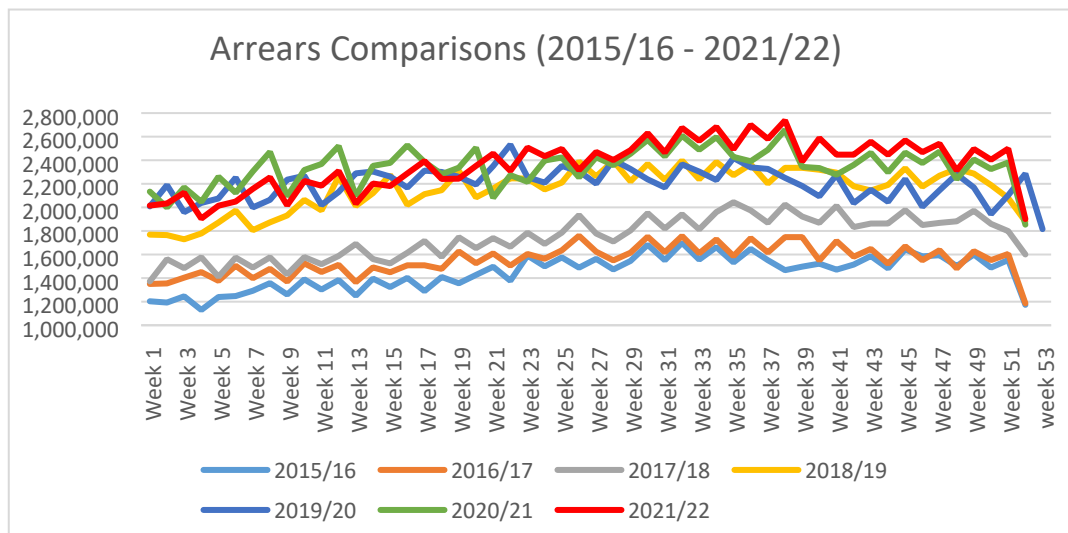
1.14 Collection of rent during the Covid pandemic and during the after effects of the global crisis, remains a challenge for the housing service in the same

way as it has for other social landlords who have been responsible for supporting tenants during the pandemic.

1.15 Year-end rent arrears represent 4.7% of the total gross rent yield – this is an indicator that allows us to compare against other Housing providers when the data is made available across Wales during Q1.

1.16 The collection of rent during 2021/22 has remained challenging for several reasons – the ban on evictions for much of the year and the need to provide tenants with six months’ notice prior to enforcement action being taken, coupled then with delays with the courts in progressing cases. The ongoing impact of the pandemic and the impact rising costs of living for social tenants who are least likely to have sufficient disposable income to cope with inflationary increases also has had a direct impact on the ability of the Housing Service to collect rent on time.

1.17 The table below illustrates the latest year-end position along with previous year comparisons:



1.18 The table below shows the year-end analysis of tenants compared to the previous year (2020/21). The table sets out those tenants who owe in excess of £250.00 in unpaid rent. Tenants who owe less than £250.00 and are generally up-to-date with their payments are excluded from the analysis.

Banded Arrears (£)	Mar-21		Mar-22	
	No. Tenancies	Arrears	No. Tenancies	Arrears
250 - 500	460	169,224	502	186,917
500 - 750	244	150,878	254	153,646
750 - 1,000	155	132,552	170	146,587
1,000 - 2,500	432	674,751	399	626,994
2,500 - 5,000	132	449,779	141	483,502
5000+	28	176,290	31	199,655
Totals	1,451	1,753,474	1,497	1,797,299

1.19	In appropriate cases, it has been necessary to re-start evictions for a small number of tenancies during 2021/22 where tenants have refused to engage. In some cases, tenants had abandoned the properties.
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Year	Number of Evictions for rent arrears
2021/22	7
2020/21	0
2019/20	26
2018/19	30
2017/18	22
2016/17	19
2015/16	22

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The continued deployment of the Mobyssoft 'Rent Sense software, funded by the HRA, is necessary to control rent arrears and to ensure resources are targeted effectively.
2.02	Resource levels are also being increased to support the improvement of rent collections as part of the Covid recovery strategy. The HRA business plan for 2022/23 will take into account two additional resources to deal with increasing workloads.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	To ensure financial risks to the HRA are minimised as far as possible, rent arrears continue to be tracked on a weekly basis and cases are identified as quickly as possible to ensure targeted intervention if provided to those tenants at highest risk of non-payment.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<ul style="list-style-type: none"> <li>• Housing (Wales) Act 2014</li> <li>• Welfare Reform Act 2012</li> </ul>

<b>7.00</b>	<b>CONTACT OFFICERS DETAILS</b>
7.01	<p><b>Contact Officers:</b> David Barnes, Revenues Manager Jen Griffiths, Housing &amp; Benefits Manager</p> <p><b>Telephone:</b> 01352 703652 and 01352 702929</p> <p><b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a> <a href="mailto:Jen.griffiths@flintshire.gov.uk">Jen.griffiths@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Housing Revenue Account (HRA):</b> The Council is required to keep a HRA to record all income and expenditure relating to the provision of local authority housing. All rental income, including arrears, must be held with a ring fenced HRA account. This means that income can only be used for council housing purposes and not general expenditure. This also allows rental income to be invested locally to help improve and maintain council owned homes and also build new council homes.
8.02	<b>Discretionary Housing Payment (DHP's)</b> is a discretionary payment which can help towards housing costs and a person is entitled to Housing Benefit or the Housing Costs element of Universal Credit.
8.03	<b>Eligible Rent</b> – this is the amount of rent (net of any ineligible services) that a claim for housing benefit or universal credit is calculated from.
8.04	<b>Housing Benefit</b> - helps tenants pay all, or part of their rent if they have a low income. Housing Benefit is administered by Local Authorities.
8.05	<b>Ineligible Services</b> – These are charges that may be included in rent that are not eligible for support through either housing benefit or universal credit. Such as: heating; lighting; hot water; meals.
8.06	<b>Registered Social Landlord (RSL)</b> - RSLs are not-for-profit organisations that aim to provide good, low cost accommodation.
8.07	<b>Spare Bedroom</b> – in the context of the spare room subsidy (or bedroom tax) this is where there are more bedrooms in the property than the household need. For example, a single person living in a two bedroom house would be deemed as having one “spare” bedroom.

8.08	<b>Universal Credit (UC)</b> – is an integrated means-tested benefit for people of working age whose income is below a specified minimum amount. UC can be claimed by working age people in and out of employment.
8.09	<b>UC Managed Migration</b> – Managed migration describes the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a ‘natural’ transfer to Universal Credit.
8.10	<b>Working Age</b> – for social security benefits ‘working age’ ends for both men and women at the female statutory retirement pension age. In May 2016 this is 63 years old. The female statutory retirement age is gradually increasing to equalise with men (65 year old) in October 2018. The pension age for both men and women will then increase to 66 in 2020.
8.11	<b>Welfare Reforms</b> – changes introduced to a range of social security benefits and tax credits, which aim to ensure that the United Kingdom has an affordable benefit system.



## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 6 <sup>th</sup> July, 2022
<b>Report Subject</b>	End of Year Performance Monitoring Report
<b>Cabinet Member</b>	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources; and  Cabinet Member for Housing and Regeneration
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

Flintshire County Council Reporting Measures 2020/21 were identified by portfolios and approved by Cabinet in September 2020. The Council Plan 2021/22 was adopted by the Council in June 2021 and this report presents a summary of the annual out-turn of progress against the Council Plan priorities relevant to the Community, Housing & Assets Overview & Scrutiny Committee.

This out-turn report for the 2021/22 Council Plan shows 73% of activities are making good progress with 74% likely to achieve their planned outcomes. 73% of the performance indicators have met or exceeded their targets, 9% are being closely monitored and 18% are currently not meeting target.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.

### RECOMMENDATION

1.	To support levels of progress and confidence in the achievement of priorities within 2021/22 Council Plan.
2.	To support overall performance against 2021/22 Council Plan performance indicators.
3.	To be assured by explanations given for those areas of underperformance.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE PERFORMANCE AT YEAR-END 2021/2022</b>
1.01	The Council Plan performance report provides an explanation of the progress made towards the delivery of the priorities set out in the 2021/22 Council Plan. The narrative is supported by information on performance indicators and/or milestones.
1.02	This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.
1.03	<p><b>Monitoring our Performance</b></p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> <li>• RED - under-performance against target.</li> <li>• AMBER - where improvement may have been made but performance has missed the target.</li> <li>• GREEN - positive performance against target.</li> </ul>
1.04	<p>Analysis of current levels of performance against target shows the following:</p> <ul style="list-style-type: none"> <li>• 44 (73%) have achieved a green RAG status</li> <li>• 5 (9%) have an amber RAG status</li> <li>• 11 (18%) have a red RAG status</li> </ul>
1.05	<p>The performance indicators (PIs) which show a red RAG status for current performance against target, relevant to the Community, Housing &amp; Assets Overview &amp; Scrutiny Committee are:-</p> <p><b>Affordable and Accessible Housing</b></p> <p><b>Number of Affordable Homes under construction via NEW Homes</b></p> <p>The delivery of 21 units at the Airfields site with Clwyd Alyn who is our development partner has been subject to numerous delays whilst obtaining the required statutory approvals. Planning approval for the whole site of 101 new homes was achieved on 30 March but too late to complete the land purchase/sign the build contract to access Social Housing Grant funding for 2021/22.</p> <p>The current financial viability of the development is being reviewed due to some specification changes on the development and this revised review, once completed, will be presented to the NEW Homes Board for consideration.</p> <p><b>Number of Council Homes completed</b></p> <p>Difficulties with the supply chain are still present, with a shortfall in labour with increased costs in materials and manpower effecting all developments. These impacting factors along with a sudden resurgence in overall activity and new policies from Natural Resource Wales relating to phosphates have delayed commencement on site. This has resulted in Duke Street and Park Lane</p>



	starting later than expected with completion dates now programmed for 2022/23 instead of 2021/22. This has resulted in Duke Street and Park Lane starting later than expected with completion dates now programmed for 2022/23 instead of 2021/22 unfortunately.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>																						
3.01	<p><b>Ways of Working (Sustainable Development) Principles Impact</b></p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all the End of Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2021/22.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p><b>Well-being Goals Impact</b></p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table> <p><b>Council's Well-being Objectives</b></p> <p>The Council undertook a review of its Well-being Objectives during the development of the 2021/22 Council Plan. The updated set of Well-being Objectives are a more focused set of six. The Well-being Objectives identified have associated themes for which they resonate. See the full list below.</p> <table border="1"> <thead> <tr> <th>Theme</th> <th>Well-being Objective</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>Protecting people from poverty by supporting them to meet their basic needs</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>Housing in Flintshire meeting the needs of our residents and supporting safer communities</td> </tr> <tr> <td>Green Society and Environment</td> <td>Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint</td> </tr> </tbody> </table>	Long-term	Throughout all the End of Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2021/22.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales	Theme	Well-being Objective	Poverty	Protecting people from poverty by supporting them to meet their basic needs	Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities	Green Society and Environment	Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
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	Economy	Enabling a sustainable economic recovery
	Personal and Community Well-being	Supporting people in need to live as well as they can
	Education and Skills	Enabling and Supporting Learning Communities

