

# Public Document Pack

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Chief Officer (Governance)  
Prif Swyddog (Llywodraethu)



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To: Cllr Helen Brown (Chair)

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

2<sup>nd</sup> March, 2023

Dear Sir/Madam

**NOTICE OF HYBRID MEETING**  
**COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE**  
**WEDNESDAY, 8TH MARCH, 2023 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 - 14)

**Purpose:** To confirm as a correct record the minutes of the meeting held on 8 February, 2023.

### 4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 15 - 26)

Report of Overview & Scrutiny Facilitator

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

### 5 **VOID MANAGEMENT** (Pages 27 - 38)

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

**Purpose:** To provide a further update on voids management and delivery.

### 6 **DYNAMIC RESOURCE SCHEDULER (DRS) UPDATE** (Pages 39 - 78)

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

**Purpose:** To provide an update following implementation of the DRS System.

### 7 **RESULTS OF THE TENANTS SURVEY AND DEVELOPING OUR CUSTOMER INVOLVEMENT STRATEGY** (Pages 79 - 172)

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

**Purpose:** To provide comments on both the results of the STAR survey and the draft strategy aim and objectives.

**8 SHELTERED HOUSING REVIEW – TASK & FINISH GROUP (Pages 173 - 176)**

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

**Purpose:** To consider the establishment of a Task & Finish Group to move forward with the Sheltered Housing Review.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

The following item is considered to be exempt by virtue of Paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

The public interest in withholding the information outweighs the interest in disclosing the information until such time as the commercial arrangements have been finalised.

**9 NORTH EAST WALES (NEW) HOMES BUSINESS PLAN 2023/2052 (Pages 177 - 196)**

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

**Purpose:** To consider the NEW Homes Business Plan 2023/2052.

***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 OVERVIEW & SCRUTINY COMMITTEE** **8 FEBRUARY 2023**

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Wednesday, 8 February 2023

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

Councillors: Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, David Evans, Dennis Hutchinson, Kevin Rush, Dale Selvester and Linda Thew

**SUBSTITUTIONS:** Councillors: Bernie Attridge (for Pam Banks)

**ALSO PRESENT:** Councillors Paul Johnson and Debbie Owen attended as observers

**CONTRIBUTORS:** Councillor Sean Bibby (Cabinet Member for Housing and Regeneration); Chief Executive; Chief Officer (Housing & Communities), Housing & Prevention Service Manager and Service Manager Housing Assets

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

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

None.

### **22. MINUTES**

Councillor David Evans referred page 8 of the minutes and said that his question on the number of tenants previously evicted and then re-homed and whether they had then gone into arrears had not been captured in the actions arising from the meeting. The Facilitator said that she would pick this up after the meeting.

Councillor Dale Selvester referred to his question on the minutes and said that he had asked for a breakdown between water rates arrears and rent arrears. The Facilitator said that she would pick this up after the meeting.

The minutes of the meeting held on 11 January 2023 were approved as a correct record as moved and seconded by Councillor David Evans and Councillor Bernie Attridge.

### **RESOLVED:**

That the minutes of the meeting held on 11 January be approved as a correct record and signed by the Chair.

### **23. FORWARD WORK PROGRAMME & ACTION TRACKING**

The Overview & Scrutiny Facilitator presented the current Forward Work Programme for consideration.

The Facilitator commented that there were no proposed changes to the items listed for future meetings. In referring to the actions arising from the last meeting, the Facilitator reported that officers had confirmed that the actions relating to the Housing Rent Income & Welfare Reform report would be captured as additional information in future reports. The action on a letter being sent to the Department of Works and Pensions (DWP) would be completed later in the week.

Councillor Dave Evans referred to the following actions arising from the last meeting and asked that this information be circulated prior to the next Housing Rent Income & Welfare Reform update report in six months' time:-

- Information on the number of cases waiting to go back to court to be provided following the meeting; and
- Information on how many of the 454 households who were subject to a reduction in their housing benefit payment because of the Bedroom Tax and were in arrears to be provided following the meeting.

The recommendations, as outlined within the report, were moved by Councillor Bernie Attridge and seconded by Councillor Dale Selvester.

**RESOLVED:**

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

**24. HOUSING SUPPORT GRANT**

The Housing & Prevention Service Manager introduced a report which provided an overview of the Housing Support Grant (HSG) regime and details of the Housing Support Delivery Plan, which was a requirement of receiving the Welsh Government (WG) revenue supported HSG.

The HSG was a WG funded programme which provided housing related support services to people over the age of 16. It was an early intervention programme to support activity which prevented people from becoming homeless, stabilised their housing situation or helped potentially homeless people to find and keep accommodation.

The Housing & Prevention Service Manager provided a detail presentation of the report, advising that having initially anticipated a reduction in WG funding in December 2020, it was announced that a further £40m would be put into the national award for HSG and there was an expectation that the additional funding provided a platform to

transform services and build on the positive practice that had been developed during the response to Covid. The funding allowed for the Council to respond to the increasing pressures on housing and homelessness services post pandemic and the current cost of living crisis and should be aligned to the shift in service delivery towards Rapid Rehousing.

A detailed update on the following areas, as outlined within the report, were also provided to the Committee:-

- Current HSG Services
- Accessing Housing Support Services
- Developing the HSG Delivery Plan
- HSG Local Delivery Priorities
- Spend against the HSG
- Commissioning and Reviewing Services
- Regional Working Arrangements
- Sector Wide All Wales Recruitment Campaign

Councillor Bernie Attridge asked a number of questions as detailed below:-

- Could information on the split of Flintshire County Council CC services and Commissioned services in regard to spend for the HSG to be provided and what level of control and accountability was in place when money was being spent externally;
- Assurance requested that the HSG was not being used as a tool to keep waiting lists down on Council properties;
- What was the average case load per member of staff;
- Concerns around the reduction in days that the Connects Office in Connah's Quay was open and the impact this was having on residents being able to meet face to face with housing officers to discuss any issues;
- In developing the HSG Delivery Plan what consultation activities were carried out;
- In opening up the Private Rented Sector, how many private properties were exclusively for Flintshire County Council;
- In relation to the underspend within the HSG, were no other projects considered to ensure that all funding is used;
- Could information be provided on the future of the Plas Bellin site, given the concerning rumours circulating on social media on its future use;
- Why were void properties being held back given the high number of void properties and the number of people on the housing waiting list;
- Why are no elected Members sitting on the North Wales Regional Housing Support Collaborative Group (RHSCG);
- Could a breakdown of the spend plan 2022/23 categories be provided;
- How much does the Council contribute financially to the regional funded pot;
- Could negative case studies also be provided in order to provide balance and show lessons learnt.

The Housing & Prevention Service Manager responded to the questions, as follows:-

- Information on the split of Flintshire County Council services and commissioned services in regard to spend for HSG could be provided following the meeting;
- The HSG was not used to stop people getting on the housing register. The housing register was property focused and housing needs led but if through support a person could be assisted in not moving that does reduce the impact on the housing register;
- Future reports could show the impacts the HSG has;
- Staff within the tenancy support service manage an average of around 15 cases each with homelessness officers managing between 45 and 50 cases at the moment;
- Take on board the comments on the Connects Offices but this doesn't create too many operational challenges as the majority of the support provided is in homes or community based;
- Consultation has been carried out by survey carried out by staff supporting residents to engage with the survey. There was a mixture of electronic and form based surveys and focus groups for commissioned services;
- In terms of the Leasing Scheme there were currently 25 units of accommodation exclusively for Flintshire County Council. The focus of this funding stream is to encourage landlords to help with the discharge of duty for homelessness.
- The Landlord Forum was currently being held online post Covid with around 40 landlords currently engaging in the process. The last few meetings have been focused on the Renting Homes Wales Act and damp and disrepair issues which had been requested to be considered by the landlords;
- In relation to spend against HSG additional money was always welcome but staff were required to be able to deliver those services and the Council and it had been successful with additional funding in previous years.
- Not appropriate to comments on the rumours around the future use of Plas Bellin;
- In relation to the comment around holding voids, this was not voids within the Housing Revenue Account but voids within Plas Bellin. As soon as this was identified as a risk it was decided to stop letting properties there;
- In relation to the membership of the RHSCG, it had previously been a requirement to have a Member sitting on the Group but WG guidance had stated that Members were no longer required. Will check if this was guidance or direction following the meeting;
- Will need to seek advice on what level of detail within a breakdown of the spend plan 2022/23 categories could be provided and inform Members following the meeting;
- Flintshire County Council contribute £40,000 to the regional funding pot as do other Local Authorities. A large number of staff, not just in-house but across all commissioned services had been able to access mental health training through this and it had been good value for money;
- Can bring some negative case studies in future reports.

In response to a question from the Chair around a site identified for complex needs and managed moves at Plas Bellin, the Housing & Prevention Service Manager explained that the Complex Needs Project was due to go out to tender shortly. There was no specific site identified and as part of the tender process, providers would be asked to provide the Council with details on how it would meet specific expectations



and also source a site. He explained that the definition of complex needs was two or more needs, which could be, mental health, offending behaviours, substance misuse and a disability. In terms of Plas Bellin, he explained that a number of residents were in the process of being moved as they had met their support outcomes. The remaining residents were being assist through the homeless direct let quota which was linked to the Single Access Route to Housing (SARTH) project.

Councillor Sean Bibby, Cabinet Member for Housing & Regeneration, responded to the comments around the membership of the RHSCG and said that he was happy to discuss this matter with the Housing & Prevention Service Manager following the meeting. He provided information on the Cabinet Member network group meetings which were facilitated by the Welsh Local Government Association (WLGA) and discussions held around more frequent meetings with regional partners.

Councillor Dennis Hutchinson thanked the Cabinet Member for assisting him with a serious issue the previous day and also asked that his thanks be passed to Claire Ballard for her assistance. He raised concerns on the reduction in opening days for the Connects Office in Buckley, outlining that Buckley had the largest population in the County as a single town and also covered a large catchment area. He also commented on the number of days that the Mold Connects Office was open and asked if consideration could be given for the centre in Buckley to have parity with the Mold centre. The Chief Executive agreed to pick this up with the Chief Officer (Governance) following the meeting.

Councillor David Evans asked whether there had been the opportunity for the Council to purchase Plas Bellin before it went on the open market. The Housing & Prevention Service Manager responded that the Council were not notified that the building was being sold but advised that the site itself had a number of challenges, such as, its connectivity to the local community. Also, in order to meet the WHQS and decarbonisation agenda significant works would be required, and this would be a significant challenge.

In response to comments from Councillor Linda Thew around contact between residents and officers, the Housing & Prevention Service Manager explained that telephone numbers were provided within the report. He explained that the Connects officers were not the only avenue for residents to contact officers and that it was important to have the right number of staff to carry out front line activities while embracing digital information which could be made easily available.

The recommendations, as outlined within the report, were moved by Councillor Bernie Attridge and seconded by Councillor Dennis Hutchinson.

**RESOLVED:**

- (a) That the Committee support the Housing Support Grant Delivery Plan for 2023-2024 attached at Appendix 1 of the report;
- (b) That the overview of the Housing Support Grant regime and wide range of delivery of services locally be noted; and

- (c) That the feedback on the impact of the Housing Support Grant and range of good practice examples shared through the report be noted.

## **25. COMMON HOUSING REGISTER (SINGLE ACCESS ROUTE TO HOUSING – SARTH)**

The Housing & Prevention Service Manager introduced a report on the Single Access Route to Housing (SARTH) which was a partnership between all the major providers of social housing in North Wales, covering the local authority areas of Conwy County Borough Council, Denbighshire and Flintshire.

The Council managed the housing register on behalf of Flintshire's Social Housing Partners (Flintshire County Council, Clwyd Alyn Housing, Wales and West Housing, Grwp Cynefin and Adra Housing Association) and a single Common Housing Register provided the list of all eligible applicants for social housing.

The Housing & Prevention Service Manager explained that the number of applicants accepted onto the Common Housing Register had grown significantly over the past three years. This was putting increasing pressure on the administrative burden and management of the register and was also leading to increased wait times for the limited amount of social housing that was available each year. The report outlined the increases in housing needs and the disparity with the availability of social housing which was not increasing at the same rate as the levels of housing needs that were prevalent within the community.

Councillor Rosetta Dolphin expressed concern around the lack of available social housing and commented on a recent report presented to the Committee on the current level of void properties. She asked if the number of void properties in Flintshire were comparable with neighbouring counties. The Service Manager Housing Assets advised that neighbouring counties had similar levels of void properties and in response to further questions advised that there were currently 259 void properties in Flintshire.

Councillor Bernie Attridge commented on previous concerns around the reduction in opening hours at Connects centres and raised concerns that this decision had been made without considering the impact on residents who need to speak to officers on housing issues, especially those who were unable to access information electronically. He also raised concern on the previous decision to not provide Members with the names of tenants when they move into Council properties in their ward and asked that this be re-considered.

Councillor Dale Selvester said that Members were provided with the names of residents on the electoral register and said that whilst this might be provided under different legislation, he agreed with the concerns raised by Councillor Attridge that tenants' details were not being provided to local Members. He commented on the very poor/poor satisfaction levels outlined within the report and said this was worrying and said further information on the reason for this needed to be provided. He welcomed the opportunity for applicants to update their application area and commented on a previous matrix which assisted applicants in reviewing their application area. He also commented on the waiting list calculator and raised concern that it was not possible to provide applicants with information on how long they would be waiting and he did not want to give applicants false hope.

The Housing & Prevention Service Manager explained that feedback from the dissatisfaction levels had shown that applicants/tenants did not like the Council managing their housing expectations and offer solutions during their first contact with the Council. The number of complaints where it was felt that the officer had not spoken to them appropriately were minimal. There was currently an interactive map available on the Council's website which assisted applicants when making a decision on an area. In relation to the waiting list calculator it was explained that the calculator could give an indication of waiting times based on the information provided by the applicant i.e. area, registration date, number of bedrooms, property types.

In response to the concerns raised around tenants details no longer being shared with Members, the Chief Officer (Housing & Communities) explained that there was specific legislation in relation to the electoral register and elector information being shared with Members. In relation to tenant's details, advice had been sought from information and governance colleagues who advised that in line with GDPR there was no lawful basis to provide this information to Members.

It was agreed that the Chief Officer review the legal advice with colleagues following the meeting and provide a response to the Committee.

In response to a question from Councillor Linda Thew around payments to smaller contractors, the Service Manager Housing Assets advised that the Council had a Policy in place which ensured that no contractor would fall into financial hardship while awaiting payment.

The recommendations, as outlined within the report, were moved by Councillor David Evans and seconded by Councillor Kevin Rush.

**RESOLVED:**

- (a) That the Committee note the significant increases in housing needs across the county and the growing pressures in regard to social housing which was not in line with the supply of available homes locally; and
- (b) That the Committee note the customer feedback following survey work and the progress in relation to opportunities for service improvement and in particular digital transformation.

**26. HOUSING REVENUE ACCOUNT (HRA) GARAGE SITES AND PLOT SITES UPDATE**

The Service Manager Housing Assets introduced a report to provide an update on the Council's garage demolition programme along with providing an insight into how the Council assessed the land for future use.

As part of the Council's continued investment works towards maintaining the Welsh Housing Quality Standard (WHQS), the garage sites across the County had been assessed in terms of their condition, investment requirements and revenue generation/income. The Council had developed a scoring matrix to allow an objective assessment of each garage site. Each of the categories, as detailed within the report,

were scored and re-scored during any new survey/assessment with the total score assisting with the prioritisation of the demolition programme.

In response to a question from Councillor Rosetta Dolphin, the Service Manager Housing Assets advised that the disposal of land was considered where it was found not suitable following a survey/assessment and all options considered.

Councillor Bernie Attridge referred to a previous commissioned report on garage sites and asked if the previous report had been considered as part of the basis for the report presented to the Committee. He also commented on the number of unusable garages across the County and asked if there was an option to fast track sites that could be developed in order to bring in additional revenue to the Council and assist with the lack of housing supply across the County. The Service Manager Housing Assets advised that the previous report had formed the basis for the matrix and had been used to prioritise garages to be demolished first alongside working with the Strategic Housing and Regeneration Programme (SHARP) team to identify sites for new development. In consultation with local Members and the Chair of the Committee sites had been identified and were being progressed by the SHARP team.

Councillor Sean Bibby, Cabinet Member for Housing & Regeneration, welcomed the report and advised that he had attended a number of site visits with the Strategic Housing & Program Delivery Manager to identify sites prior to consultation with local Members.

Councillor David Evans said that, alongside Councillor Ron Davies, he had recently met with residents of Poplar Avenue and Dodd's Court in Higher Shotton on parking issues. He commented on the garage site at Melrose Avenue which had recently been demolished and asked that when future plans for this site were being considered could consideration be given to ensuring that there was sufficient parking made available to ensure there is no further impact on adjacent streets. The Service Manager Housing Assets advised that prior to the disposal of any land and before any new build there was a need to consider the impact on the whole community, parking and congestion. The Environmental Works Programme addressed parking in the community.

The recommendations, as outlined within the report, were moved by Councillor David Evans and seconded by Councillor Bernie Attridge.

**RESOLVED:**

- (a) That the Committee support the garage demolition programme proposals for addressing those sites and assets in a poor condition; and
- (b) That the Committee support the matrix, outlined in the report, on the criteria for assessing the garage sites for demolition.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED:**

That the press and public be excluded from the meeting as the following item was considered to be exempt by virtue of paragraph 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

**27. SHELTERED HOUSING REVIEW REPORT**

The Service Manager Housing Assets presented a report to provide an update on the Council's sheltered housing review, the proposed methodology to be utilised to identify assets to be included in the review and the associated option appraisal of these assets.

In response to comments made by Councillor Bernie Attridge around communication, the Service Manager Housing Assets explained that the report was seeking the Committees' comments on the proposed methodology and that following this, the next stage of the process would be to engage/consult with Members and tenants. The Chief Executive referred to previous Scrutiny reports and added that the pandemic had slowed down the pace of the project but that it was still in its very early stages.

Councillor Attridge suggested that a Task & Finish Group be set up to consider how the project would proceed. This was supported by the Committee and the Facilitator advised that a report to outline the terms of reference of the Task & Finish Group would be presented to the next Committee meeting.

Councillor Attridge proposed that the report be noted and that a Task & Finish Group be established to consider the next steps for the Sheltered Housing Review. The proposal was seconded by Councillor Linda Thew.

**RESOLVED:**

- (a) That the report be noted; and
- (b) That a Task & Finish Group be established to consider the next steps for the Sheltered Housing Review.

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

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 13.30 pm)

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**Chair**

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## COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 8 <sup>th</sup> March, 2023
<b>Report Subject</b>	Forward Work Programme and Action Tracking
<b>Report Author</b>	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.

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

### RECOMMENDATION

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

## **REPORT DETAILS**

<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	The Action Tracking details including an update on progress is attached at Appendix 2.