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	The Reporting Measures are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers have contributed towards reporting of relevant information.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Year-end progress report against 2021/22 Reporting Measures.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Council Plan 2021/22.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Ceri Shotton, Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702305 <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to ‘set out any actions to increase the extent to which the council is meeting the performance requirements.’ Plans for organisations should be robust; be clear on where it wants to go; and how it will get there.  <b><u>An explanation of the report headings</u></b>  <b>Measures (Key Performance Indicators - KPIs)</b>  <b>Actual (YTD)</b> – the year-to-date performance identified i.e. by numbers,

percentages, etc

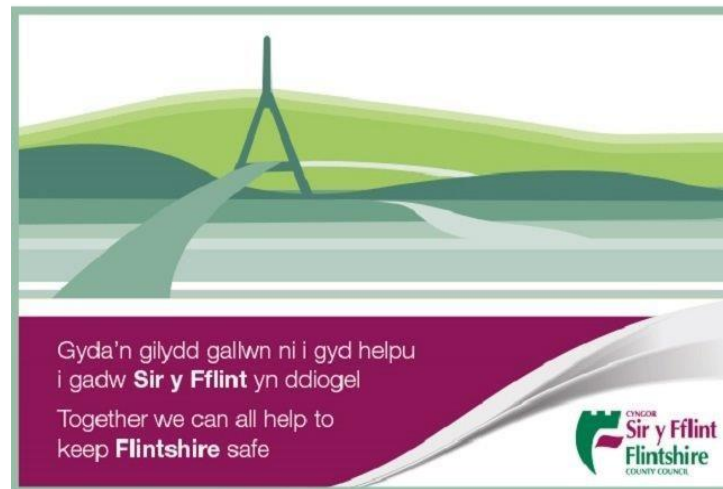
**Target (YTD)** – The target for the year to date which is set at the beginning of the year.

**Current RAG Rating** – This measures performance for the year 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.

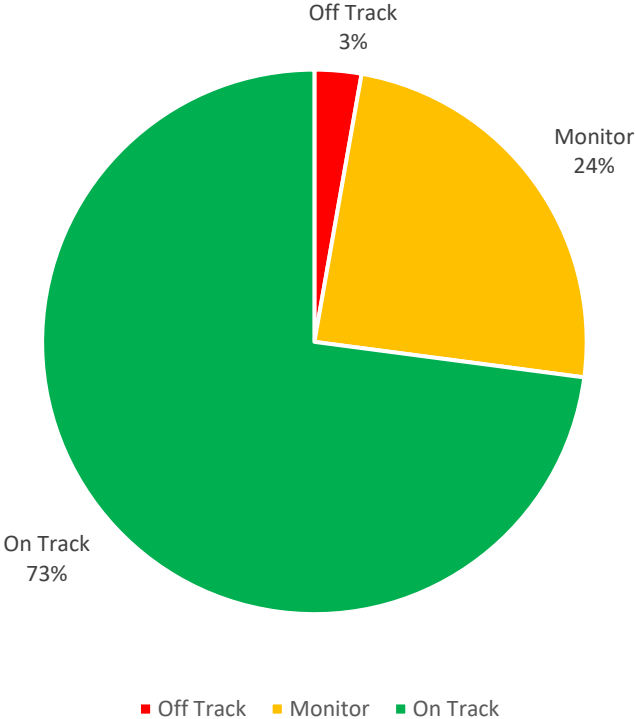
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# Council Plan End of Year Performance Monitoring Report 2021/22

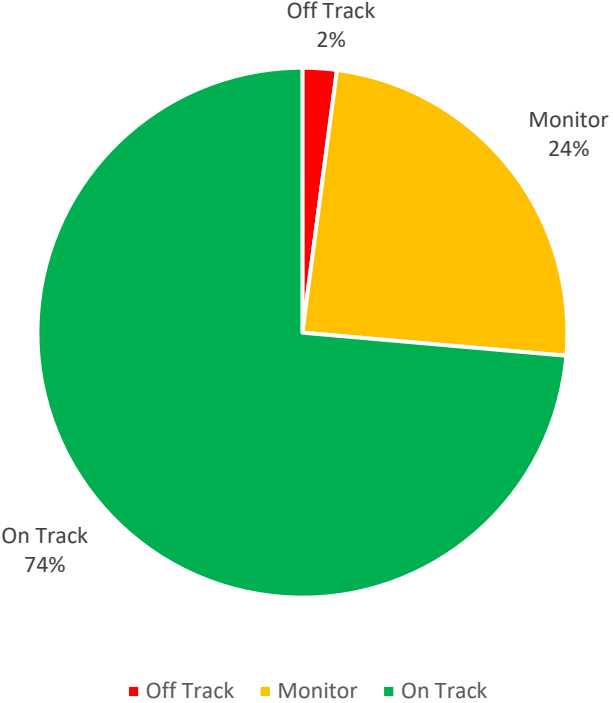


# Analysis

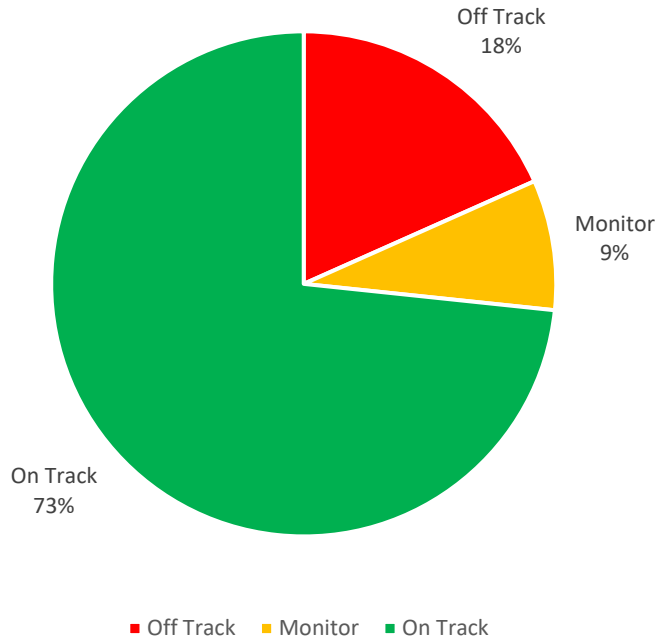
### Council Plan Action RAG Status



### Council Plan Outcome RAG Status



## Council Plan Performance Measures



## Measures Off Track

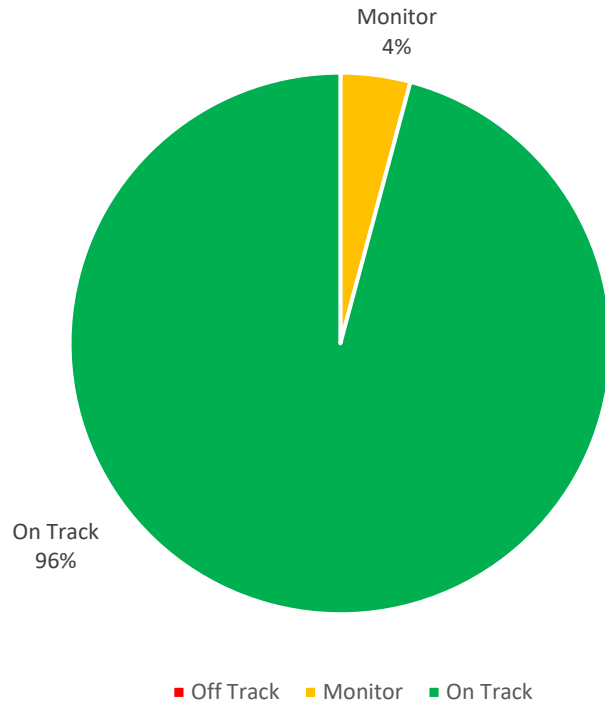
Area	Title	RAG
Social Housing	Number of Affordable Homes under construction via NEW Homes	▲
	Number of Council Homes completed	▲
Fleet Strategy	Introduce electric vehicles into the recycling fleet	▲
Active and Sustainable Travel Options	Develop multi-modal transport hub at Garden City	▲
	Introduce Electric Charging points at key locations across the County	▲
Active and Sustainable Travel Options	Number of bus quality partnerships on the core network	▲
Transport and Digital Infrastructure		
Circular Economy	Percentage of waste reused, recycled or composted	▲
Business	Number of local businesses supported to reduce their carbon footprint and become more resource efficient	▲
Reducing Worklessness	Number of individuals entering employment, learning and volunteering	▲
	Number of individuals receiving support	▲
A Well-connected, Safe and Clean Local Environment	Progress actions to avoid non-payment of all Fixed Penalty Notice (FPN) / Penalty Charge Notice (PCN)	▲