<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 Appendix 2 – Action Tracking for the Community & Housing OSC.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2.  <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>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 19<sup>th</sup> April, 2023</b>  <b>10am</b>	<b>Homelessness Update inc: Rough Sleepers</b>	To provide an update on the work ongoing to mitigate Homelessness and support provided to rough sleepers	Assurance Monitoring	Service Manager – Housing & Prevention
	<b>Disrepair Update</b>	To provide an update on work ongoing to deal with disrepairs.	Assurance Monitoring	Senior Manager - Housing & Asset Management
	<b>Council Plan 2023-28 Development</b>	To share the Council Plan 2023-28 Part 1 and Part 2 draft content for review/feedback prior to sign off at Cabinet	Consultation	Chief Officer (Housing & 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>Estate Management</b>	To consider Estate Management and work being undertaken by the Council and the impact this has on tenants.	Consultation / Assurance Monitoring	Service Manager – Housing, Welfare and communities
	<b>Anti-Social behaviour</b>	To update Members on the Policy and to outline any proposed changes to the Policy.	Assurance Monitoring	Service Manager – Housing, Welfare and communities
	<b>Poverty</b>	To provide information on work being undertaken to mitigate the impacts of Poverty, specifically around food poverty.	Assurance Monitoring	Service Manager – Housing, Welfare and communities

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

<p><b>Wednesday 14<sup>th</sup> June, 2023</b></p> <p><b>2pm</b></p>	<p><b>Communal Heating Charges 2023/24</b></p> <p><b>Council Plan 2022-23 Year-End Performance</b></p>	<p>To consider the proposed heating charges in council properties with communal heating systems for 2023/24 prior to Cabinet approval.</p> <p>To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.</p>	<p>Consultation</p> <p>Assurance Monitoring</p>	<p>Corporate Finance – Accountant</p> <p>Chief Officer (Housing &amp; Communities)</p>
<p><b>Wednesday 12<sup>th</sup> July, 2023</b></p> <p><b>10am</b></p>	<p><b>Welfare Reform Update /Housing Rent Income</b></p>	<p>To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.</p>	<p>Assurance Monitoring</p>	<p>Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)</p>

### Items to be scheduled

- **Refugees Update** - To provide an update on the settlement of Refugees across Flintshire. This item was on the FWP for November, 2022 but will be moved to an appropriate date in due course.
- **Temporary Accommodation Audit Update** - To provide a progress report on the action plan for service improvement following the audit of the Temporary Accommodation (To be presented in September 2023)

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

## 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.	Service Manager – Housing, Welfare and communities
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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**ACTION TRACKING FOR THE COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
11.01.2023	5. Housing Rent Income and Welfare Response	As shown at recommendation (c) that a letter be written to the DWP on behalf of the Committee.	Jen Griffiths / Ceri Shotton	Letter sent to DWP on behalf of the Committee on 20.02.23.	Completed.
08.02.2023	3. Minutes	Cllr Dave Evans referred to his questions shown on page 8 of the minutes and said that his question on the number of tenants previously evicted and then re-homed and whether they had then gone into arrears had not been captured in the actions arising from the meeting. The Facilitator said that she would pick this up after the meeting.	Ceri Shotton / David Barnes	Response provided to Committee Members via e-mail on 02.03.23.	On-going.
08.02.2023	3. Minutes	Cllr Dale Selvester referred to the minutes and said that he had asked for a breakdown between water rate arrears and rent arrears. The Facilitator said that she would pick this up after the meeting.	Ceri Shotton / David Barnes	Response provided to Committee Members via e-mail on 02.03.23.	On-going.
08.02.2023	4. Forward Work Programme and Action Tracking	Cllr Dave Evans referred to the following actions arising from the last meeting and asked that this information be circulated prior to the next update report in six months' time:-	Ceri Shotton / Jen Griffiths		

		<ul style="list-style-type: none"> <li>Information on the number of cases waiting to go back to court to be provided following the meeting; and</li> <li>Information on how many of the 454 households who were subject to a reduction in their housing benefit payment because of the Bedroom Tax and were in arrears to be provided following the meeting.</li> </ul>			<p>On-going</p> <p>On-going</p>
08.02.2023	5. Housing Support Grant	<p>In response to questions raised by Cllr Bernie Attridge, the following was agreed:-</p> <ul style="list-style-type: none"> <li>Information on the split of FCC services and Commissioned services in regard to spend for HSG to be provided following the meeting;</li> <li>Information on whether the Terms of Reference around the Membership of the Regional Housing Support Collaborative Group (RHSCG) and Councillors not being involved was guidance or explicit, to be provided following the meeting;</li> <li>Advice would be sought on what level of detail within a</li> </ul>	Martin Cooil	<p>Response circulated to Committee Members via e-mail on 02.03.2023.</p>	<p>Completed.</p> <p>On-going</p> <p>On-going</p>



		<p>breakdown of the spend plan 2022/23 categories and feedback to Members following the meeting; and</p> <ul style="list-style-type: none"> <li>• Can include negative case studies in future reports.</li> <li>• Future reports to demonstrate impacts;</li> </ul>		Information to be included in future reports.	Will be reviewed prior to the next report being submitted
08.02.2023	5. Housing Support Grant	In response to concerns raised around the opening times at Connect Centres and the suggestion that the centre in Buckley have parity with the Mold centre, the Chief Executive agreed to pick this up with the Chief Officer (Governance) following the meeting.	Neal Cockerton	Response from the Chief Officer (Governance) circulated to Committee Members via e-mail on 02.03.23.	Completed.
08.02.2023	5. Housing Support Grant	Cllr Dennis Hutchinson asked that his thanks be passed to Claire Ballard for her assistance, following the meeting.	Ceri Shotton	E-mail sent to Claire Ballard thanking her for her assistance sent on 21.02.23.	Completed.
08.02.2023	6. Common Housing Register (Single Access Route to Housing – SARTH)	In response to a question from Cllr Bernie Attridge around Members not being informed when a tenant moves into a Council property within their ward, Vicky Clark agreed to review the legal advice provided following the meeting.	Vicky Clark	A briefing note was circulated to all Members of the Committee on 02.03.23.	Completed.

ACTION TRACKING

APPENDIX 2

08.02.2023	8. Sheltered Housing Review Report	That a report outlining the membership and terms of reference of the Task & Finish Group be presented to the Committee at the next meeting on 8 March, 2023.	Ceri Shotton	Report submitted on Agenda for 08.03.23 meeting.	Completed.
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## COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 8 <sup>th</sup> March, 2023
<b>Report Subject</b>	Void Management
<b>Cabinet Member</b>	Cabinet Member for Housing and Regeneration
<b>Report Author</b>	Chief Officer (Housing and Communities)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The purpose of this report is to provide a further update on voids management and delivery.

The Housing and Assets Service housing stock consists of circa 7,300 properties. The service refurbishes an average 550 empty properties annually, with works varying from minor to major general maintenance and repair works.

The average age of the Councils housing stock is considered to be some of the oldest in the United Kingdom and they are also considerably older than many nearby Local Housing Associations housing stock. As a result, there are many challenges and obstacles that arise when completing refurbishment and capital investment works to these older properties.

The report provides an update on the work to improve void performance and delivery of the actions outlined in the report to committee in September 2022.

### RECOMMENDATIONS

1	Community Housing & Assets Overview and Scrutiny Committee to note the progress made in delivering the planned activity outlined to Committee in September 2022, the next steps and key milestones within the Voids Action Plan (Appendix 1)
2	Community Housing & Assets Overview and Scrutiny Committee to support the proposals for addressing the challenges identified within the Voids Action Plan

## REPORT DETAIL

<b>1.00</b>	<b>EXPLAINING VOIDS MANAGEMENT</b>
1.01	<p><b>Background</b></p> <p>Empty properties or voids happen when a tenant leaves one of our Council owned housing units. It creates an opportunity to review, modernise and reoccupy and has a number of cross cutting service links through Housing Management, from the receipt of the void by housing management, the refurbishment of the void to prepare it for reoccupation and the re-letting of the property to those on the General Housing Register.</p> <p>The pandemic, Brexit and the war in Ukraine have created a number of challenges for the Housing Service over the past 24 months, impacting on the progress of refurbishment works within our empty properties. These challenges include the availability of skilled resources, raw materials and linked price increases, all of which impacts negatively on void delivery and turnaround times.</p> <p>The reasons behind the current void backlog, the challenges both pre and post-COVID that restricted the Council operations, were captured in the previous report on voids presented to Scrutiny in late 2022, alongside planned activity to improve performance which has been included in the voids action plan attached at appendix 1.</p>
1.02	<p><b>The Void Action Plan</b></p> <p>The action plan attached at appendix 1 has been used by the Void Management Group since it was established to review planned activity and address any issues which arise with timescales etc. Identified leads are expected to provide an update to the group on progress against milestones and flag any emerging concerns. The group also ensure the plan reflects any new or emerging activity.</p> <p>The action plan covers a range of headings as follows:</p> <ul style="list-style-type: none"><li>• Budget</li><li>• Refurbishment</li><li>• Workforce</li><li>• Oversight and reporting</li><li>• Compliance</li></ul> <p>Key activities delivered:</p> <ul style="list-style-type: none"><li>• Transitional Accommodation Capital Programme (TACP) Funding</li><li>• Procurement of new Schedule of Rates (SORs)</li><li>• Procurement / tendering of new framework</li><li>• Acquisition of new contractors</li><li>• Reallocation of internal resources (Team Leaders)</li><li>• Recruitment to key resource positions (Team Leaders and Inspectors)</li><li>• Development of new allocations process</li></ul>

1.03

### **Current Void Targets and Measures**

To enable the Council to monitor performance on void refurbishment there are agreed targets and timescales in place. The measures and key performance indicators (KPI's) within the service are also used to benchmark the service and Council performance against neighbouring authorities and through The Association for Public Service Excellence (APSE) and HouseMark.

The target timescales for the refurbishment of a property classified as a minor void is 20 working days. This classification is for any works associated with minor repairs, decoration, statutory safety checks and servicing.

The target timescales for the refurbishment of a property classified as a major void is 45 working days. This classification is for any works associated with major repairs, major plastering works, capital investment works such as component renewals (kitchen / bathroom / heating etc.), safety checks and servicing.

Approximately 70% of current void properties are completed within the target period noted above.

Average costs for refurbishment of void properties range from £1,500 for a minor void to an average of £9,000 for a major void property.

There are void properties that exceed these costs, where properties are subject to major refurbishment works. This can be due to the property reaching a state of disrepair, where the tenant has failed to report any defects or where the Council has experienced access issues, such as when major capital refurbishment works were due to be completed. The cost of refurbishing these properties can increase to £25,000-£45,000.

Those void properties, which require more work and expenditure than a typical minor or major void property, impact negatively upon budgets, resources and the ability to manage the overall void refurbishment programme.

The recently implemented new housing 'patch' areas will assist with ensuring we are proactively addressing disrepair and refurbishment works before the asset/component deteriorates further through engagement. This will allow Housing Officers to be proactive in identifying and reporting asset concerns and ensuring tenants are reporting property repairs proactively.

A large percentage of the costs and time in properties, relates to internal works, such as plastering and external garden works, such as garden clearances and works to footpaths and boundaries.

Our void turnover equates to approximately 7.4%, based on an average of 550 void properties refurbished annually, with the average across the United Kingdom ranging from 5%-11%.

	Equally, our current void backlog equates to 3.4%, based upon a current backlog of 257 void properties as of 25 <sup>th</sup> January 2023. Neighbouring Councils are currently averaging similar void backlog percentages.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p><b>Staff</b></p> <p>During 2022/2023, the Voids Team were subjected to a large number of absences.</p> <p>It is positive to note that all Team Leaders have returned to the workplace and recruitment exercises have been completed. Further proposed recruitment to new posts is scheduled for consideration in the new financial year (2023/2024) which will assist with building resilience in the service.</p>
2.02	<p><b>Budgets</b></p> <p>Our budgets continue to be stretched in terms of labour and materials, the current economic climate is not assisting in this respect.</p> <p>As previously stated, Welsh Government are in the process of increasing their standards with regards to the Welsh Housing Quality Standards (WHQS) and Decarbonisation, including obligating the Council to undertake some of these works whilst the property is empty.</p> <p>The age and condition of the stock (Wales has oldest average stock in the UK) is also impacting upon our budgets, increasing the likelihood of the asset requiring more extensive refurbishment i.e. plastering.</p>
2.03	<p><b>Contractors</b></p> <p>The service has completed the Voids Tender exercise and have procured additional contractors to assist with the current work demand. The previous contract arrangement meant the Council only had access to one Contractor. The re-tendering exercise will increase resilience, whilst ensuring newly procured contractors are held accountable to performance targets and robustly managed through our existing Capital Works regimes.</p>
2.04	<p><b>Materials/ Suppliers</b></p> <p>There have been multiple material and supply issues over the past 24 months, with delays becoming difficult to manage and track, and additional work involved in monitoring and managing these delays. The service has experienced significant issues compared with the usual timeframes, e.g. windows and glazing being delayed by 15 weeks compared to the previous timescale of 2-3 weeks. To ensure we have remained as efficient as possible these delays have resulted in work being halted and our resource teams reallocated to alternative void properties.</p>

	As per 2.03 above, the service will be procuring additional suppliers and ensuring existing arrangements are robust to mitigate any future supply issues and provide alternative solutions if needed.
2.05	<p><b>Void Working Group</b></p> <p>The service has established a void working group. Since January 2022, key teams and officers have been involved in a full review of our standards, processes and specifications. We have implemented solutions and measures which will improve, not only the end to end process, but will build resilience within the delivery model and see increased efficiencies with regards to turn round times and associated costs.</p>
2.06	<p><b>Update Report</b></p> <p>A regular update report will be presented to capture progress and to measure the performance of our new contractor framework, quality of works and successful allocations.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>As previously reported, the Council has completed a full review of the end to end process and involved all key stakeholders from within the Portfolio and have also liaised with other Councils and RSL's.</p> <p>This end to end process will continue to be reviewed at its monthly meetings and feedback sessions, implementing new efficient working methods throughout the financial year ahead once identified and opportunity allows.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	<ul style="list-style-type: none"> <li>• Void workshops - internal stakeholders (feedback etc.)</li> <li>• Welsh Government</li> <li>• Local Councils</li> <li>• Registered Social Landlords</li> <li>• Housing Programme Board - regular update report</li> <li>• Discussions have taken place internally and with colleagues from other Local Authorities to shape and inform the proposals within this report.</li> </ul>

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Void Action Plan.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<a href="https://www.flintshire.gov.uk/en/Resident/Housing/Housing-Policies-and-Procedures/Welsh-Housing-Quality-Standard-WHQS.aspx">https://www.flintshire.gov.uk/en/Resident/Housing/Housing-Policies-and-Procedures/Welsh-Housing-Quality-Standard-WHQS.aspx</a>
6.02	<a href="https://www.flintshire.gov.uk/en/Resident/Housing/Condensation-and-Mould-Advice.aspx">https://www.flintshire.gov.uk/en/Resident/Housing/Condensation-and-Mould-Advice.aspx</a>
6.03	<a href="https://www.flintshire.gov.uk/en/Resident/Housing/Housing-Improvements-and-Repairs.aspx">https://www.flintshire.gov.uk/en/Resident/Housing/Housing-Improvements-and-Repairs.aspx</a>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officers:</b>  Sean O'Donnell (Service Manager - Housing Assets)  <a href="mailto:Sean.ODonnell@flintshire.gov.uk">Sean.ODonnell@flintshire.gov.uk</a></p> <p>Jen Griffiths (Service Manager - Housing Management, Benefit Service including Disabled Facilities Grants)  <a href="mailto:Jen.Griffiths@flintshire.gov.uk">Jen.Griffiths@flintshire.gov.uk</a></p> <p>Martin Cool (Service Manager - Housing &amp; Prevention)  <a href="mailto:Martin.Cool@flintshire.gov.uk">Martin.Cool@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Capital Programme:</b> The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.</p> <p><b>The Welsh Housing Quality Standard (WHQS):</b> is a national standard of quality for homes. This is set by the Welsh Government. It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household.</p> <p><b>Brexit:</b> is an abbreviation of two English words: 'Britain' and 'exit' and refers to the withdrawal process of the United Kingdom (UK) from the European Union (EU)</p> <p><b>Financial Year:</b> the period of 12 months commencing on 1 April</p> <p><b>Budget:</b> a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p><b>Contract Framework:</b> A Contract Framework is an agreement between one or more contracting authorities and one or more economic operators.</p>



These frameworks have Contractors, Consultants and Suppliers that have been successful in joining the specific work categories.

The Council often uses these frameworks to procure works that have already gone through a tender process in line with OJEU and can be utilised to procure works or services.

They are often the most economic advantage in terms of value for money and local training provision.

**HRA:** The Housing Revenue Account is a ring fenced account derived from rental income and Welsh Government funding.

**Components:** A part or element such as an assets amenities (Kitchen Bathroom, Boiler, Roof, Windows, Doors etc.)

**Transitional Accommodation Capital Programme (TACP):** The Transitional Accommodation Capital Programme (TACP) is a programme which supports a wide range of projects by local authorities and registered social landlords to create much-needed extra housing capacity across Wales. The programme provides grant funding to local authorities across Wales and the Council have been successful in securing additional funding to assist with our empty homes.

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# Void Management Action Plan

	Significant delays to delivery
	Minor delays to activity
	Activity on target
	Complete
	Not started

	Activity	Lead	Planned timescale	RAG	Progress notes
<b>No.</b>	<b>Budget</b>				
<b>A1</b>	Identification of additional funding streams	Paul Calland Sean O'Donnell	Ongoing		Secured TACP phase 1 funding - £200,000 for works to specific void properties Further work ongoing to identify additional funding opportunities. SO'D highlighted how complex the TACP form is, requiring a lot of detailed information - very resource demanding
<b>A2</b>	Identify budget requirements to achieve WHQS2 and Decarb	Sean O'Donnell Zoe Roberts	Awaiting WG information		Expecting detail of WHQS2 in April 23 Continued consultation with WG - still waiting for update from them. Planning work for budget underway
	<b>Refurbishment</b>				
<b>B1</b>	Re-tendering to procure additional contactors	Sean O'Donnell	Oct-22		Process procuring additional contractors should be complete by the end of Jan. Positive response, with lots of applicants including quite a few local contractors which will assist with local economy. We are confident we procure at least 3 or 4 additional contractors.
<b>B2</b>	Review of work schedule to reallocate resources when required due to material delays	Sean O'Donnell	Ongoing		Minor delays due to contractor resources In-house workforce reallocated accordingly depending on workflow. SO'D To review all resources (DLO and Contractor) capacity with regards to workload and workflow. Much depends on scale of work - if Minor or Major works are required.
<b>B3</b>	Management and performance monitoring of Void Refurbishment Framework	Sean O'Donnell	Ongoing from April 23		Linked to B1 /B2 - Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity and general performance. All meetings will be minuted to evaluate and provide ongoing evidence of performance standards. JG & DK to provide Housing's experience /feedback to these meetings.
<b>B4</b>	Undertake stock condition surveys	Sean O'Donnell	Apr-24		Stock surveys commenced in October 2022 Undertaking stock condition surveys during inspections which will inform future work programmes Logging Attributes is essential to assist Allocations Team (stair lift, bathroom, access etc.)
<b>B5</b>	Full review of specification and standards in line with WHQS2 and Decarb	Sean O'Donnell	Awaiting WG information		Linked to A2. Piloting scheme in Mostyn. Team are refreshing all specs and standards, starting with rewiring. Changes will be forwarded to Jen and Dawn for feedback to improve existing specs. Ian's team reviewing Inspection schedule and what is being looked at, to meet Void standard

# Void Management Action Plan

	Significant delays to delivery
	Minor delays to activity
	Activity on target
	Complete
	Not started

	Activity	Lead	Planned timescale	RAG	Progress notes
<b>Workforce</b>					
C1	Secure additional posts to address current backlog	Sean O'Donnell	Sep-22		Recruitment of three additional Inspectors and an additional Team Leader - Completed
C2	Secure additional resource allocated to Void Inspections	Sean O'Donnell	Sep-22		Reallocated staff from Capital Works to support Void Delivery Team - Completed
C3	Develop new Allocations Process	Jen Griffiths	Ongoing		Housing Teams are attending Void operational meetings. SO'D explained they are working towards Inspecting all voids on the backlog, to inform Allocation Teams and identify any properties requiring significant investment.
C4	Provision of required training (HHSRS etc.)	Denise Price	Mar-23		It is critical that all team Leaders, Inspectors and Surveyors have the correct training and certification. Workforce Development Officer now in post and is prioritising training.
C5	Develop templates and guides	Sean O'Donnell	Mar-23		In line with A2 around WHQS2 To support Inspectors when undertaking inspections to identify work to achieve compliance Started to identify required templates to be reviewed again when information about WHQS2 is released from WG
C6	Develop additional resilience in the service	Sean O'Donnell HR	Mar-23		Ongoing discussions with HR and Finance regarding Assistant posts to increase resilience and develop career pathways.