# Poverty

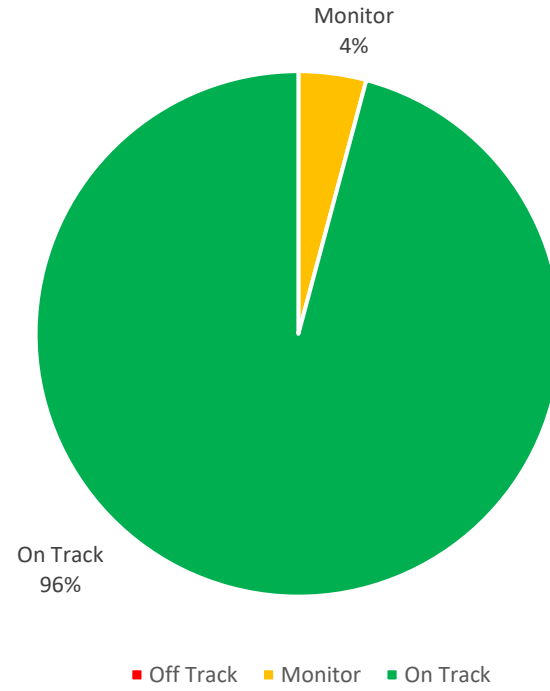


# Poverty Overall Performance

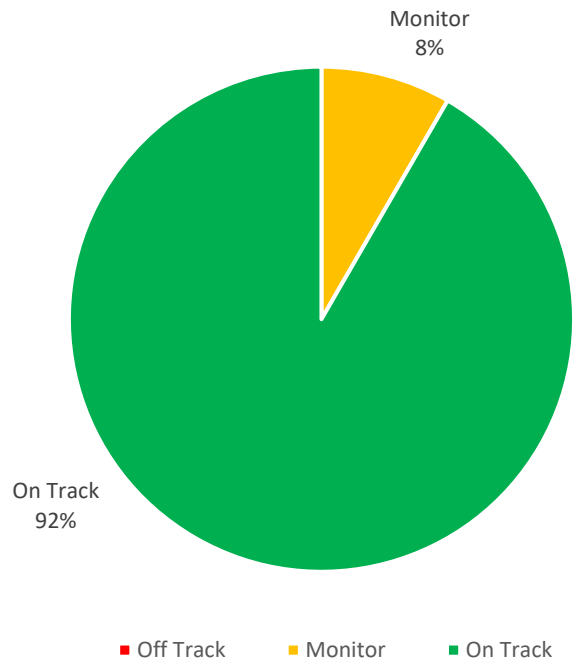
## Poverty Action RAG Status



## Poverty Outcome RAG Status



## Poverty Performance Measures



## Measures Off Track

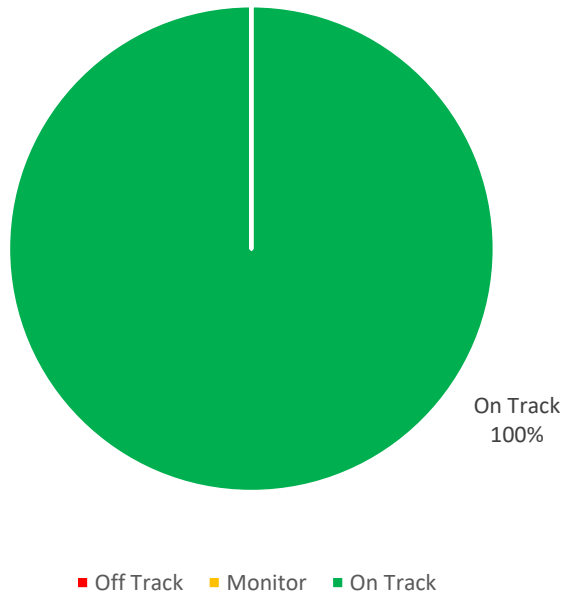
Area	Title	RAG
Poverty	There are no measures off track for this section	

## Income Poverty Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place	100%	★	★	<p>We have received funding from Betsi Cadwaladr University Health Board to enable the community support hub to remain open for a further 12 months, 1 April 2022 to 31 March 2023.</p> <p>Residents are able to call in Monday, Wednesday and Friday, 9:00am-12:30pm where they can receive support from a number of agencies and organisations, on hand to offer advice and support on areas such as mental health, finance, household fuel, food, digital and employment.</p> <p>We want the hub to grow so we can continually enhance the support offered as well as holding events such as cookery classes and wellness sessions.</p>
Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently	100%	★	★	<p>We are encouraging take-up of all benefits and grants the services offer.</p> <p>The Winter Fuel Support Scheme was launched on 13 December 2021. This was a one-off scheme from Welsh Government aiming to tackle fuel poverty. This has been promoted on social media, in the press and targeted invites have been issued to households which we identified could qualify. We received 8,672 applications in total, 8,665 applications have been processed and 6,672 households have received a payment. The scheme closed for applications on 28 February 2022 and all payments must be made by 30 April 2022. A uniform Grant take-up scheme is planned for April as the grant funding for this scheme closes on 30 June 2022.</p>
Maximising take-up of the Discretionary Housing Payments scheme and other financial support	100%	★	★	<p>Discretionary Housing Payments (DHP) expenditure has been fully utilised in supporting Flintshire residents as a result of continuing increases due to the additional financial pressures of rent and rising of fuel bills which impacts on tenants' ability to pay their rent. Welsh Government continually encourage Local Authorities to use DHP in the prevention of homelessness.</p>
Maximising the number of people signposted for support to facilitate longer term behavioural change	90%	★	★	<p>Impacts from the pandemic continue, referrals continue to be received and the ongoing advice and support forms part of the Discretionary Housing Payments (DHP) application process even if a DHP is unsuccessful. It is envisaged that figures will continue to rise with the increased energy bills and removal of the Universal Credit uplift.</p>

# Income Poverty Measures

## Income Poverty Performance Measures



## Measures

Area	Title	RAG
Income Poverty	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	★
	Average number of calendar days to process new claims for housing benefit and council tax reduction	★
	Total spend of Discretionary Housing Payments	★

# Income Poverty Measures

Average number of calendar days to process change in circumstances for housing benefit and council tax reduction

CP/017M - HA/001M



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Actual (YTD)	Target (YTD)	Current RAG Rating
3.00	8.00	★

Comment
The average processing time for change of circumstances was three days. This is an improvement on last quarter and the performance target of eight days was achieved.

# Income Poverty Measures

Average number of calendar days to process new claims for housing benefit and council tax reduction

CP/018M - HA/002M



Page 62

Actual (YTD)	Target (YTD)	Current RAG Rating
17.00	20.00	★

Comment
The average processing time for new claims was 17 days. This is an improvement on the last quarter and the performance target of 20 days was achieved.

# Income Poverty Measures

Total spend of Discretionary Housing Payments

CP/019M - HA/003M



Page 63

Actual (YTD)	Target (YTD)	Current RAG Rating
130.00%	100.00%	★

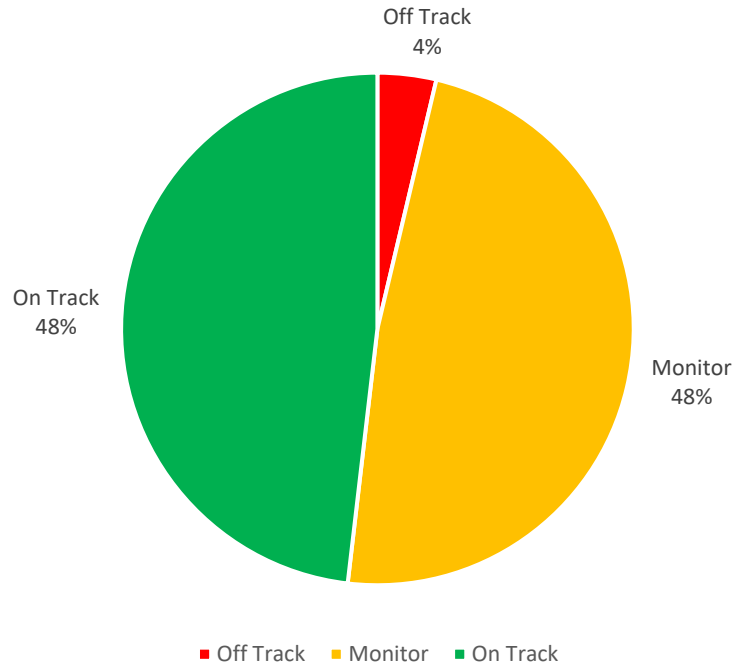
Comment
Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required due to the financial impacts in households during the current pandemic.

# Affordable and Accessible Housing

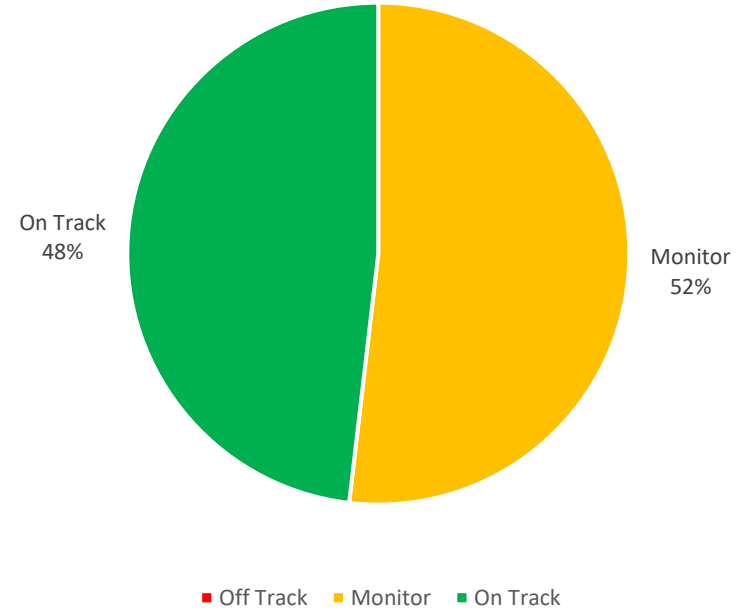


# Affordable and Accessible Housing Overall Performance

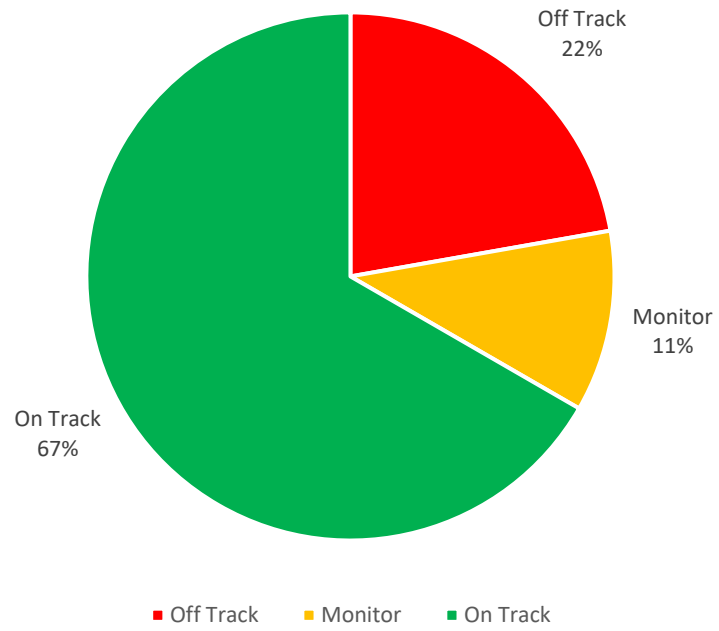
## Affordable and Accessible Housing Action RAG Status



## Affordable and Accessible Housing Outcome RAG Status



## Affordable and Accessible Housing Performance Measures



## Measures Off Track

Area	Title	RAG
Social Housing	Number of Affordable Homes under construction via NEW Homes	▲
	Number of Council Homes completed	▲

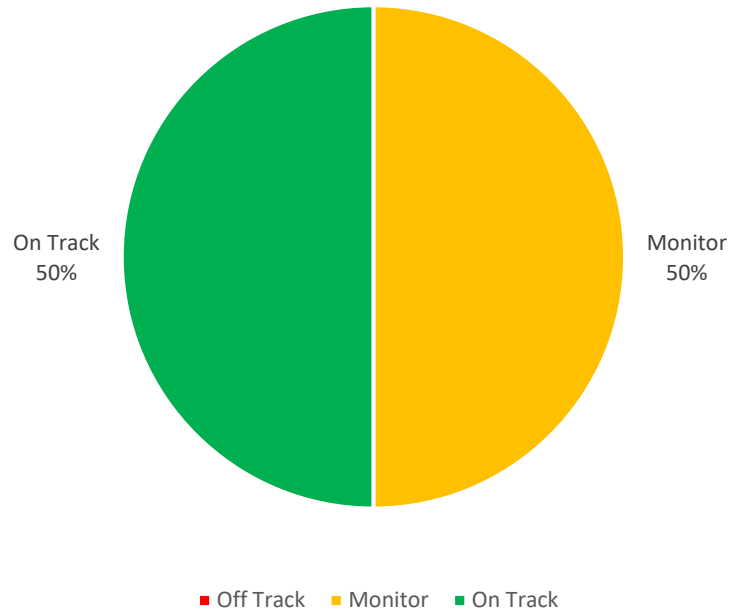
## Housing Support and Homeless Prevention Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Commissioning a wide range of housing related support that meets the needs of the people of Flintshire	100%	★	★	Additional funding from Welsh Government has enable increased capacity within housing related support services through the enhanced Housing Support Grant award for 2021/22. Some services have not been progressed due to workforce issues as previously referenced at the half year point. Each year we review our demand and seek to commission additional services as required. An underspend for the year has been reported to Welsh Government due to delays in recruitment and commissioning of projects, but this is not of significant concern considering the large uplift in grant this year, full spend anticipated for future years.
Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness	100%	★	★	In partnership with Conwy and Denbighshire colleagues, we are now successfully resourced to deliver significant support capacity for Housing First. This is funded through Housing Support Grant and is in keeping with Welsh Government expectation that Housing First becomes the default accommodation and support model for people who experience homelessness and have high level support needs. The service now has capacity to support approximately 20 clients and caseload allocation has been completed and allocated officers are now working with our Housing First cohort. Securing suitable independent accommodation post-pandemic will be a challenge but we continue to work with Housing Partners to source long-term settled housing for our most vulnerable people. We have identified and invested in an existing Flintshire County Council property to pilot a "shared house" for Housing First with two residents due to move in quarter one 2022/2023.
Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	100%	★	★	It is widely accepted that homelessness is not only a housing issue. A shared approach and multi-agency working has been a key part of the Covid response to the homeless crisis. The development of the Housing Support Programme Strategy, which was approved by Council in February 2022, outlines the vision for Flintshire in regards to tackling housing hardship, offering a wide range of person centred prevention activities and tackling homelessness in all its forms.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Ensuring when homelessness does occur it is rare, brief and non- recurring	100%	★	★	The challenge of managing homelessness continues post pandemic. There are high numbers of people in temporary homeless accommodation and limited move on opportunities. More people have been accommodated during the pandemic due to the "Everyone In" initiative and our focus is on helping people to exit homelessness as quickly as possible. We continue to utilise the 50% nominations process for Homeless Households in partnership with Common Housing Register partners which offers an additional avenue into social housing but the supply is limited. We also utilise opportunities to access Supported Housing, Private Rented Housing and opportunities for supporting people to safely return home where appropriate. As referenced in previous updates, the Rapid Rehousing Transition Plan will help inform future activity that focuses on ensuring homelessness is rare brief and unrepeated. This is due for completion and submission to Welsh Government by the end of June 2022.
Exploring opportunities to develop a young person's homeless hub offering accommodation and support services	20%	●	●	This is a long term action and is being absorbed into the Housing Support Programme Strategy which will provide the focus of all housing support and homelessness activity across Flintshire over the next four years. A Project Manager role is being explored to assist with delivering on this action. Housing Partners and Development colleagues are aware of our desire to develop a Young Persons Housing Hub and potential sites are actively being explored. No specific site identified at present, but efforts continue to identify a suitable location for this provision.
Promoting housing support and homeless prevention services with our residents and partners	100%	★	★	Efforts to promote services and generate opportunities for early intervention is a clear focus of the Housing Support Programme Strategy 2022-2026. Engagement with partners and internal services through training and profiling raising of our key services has been undertaken and a rolling programme of communication activities will continue year-on-year. Website content updated and continuing to be enhanced in partnership with colleagues in customer service to offer a better "user experience".
Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery	35%	●	●	This is a long term action. A target area of Deeside has been identified for the Homeless Hub v2.0. This location has a high level of local public sector infrastructure that many of our clients routinely access and a potential site is being explored. Housing Strategy Team are commissioning feasibility study and options assessment with a clear focus on adopting the "triage centre model" which is cited as good practice within the Welsh Government Rapid Rehousing Transition Plan Guidance. This facility would offer opportunity for a multi-agency service delivery model with intensive support on site. Housing Support Grant Funding already identified for future revenue spend to deliver this service and a clear commitment to a new model for the Homeless hub is stated within the Housing Support Programme Strategy 2022-2026, which was adopted by Council in February 2022.

# Housing Support and Homeless Prevention Measures

Housing Support and Homeless Prevention Performance Measures



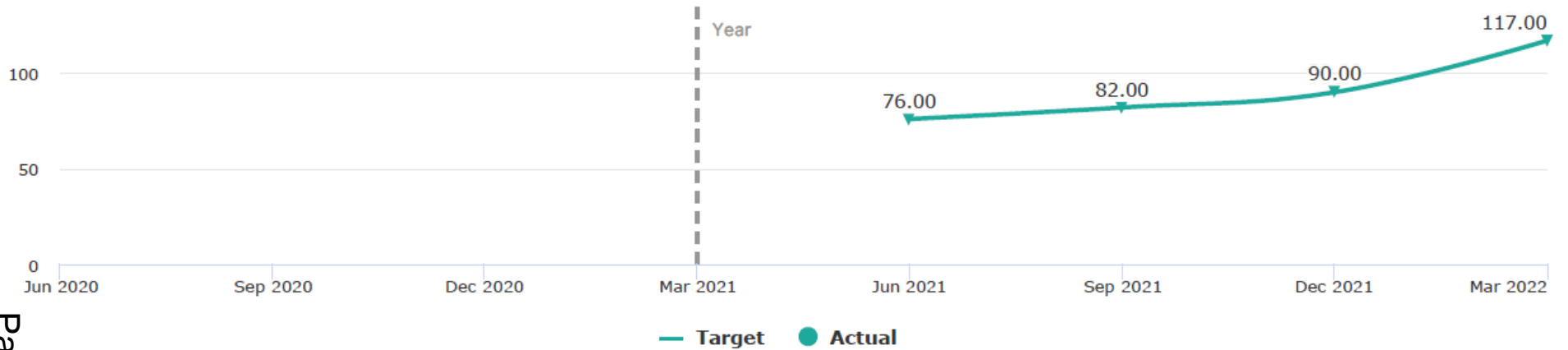
Measures

Area	Title	RAG
Housing Support and Homeless Prevention	Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014	N/A
	Number of households accommodated by the Council under Housing Wales act 2014 homeless duties	N/A
	Number of presentations to the homeless service	N/A
	Number of referrals received through the Housing Support Gateway	N/A
	Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	●
	Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	★

# Housing Support and Homeless Prevention Measures

Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014

HA/008M



Page 70

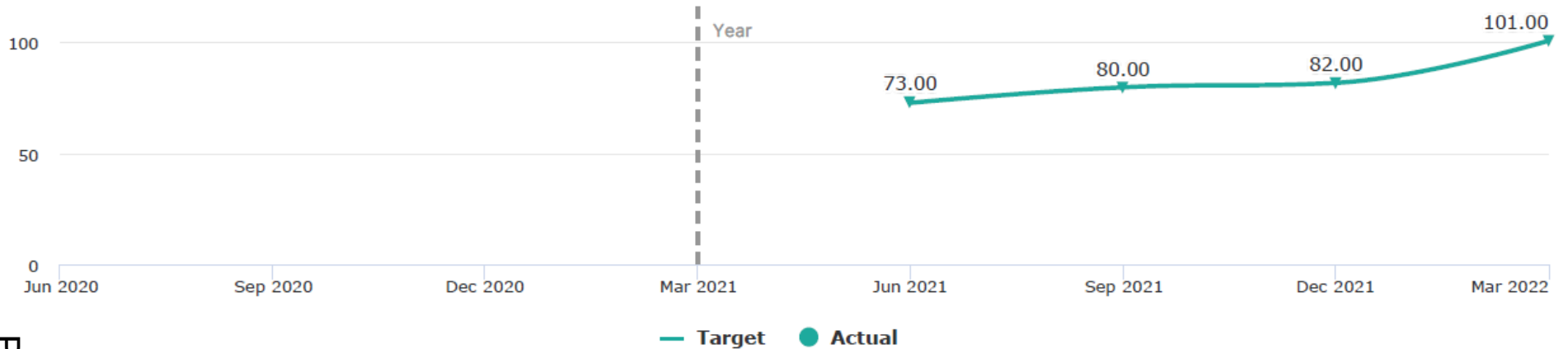
Actual (YTD)	Target (YTD)	Current RAG Rating
117.00		N/A