# Void Management Action Plan

	Significant delays to delivery
	Minor delays to activity
	Activity on target
	Complete
	Not started

	Activity	Lead	Planned timescale	RAG	Progress notes
<b>Oversight and reporting</b>					
D1	Establish Void Management Group	Chief Officer Service Managers	Jan-22		Void management group established - to meet every 4 - 6 weeks to review and update action plan. Group representation includes all service managers to ensure connectivity across portfolio. - Ongoing since last January. Cabinet Member also in attendance.
D2	Develop and establish panel to prioritise demand	Sean O'Donnell Jen Griffiths Martin Cooil Dawn Kent	Ongoing		Group meets every month to identify priority voids for allocation of resource - Links to D1
D3	Further develop voids management information and performance measures	Sean O'Donnell Jen Griffiths	Mar-23		This will progress to inform targets / turnaround times once the new contractor are in place - Ongoing
D4	Undertake benchmarking against other local authorities	Denise Price Sean O'Donnell	Ongoing		Benchmarking undertaken August 2022: - Average void turnover across the UK ranges from 5%-11%. - Void backlog at the time of benchmarking equated to 2.9%; neighbouring Councils averaging similar void backlog percentages of 3.1% This will be looked at , taking into consideration what Wrexham and Denbighshire councils are doing. How to achieve Decarb, WHQS and compliance within budget constraints. As there should be no outstanding repairs when allocating a property, the focus will be on internals and any external work can be done once tenant has moved into their home. Targets to be reviewed if more work required at Void Stage.
D5	Void Management Group reporting to Housing Programme Board and Scrutiny	Void Management Group	Ongoing		Report to Scrutiny March 2023 - update will follow on from this meeting. SO'D would like to replicate SHARP process, that is to provide pack of everything, certificates etc. before handover. SO'D will discuss with support teams as producing packs etc. will impact on admin team. We'll work on this over next 6 months. SO'D
<b>Compliance</b>					
E1	Certification	Sean O'Donnell Jen Griffiths Denise Price	May 2023 and November 2023		All certificates to be made available for all new contracts including converted contracts and posted out accordingly. SO'D will liaise with all teams. JG highlighted that Renting Homes Wales Act was providing significant challenges re. certification Contract deadline is end of May, deadline for certificates is end of November

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## COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 8 <sup>th</sup> March, 2023
<b>Report Subject</b>	Dynamic Resource Scheduler (DRS) - Update
<b>Cabinet Member</b>	Cabinet Member for Housing & Regeneration
<b>Report Author</b>	Chief Officer (Housing and Communities)
<b>Type of Report</b>	Operational

### **EXECUTIVE SUMMARY**

This report provides an overview and update on the newly procured Dynamic Resource Scheduler (DRS), the changes made to the service during the testing stages of the pilot and the new measures implemented to improve our overall customer satisfaction rates with regards to the service we provide.

The procurement and investment of this software is seen as a catalyst for delivering a more customer focused housing repairs function. It is also anticipated that the newly procured software provides strong potential for payback. This can be realised through a more productive, efficient and effective housing repairs service, reduced customer call-backs and reduced travel times for our operatives.

The proposals within this report are fully aligned and complementary to the work presently being undertaken to improve the online offer from the housing service, to make it easier and simpler for customers to diagnose faults and report repairs and support the preference from customers for a convenient appointments service to complete outstanding works.

The software has been procured for a period of five years with an option to extend by a further two years (1+1) at the end of the five year contract term.

The report focuses on what has been delivered to date along with the next phases of the DRS pilot.

## RECOMMENDATIONS

1	Community Housing & Assets Overview and Scrutiny Committee to note the next phases of the DRS testing and pilot stages before the Council moves into a fully functional and fully live DRS environment
2	Community Housing & Assets Overview and Scrutiny Committee to support the Council in promoting the service offer, where our tenants can be provided with an appointment for repair and maintenance work requests, in line with our agreed target and attendance times

## REPORT DETAILS

<b>1.00</b>	<b>DYNAMIC RESOURCE SCHEDULER (DRS) SOFTWARE</b>
1.01	<p><b>Overview</b></p> <p>Over recent years, many service providers and private housing providers have significantly transformed their approach to the delivery of frontline housing services, this is principally due to; advancements in mobile technology, the need to enhance how customers are dealt with as individuals and to mitigate additional cost pressures.</p> <p>The Council is implementing a customer centric 'digital first' approach which will provide a more focused and convenient way to access the services it provides.</p> <p>Through investing in technology solutions to transform the way services are delivered it is possible to improve customer focus, enhance productivity and improve efficiency whilst at the same time reducing costs.</p> <p>In procuring this software, the Council have remained focused in its aims and objectives of the digital strategy and shall provide for a step change in the quality of service provided to its customers.</p> <p>The Council currently provides responsive repairs services to circa 7,300 properties, responding to over 40,000 calls per annum to the Council's Customer Contact Centre and delivering over 30,000 responsive repairs annually along with additional follow-up works as a result of the initial repair request.</p> <p>The DRS system has a number of benefits for customers and our operatives, along with the Council, which can be summarised below:</p> <ul style="list-style-type: none"><li>• A faster repairs service enabling the service to significantly increase the number of jobs completed each day</li><li>• An enhanced customer experience through an appointment service and enabling follow-up works to be scheduled and completed more easily</li><li>• Supporting and enabling customer independence through linking into self-serve and 'self-appointing' of responsive repair requests</li></ul>



- Reduced traveling times for operatives
- Reduced operational costs



A key benefit of implementing a DRS system is the opportunity to shift the focus of the Repair Team Leaders from running complex query reports relating to performance, job logging errors and system errors, whilst moving away from allocating works directly to operatives (which takes up a significant amount of time) to focusing upon the quality of work, utilising performance reporting to improve the productivity and efficiency of the service, championing and improving customer care across the service. This will provide greater capacity for the Team Leaders to undertake a more proactive approach, focus on post-inspection of completed works and facilitate customer feedback to address areas of under-performance.

The introduction of a text messaging service, which will notify customers when a job has been ordered, provide a reminder to them the day before the job is to be completed, and send a text message immediately following the repair in order to ascertain the customer's feedback on works undertaken, will help to improve the customer experience and overall customer satisfaction of the service the Council provides.

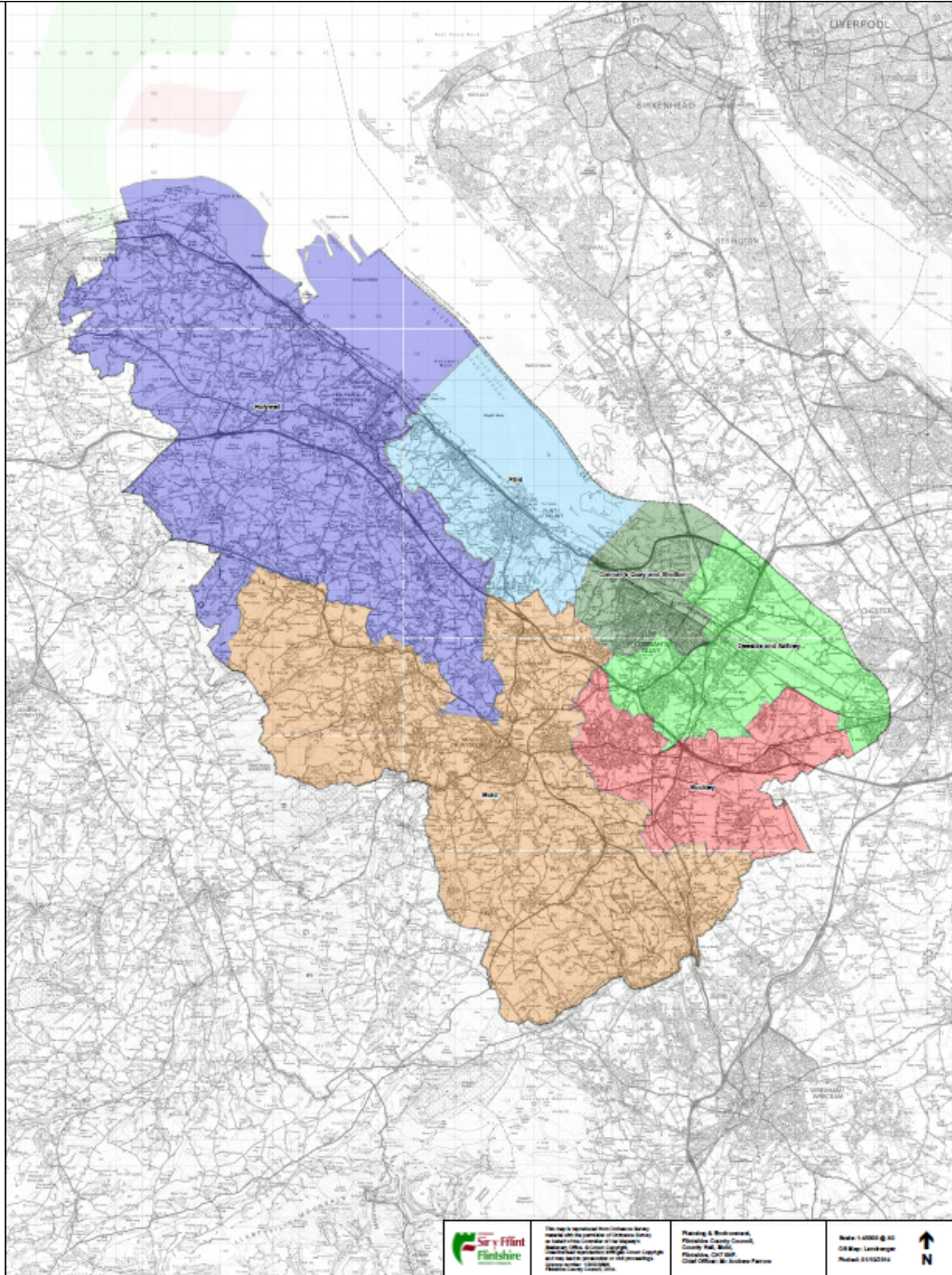
Performance improvement will be achieved through utilising the detailed analytics and performance reports provided by the software (the system can generate over 100 different reports relating to performance and planning activities). This provides the service with the ability to drill down into significant detail the performance of the repair team member and the jobs which are being generated.

Health and safety will be improved by raising awareness, undertaking spot checks and updating processes and practices. By spending more time out on site, checking works, ensuring that repair team members are wearing appropriate personal protective equipment (PPE) and adhering to risk assessments, the supervisors shall ensure operatives are complying with safe systems of work.

	<p>Promoting digital inclusion shall be supported through encouraging and facilitating the use of online options to report a repair and arrange an appointment for the repair to be completed.</p>
1.02	<p><b>Planning Team and Customer Contact Centre</b></p> <p>A new planning team has been established within the Business Performance Service consisting of a Lead Job Planner and two Job Planners. The resourcing in the team was determined using historic data including the amount of repairs completed each year and number of operatives available through the scheduling system. The resource of the team will be reviewed following full implementation and analysis of intelligence provided by the system.</p> <p>It was critical to have the Lead Job Planner in post to work with the Call Centre Team Leader and responsive repairs team ahead of UAT (user acceptance testing) and delivery of the training programme to ensure the successful implementation and utilisation of the dynamic resource scheduling system.</p> <p>Vigorous testing and training to gain a clear understanding of the system has been undertaken and included a wider range of staff including the call centre team, planners, administration, system auditors, team leaders and operatives from the responsive repair team. The training and testing allowed a number of live scenarios to be tested before implementation. The system has been uploaded with the data required to ensure it has the required intelligence on the workforce, i.e. home addresses, skill sets, working patterns and Flintshire’s social housing stock. This allows the system to identify the most efficient geographical work areas and routes to enable the first and last job of the day to be scheduled as close to the operatives home address as possible.</p> <p>Currently the primary route for repairs reporting and logging is via telephone through the call centre and as such it is vital the lead job planner and call centre team leader meet regularly to identify any concerns in respect of business rules.</p> <p>The description of the job logged and S.O.R’s (schedule of rates used) defines the priority of the job, time, trade and materials required to complete. The scheduling system indicates the most efficient operative for allocation.</p> <p>The job planners can schedule and reschedule to different operatives throughout the day to ensure improved productivity of workforce and customer satisfaction.</p> <p>Training is due to commence early-February on the Infosuite system, the reporting element of DRS, which will allow further performance improvement through utilising the detailed analytics performance reports to be provided by the planning team.</p>

1.03	<p><b>The Assets Service overview - Repairs &amp; Maintenance Dept.</b></p> <p>There are in the region of two hundred housing asset personnel comprising of highly multi-skilled trade operatives, caretakers, system officers, tenant liaison officers, inspectors, surveyors and managers.</p> <p>The Housing Assets Service is responsible for ensuring our Council homes and related assets are in good condition, free from disrepair and comply with the various standards, regulation and guidelines.</p> <p>The service is a multi-disciplined technical service for responsive repairs and planned maintenance works.</p> <p>The service is responsible for the delivery of the housing capital investment programme, housing responsive repairs and maintenance, empty property refurbishment, housing inspections, stock condition surveys, compliance, regeneration and estate caretaking services.</p> <p>The objective of the service is to continue to keep the Council’s housing stock and related assets in good, maintainable condition and state of repair by planning maintenance to those assets and components efficiently and effectively based upon robust stock condition surveys which identify need, priority, efficiency and cost, offering a more customer focused approach to delivery.</p> <p>To schedule and coordinate our repairs service in an efficient manner and to further develop our specific policies and strategies such as our tenancy agreements, communication strategies, compliance policies along with our home energy conservation and fuel poverty strategies designed to conserve energy usage for our tenant’s homes.</p> <p>The implementation of the DRS system will assist the service in delivering its aims and objectives with regards to efficiently and effectively allocating work to our operatives and offering an appointment based service for our tenants / customers.</p> <p>Moving forwards the DRS software will also enable the Council to schedule our day to day inspections and other planned repair and maintenance works in real-time, allowing us to optimise our resources as the working day evolves.</p>
1.04	<p><b>The Business Systems Team and IT Support</b></p> <p>Members of both the Business Systems Team and central IT Support Department have been instrumental in the installation and implementation of the DRS software. Both sections have participated in the management group and relevant sub-groups created to ensure the development and completion of key specific pieces of work.</p> <p><u>Council Server Upgrades</u>  The Council operates two on-premises data centres. Following conversations with our central IT Department, it was understood that the housing system servers (including OPEN and Total-Mobile) required upgrading during 2021-2022.</p>

	<p>The servers hosting Capita OPEN and Capita Total-Mobile were previously on Windows Server 2012 R2. Microsoft offers extended support for these servers until October 2023, however the Council had planned to upgrade these servers to either Windows Server 2016 or 2019 during 2021-2022. These upgrades were completed in alignment with the Capita OPEN and Total-Mobile upgrades.</p> <p><u>Capita Open Housing upgrade to version 17</u> The Council use Capita OPEN Housing/Contractor v16.00.01 and required to move to v17.xx during 2021-2022.</p> <p>The DRS tender document clearly stated that “the system must have the functionality for full integration with the Council’s Capita Open Housing system (v17)”, therefore, the DRS implementation (installation stage) could only commence after completion of the upgrade.</p> <p>From a dependency perspective, any Capita OPEN system upgrades and implementations are very resource-intensive and time consuming for IT and other teams. Similarly, the DRS implementation requires the same intensity and level of resources utilised on the OPEN upgrade.</p> <p>Though DRS was planned to be implemented after the upgrade, preparatory DRS work was run in parallel and carefully managed to avoid over-committing limited resources.</p> <p>The Business Systems Team and other teams across the Council worked on various system changes and reporting changes. They were also responsible for the SOR uploads and mapping along with completing changes to the DRS and Capita OPEN systems with regards to locations, operative skill types, working hours and starting &amp; finishing (home) locations.</p>
1.05	<p><b>Schedule of Rates (SOR) Review</b></p> <p>The Council were required to procure a new set of schedule of rates that would enable the Capita OPEN system to correctly capture time and cost relating to all work tasks (repairs etc.) logged on the housing system. These SOR’s were due for renewal to the latest version to ensure times and costs were accurate and up to date, and to allow the DRS software to correctly calculate time allocated for each work task, thus enabling the operatives work to be planned in during the working day.</p>
1.06	<p><b>DRS District Sectors</b></p> <p>The map below identifies the sectors / areas DRS software will utilise in order to plan the work requests before allocating to an operative.</p>



1.07

**Milestones achieved and Next Steps of the Pilot**

The Council will be progressing with the next steps of the pilot before the system is placed into a fully live environment / position.

The pilot commenced with one sector of the County to ascertain if the system worked correctly and so that specific processes and reports could be tested and reviewed.

The next steps of the plan is to open up further sectors of the County and to integrate these sectors into the pilot until all sectors and all operatives are allocated and utilising the DRS software.

The project plan attached at Appendix 3 identifies the tasks achieved since December 2021.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p><b>Staff Support</b> There are concerns about the retention of staff to support delivery of the project. IT support is critical alongside staff in key support and delivery teams (Planning Team, Customer Contact Centre and Repairs).</p> <p>The Asset Service Team have made changes to the structure of the team to increase resilience, succession planning and robustness to the delivery model and departments risk register. Other teams have similar resilience plans in place.</p>
2.02	<p>Ongoing and early engagement with the IT department has ensured that the internal IT resource requirements beyond the Housing team can be built into resource plans as part of the Councils broader Digital Strategy. The associated costs will be funded from the HRA.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>The Council is looking to utilise a tried and tested system with a track record of delivering efficiencies and new technologies as it has done over many years.</p> <p>There is a risk that should the Council fail to fully implement the DRS software, then it shall lose the opportunity to secure significant efficiency savings and to transform its approach to improving our customer focus, productivity, performance and health and safety.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	<p>Prior to the DRS going live, the service consulted with the all operatives via a workshop with invitations to the various Unions and Trade Union Representatives.</p> <p>The service also consulted separately with the Unions, teams across the service and portfolio along with the Tenants Federation.</p> <p>The portfolio also held a Member workshops, where the service presented a report covering DRS and some of the challenges it was working through in late 2022.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - DRS Power Point Presentation for Operatives and back office support staff.  Appendix 2 - DRS Sector Map  Appendix 3 - Project Plan

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	N/A

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Sean O'Donnell, Service Manager - Housing Assets <b>Telephone:</b> 01352 701642 <b>E-mail:</b> <a href="mailto:Sean.ODonnell@flintshire.gov.uk">Sean.ODonnell@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Dynamic Resource Scheduler (DRS):</b> DRS is a scheduling software solution which allows the client to seamlessly integrate appointed, planned and responsive, last-minute work across a field-based workforce. It will enable the Council to meet its commitments, deliver excellent customer service, reduce travel time and costs, and ensure more tasks are completed in a single day.</p> <p><b>Information Technology (IT):</b> An IT organisation (information technology) is the department within a company that is charged with establishing, monitoring and maintaining information technology systems and services.</p> <p><b>Capita OPEN:</b> The Council's Housing System utilised to record assets, repairs, tenant details etc.</p> <p><b>HRA:</b> The Housing Revenue Account</p> <p><b>RAMS:</b> Risk and Method Statements used in construction works to enable a Contractor to safely plan and identify how any risks will be mitigated or complied with.</p> <p><b>Financial Year:</b> the period of 12 months commencing on 1 April.</p> <p><b>PDA Solution:</b> Mobile hand held device used for capturing stock data directly linked to our asset database.</p>

<p><b>Schedule of Rates (SORs):</b> is a list of staff, labour and plant hire rates that a company or department will use for pricing cost reimbursable instructed day-work or work tasks.</p>
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## Intelligent Appointments and Dynamic Resource Scheduling

# DRS




This is a presentation to talk about our new DRS system which is going to be implemented very soon. This presentation follows on from the one you had on the new SOR's. This is just a high level presentation to give you an overview of the new DRS system. If any questions can be left until the end of the presentation or if you can have your discussions in your tool box talk after this presentation and then your team leader will feedback to us. Then we will update you on any feedback provided after this presentation.



## DRS users in Wales/ England

- Adra (was Gwynedd)
- Caerphilly County Borough Council
- Cardiff County Council
- Cartrefi Conwy
- Merthyr Valleys Homes
- Newport City Council
- NPT Homes
- Tai Calon Community Housing
- Tai Tarian
- Trivallis (was RCT Homes)
- Vale of Glamorgan Council
- Valleys to Coast Housing
- Wrexham County Borough Council
- Great Places Housing Group
- Guinness Property
- Liverpool Mutual/ Torus
- Peaks & Plains
- Regenda
- Riverside
- Sanctuary
- Severnside Housing
- Shropshire Towns and Rural Housing
- Weaver Vale Housing Trust



You can see how many Housing authorities currently use this DRS system. We are already behind as all of these have a scheduling system in place although not necessarily working aside open housing. We have spoken to another Social Housing provider to gather information on how the DRS system works for them to then use this while planning and implementing the system to suit our needs. We also have regularly asked the Professionals from Advanced what other companies do with certain scenarios.



The reason you have previously had a SOR presentation was to inform you of the rollout of new SOR's. These SOR's were created in order to work with DRS to give accurate timings for jobs. The SOR's have all been integrated into DRS to calculate the SMV (Standard Minute Value) which will then set the time duration for different jobs. If there are multiple SOR's against a job this will calculate the combined value to give the full duration for the job. There are going to be situations where you will attend a property for a job and it turns out it is a bigger job than what was reported or the tenant may ask for other works to be completed whilst you are there. As you have a set time duration to be in the property communication with the planners will be crucial. If you need more time in a property the planners will need to know as they will re-arrange your work to allow you to have more time to complete the repairs.

## Background Work



There have been lots of background work going on for many months now in order to get ready for the implementation of this new DRS system. The Lead Job Planner role (me) was only advertised earlier this year whereas the planning for this new system started well before then. Also the Job Planers have only recently been advertised and we are waiting for people to accept the roles and then they will be starting very shortly to complete some testing and then will be involved in the pilot.

Once I was in my lead planner post one of the first tasks I was given was around the personal data sheets we had all of you fill in (show an example of a sheet). This was then used as a template to then add each worker into the DRS system. We need your addresses to be correct and up to date at all times as DRS calculates your daily routes based on what is closest to your home location to reduce your travel time. It will also make sure you are at a job close to home by the end of the day. The skills you provided also need to be kept up to date as DRS looks at these skills to assign jobs to you. So whatever skills you put down you can be assigned any jobs with this skill, for example, (use example based off the trades in the room). If you want to review the information we have down for you. You are free to fill out a new form and I can then update your new details or if you let your team leader know they can send me across a list of names who want their details to be checked and then I can be in touch to go

through what information we have on file for you.

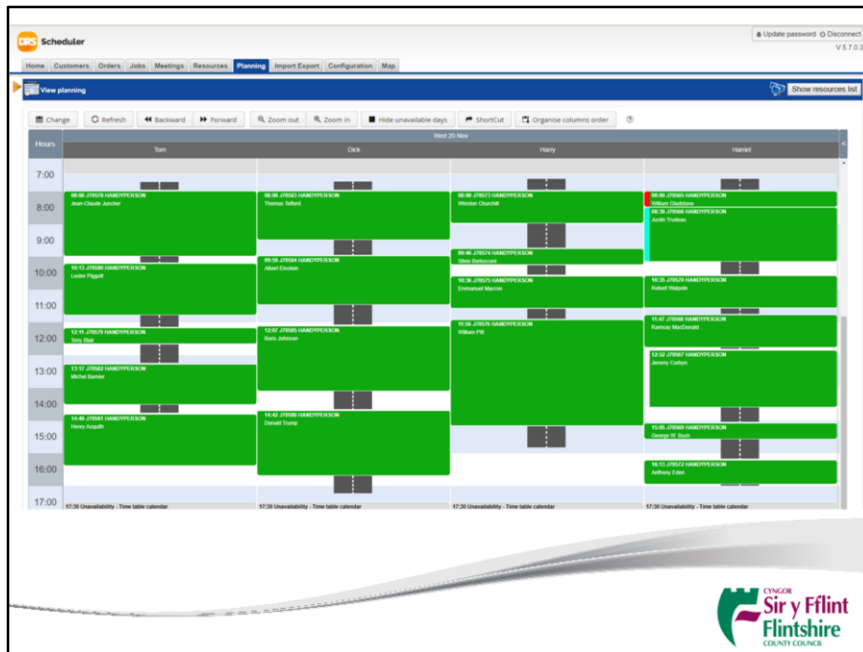
There are also plenty of other background work that has gone on including testing. We are currently completing 6 weeks of testing to test everything in the system and to test different scenarios to make sure there are no issues and if there are issues we are picking up then we are working to getting them resolved and re-tested. We have had some trades involved in testing and they have been able to have a look at the system and ask questions and think of different scenarios which have aided our testing. So I encourage if anyone wants to be involved in testing put your name forward to your team leader and you will get the chance to see the system and how it is all going to work before we go live.

## Booking appointments intelligently As short a wait time as possible

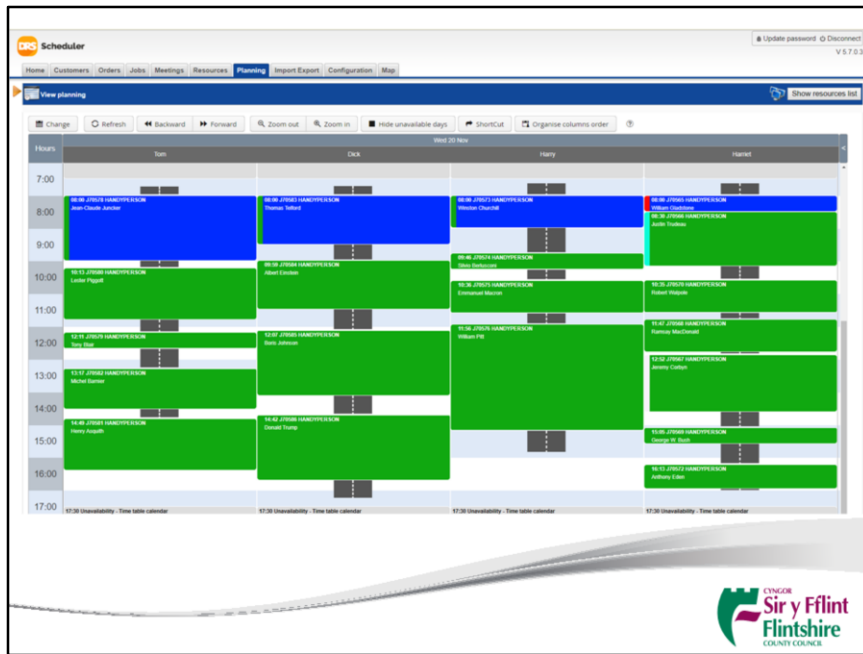


You can see we have 4 different time slots we will be offering to customers, Our chosen time slots are 08:00-18:00, 08:00-12:00, 12:00-18:00 and 10:00-14:00.

The colours show which are the best slots. The best slot will show a golden star with a number 1. Green means under 20 mins travel time, dark blue is over 20 mins, light blue over 30 mins, orange over 40 mins and red not able to book in an apt. This will also only allow appointments to be booked in within the jobs target dates, if this is not possible it will be passed to the planner who can override this if necessary.

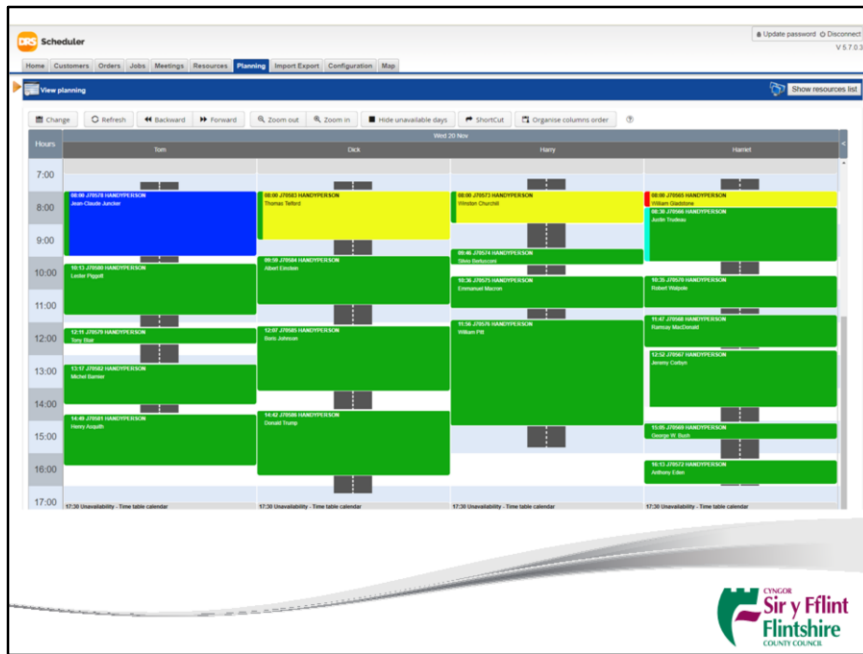


Next I am going to show you what the planners are going to be looking at every day. This will be a typical diary full of appointments, this is showing the same day for 4 different people. These jobs will then change colours based on their statuses. This currently shows all these jobs are planned into the diaries. You can also see gaps in-between the jobs this is the system calculating and taking into account the travel time from one job to another.

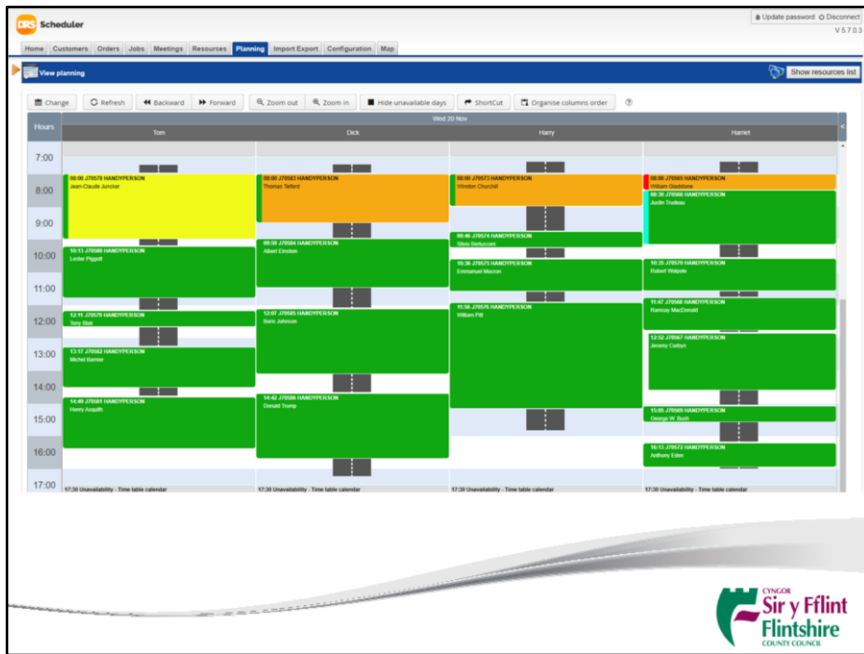


As the day begins all the first appointments will show as dispatched to show the planners that the trades are on the way to their first job.

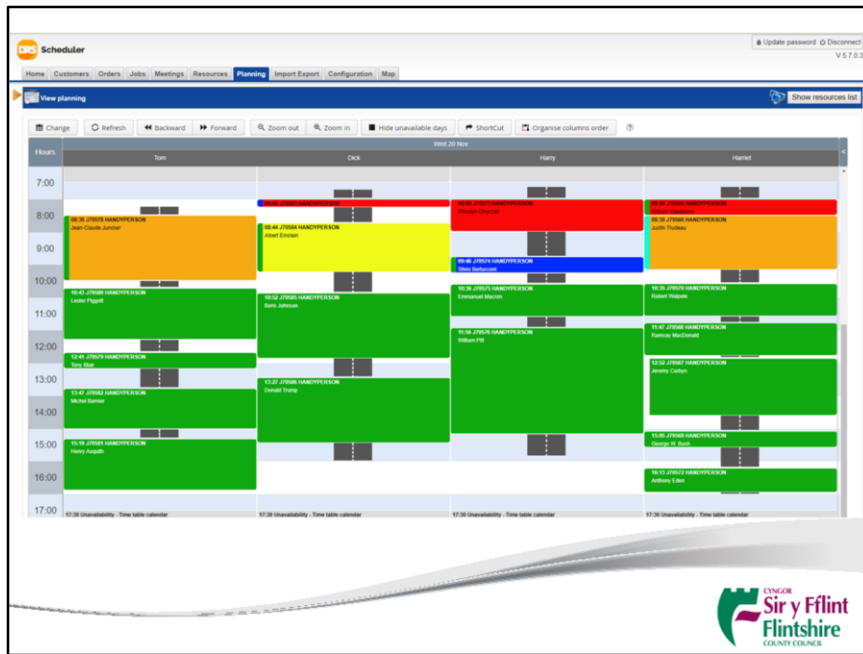




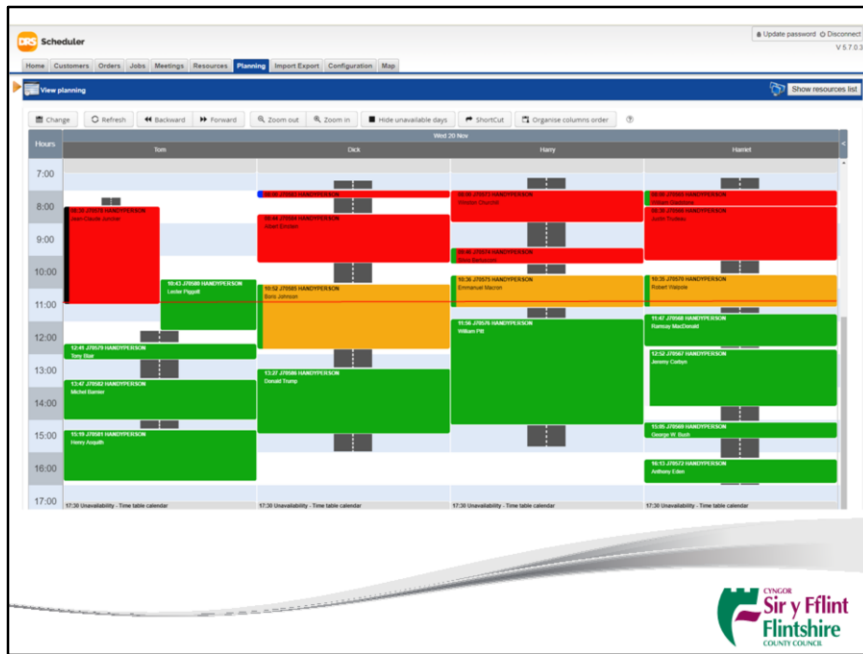
Then the colours will change once the jobs are accepted on the PDA.



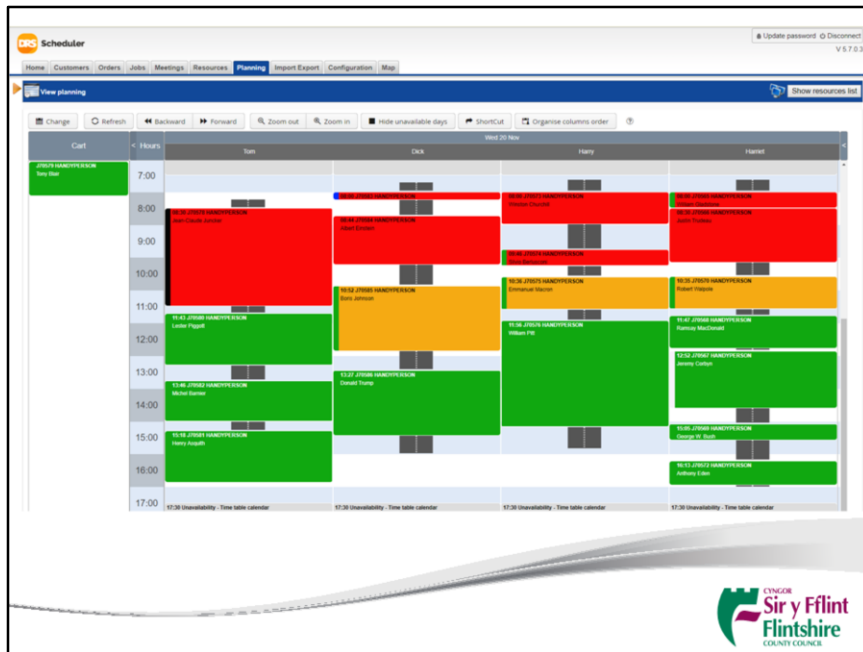
And again once the job is started on the PDA.