Comment
<p>The average length of stay in "interim housing" is as anticipated increasing. This is due to the significant barriers that homeless households face when seeking to move on, into long term settled housing. There remains a significant proportion of the homeless cohort who are single people with one bed needs. There are significant challenges with moving this particular cohort of people on and helping them to successfully exit homelessness due to a lack of one bed social housing and affordability issues within the private rented sector. This is not unique to Flintshire and the development of the Rapid Rehousing Transition Plan in 2022/23 will help focus our efforts on maximising opportunities for move on for all homeless households but will specifically shine a spotlight on the challenges relating to one bed need and the barriers single people face when experiencing homelessness.</p>

# Housing Support and Homeless Prevention Measures

Number of households accommodated by the Council under Housing Wales act 2014 homeless duties

HA/018M



Page 71

Actual (YTD)	Target (YTD)	Current RAG Rating
101.00		N/A

Comment
The prolonged nature of the pandemic and the national commitment to offer interim housing to anyone who is facing homelessness at present is leading to a sustained demand for temporary and emergency housing. This is again not unique to Flintshire and is a Wales wide challenge. It is likely that numbers will continue to increase over the short to medium term due to the ongoing commitment to assist those people accommodated during the pandemic and as the fall out of the pandemic and as the current cost of living crisis develops over the coming months and years.

# Housing Support and Homeless Prevention Measures

Number of presentations to the homeless service

HA/020M



Page 72

Actual (YTD)	Target (YTD)	Current RAG Rating
379.00		N/A

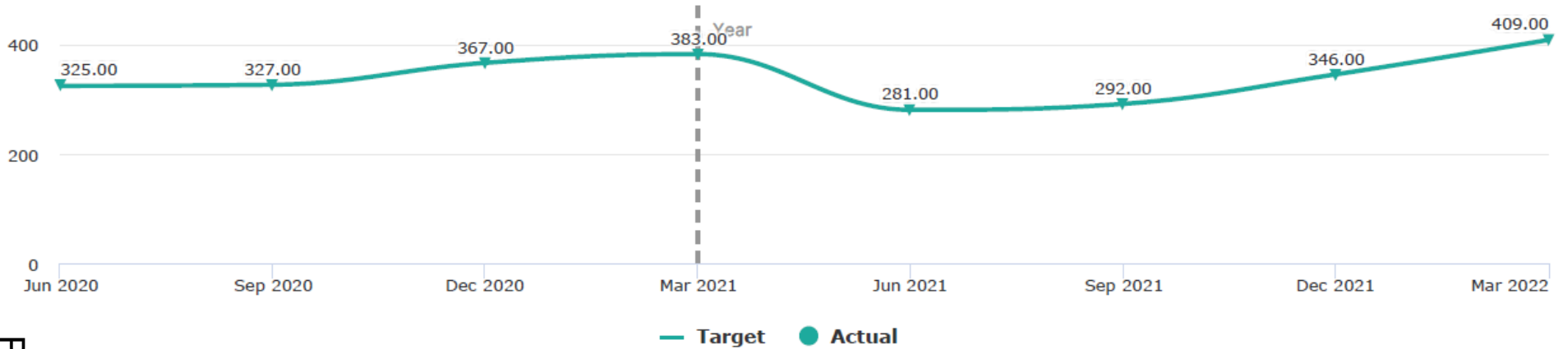
Comment
Homeless presentations continue to be high and demand is likely to continue as the cost of living crisis develops. In comparison to the previous quarter where 279 households presented as homeless, this quarter has seen an increase of 100 additional households presenting as either homeless or at significant risk of homelessness. Historic trend data supports a reduction in presentations in the quarter three period annually and an uplift in quarter four as seen again this year.



# Housing Support and Homeless Prevention Measures

Number of referrals received through the Housing Support Gateway

HA/021M



Page 73

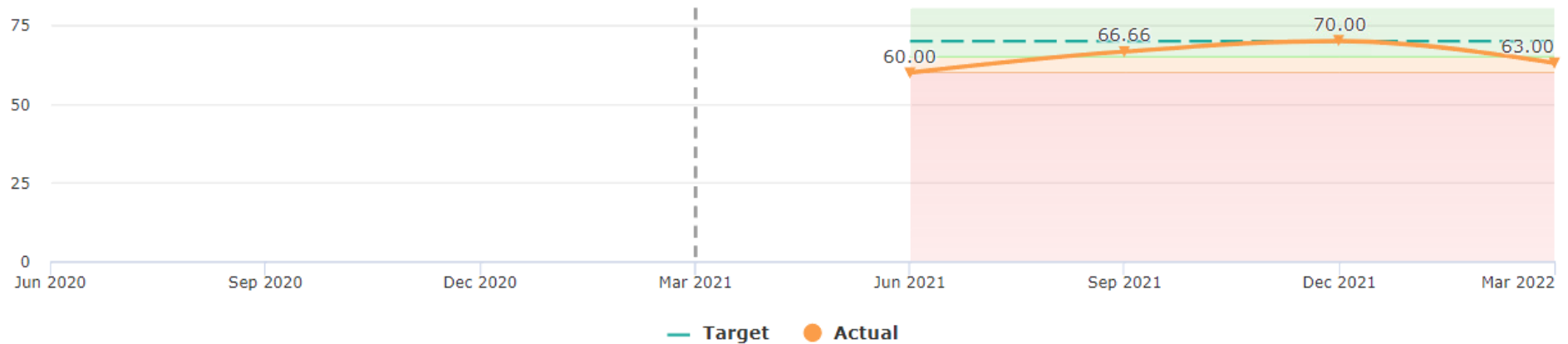
Actual (YTD)	Target (YTD)	Current RAG Rating
409.00		N/A

Comment
<p>In quarter four, we have seen an increase in referrals coming through for housing support. 409 referrals received in quarter four 2021/22 compared to 383 referrals received in quarter four 2020/21.</p> <p>New internal projects have been set up in recent months and we have not received their referral information yet so the figure for quarter four should be higher.</p>

# Housing Support and Homeless Prevention Measures

Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014

HA/022M



Page 74

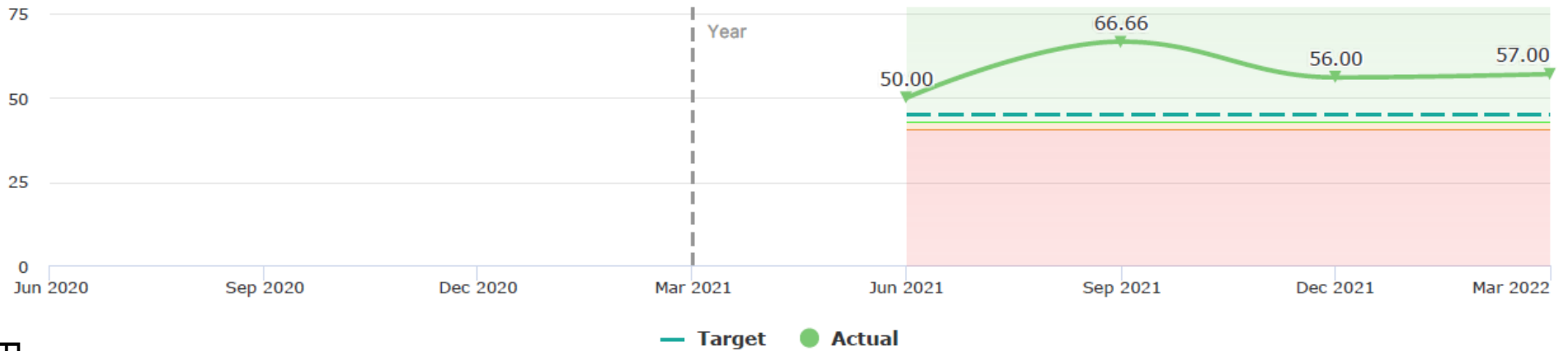
Actual (YTD)	Target (YTD)	Current RAG Rating
63.00	70.00	●

Comment
<p>Successful prevention of homelessness is reported as 63% within the quarter four period. This relates to a total of 51 reported outcomes of which 32 were positive prevention. This is good performance when considering the current challenges around housing and homelessness in the county and across Wales. Those 32 households who were assisted with positive outcomes, have not had to suffer the trauma of homelessness. Those 19 cases where homelessness did occur will continue to be supported by the Homeless Team and support services.</p>

# Housing Support and Homeless Prevention Measures

Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014

HA/024M



Page 75

Actual (YTD)	Target (YTD)	Current RAG Rating
57.00	45.00	★

Comment
Relief of homelessness is where the Council have assisted someone to exit homelessness. 57% is positive performance against the target and relates to a total of 67 outcomes of which 38 were positive. Positive outcomes can include successfully securing long term settled housing across the private rented sector and social housing, returning to family home, to name just a few examples. The homeless nominations process linked to the Common Housing Register helps greatly in the Council's efforts to help people to exit homelessness promptly, but due to the limited availability of one bed social housing, there remains a significant proportion of single people who remain homeless and assisted by the Homeless Team.