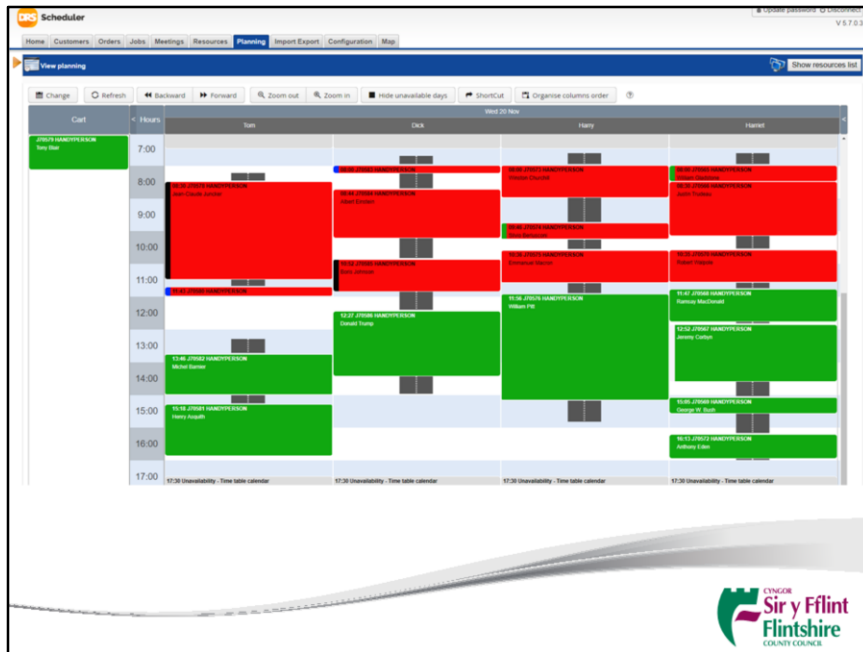
Then as jobs are completed they change colour again but may get different coloured sidebars.



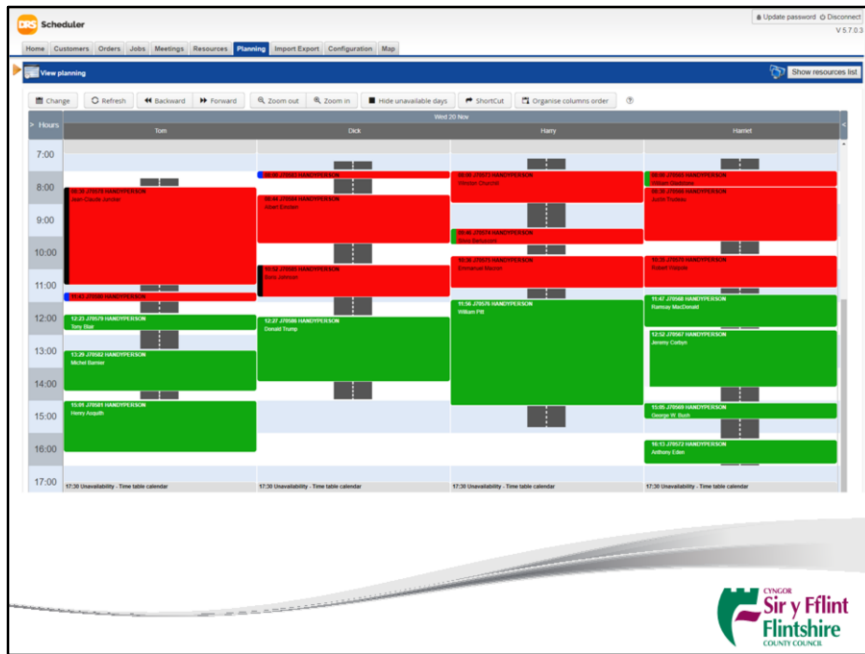
These sidebars visually tell the planners if the job was completed, a no access, if there is a job concern or if it is part completed.



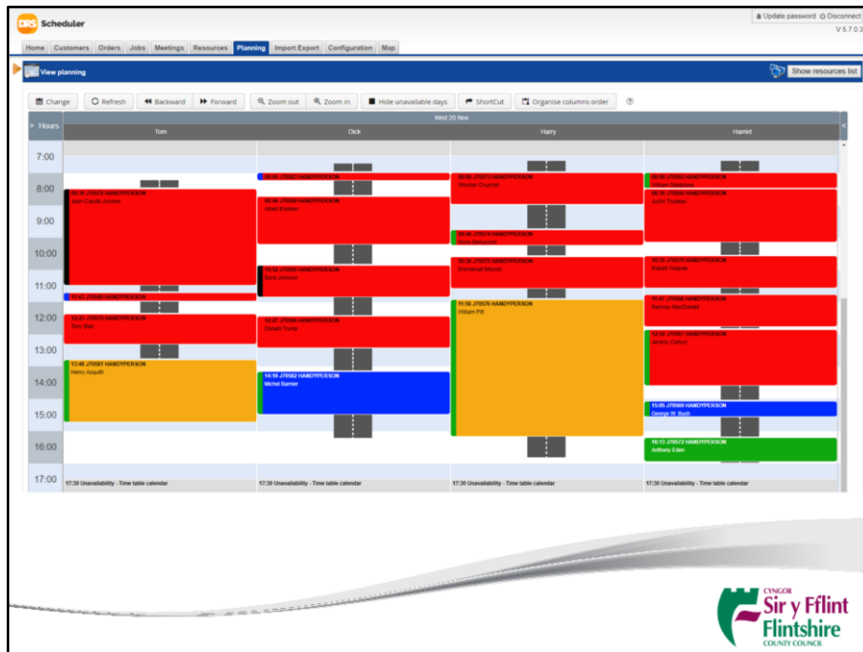
Here we are showing on the left we have an appointment which needs booking in.



This first engineer has completed their second job a lot quicker than what was planned for them. This has then updated the diary and now allows room for this other job to be planned into their diary.

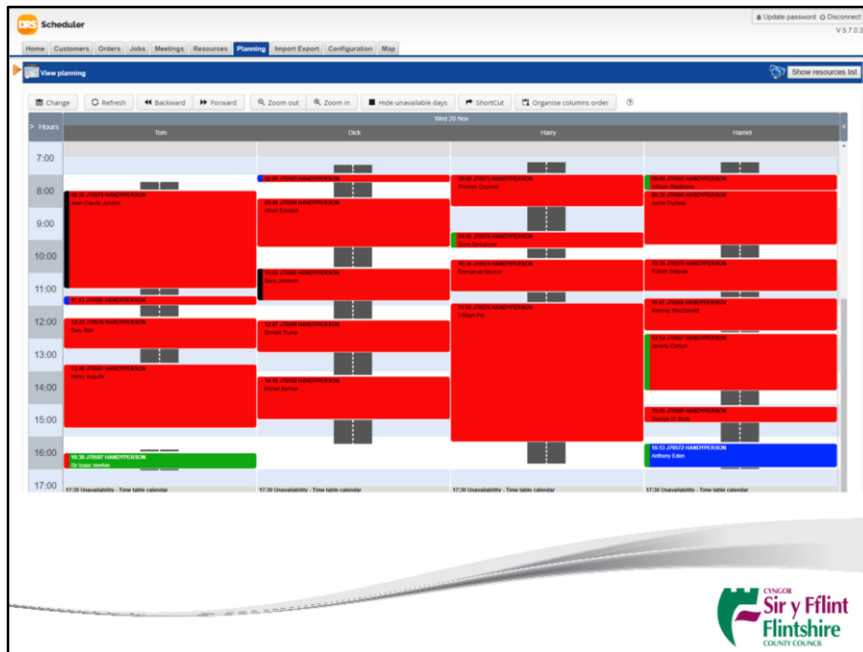


This still calculates the travel time to ensure it is possible to fit this appointment into the day.

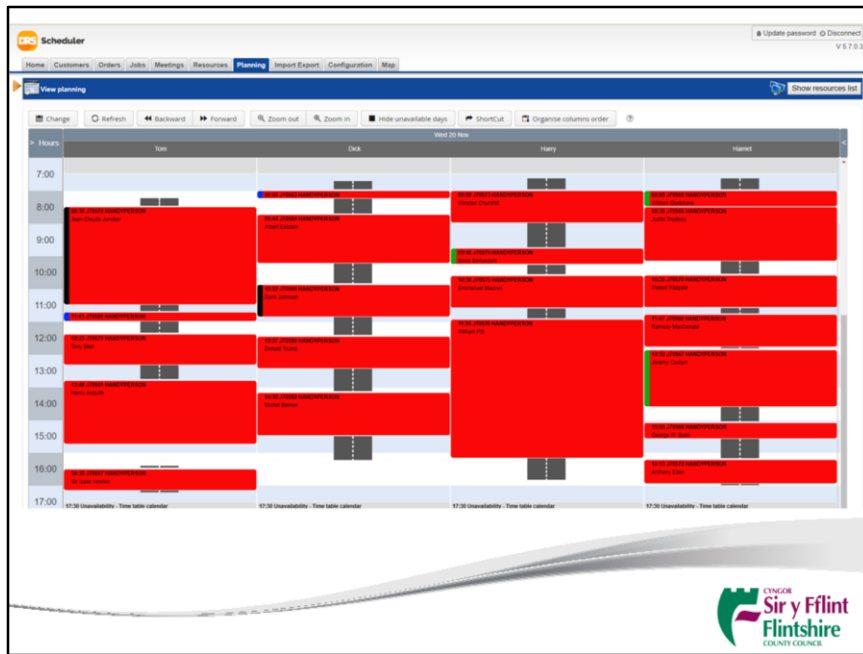


You can then keep tracking the day and the planners are able to see that work is being completed and are able to look into any jobs which may need Follow-on work raising.

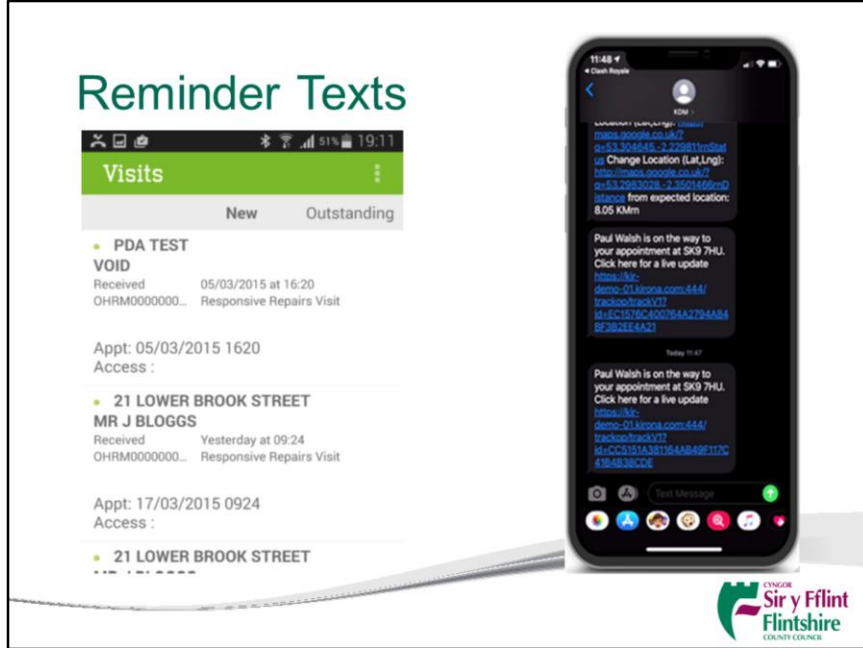




This is also why it is important for you to have good communication with the planners as we will be able to see if anyone is free to take jobs if for some reason you cannot get to all your jobs.



Then at the end of the day all jobs should be showing as completed.



Reminder texts will be sent out to the tenants, This will also know once the job has been dispatched out to your PDA to inform the tenant you are on the way to their job. This does not give them a timeslot but it will inform them you are on route. This is to avoid no show appointments to ensure we will be getting attendance for our jobs. Again this is why it is important to keep in contact with the planners as if there is any reason you are not going to be able to attend or you are going to be late (like the van breaking down) we can then contact the tenant to keep them updated and fins someone else to attend f needed. This just helps to improve customer satisfaction as tenants aren't waiting in if you are unable to get to them.

## What will DRS Provide?

- Well organised day
- Sensible routing
- One job at a time
- First time fix –focus on current job
- Someone to manage the problems that arise
- Variable start / end times and locations
- Less admin & paperwork
- Work – Life balance
- Improved Customer Satisfaction!



**Well organised day-** Lots of jobs will be planned in to fill your day, so you will always have a full day's work.

**Sensible Routing-** The system will plan the best route so you are traveling as little as possible and staying close to your home area. It will start you at a job close to home and finish your day with a job close to home.

**One job at a time-** Instead of having all jobs sent to you at once they will be sent through one job at a time so you just focus on the current job and then once you complete it you will then receive the next job.

**First time Fix-** We want to fix jobs on the first visit so we do not have to visit the property multiple times. This is why the SOR's had to be updated and van stocks are going to be looked at to ensure we can fix repairs with only 1 visit.

**Someone to manage the problems that arise-** There are currently myself and 2 job planners who will be available to take phone calls so if you have any issues you will be able to get through to one of us and will be able to support you with any problems.

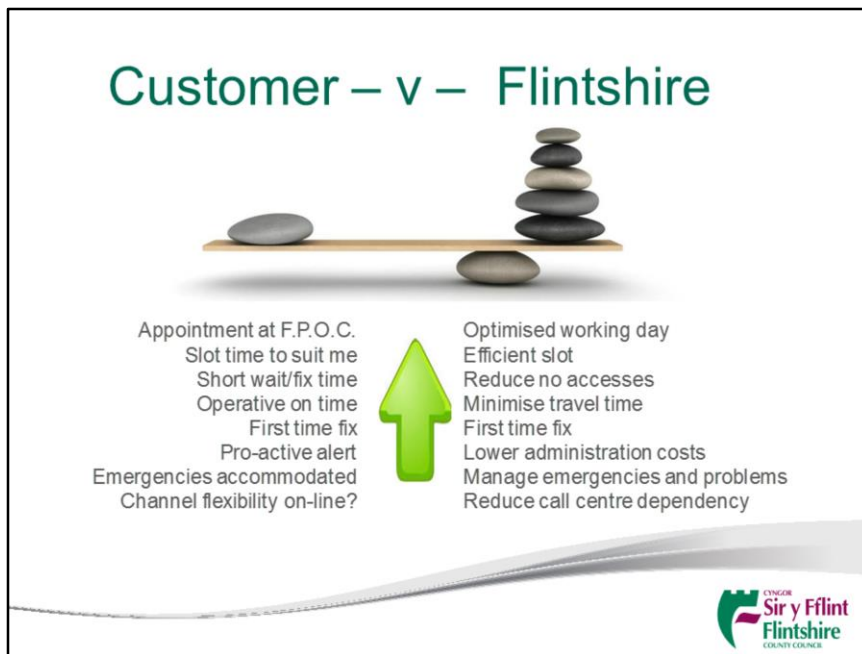
**Variable start/ end times and locations-** DRS takes into account compressed or different working hours and will fit in work based around these set times. Which is why again if your working hours change the planners need to be told otherwise work will be getting booked in when you are not available to work anymore. Also variable locations are able to be set so for example if you have to take your van up to Alltami

Depot first thing in the morning for an MOT, this will then be put into your diary and then calculate your working day and travel time starting from Alltami rather than your home. This is also the same if you are going back there at the end of the day to collect your van it will make sure to work your day around to ensure you can be in Alltami before you finish.

**Less Admin & paperwork-** Currently you do not have a lot of paperwork but this will also help to minimise this. Also this system will help to reduce admin as it works it all out itself. Planners are only required for daily emergency jobs and then to support if issues do arise during the day. Unavailability reasons are input onto your diaries and the system will re-schedule any affected jobs.

**Work-Life balance-** You are not having to plan your days ahead of time, you focus on one job at a time so when you finish for the day you are not thinking about your jobs booked in for tomorrow or the rest of the week, you can enjoy your free time and then in the morning you get your first job for the day and then focus on that. It is less stress and less work for you.

**Finally, Improved Customer Satisfaction!**- Customers are getting appointment slots and will be getting repairs fixed within targets. This makes our tenants happy.



This overall will help to bring balance between customers and Flintshire.

Customers are getting appointments when they first call up (first point of contact), they are given time slots, reduced waiting time for repairs to be fixed, operatives will attend on time due to planned out diaries, repair will be fixed on the first visit, reminder alerts, emergencies done same day.

Flintshire staff will have an optimised working day, efficient slots, lower chance of no accesses, minimal travel time, first time fix no back and to properties or stores, lower admin costs, have time to be able to focus on emergencies, reduce calls through to call centre.

## Summary Benefits

- Cyngor Sir y Fflint – Flintshire Council
  - Improved resource utilisation / better service to the customer
  - Reduced mileage, better for the environment
  - Operative & Staff job satisfaction – retention / less training
- The field operatives
  - Job satisfaction / Working day improved – *“I used to drive miles and do a few electrical jobs, now I’m an electrician who sometimes drives”*
- The back office staff – Call centre & Planners
  - Improved Communications/ Direct Contacts
  - Tools to manage their working day
- Customers / Tenants
  - Greatly improved service
  - Satisfaction in the high 90%



So as a summary here are the benefits DRS will bring.

Flintshire County Council as a whole will have improved resource utilisation which will bring a better service to our customers. Reduced mileage to be more environmentally friendly. Operative and staff job satisfaction, operatives have work planned out for them and less travelling, staff have DRS system, in place to plan in appointments clearly and easily to show available slots.

You the field operatives as covered will have job satisfaction, working day is improved, less driving around as route is efficiently planned for the day to avoid back and to driving.

Back office staff will improve communication, this is internally with each other but also with reduced calls to contact centre they are able to answer more calls more efficiently and you as tradesmen will have direct contacts to call which will be myself and the planners. Means no more struggling to try and get through to someone when needed. DRS will help manage the trades working days but also it will help benefit the working day of the back office staff. Contact centre are able to give tenants an appointment slot which means tenants are happier.

Customers/ Tenants are being given appointments slots rather than just a time frame of between now and 28 days. This is obviously a greatly improved service for them, workmen will be on time to appointments and if there are any issues the planners are available to contact tenants directly if say we were going to be arriving out of their set time slot. They will also be getting reminder texts so they know when operatives are on way to keep good communication with tenants to avoid no accesses. This will keep customer satisfaction in the high 90%.



## Thanks for your time

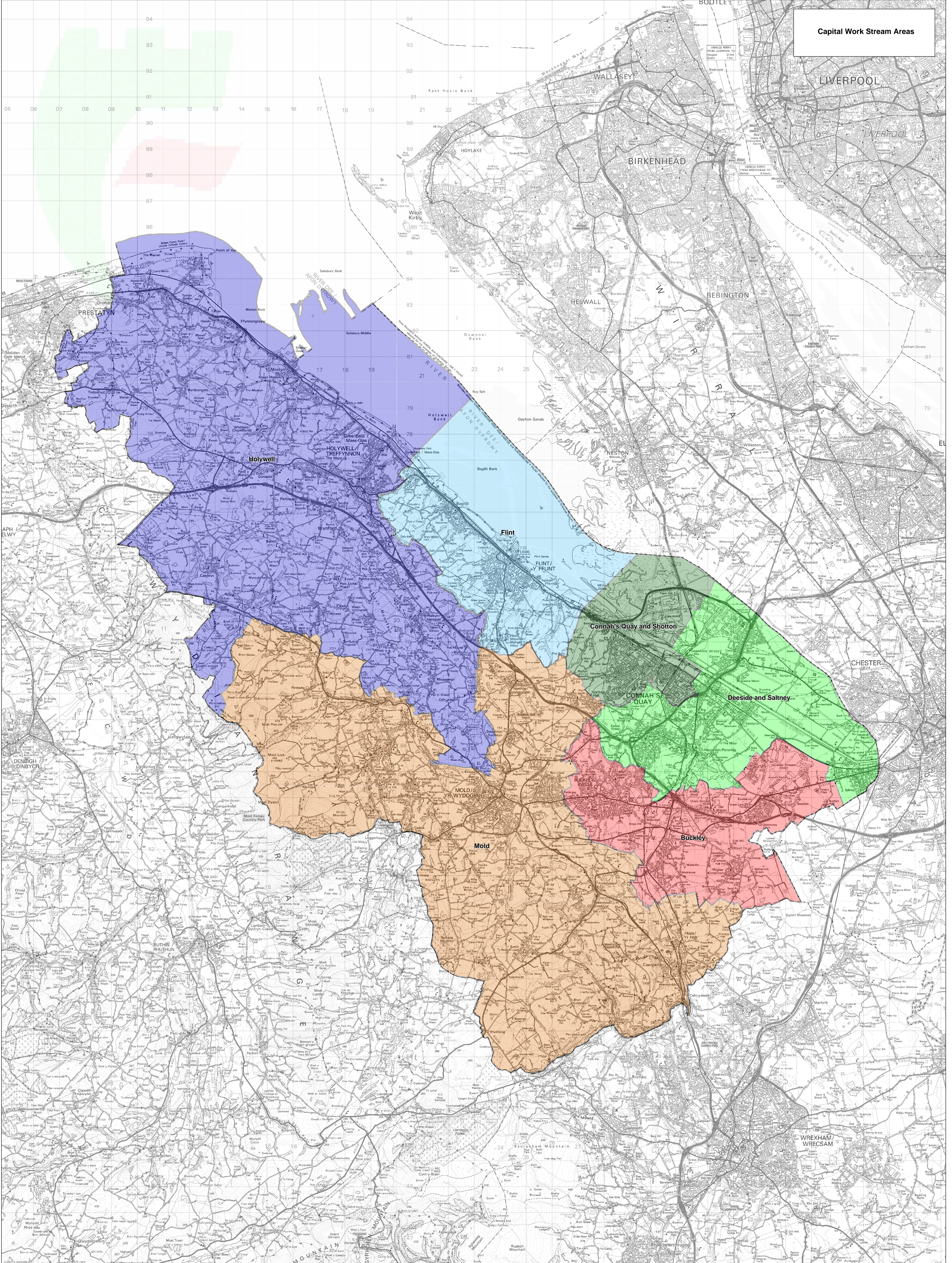
- Do you want to be involved in testing?
- Do you have any questions?



Thank you for your time, if anyone is interested in being involved in any testing of the new DRS system if you get in contact with your team leader and put your name forward we can get you involved in one of our live training sessions so you can see the system yourself and input your ideas. If you have any questions you have time now to ask me some now but if not you can bring any questions or suggestions up with your team leader and then they can feedback to myself. Before I hand you over to your team leader for your tool box talk we are going to ask you to collect your new chargers.

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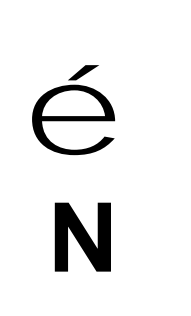
**Capital Work Stream Areas**



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Planning & Environment,  
Flintshire County Council,  
County Hall, Mold,  
Flintshire, CH7 6NF.  
Chief Officer: Mr Andrew Farrow

Scale: 1:45000 @ A0  
OS Map: Landranger  
Plotted: 01/10/2014



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ID	% Comp	Task Name	Duration	Start	Finish	Predecessors	Resource Names	Timeline											
								May	Jun	Qtr 3, 2022 Jul	Aug	Sep	Qtr 4, 2022 Oct	Nov	Dec	Qtr 1, 2023 Jan	Feb		
1	69%	Flintshire DRS and Infosuite Implementation	4.94 days	Thu 16/12/21	Tue 21/02/23			[Task bar spanning from May to Feb]											
2	100%	PO Received	8 days	Thu 16/12/21	Tue 04/01/22		FCC-Board	[Task bar from May to Jun]											
3	100%	Advanced PM allocated	0 days	Tue 04/01/22	Tue 04/01/22		Rachel Cole	[Task bar at start of May]											
4	100%	Project Initiation/Preparation	41 days	Thu 06/01/22	Thu 03/03/22			[Task bar from May to Jul]											
5	100%	Kick off meeting	0.5 days	Thu 06/01/22	Thu 06/01/22	3FS+1 day	Rachel Cole, Mike Nolan, Tony Sanghera, FCC-Board	[Task bar at start of May]											
6	100%	Compile and Issue Project Documentation	1 day	Fri 07/01/22	Mon 10/01/22	5FS+1 day	Rachel Cole	[Task bar from May to Jun]											
7	100%	Sign Off PID	5 days	Fri 25/02/22	Thu 03/03/22	6	Rachel Cole, Tony Sanghera, Sean O'Donnell	[Task bar from Jun to Jul]											
8	100%	Agree governance and controls	0 days	Tue 11/01/22	Tue 11/01/22	6FS+1 day	Rachel Cole, Tony Sanghera	[Task bar at start of May]											
9	100%	Revise and Issue Project Plan	26 days	Fri 07/01/22	Mon 14/02/22	5FS+1 day	Rachel Cole, Tony Sanghera, FCC-Board	[Task bar from May to Jul]											
10	100%	Project Initiation Complete	0 days	Thu 03/03/22	Thu 03/03/22	5,6,7,8,9		[Task bar at start of Jun]											
11	100%	Implementation	10.5 days	Thu 06/01/22	Thu 16/06/22			[Task bar from Jun to Oct]											
12	100%	Advanced Hosted Infrastructure	89.5 days	Thu 06/01/22	Mon 16/05/22			[Task bar from Jun to Feb]											
13	100%	Provision Hosting Environment	1 day	Tue 03/05/22	Tue 03/05/22		Faaris Ali	[Task bar in mid-May]											
14	100%	Software Installation	89.5 days	Thu 06/01/22	Mon 16/05/22			[Task bar from Jun to Feb]											
15	100%	Book Installs	0.25 days	Thu 06/01/22	Thu 06/01/22	5	Rachel Cole	[Task bar at start of Jun]											
16	100%	Install DRS	1 day	Mon 09/05/22	Mon 09/05/22	13	Faaris Ali	[Task bar in mid-May]											
17	100%	Install Infosuite	2 days	Fri 13/05/22	Mon 16/05/22	16FS+3 days	Mike Nolan	[Task bar from mid-May to Jun]											
18	100%	Software Installation Complete	0 days	Mon 16/05/22	Mon 16/05/22	16,17		[Task bar at start of Jun]											
19	100%	FCC Infrastructure setup (VPN)	32 days	Fri 29/04/22	Thu 16/06/22			[Task bar from May to Jul]											
20	100%	Advanced send the VPN Spreadsheet for completion	1 day	Fri 29/04/22	Fri 29/04/22			[Task bar at start of May]											
21	100%	FCC complete VPN Spreadsheet and send to Advanced	31 days	Tue 03/05/22	Thu 16/06/22	20		[Task bar from May to Jul]											
22	100%	FCC to Setup VPN (URL provided by Advanced)	31 days	Tue 03/05/22	Thu 16/06/22	21SS		[Task bar from May to Jul]											
23	100%	FCC to create and publish Citrix app	3 days	Tue 14/06/22	Thu 16/06/22	22FF		[Task bar in mid-June]											
24	100%	FCC Infrastructure Setup complete	0 days	Thu 16/06/22	Thu 16/06/22	23		[Task bar at start of Jun]											
25	100%	Data Capture/Solution Modelling	69.5 days	Thu 06/01/22	Thu 08/09/22			[Task bar from Jun to Oct]											
26	100%	DRS	69.5 days	Thu 06/01/22	Thu 08/09/22			[Task bar from Jun to Oct]											
27	100%	FCC - Data review/cleansing in OPEN and DRS	106 days	Wed 06/04/22	Thu 08/09/22	85FF	FCC-IT, FCC-AdminSupport, FCC-Repairs, FCC-Contact	[Task bar from Jun to Feb]											
28	100%	Initial Configuration	96.5 days	Thu 06/01/22	Wed 25/05/22			[Task bar from Jun to Feb]											
29	100%	Data capture spreadsheets issued	0 days	Thu 06/01/22	Thu 06/01/22	5	Rachel Cole	[Task bar at start of Jun]											
30	100%	FCC review business rules (eg, travel, locations, operatives)	50 days	Wed 23/02/22	Fri 06/05/22	31FF-4 days	FCC-IT, FCC-AdminSupport, FCC-Repairs, FCC-Contact	[Task bar from May to Jul]											
31	100%	Data capture spreadsheets completed and returned	20 days	Tue 12/04/22	Thu 12/05/22	16FS-17 days	FCC-Contact, FCC-IT, FCC-AdminSupport, FCC-Repairs	[Task bar from May to Jun]											
32	100%	Enable/check FCC-Advanced access (infrastructure and citrix client)	10 days	Tue 03/05/22	Tue 17/05/22	33SF	FCC-IT	[Task bar in mid-May]											
33	100%	Initial DRS data load	5 days	Tue 17/05/22	Mon 23/05/22	17,16	Mike Nolan	[Task bar in mid-May]											
34	100%	DRS Solution Presentation	1 day	Wed 25/05/22	Wed 25/05/22	33FS+1 day	FCC-Board, Mike Nolan, Tony Sanghera	[Task bar in mid-May]											
35	100%	Initial Configuration Complete	0 days	Wed 25/05/22	Wed 25/05/22	34		[Task bar in mid-May]											
36	100%	Configuration Re-work	13 days	Thu 26/05/22	Wed 15/06/22			[Task bar from mid-May to Jun]											
37	100%	Conduct necessary DRS re-work	7 days	Thu 26/05/22	Tue 07/06/22	34	Mike Nolan	[Task bar from mid-May to Jun]											
38	100%	Present end to end solution	1 day	Fri 10/06/22	Fri 10/06/22	37FS+2 days	FCC-Board, Mike Nolan, Tony Sanghera	[Task bar in mid-June]											
39	100%	Sign Off Configuration for SIT/UAT	0 days	Wed 15/06/22	Wed 15/06/22	37,38	FCC-Board, Sean O'Donnell	[Task bar in mid-June]											
40	100%	Email project team	0 days	Wed 15/06/22	Wed 15/06/22			[Task bar in mid-June]											
41	23%	System Integration and Testing (SIT)	19 days	Thu 16/06/22	Tue 12/07/22			[Task bar from Jun to Jul]											
42	100%	System Integration to Capita OPEN	7 days	Thu 16/06/22	Fri 24/06/22			[Task bar from Jun to Jul]											
43	100%	DRS URL provided to Capita	1 day	Thu 16/06/22	Thu 16/06/22	39	Mike Nolan	[Task bar in mid-June]											
44	100%	Capita to connect to DRS [Capita 1d]	4 days	Tue 21/06/22	Fri 24/06/22	43	Capita, FCC-IT	[Task bar from mid-June to Jul]											
45	0%	Agree test plans/Process	5 days	Thu 16/06/22	Wed 22/06/22	39	FCC-IT	[Task bar from mid-June to Jul]											
46	0%	Conduct SIT	12 days	Mon 27/06/22	Tue 12/07/22		Capita, Mike Nolan, FCC-IT	[Task bar from mid-June to Jul]											
47	0%	FCC IT to carry out SIT	11 days	Mon 27/06/22	Mon 11/07/22	44		[Task bar from mid-June to Jul]											
48	0%	End-to-End System Test [Capita & Advanced 1d]	1 day	Mon 11/07/22	Mon 11/07/22		Capita, Mike Nolan, FCC-IT	[Task bar in mid-July]											
49	0%	Sign off SIT	0 days	Tue 12/07/22	Tue 12/07/22	48FS+1 day	FCC-IT, Capita, Mike Nolan	[Task bar in mid-July]											
50	0%	Training (Train the Trainer)	5 days	Wed 13/07/22	Tue 19/07/22			[Task bar from mid-July to Aug]											
51	0%	DRS Admin Training	1 day	Wed 13/07/22	Wed 13/07/22	49	Mike Nolan, FCC-IT, FCC-AdminSupport	[Task bar in mid-July]											
52	0%	DRS Planner Training	1 day	Tue 19/07/22	Tue 19/07/22	51FS+3 days	Mike Nolan, FCC-IT, FCC-AdminSupport	[Task bar in mid-July]											
53	0%	Train the Trainer Complete	0 days	Tue 19/07/22	Tue 19/07/22	52		[Task bar in mid-July]											
54	0%	User Acceptance Testing (UAT)	65 days	Wed 08/06/22	Wed 07/09/22			[Task bar from Jun to Sep]											
55	0%	Issue Testing Feedback Spreadsheet	1 day	Wed 08/06/22	Wed 08/06/22	37	Rachel Cole	[Task bar in mid-June]											
56	0%	Formulate Process and Systems Testing Plan/Scripts (UAT)	27 days	Thu 16/06/22	Fri 22/07/22	39	FCC-IT, FCC-AdminSupport, FCC-Repairs, FCC-Contact	[Task bar from mid-June to Jul]											
57	0%	Review and amend UAT template with scenarios (pre-training)	23 days	Thu 16/06/22	Mon 18/07/22		FCC-AdminSupport, FCC-Contact, FCC-IT, FCC-Repairs	[Task bar from mid-June to Jul]											
58	0%	Refine the UAT template post planner training	3 days	Wed 20/07/22	Fri 22/07/22	57,52	FCC-AdminSupport, FCC-Contact, FCC-IT, FCC-Repairs	[Task bar in mid-July]											
59	0%	UAT team preparation (location, access, comms etc.)	8 days	Wed 13/07/22	Fri 22/07/22	49	FCC-IT, FCC-Contact, FCC-AdminSupport, FCC-Repairs	[Task bar from mid-July to Aug]											
60	0%	UAT Week 1	6 days	Mon 25/07/22	Mon 01/08/22			[Task bar from mid-July to Aug]											
61	0%	Conduct UAT Wk1	5 days	Mon 25/07/22	Fri 29/07/22	53	FCC-Contact, FCC-IT, FCC-AdminSupport, FCC-Repairs	[Task bar from mid-July to Aug]											
62	0%	UAT Checkpoint Call 1	0.2 days	Fri 29/07/22	Fri 29/07/22	61FF	Rachel Cole, FCC-Contact, FCC-IT, FCC-AdminSupport, FCC-Repairs	[Task bar in mid-August]											
63	0%	Issue Resolution wk1	1 day	Mon 01/08/22	Mon 01/08/22	62	Mike Nolan	[Task bar in mid-August]											
64	0%	UAT Week 2	6 days	Mon 01/08/22	Mon 08/08/22			[Task bar from mid-August to Sep]											
65	0%	Conduct UAT Wk2	5 days	Mon 01/08/22	Fri 05/08/22	62	FCC-Contact, FCC-IT, FCC-AdminSupport, FCC-Repairs	[Task bar from mid-August to Sep]											
66	0%	UAT Checkpoint Call 2	0.2 days	Fri 05/08/22	Fri 05/08/22	65FF	Rachel Cole, FCC-Contact, FCC-IT, FCC-AdminSupport, FCC-Repairs	[Task bar in mid-September]											
67	0%	Issue Resolution wk2	1 day	Mon 08/08/22	Mon 08/08/22	66	Mike Nolan	[Task bar in mid-September]											
68	0%	UAT Week 3	6 days	Mon 08/08/22	Mon 15/08/22			[Task bar from mid-September to Oct]											
69	0%	Conduct UAT Wk3	5 days	Mon 08/08/22	Fri 12/08/22	66	FCC-Contact, FCC-IT, FCC-AdminSupport, FCC-Repairs	[Task bar from mid-September to Oct]											