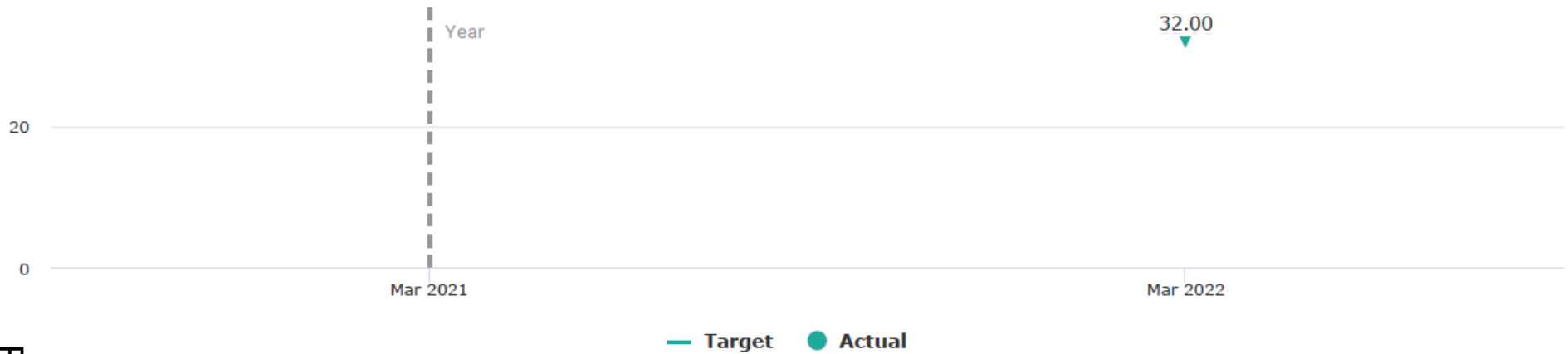
## Housing Needs and Housing Options Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing self-service approaches that enable people to identify their own housing options through online support	80%	●	●	Website content being routinely refreshed and new services such as the Social Housing Waiting Time Calculator and Stock Profile Mapping features near completion. Longer term ambitions to develop an applicants portal with opportunity for people to upload their own information into the applications system and submit evidence as part of the verification process has been raised with IT and being explored through future forward work plan.
Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure	25%	●	●	This is a long-term action and in line with the Housing Support Programme Strategy seeks to offer pro-active early intervention and support that will reduce risks of homelessness and enable people to start their new tenancies positively thus reducing stress, anxiety and housing hardship. Despite the delays to recruitment and workforce challenges, initial works to develop an approach of targeting pre-tenancy support has been developed. This approach focuses on targeted support and engagement with applicants who are Band 1 and long-standing Band 2 on the Common Housing Register. This cohort of applicants are most likely to come up for an offer of social housing. A dedicated Housing Support Worker has now been appointed to pilot this work in 2022/23.
Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals	60%	●	●	A range of communication activities continue to be routinely delivered to promote our services and generate take up of services. Training for colleagues in other service areas have been delivered to promote the Common Housing Register and Support Gateway and further work to be completed by year on website content refresh for Common Housing Register and Homelessness services.
Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants	100%	★	★	We have finalised our methodology for scoring our sheltered schemes and have presented our report to the Housing Board. We are now in the process of completing further detailed option appraisals for each identified site. We will be completing further assessments in terms of condition and calculating the investment costs along with what measures will be required to be implemented to ensure compliance with the Welsh Housing Quality Standards, building safety compliance and energy efficiency. We have formed a new sub-review group who will complete the further detailed option appraisals and will report back to the main group with the findings and outcomes for each identified site which will allow the Council to progress to the next stage.

# Housing Needs and Housing Options Measures

Customer satisfaction data for the Housing Register Service

HA/009M



Page 77

Actual (YTD)	Target (YTD)	Current RAG Rating
32.00		N/A

Comment
<p>An online customer survey was developed in order to seek the views of customers as to how well the current SARTH arrangements are meeting their needs. A total of 63 responses were received (25 responses for Denbighshire applicants, 38 responses for Flintshire applicants). Customers were asked how they would rate the service when they applied and 32% found the service very good. This questionnaire was important to understand what aspects of the service are going well and need maintaining and highlights opportunities for improvement. Work is ongoing to address any issues raised in the survey and this work continues in 2022/23 and this question also forms the baseline for this measure going forward.</p>

# Housing Needs and Housing Options Measures

Number of applicants on the Common Housing Register

HA/012M



Page 78

Actual (YTD)	Target (YTD)	Current RAG Rating
2,401.00		N/A

Comment
Numbers of applicants for social housing continue to increase. This is a reflection of ongoing and increasing community and housing hardship post pandemic. This is not unique to Flintshire and is being monitored through both the Corporate Risk Register and the SARTH Partnership Steering Group, which is made up of Local Authorities and Housing Associations across Flintshire, Denbighshire and Conwy.

# Housing Needs and Housing Options Measures

Number of applicants rehoused via SARTH by All Housing Partners

HA/013M



Page 79

Actual (YTD)	Target (YTD)	Current RAG Rating
619.00		N/A

Comment
Housing need is far greater than supply and this is why numbers on the Common Housing Register continue to increase. Lettings by Housing partners are as follows: Flintshire County Council 122. Clwyd Alyn 11. Wales & West Housing 15. Grwp Cynefin 1.

# Housing Needs and Housing Options Measures

Number of applicants rehoused via SARTH by Flintshire County Council

HA/014M



Page 80

Actual (YTD)	Target (YTD)	Current RAG Rating
441.00		N/A

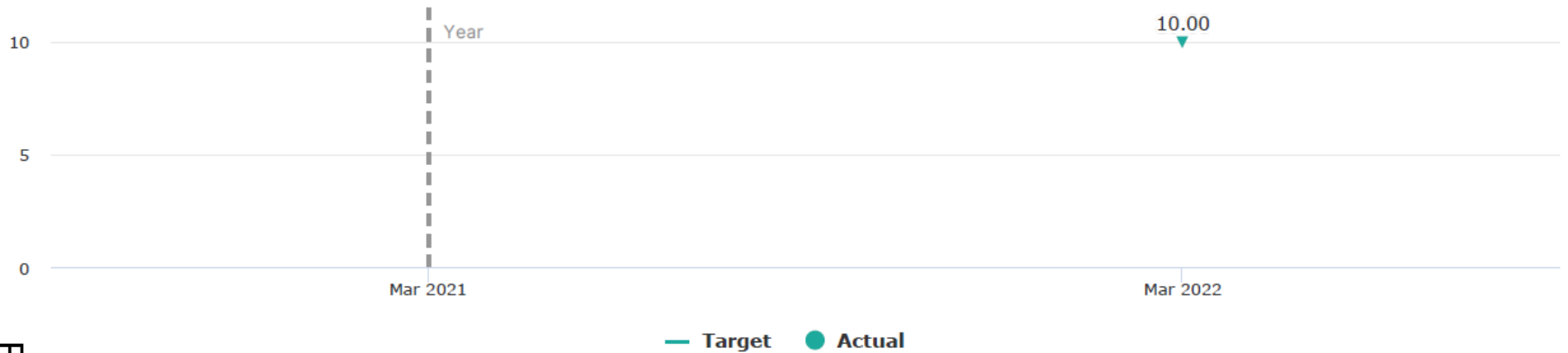
Comment
It is positive to see an increase in relets for Flintshire Council homes. Improving void turnaround and letting more properties is important to relieve some of the high numbers of housing applicants and meet local housing needs. It is noted that of the 122 new tenancies in the period, 42% were "sheltered" properties for over 55's and 58% for general needs applicants (singles/couples/families).



## Housing Needs and Housing Options Measures

Number of households rehoused with significant adaptations requirements

HA/019M



Page 81

Actual (YTD)	Target (YTD)	Current RAG Rating
10.00		N/A

Comment
<p>This measure seeks to highlight the work of the specialist housing panel and the rehousing of households with significant property adaptation requirements. Due to their complexity of some applicant's property need, the traditional route of the Common Housing Register and existing stock would not routinely meet the needs of this cohort of residents. The specialist housing panel therefore seeks to focus on those residents who without creative and innovative housing solutions, would fail to have their housing needs met. At the end of the reporting year, there are 43 live applicants being reviewed by the specialist housing panel and ten households have been successfully rehoused in the last 12 months. A further four households are under offer and awaiting works to complete.</p>

## Social Housing Actions

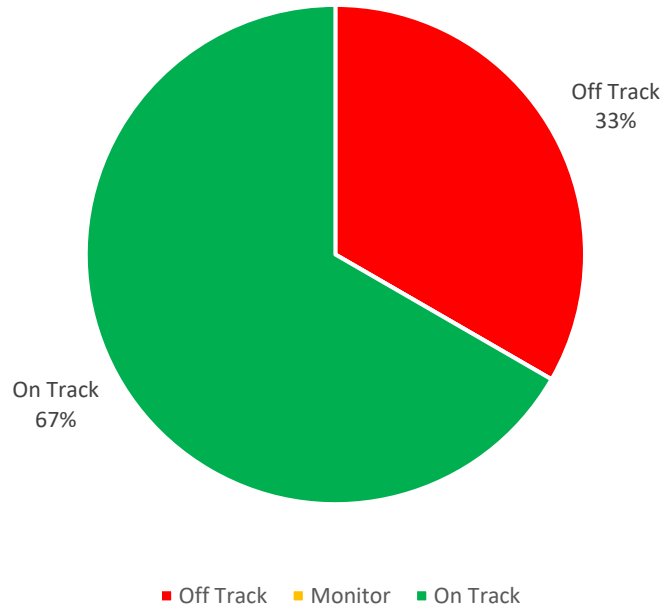
Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	100%	★	★	<p>We have completed the first draft of our decarbonisation strategy which is currently being reviewed.</p> <p>The Council were successful in securing grant funding towards a new stream of decarbonisation works which is scheduled to go live this financial year (2022/2023). From this, our draft strategy will be tested, updated and finalised in order to ensure the strategy captures our aims and objectives in assuring our plans for decarbonisation are robust and correct for the tenants of Flintshire.</p>
Ensuring that the Council's housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65	100%	★	★	<p>The Council continue to target properties that do not meet the SAP 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels &amp; Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved.</p> <p>Our current average SAP rating for our entire stock is 68.9.</p> <p>All properties now comply with the SAP 65 rating and we are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.</p>