ID	% Comp	Task Name	Duration	Start	Finish	Predecessors	Resource Names	May	Jun	Qtr 3, 2022 Jul	Aug	Sep	Qtr 4, 2022 Oct	Nov	Dec	Qtr 1, 2023 Jan	Feb
70	0%	UAT Checkpoint Call 3	0.2 days	Fri 12/08/22	Fri 12/08/22	69FF	Rachel Cole,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
71	0%	Issue Resolution wk3	1 day	Mon 15/08/22	Mon 15/08/22	70	Mike Nolan										
72	0%	UAT Week 4	6 days	Mon 15/08/22	Mon 22/08/22												
73	0%	Conduct UAT Wk4	5 days	Fri 19/08/22	Fri 19/08/22	70	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
74	0%	UAT Checkpoint Call 4	0.2 days	Fri 19/08/22	Fri 19/08/22	73FF	Rachel Cole,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
75	0%	Issue Resolution wk4	1 day	Mon 22/08/22	Mon 22/08/22	74	Mike Nolan										
76	0%	UAT Week 5	6 days	Mon 22/08/22	Tue 30/08/22												
77	0%	Conduct UAT Wk5	5 days	Mon 22/08/22	Fri 26/08/22	74	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
78	0%	UAT Checkpoint Call 5	0.2 days	Fri 26/08/22	Fri 26/08/22	77FF	Rachel Cole,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
79	0%	Issue Resolution wk5	1 day	Tue 30/08/22	Tue 30/08/22	78	Mike Nolan										
80	0%	UAT Week 6	5 days	Wed 31/08/22	Tue 06/09/22												
81	0%	Conduct UAT Wk6	5 days	Wed 31/08/22	Tue 06/09/22	79	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
82	0%	UAT Checkpoint Call 6	0.2 days	Tue 06/09/22	Tue 06/09/22	81FF	Rachel Cole,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
83	0%	Definitive list of issues raised	0 days	Tue 06/09/22	Tue 06/09/22	60,64,68,72,76,80,82	Mike Nolan										
84	0%	Resolve Go Live Critical Issues/Re-test	1 day	Wed 07/09/22	Wed 07/09/22	83	FCC-Board,Mike Nolan										
85	0%	Sign Off UAT	0 days	Wed 07/09/22	Wed 07/09/22	84	FCC-Board,Sean O'Donnell										
86	0%	Go Live	67 days	Wed 17/08/22	Fri 18/11/22												
87	0%	Advanced Internal Go Live Preparation	0.5 days	Thu 15/09/22	Thu 15/09/22												
88	0%	Issue Advanced support/AM handover document	0.25 days	Thu 15/09/22	Thu 15/09/22	85F+5 days	Rachel Cole,Advanced Account Manager										
89	0%	Advanced Support/AM handover meeting	0.25 days	Thu 15/09/22	Thu 15/09/22	88	Rachel Cole										
90	0%	Rollout	67 days	Wed 17/08/22	Fri 18/11/22												
91	0%	Devise go live cut over plan	5 days	Thu 08/09/22	Wed 14/09/22	85	FCC-IT,FCC-AdminSupport,FCC-Repairs,FCC-Contact										
92	0%	FCC Infrastructure/Citrix/Security actions to be added here	33 days	Thu 15/09/22	Mon 31/10/22	91	FCC-IT										
93	0%	Prepare training material / environment / timetable	15 days	Wed 17/08/22	Thu 08/09/22	94F	FCC-Contact,FCC-AdminSupport										
94	0%	Training of system end-users	20 days	Thu 08/09/22	Wed 05/10/22	85	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
95	0%	Clear down/prepare Live Environments	1 day	Mon 31/10/22	Mon 31/10/22	94F+17 days	Mike Nolan										
96	0%	Sanity Test Live Environments	1 day	Tue 01/11/22	Tue 01/11/22	95	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
97	0%	Go/No Go Live Decision	1 day	Wed 02/11/22	Wed 02/11/22	96	FCC-Board,Sean O'Donnell										
98	0%	Go Live Transition [+Capita booked 1d]	10 days	Thu 03/11/22	Wed 16/11/22	97	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
99	0%	Go Live/Go Live Support	2 days	Thu 17/11/22	Fri 18/11/22	98	Mike Nolan,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs,Capita										
100	0%	Go Live Complete	0 days	Fri 18/11/22	Fri 18/11/22	99											
101	0%	Setup DRS Test & Train Environments	19 days	Fri 04/11/22	Wed 30/11/22												
102	0%	FCC IT enable/check Advanced access (infrastructure and citrix client)	11 days	Fri 04/11/22	Mon 21/11/22	104F	FCC-IT,Capita										
103	0%	Setup DRS "TEST" Environment	4 days	Mon 21/11/22	Thu 24/11/22												
104	0%	Install DRS Test on Test Environment	1 day	Mon 21/11/22	Mon 21/11/22	99	Faaris Ali										
105	0%	Replicate Live DRS config in Test [+Capita booked 1d]	1 day	Tue 22/11/22	Tue 22/11/22	104	Faaris Ali,Mike Nolan										
106	0%	End to End Validation of Test Environment	1 day	Wed 23/11/22	Wed 23/11/22	105	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
107	0%	Test Environment Set Up Complete - sign-off	1 day	Thu 24/11/22	Thu 24/11/22	106	FCC-IT										
108	0%	Setup DRS "TRAIN" Train Environment	4 days	Fri 25/11/22	Wed 30/11/22												
109	0%	Install DRS on Train Environment	1 day	Fri 25/11/22	Fri 25/11/22	107	Faaris Ali										
110	0%	Replicate Live DRS config in Train [+Capita booked 1d]	1 day	Mon 28/11/22	Mon 28/11/22	109	Faaris Ali,Mike Nolan										
111	0%	End to End Validation of Train Environment	1 day	Tue 29/11/22	Tue 29/11/22	110	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
112	0%	Train Environment Set Up Complete -- sign-off	1 day	Wed 30/11/22	Wed 30/11/22	111	FCC-IT										
113	0%	Infosuite	0.94 days	Tue 17/01/23	Tue 14/02/23												
114	0%	Training	8.94 days	Tue 17/01/23	Fri 27/01/23												
115	0%	Remote training session - 1	2.5 hrs	Tue 17/01/23	Tue 17/01/23	100F+39 days	Mike Nolan,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
116	0%	Remote training session - 2	2.5 hrs	Wed 18/01/23	Wed 18/01/23	115F+1 day	Mike Nolan,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
117	0%	Remote training session - 3	2.5 hrs	Thu 19/01/23	Thu 19/01/23	116F+1 day	Mike Nolan,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
118	0%	Post Training Remote Support Session	1 day	Thu 26/01/23	Fri 27/01/23	117F+5 days	Mike Nolan,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
119	0%	Training Complete	0 days	Fri 27/01/23	Fri 27/01/23	115,116,117,118											
120	0%	Rollout	12 days	Fri 27/01/23	Tue 14/02/23												
121	0%	Training of system users	10 days	Fri 27/01/23	Fri 10/02/23	119	FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
122	0%	Advanced Support/AM handover meeting	0.5 days	Fri 10/02/23	Mon 13/02/23	121	Advanced Account Manager,Rachel Cole										
123	0%	Customer to agree go live charts	0.5 days	Mon 13/02/23	Mon 13/02/23	122	Mike Nolan,Rachel Cole,FCC-Contact,FCC-IT,FCC-AdminSupport,FCC-Repairs										
124	0%	Go Live/Go Live Support	1 day	Mon 13/02/23	Tue 14/02/23	123	Mike Nolan										
125	0%	Rollout Complete	0 days	Tue 14/02/23	Tue 14/02/23	121,122,123,124											
126	0%	Project Sign Off/Lessons Learnt	1 day	Mon 20/02/23	Tue 21/02/23												
127	0%	Meeting to Sign off Project/Lessons Learnt	1 day	Mon 20/02/23	Tue 21/02/23	125F+4 days	FCC-Board,Rachel Cole,Tony Sanghera										
128	0%	Project Complete/Signed Off	0 days	Tue 21/02/23	Tue 21/02/23	127	Sean O'Donnell,FCC-Board,Rachel Cole										
129	100%	FCC DRS Dependencies (inbound)	93 days	Thu 16/12/21	Fri 06/05/22												
130	100%	[D5] SOR Review and implementation	78 days	Thu 16/12/21	Tue 12/04/22		FCC-Board										
131	100%	[D2] Capita OPEN v17 Upgrade: Go-live 25Apr + support	93 days	Thu 16/12/21	Fri 06/05/22		FCC-Board										
132	100%	[D6] Repairs Diagnostic Tool (in-house, date tbc)	0 days	Thu 16/12/21	Thu 16/12/21		FCC-Board										
133	100%	[D4] Van Stock Replenishment via TotalMobile. (date tbc)	0 days	Thu 16/12/21	Thu 16/12/21		FCC-Board										
134	16%	Phase Two	20 days	Mon 02/01/23	Fri 27/01/23												
135	100%	Install OOW	1 day	Mon 02/01/23	Mon 02/01/23		Faaris Ali										
136	100%	Configure OOW	3 days	Mon 02/01/23	Wed 04/01/23		Mike Nolan										
137	0%	OOW Overview	0.5 days	Mon 02/01/23	Mon 02/01/23		FCC-IT,Mike Nolan										
138	0%	Distribute OOW software to all handhelds (MDM)	20 days	Mon 02/01/23	Fri 27/01/23		Rachel Cole,FCC-IT,FCC-Repairs										



## COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 8 <sup>th</sup> March 2023
<b>Report Subject</b>	Results of the Tenants Survey and Developing our Customer Involvement Strategy
<b>Cabinet Member</b>	Cabinet Member for Housing & Regeneration
<b>Report Author</b>	Chief Officer (Housing and Communities)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Flintshire County Council's Housing Service is responsible for over 7,300 homes across the county comprising general needs and sheltered accommodation. To support the management of those homes it is important to us that our customers are given the opportunity to share their experiences of those services.

In 2022 a full census survey of all our tenants was undertaken to gauge their current opinions across the range of services Housing provide. This included asking them to rate their neighbourhood, the safety of their homes, our repairs and maintenance service, how they can get involved and have their say to digital use.

The survey received a 25% response rate. The key themes to note:

- 74% of respondents were satisfied with overall service.
- General perception that Housing staff are friendly and approachable.
- High levels of pride in their homes, slightly lower for their neighbourhoods.
- Lower satisfaction rates with repairs and maintenance and being listened to and getting involved.

The former Tenant Engagement Strategy expired in 2021 and we have been operating an interim strategy whilst the new draft strategy was being developed and the Survey of Tenants and Residents (STAR) was concluded. This was to ensure the results of the STAR survey informed the development of a new strategy and it was aligned with the priorities and feedback from tenants

The draft strategy sets out our commitment to tenant engagement and highlights the work needed to improve our current position. Further work will be required to develop, finalise, and agree the full Strategy.

## RECOMMENDATIONS

1	Community Housing & Assets Overview and Scrutiny Committee to note the report and provide comments on both the results of the STAR survey and the draft strategy aim and objectives.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE SURVEY RESULTS AND OUR DRAFT STRATEGY</b>
1.01	Flintshire County Council's Housing Service is responsible for approximately 7300 homes across the county comprising general needs and sheltered accommodation. To support the management of those homes it is important our customers are given the opportunity to share their experiences of those services.
1.02	<b>STAR Survey – Background</b>  A Survey of Tenants and Residents (STAR) was undertaken in 2022 to gauge the view of our tenants on the services provided to them by Housing. It is vital to capture feedback from our tenants on issues that are important to them. We need to know and understand what tenants think of our services so we can use the results to identify priorities and to inform service improvements.  The data will also allow us to benchmark against other social landlords and track our improvements moving forward. It is good practice undertake some form of survey every 2 years and there is a requirement to provide figures for certain mandatory questions to Welsh Government.
1.03	<b>How we did it – The approach</b>  Strategic Research and Insight were appointed to undertake the field work. A full census survey was conducted with an aim to make it as accessible as possible for our tenants. The survey was available for completion by our tenants in the following ways: <ul style="list-style-type: none"><li>• Online (accessed via either a web site address or a QR code on the postcode sent out to all).</li><li>• Paper version with freepost return envelope was sent to all tenants</li><li>• Via targeted telephone interviews.</li></ul> As it had been some time since our last survey a comprehensive questionnaire was developed which included the Welsh Government mandatory questions. In addition, it covered a whole range of services to tenants including questions on digital use.
1.04	<b>What we were told – the results</b>  Our completion rate was a very respectable 25% which is an above average return rate for such surveys.



	<p>The headline results were as follows:</p> <ul style="list-style-type: none"> <li>• 74% satisfied with overall service</li> <li>• 73% agree they trust Flintshire County Council</li> <li>• 81% satisfied with the safety and security of their homes</li> <li>• 80% satisfied with their neighbourhood as a place to live</li> <li>• 60% satisfied with repairs and maintenance</li> <li>• Under 40% satisfied with the areas of opportunities to participate in decision making, having a say in how services are managed and opportunities to make views known</li> <li>• ¾ of respondents use the internet (mostly everyday) which is slightly lower than the national average</li> <li>• Key reasons for lack of pride in their neighbourhood were anti-social behaviour (ASB) issues and repairs and maintenance</li> <li>• Key problems identified in neighbourhoods were car parking issues, rubbish and litter and dog fouling</li> <li>• Key issues with repairs and maintenance were around communication such as being told when workers would call, being able to make an appointment and time taken before work starts</li> </ul> <p>Overall our scores in most areas are average compared to other Local Authorities across Wales and we score well for trust, safety and security of homes and neighbourhoods. The areas where the results were below average when compared with other local areas are repairs and maintenance and tenant engagement.</p> <p>Perception of services are linked to age and property type with younger tenants (those between 35 - 44 particularly) and those in general needs properties being consistently less satisfied than older tenants and those in sheltered accommodation.</p> <p>The response rate demonstrates that tenants are keen and comfortable engaging with us and telling us what they think. Therefore more opportunities need to be provided to elicit tenant feedback, and this feedback needs to be listened to and responded to as appropriate.</p>
1.05	<p><b>Next Steps</b></p> <p>The feedback provided to us through this extensive piece of work will be used to improve what we do and make changes in our services. This will ensure future work will be informed by our tenants and focus on the areas where feedback indicates we need to improve.</p> <p>The first major piece of work to be informed by the survey results will be the development of an updated Customer Involvement Strategy.</p>
1.06	<p><b>Customer Involvement Strategy – Background</b></p> <p>The Housing Wales Act (2014) made it a legal requirement for landlords to actively develop and support tenant participation. All landlords and local authorities must have a tenant participation strategy with the long-term goal of achieving continuous improvements in landlords performance in supporting and enabling tenants to participate</p>

	<p>The former Tenant Engagement Strategy expired in 2021 and we have been operating an interim strategy whilst the new draft strategy was being developed and the Survey of Tenants and Residents (STAR) was concluded. This was to ensure the results of the STAR survey informed the development of a new strategy and it was aligned with the priorities and feedback from tenants</p>
1.07	<p><b>Using the survey results to inform our work</b></p> <p>The aim is to use the results of the STAR survey alongside working directly with our tenants to develop our Customer Involvement Strategy and associated action plan moving forward.</p> <p>The draft strategy will outline our intentions to develop and improve customer involvement throughout the Housing Service. It is acknowledged that much more can be done to involve and engage with our tenants and leaseholders and it is now timely to move forward with these plans</p>
1.08	<p><b>Our approach to developing our full strategy</b></p> <p>The overall aim of our Customer Involvement Strategy is to ensure there are robust involvement opportunities, developed with our tenants, to ensure we are providing a quality housing service that meets their needs and the needs of the community.</p> <p>We wish to embrace new ways of working, the opportunities presented by increased use of digital technologies and explore new methods of engagement; understanding and recognising a need to provide a number of opportunities and methods for tenants to engage if services are truly going to reflect the views of our diverse base of tenants. However we need to ensure that our ideas meet the expectations and needs of our tenants.</p> <p>The next phase will involve further consultation with our tenants, testing with them our understanding of what they have told us in the survey, what they would like to see in the Customer Involvement Strategy and how they would like to be engaged and informed in future by their Housing service.</p> <p>In order to achieve this we aim to establish a focus group of tenants to work with us on the development of the strategy. The group will act as a sounding board and work closely with our Customer Involvement Officer to develop ideas into a full strategy and delivery plan. Consultation and engagement will also be undertaken with our wider body of tenants through a series of drop-in sessions across our community rooms and attending Tenants and Residents Association meetings.</p> <p>This information will all inform our final strategy and associated action plan, developing clear SMART actions and outlining the desired outcomes for customer involvement.</p>
1.09	<p><b>Who we will involve</b></p> <p>It is our intention to work closely with a wide range of our tenants across the County to develop our customer involvement plans. This is in addition to</p>

	<p>going out and speaking to groups such as our Tenants Federation and local resident's associations in order to formulate our plans longer term.</p> <p>We will engage with staff across the Housing Service to generate ideas on how they think better customer involvement can improve service provision and drive positive change.</p> <p>We also value the opinions of our Elected Members, partner organisations and internal colleagues and we are committed to working with them, where appropriate, to strive for our tenants to be more engaged in services and for our communities to be sustainable and vibrant places to live.</p>
1.10	<p>The proposed aim of the Customer Involvement Strategy is:</p> <p>'To ensure we have in place robust involvement opportunities, developed with our tenants, to ensure we are providing a quality housing service that meets their needs and the needs of the community'.</p>
1.11	<p>The proposed objectives to meet this aim are as follows:</p> <ul style="list-style-type: none"> <li>• Develop and provide a range of involvement opportunities for our tenants</li> <li>• Ensure our tenants are at the heart of driving service improvements and can work with us to shape our services</li> <li>• Improve and extend communication methods to ensure tenants are informed and engaged</li> <li>• Improve skills and confidence of our tenants so they feel able to participate in a meaningful way that meets their needs</li> <li>• Increase participation of our tenants in issues affecting their local community to see positive changes to our estates and communities.</li> </ul> <p>Following feedback on the proposed aim and objectives from Elected Members it is intended that these are used to frame our future consultation activity and development of the delivery plan.</p>
1.12	<p>The strategy will outline how we plan to measure progress. This will include analysis of future tenant surveys which will be undertaken on a bi-annual basis as per good practice.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	This is being drafted and will remain live throughout the consultation period.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	<p>This report presents the key findings of the Tenants and Residents Survey (STAR).</p> <p>Within this report are the proposed aim and objectives of the Customer Involvement Strategy for comment. These will inform a series of consultation exercises involving our tenants and other partners and continue throughout the entire strategy development process to ensure it is a document that meets everyone's needs.</p> <p>A timetable for consultation through to final draft for adoption is currently being drafted.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	<p>Appendix 1 – Final Report Flintshire STAR 2022</p> <p>Appendix 2 – Survey Presentation</p>

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

<b>7.00</b>	<b>CONTACT OFFICERS DETAILS</b>
7.01	<p><b>Contact Officers:</b>  Jen Griffiths, Service Manager, Housing Welfare and Communities  <b>Telephone:</b> 01352 702929</p> <p><b>E-mail:</b> <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	<p><b>STAR</b> – Survey of Tenants and Residents is a recognised best practice customer satisfaction framework for the UK housing sector developed by Housemark. The survey includes 12 mandatory questions as requested by Welsh Government.</p>
8.02	<p><b>Tenants Federation</b> - The Flintshire Federation of Tenant and Resident Groups is an umbrella organisation for groups of tenant and resident associations and local panels coming together to form an area or landlord-wide federation with written terms of reference. Individual tenants can also join. The Federation meet each month to discuss topical issues, engage in consultation regarding budget setting, priorities for change and policy issues. The group also provides support for each of the member groups.</p>

<p>The Federation is supported by Housing services and receives an annual grant to assist with day to day running costs and training.</p>
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# Flintshire County Council

2022 Survey of Tenants (STAR) report

June 2022

## Arolwg o Denantiaid Survey of Tenants



Produced by  
Saadia Hood and Angus Campbell

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## 1. Two-minute Summary

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<b>General overview</b>	This report covers the key findings from the Flintshire STAR (Survey of Tenants and Residents) 2022, carried out among general needs and sheltered tenants. In this section, we summarise the main takeaway points.
<b>Methodology</b>	A mixed-approach was adopted – mainly paper questionnaires with the option to either complete the survey over the phone or online. Pre-notification of the survey and reminders were sent by postcard and contained a QR code and weblink to the survey to encourage early participation.
<b>Response rate</b>	7,102 tenants were approached. At the end of the survey, 1,795 responses were achieved. This response is a good result that had a 25% response rate overall.
<b>Current satisfaction levels</b>	<p>The safety and security of tenants' homes is evidenced by high satisfaction ratings for this metric (81% are satisfied). 80% are satisfied with their neighbourhood as a place to live. Some aspects of the service provided by Flintshire Housing Services experience lower satisfaction. 52% of tenants are satisfied they are listened to, but 27% are dissatisfied, and 22% are undecided.</p> <p>60% are satisfied with the way Flintshire Housing Services deals with repairs and maintenance, whereas 32% are dissatisfied and 8% are on the fence.</p>
<b>General staff perception are friendly and approachable</b>	<p>Tenants feel that Flintshire Housing Services has friendly and approachable staff (81%).</p> <p>58% agreed Flintshire Housing Services has a good reputation in their area. 17% disagreed and 25% were undecided.</p> <p>General needs tenants tend to have higher expectations but lower satisfaction than sheltered tenants.</p> <p>General needs tenants have a less positive perception of Flintshire Housing Services' reputation, with 20% disagreeing they have a good reputation in their area compared to 12% of sheltered tenants. There also appears to be more trust among sheltered tenants – 81% compared to 69% of general needs tenants.</p> <p>Tenants aged between 35-44 are slightly less in agreeance with most statements than younger and older tenants.</p>

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**Difficulties tenants are facing in their neighbourhood**

There are high levels of pride among tenants in their homes but lower levels of pride in their neighbourhood. The top three problems are highlighted below. There is some satisfaction with grounds maintenance, but less so with dealing with anti-social behaviour.

**Top three problems (major and minor)**

Car parking (33% major problem; 30% minor problem)

Dog fouling / Dog mess (24% major problem; 31% minor problem)

Rubbish or litter (21% major problem; 36% minor problem)

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**Lower levels of satisfaction with the repairs and maintenance service**

Repairs and maintenance are high on the agenda.

64% of tenants claimed they had a repair in their home in the last 12 months.

When it came to the lead time before any work could happen, communication, and appointment setting, this seemed to be where the satisfaction levels dropped.

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**Digital access is an issue for some**

The majority of tenants have access to the internet. However, feeling 'too old' and not knowing how to get online are the main barriers to digital access for some tenants.