Action	Percentage Complete	RAG	Outcome RAG	Comment
Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	50%	▲	●	<p>Potential opportunities with external development partners have been identified within the area and are being pursued as rapidly as possible. As previously indicated, the current market conditions of increased material costs, increased labour costs, decreased manpower availability and now inflation are creating a very challenging environment to remain competitive. However, there is some consideration that these circumstances are temporary and that there will be opportunities available for partnering and external development opportunities with local developers to progress and constantly improve the delivery of Housing accommodation. Planning discharge issues and planning issues at Mostyn have been resolved and we are on site for the 30 units to be completed by January 2023. At Gronant, 41 units will commence later in the year as planning discharge issues have been resolved. It was due to start in autumn 2021.</p> <p>However, given that the scheme had a hilly sandune type topography required levelling which would have meant an extensive "muckshift" and it was considered unwise to begin that in the middle of winter. The extremely wet autumn and winter has more than justified that decision. However, repricing issues and material availability (Timber from Russia) have further delayed a start on site in April. We hope to be on site in the summer. The six homeless temporary accommodation units at Holywell and Flint are on site from January/March 2022 with completion in May/July 2022.</p>
Listening to our tenants and working with them to improve our services, homes and communities	50%	●	●	Strategic Research Insight Ltd have been awarded contract to deliver STAR survey. All tenants have been sent questionnaire to complete (with online option). Closing date for survey 10 April 2022.
Supporting our tenants to access technology and create sustainable digital communities	25%	●	●	Awaiting results from STAR survey to inform priorities for Customer Involvement Strategy and developing more opportunities for tenants to be more digitally involved.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Working with housing association partners to build new social housing properties and additional affordable properties	50%	●	●	The Housing Prosectus newly required by Welsh Government setting out the delivery plan from Registered Social Landlords in the context of local housing need was produced and highly commended by Welsh Government. As is often the case, take-up of Social Housing Grant was concertinaed into the last quarter of the year. All the schemes anticipated to start on site or complete within the year were allocated as planned apart from the Clwyd Alyn/NEW Homes Airfields scheme. Planning permission was approved for this 101 unit scheme on 30 March but sadly the sale of land completion and building contract could not be completed by 31 March. This scheme will carry forward into 2022/23. Of the £10 million plus allocation of funds to Flintshire, almost £8 million was ultimately spent.
Working with residents to ensure our communities are well managed, safe, and sustainable places to live	50%	●	●	New working arrangements have been bedded in and Housing Officers are able to provide a better customer service with having smaller patch areas. This will ensure a more streamlined service is delivered with a focus of support and early intervention.

# Social Housing Measures

Social Housing Performance Measures



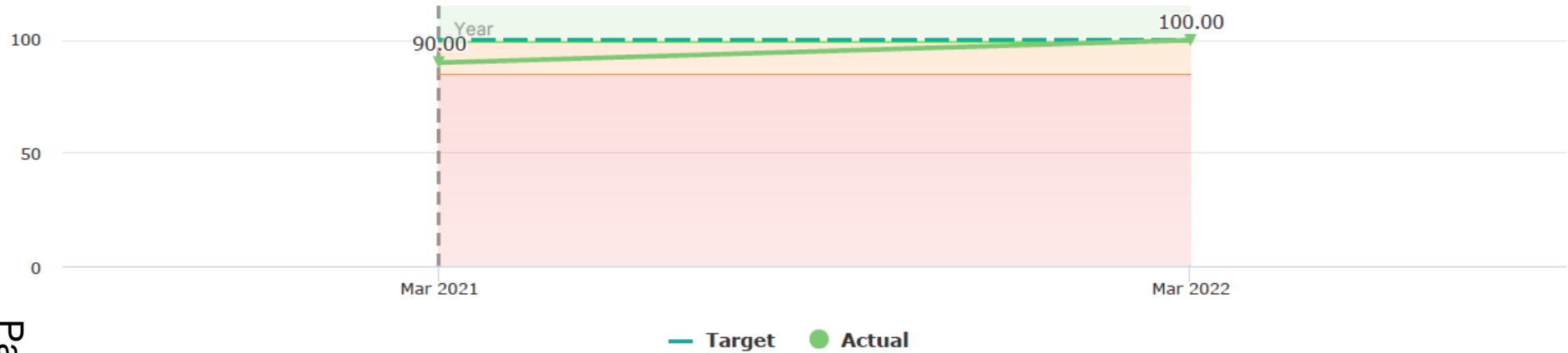
Measures

Area	Title	RAG
Social Housing	Achieving a SAP rating of 65	★
	Number of Affordable Homes completed via NEW Homes	★
	Number of Affordable Homes under construction via NEW Homes	▲
	Number of Council Homes completed	▲
	Number of Council Homes under construction	★
	To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2021	★

## Social Housing Measures

Achieving a SAP rating of 65

HA/007M



Page 86

Actual (YTD)	Target (YTD)	Current RAG Rating
100.00	100.00	★

### Comment

The Council continue to target properties that do not meet the SAP 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels & Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved.

Our current average SAP rating for our entire stock is 68.9.

All properties now comply with the SAP 65 rating and we are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.

## Social Housing Measures

Number of Affordable Homes completed via NEW Homes

HA/011M



Page 87

Actual (YTD)	Target (YTD)	Current RAG Rating
4.00	0.00	★

Comment
<p>The expected four units were delivered early in the financial year as programmed. Currently the next batch of units is expected to be delivered within the 2022/23 financial year.</p> <p>This hiatus in the programme is the result of challenging market forces making NEW homes residential purchases very challenging and unviable. Other procurement alternatives are being considered with potential options being worked through for presentation, if suitable, to the NEW Homes board.</p> <p>Negotiations with Wates to acquire up to 10 three-bed houses at Meas Gwern are at an advanced stage.</p>

## Social Housing Measures

Number of Affordable Homes under construction via NEW Homes

HA/010M



Page 88

Actual (YTD)	Target (YTD)	Current RAG Rating
0.00	21.00	▲

### Comment

The delivery of 21 units at the Airfields site with Clwyd Alyn who is our development partner has been subject to numerous delays whilst obtaining the required Statutory approvals. Planning approval for the whole site of 101 new homes was achieved on 30 March but too late to complete the land purchase/sign the build contract to access Social Housing Grant funding for 2021/22.

The current financial viability of the development is being reviewed due to some specification changes on the development and this revised review, once completed, will be presented to the NEW Homes Board for consideration.



## Social Housing Measures

Number of Council Homes completed

HA/015M



Page 89

Actual (YTD)	Target (YTD)	Current RAG Rating
0.00	6.00	▲

Comment
Difficulties with the supply chain are still present, with a shortfall in labour with increased costs in materials and manpower effecting all developments. These impacting factors along with a sudden resurgence in overall activity and new policies from Natural Resource Wales relating to phosphates have delayed commencement on site due to increased requirement for supervision and remediation of contaminated land. This has resulted in Duke Street and Park Lane starting later than expected with completion dates now programmed for 2022/23 instead of 2021/22 unfortunately.

# Social Housing Measures

Number of Council Homes under construction

HA/016M



Page 90

Actual (YTD)	Target (YTD)	Current RAG Rating
77.00	77.00	★

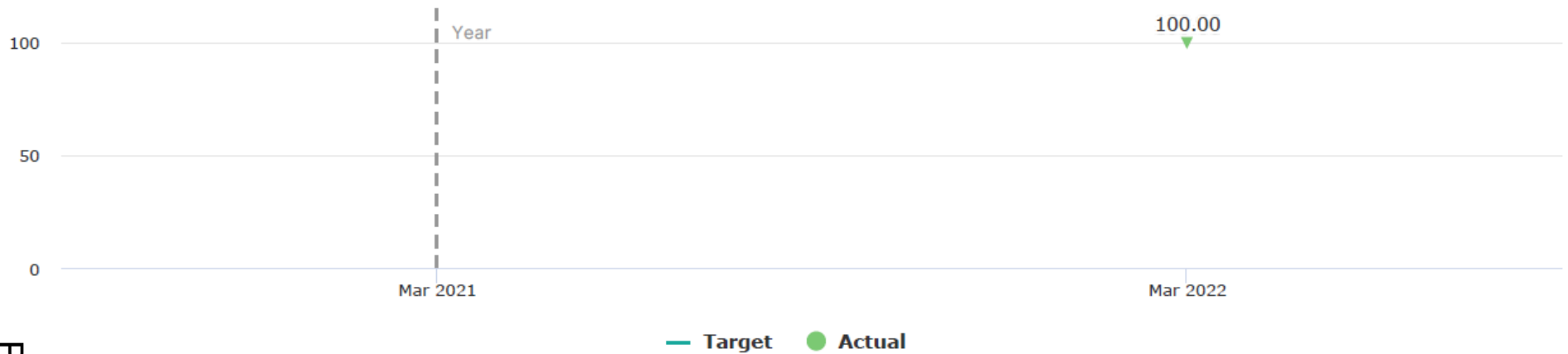
### Comment

Housing accommodation has commenced in Mostyn at Fford Pandarus and Fford Hiraethog to deliver the programmed 30 residential units due for completion January 2023 and six units in Holywell and Flint due for completion in July/August 2023. The 41 units at Nant-y-Gros scheduled to commence in April 2022 may be delayed further due to repricing and material supply issues (Timber from Russia) as a result of the Ukraine crisis. A programme of schemes is currently being developed ready for Welsh Government technical approval, planning permission, SAB approval during 2022/23. Statutory Regulatory processes are taking significantly longer than expected and these other external influences are being monitored. It is unlikely there will be many starts on site in the first half of the year, but there is a good prospect some will be in construction in quarter four 2022/23. These should include Ffordd Llanarth (20 units), Ty Mair Mold (30+ units) and Harwarden (four units).

## Social Housing Measures

To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2021

HA/023M



Page 91

Actual (YTD)	Target (YTD)	Current RAG Rating
100.00	100.00	★

### Comment

The Council successfully complied with the Welsh Housing Quality Standards to all housing stock on 31 December 2021. We have continued to maintain this standard to our tenanted homes and will now move into the maintenance phase of these standards. We are now working with Welsh Government and our supply partners in readiness for the new WHQS 2.0 standards that will be shared with the Council in 2023.

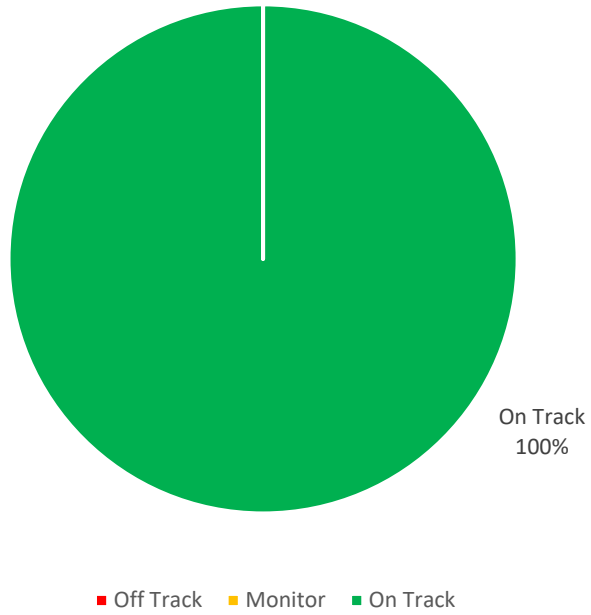
## Private Rented Sector Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing a "landlord offer" that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed	75%	●	●	Offers of support are available to landlords to help with the sustainment of their tenancies, with a clear focus on helping landlords and tenants maintain positive tenancies and reduce risks of homelessness and housing hardship. A recent engagement event with landlords via the Landlord Forum provided an opportunity to showcase the extent of the support offer available to landlords to help manage their tenancies and properties and further routine engagement will be ongoing.
Engaging with private sector tenants, giving them a voice and responding to their needs	75%	●	●	The creation of a specific Private Rented Sector Team is still intended but due to delays with recruitment and the restructure of the Housing & Prevention Service the posts will not go out to advert until quarter one 2022/23. Engagement with Private Sector Tenants remains an important task for the service in light of significant changes to housing Law in Wales with the introduction of the Renting Homes (Wales) Act 2016. Communications activities have commenced nationally through Welsh Government and will be targeted locally to raise awareness of the imminent changes which will commence 15 July 2022. This is a rolling action to be picked up each year.
Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need	75%	●	●	The housing market and landscape is increasingly difficult at present with rents increasing and a significant number of landlords considering sale of properties whilst the housing market for sale and property values is increasing. We continue to offer incentives to increase access to the private rented sector through Bond Scheme and other funding streams. Further communications work to be undertaken to attract landlords to work with the Council and our partners to help remove barriers to private renting. Affordability however continues to be a significant issue with many private rental properties unaffordable for those in receipt of benefits. Detailed housing options advice continues to be offered to anyone with a housing need through the Housing Helpline and Triage Service. The creation of a specific Private Sector Housing Support Team is being delivered and will be recruited to within the quarter one and quarter two period of 2022/23.
Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life	60%	●	●	Progress has been delayed on the mapping programme due to the backlog of work accumulated during the period of the pandemic and significant vacancies within the Housing and Pollution Control Team. The focus has been on statutory work. With respect to HMO's, the team have focused on those properties that require mandatory licences or those properties that have been brought to our attention due to concerns around safety.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Working in partnership with landlords and private sector agents to better understand their needs	100%	★	★	A successful Landlord Forum was held in Flintshire in March 2022 with over 30 attendees made up of local lettings agents and landlords. The event was hosted online and delivered in partnership with the National Residential Landlords Association (NRLA). Positive feedback received about the event and an opportunity to promote our Housing Support Services and offers of help from Environmental Health and Public Protections Teams. Landlords and lettings agents have identified the Renting Homes Wales Act 2016 as a significant piece of work they would like further forums meetings to focus on.

# Private Rented Sector Measures

Private Rented Sector Performance Measures



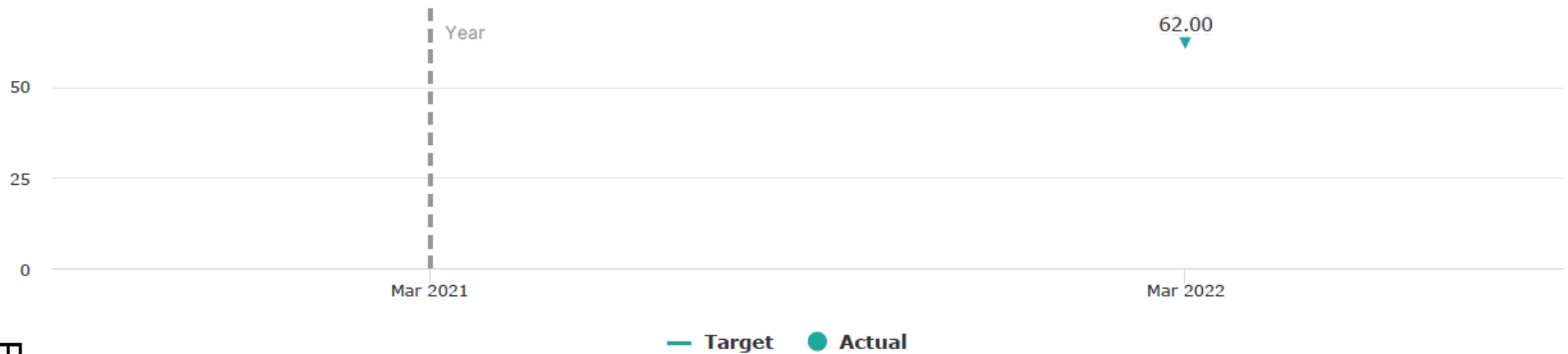
## Measures

Area	Title	RAG
Private Rented Sector	Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation	N/A
	Number of inspections of HMOs	★

## Private Rented Measures

Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation

HA/017M



Page 95

Actual (YTD)	Target (YTD)	Current RAG Rating
62.00		N/A

### Comment

A total of 62 households have been supported to access Private Rented Sector whilst open to the homeless team this year. These outcomes are broken down as follows: 35 households moved into private rented accommodation before they became homeless so have been reported as "relief" outcomes; 27 households had been homeless and then exited homelessness by securing a long-term housing solution in the private rented sector. The landscape locally is increasingly challenging with regards to affordability and availability of private rented housing to assist with the homelessness challenge. This is not unique to Flintshire.

# Private Rented Measures

Number of inspections of HMOs

PEE/005M



Page 96

Actual (YTD)	Target (YTD)	Current RAG Rating
18.00	10.00	★

Comment
<p>Progress has been delayed on the mapping programme due to the backlog of work accumulated during the period of the pandemic, and significant vacancies within the Housing and Pollution Control Team. The focus has been on statutory work. With respect to Houses of Multiple Occupation (HMO's), the team have focused on those properties that require mandatory licences or those properties that have been brought to our attention due to concerns around safety.</p> <p>During quarter four, two HMO's were inspected. The programme of inspections has been severely impacted by the number of vacancies in the team with only one Housing Environmental Health Officer available to support the programme. A successful recruitment campaign has seen the appointment of three new officers who started at the end of March 2022 and this will allow the programme of inspections to be reviewed and brought back in line with the planned programme.</p> <p>During 2021/22, a total of 18 inspections of HMOs were completed.</p>



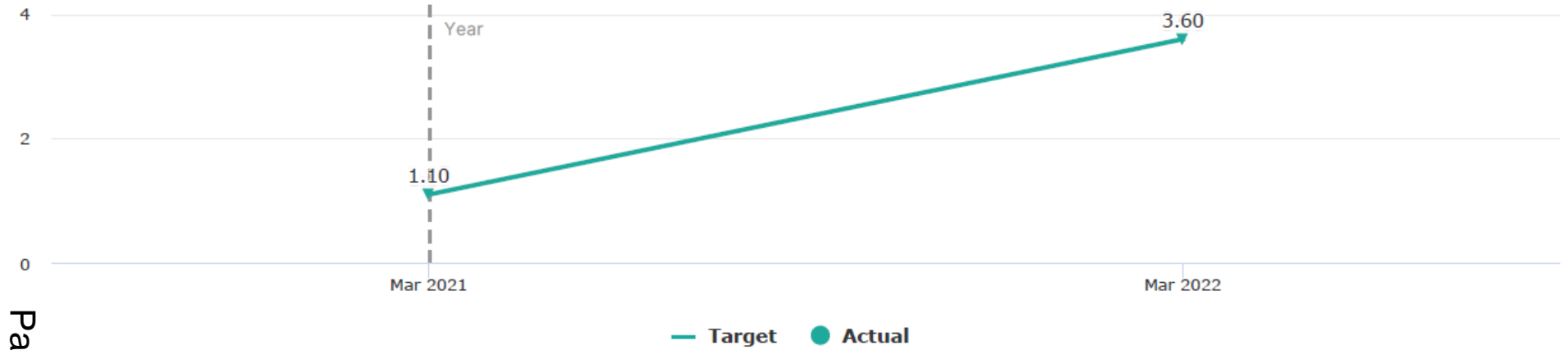
## Empty Properties Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Bringing empty homes back into use through the Empty Homes Loan Scheme (EHLS)	100%	★	★	This is ongoing and this financial year (2021/22) we have approved £424,101.00 in house into home loans.
Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme	100%	★	★	This is ongoing and we are due to have a meeting with Legal services to decide whether the project management service is viable or not.
Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street	100%	★	★	The Council continues to work with property owners and potential investors to assist them to bring their proposals to fruition in the town centres.
Targeting 'problem' empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply	100%	★	★	Enforcement powers have been used to successfully take two long-term empty properties through the enforced sale procedure and they are now back in use. Empty Homes is undertaking works in default on another two long-term empty properties ready to start the enforced sale procedure.

# Empty Properties Measures

Percentage of empty private properties brought back into use

PEE/011M - PAM/013



Page 98

Actual (YTD)	Target (YTD)	Current RAG Rating
3.60		N/A

Comment
Based on Council Tax figures of 500 houses when the housing strategy plan was produced in 2019, we have brought 18 properties back into use with the assistance of loans, enforcement and encouragement which equates to 3.6% for the financial year 2021/22.