However, when it came to signing up to further information and participation there is some interest in getting involved through the *My Account* on the council's website and in receiving email bulletins.

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## 2. Introduction

### Why has this research been conducted?

Flintshire County Council has one of the highest housing stock levels in Wales. Dedicated to its residents, Flintshire County Council wished to monitor tenants' level of satisfaction with the services they provide and find ways of increasing satisfaction through a survey of tenants in the form of a STAR (Survey of Tenants and Residents).

Strategic Research and Insight (SRI) were commissioned to deliver this survey in partnership with Flintshire County Council.

Housing services range from tenant engagement to neighbourhood upkeep, general repairs / maintenance, and property upgrades (meeting the requirements of the Welsh Housing Quality Standard).

In assessing whether Flintshire County Council are meeting these expectations and have turned lessons learnt into actions for improvement, this survey will be key to providing an update to the last STAR survey previously conducted in 2013.

### HouseMark "seal of approval"



Tenant satisfaction research is an important business intelligence tool that can be used to drive improvement and demonstrate value for money and give insight into how satisfied tenants are with their homes and services.

This report mainly details the results of the 2022 survey of tenants and residents, conducted and analysed by SRI. Where applicable comparisons may have been made to the previous 2013 STAR.

The bilingual survey was conducted in accordance with HouseMark's STAR guidance for measuring satisfaction in the social housing sector.

### How has the research been conducted?

The survey was undertaken with the fieldwork period running from March 2022 until April 2022.

Using a mixed-approach to boost response rates and raise awareness among tenants – the process included postal, telephone, and online surveys.

In the week commencing 7<sup>th</sup> March 2022, all tenants were sent a *pre-notification postcard* informing them of the upcoming survey and providing them with a weblink and QR code to complete the survey online.

A *full postal survey* was distributed to tenants during the week commencing 14<sup>th</sup> March.

Following this, a *telephone survey* was undertaken from the week commencing 21<sup>st</sup> March to boost overall responses.

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During the fieldwork period, a *postcard reminder* was sent to non-responding tenants in the week commencing 21<sup>st</sup> March that also contained the weblink and QR code.

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**What does this report cover?**

In the interest of keeping this report accessible to both council staff and members of the public, we focus on the key findings of the results and those illustrated in the cross breaks (further details are available in PDF or Excel files). We also focus on key recommendations for Flintshire Housing Services.

This report covers the following chapter headings:

- Two-minute summary;
- Survey reliability;
- Tenant profile;
- Overall service;
- Neighbourhood;
- Repairs and maintenance;
- Value for money;
- Priorities;
- Contact; and
- Digital Access.

We have also gathered open comments made in the survey to support the quantitative findings where possible.

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**I'm looking at a percentage – where does this come from?**

All numbers and percentages cited in this report are from the combined surveys. Most of the results are given as percentages, which may not always add up to 100% either because of rounding or multiple-choice questions.

When considering results for subgroups where the sample size is small, such as by certain tenant types or age bands, these results should be viewed with caution and as indicative only.

Where a very small base is involved, we refer to the *number* of tenants rather than the *percentage* of tenants. This is due to the low base as percentages could be misleading and may not be representative.

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**Combined responses**

To highlight key differences in satisfaction and dissatisfaction, we have combined the ratings for ease of reporting, such as:

- 'Very satisfied' and 'satisfied', 'very dissatisfied' and 'dissatisfied' are combined as:
    - Satisfied and dissatisfied
  - 'Agree strongly' and 'agree', 'Disagree strongly' and 'disagree' are combined as:
    - Agree and disagree
-

## 3. Survey Reliability

### How accurate are the survey results?

HouseMark recommend surveys of under 10,000 population achieve a sampling error of at least  $\pm 4\%$  at the 95% confidence level. This means that, for example, if 75% of tenants answered 'Yes' to a particular question, there are 95 chances out of 100 that the correct figure for all tenants – including those who did not respond – would be between 71% and 79%.

For this survey a final sample size of 1,795 completed responses was achieved from a total population of 7,102,<sup>1</sup> there is a confidence interval of  $\pm 2\%$  at a 95% confidence level.

This means the response is high enough to conclude that any figures quoted in this report are accurate to within  $\pm 2\%$ , meaning the data are sound and replicable, and the results are accurate. This response is a good result that had a 25% response rate overall.

### Survey distribution and response rate

From a database of 7,102 tenants, all were sent a survey. The final spread of completed surveys by tenant type and area:

Tenant type	Number of tenants	Completed surveys	Response rate	Confidence interval
Sheltered tenant	1,970	638	32%	$\pm 3.2\%$
General needs tenant	5,132	1,102	21%	$\pm 2.6\%$
Unknown	-	55	-	-
<b>Total</b>	<b>7,102</b>	<b>1,795</b>	<b>25%</b>	<b><math>\pm 2.0\%</math></b>

<sup>1</sup> Based on data provided by Flintshire County Council Housing Services

Regional area <sup>2</sup>	LSOA <sup>3</sup> Name (simplified)	Count from original database	Completed surveys	Response rate by LSOA	Response rate by regional area
Deeside	Aston	166	46	28%	24%
	Connah's Quay Central	349	86	25%	
	Connah's Quay Golftyn	261	53	20%	
	Connah's Quay South	60	15	25%	
	Connah's Quay Wepre	38	11	29%	
	Mancot	184	56	30%	
	Queensferry	80	29	36%	
	Sealand	259	51	20%	
	Shotton East	37	9	24%	
	Shotton Higher	460	84	18%	
	Shotton West	67	21	31%	
<b>Deeside total</b>		<b>1,961</b>	<b>461</b>		

<sup>2</sup> Regional areas are split as per the information sourced from the [Flintshire County Council website](#)

<sup>3</sup> LSOA stands for [Lower-layer Super Output Area](#) sourced from the [Office for National Statistics](#)

Regional area	LSOA Name (simplified)	Count from original database	Completed surveys	Response rate by LSOA	Response rate by regional area
North Flintshire	Bagillt East	84	24	29%	25%
	Bagillt West	147	50	34%	
	Brynford	88	24	27%	
	Caerwys	64	28	44%	
	Ffynnongroyw	82	22	27%	
	Flint Castle	326	100	31%	
	Flint Coleshill	278	50	18%	
	Flint Oakenholt	188	43	23%	
	Flint Trelawny	4	2	50%	
	Greenfield	201	37	18%	
	Gronant	103	29	28%	
	Halkyn	46	16	35%	
	Holywell Central	284	44	15%	
	Holywell East	124	20	16%	
	Holywell West	123	26	21%	
	Mostyn (Flintshire)	215	47	22%	
	Northop	64	35	55%	
	Northop Hall	47	16	34%	
	Trelawnyd and Gwaenysgor	89	25	28%	
	Whitford	12	5	42%	
<b>North Flintshire total</b>		<b>2,569</b>	<b>643</b>		



Regional area	LSOA Name (simplified)	Count from original database	Completed surveys	Response rate by LSOA	Response rate by regional area
South Flintshire	Argoed	11	4	36%	26%
	Broughton North East	124	41	33%	
	Broughton South	122	36	30%	
	Buckley Bistre East	164	57	35%	
	Buckley Bistre West	303	80	26%	
	Buckley Mountain	45	8	18%	
	Buckley Pentrobin	110	28	25%	
	Caergwrle	133	30	23%	
	Cilcain	53	24	45%	
	Gwernaffield	38	14	37%	
	Gwernymynydd	50	17	34%	
	Hawarden (inc. Ewloe)	44	5	11%	
	Higher Kinnerton	19	7	37%	
	Hope	51	19	37%	
	Leeswood	99	24	24%	
	Llanfynydd	44	15	34%	
	Mold Broncoed	145	28	19%	
	Mold East	46	13	28%	
	Mold West	304	46	15%	
	New Brighton	38	16	42%	
	Penyffordd	79	31	39%	
Saltney Mold Junction	158	33	21%		
Saltney Stonebridge	299	68	23%		
Treuddyn	93	23	25%		
<b>South Flintshire total</b>		<b>2,572</b>	<b>667</b>		
	Other areas <sup>4</sup>	-	24	-	
<b>Overall total</b>		<b>7,102</b>	<b>1,771</b>	<b>25%</b>	

<sup>4</sup> These are unknown areas where tenants did not disclose any identifiable information

## 4. Tenant Profile

Outlined in the following tables are the demographic profile of the tenants that completed a survey. Where information was left unanswered this has mostly been removed from these figures, meaning each of the tables may not equate to the total overall sample size – 1,795.

	Demographic profile	Completed surveys	Response rate
	<i>Base</i>	1,795	100%
<b>Age band</b>	18-24	5	0%
	25-34	117	7%
	35-44	166	9%
	45-54	235	13%
	55-64	343	19%
	65-74	445	25%
	75+	449	25%
	Not answered	35	2%
	<i>Base</i>	1,666	100%
<b>Gender</b>	Female	1,097	66%
	Male	562	34%
	Prefer not to say	6	0%
	Prefer to self-describe	1	0%
	<i>Base</i>	1,623	100%
<b>Day-to-day activities limited</b>	Yes, limited a lot	622	38%
	Yes, limited a little	452	28%
	No	549	34%

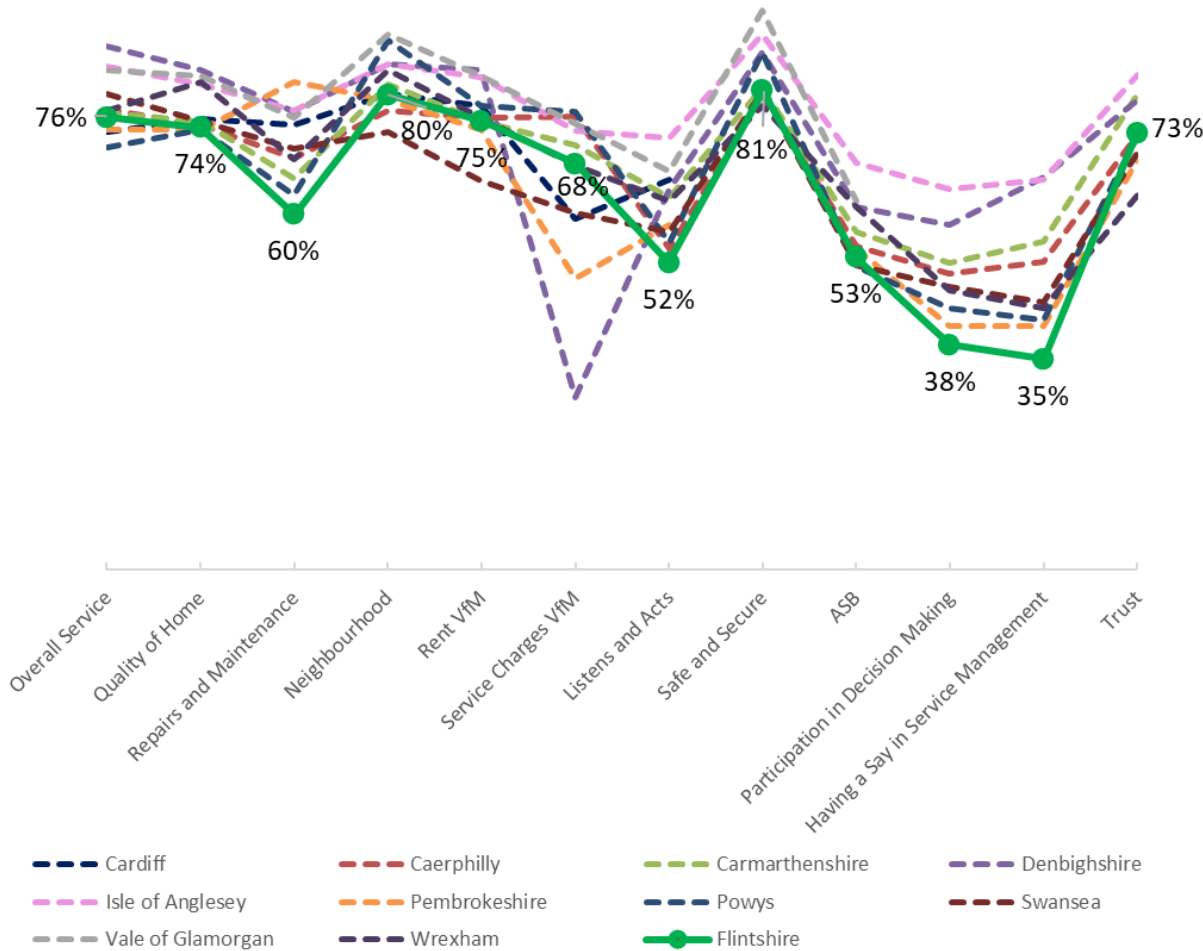
	Demographic profile	Completed surveys	Response rate
	<i>Base</i>	1,525	100%
<b>Sexual orientation</b>	Heterosexual	1,351	89%
	Gay man	5	0%
	Gay woman	8	1%
	Bisexual	10	1%
	Prefer not to say	132	9%
	In another way	19	1%
		<i>Base</i>	1,659
<b>Ethnicity</b>	White	1,613	97%
	Asian / Asian British	3	0%
	Black / African / Caribbean / Black British	2	0%
	Mixed / multiple ethnic background	8	0%
	Prefer not to say	21	1%
	Other	12	1%
	<i>Base</i>	1,641	100%
<b>Religion</b>	No religion	606	37%
	Christian (all denominations)	952	58%
	Buddhist	2	0%
	Muslim	1	0%
	Jewish	2	0%
	Any other religion	24	1%
	Prefer not to say	54	3%
	<i>Base</i>	1,653	100%
<b>Preferred language</b>	Welsh	36	2%
	English	1,595	96%
	BSL	2	0%
	Prefer not to say	4	0%
	Other	16	1%

	Demographic profile	Completed surveys	Response rate
<b>Tenant type</b>	<i>Base</i>	1,740	100%
	General needs	1,102	63%
	Sheltered tenants	638	37%
<b>Service Charges</b>	<i>Base</i>	1,742	100%
	Yes	509	29%
	No	1,233	71%

## 5. Comparison with other landlords

### Where does Flintshire County Council rank with others?

Local Authority Comparison - Satisfied or very satisfied

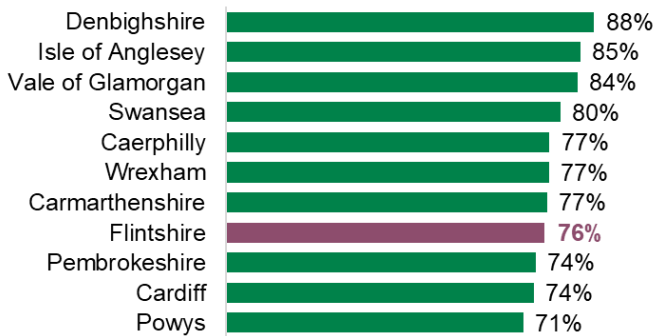


This chart shows a comparison of various key satisfaction metrics by local authority area, based on the results submitted to Welsh Government by Social Landlords in May 2022.<sup>5</sup>

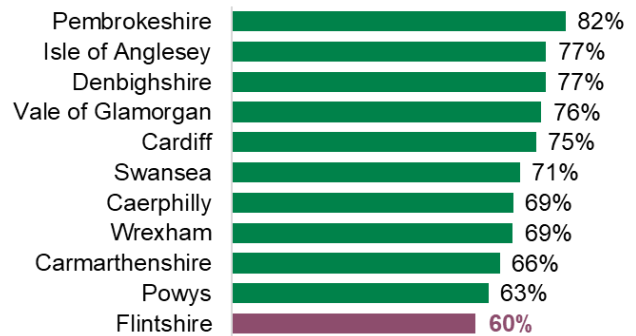
Taking a simple average of these satisfaction scores, Flintshire ranks similarly to the average for the majority of metrics. However, satisfaction is notably lower than average for repairs & maintenance (60% compared to 71% on average), that their views are listened to and acted upon (52% vs 61%), that tenants can participate in the decision-making process (38% vs 49%) and that they have a say in service management (35% vs 50%).

<sup>5</sup> Based on the published data on social landlords: tenant satisfaction survey 2022 via [Welsh Government](#)

### Overall Service

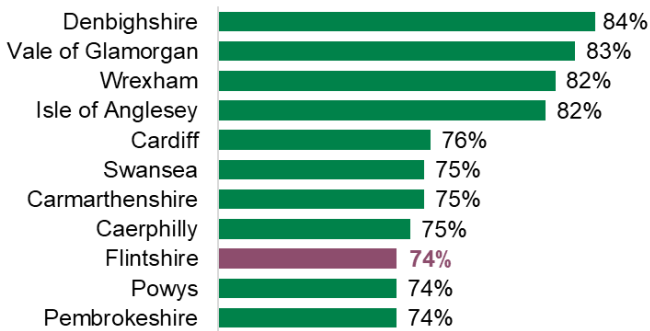


### Repairs and Maintenance

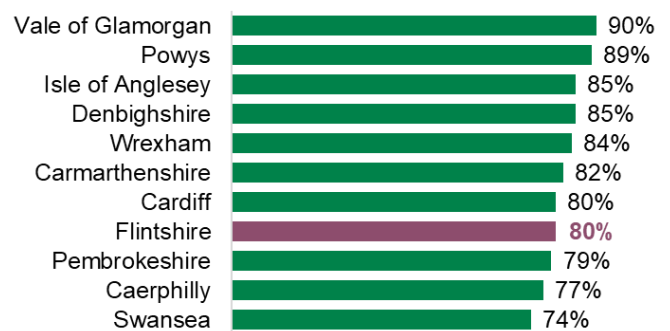


Around three quarters (76%) of Flintshire tenants are satisfied with the overall service they received, compared to 88% in Denbighshire and 71% in Powys. When it came to the repairs and maintenance service specifically, 60% of Flintshire tenants are satisfied with their repairs and maintenance, the lowest of any local authority area which has conducted a recent STAR survey. This compares to highs of 82% in Pembrokeshire.

### Quality of Home

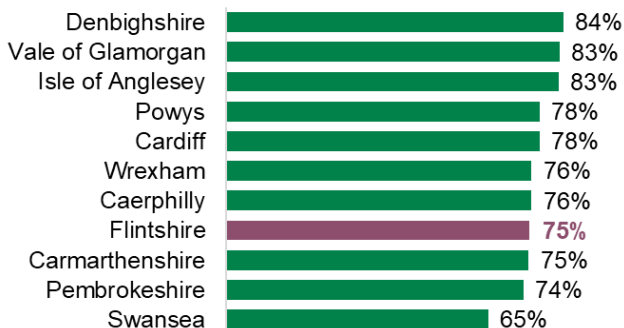


### Neighbourhood

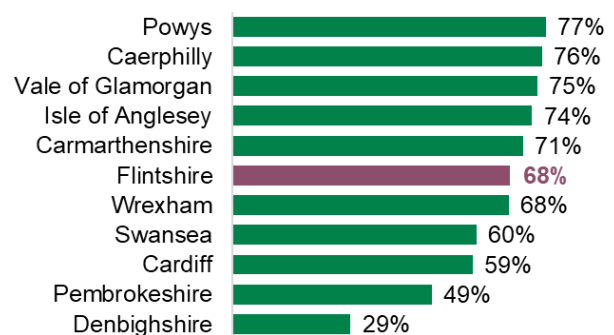


74% are satisfied with the quality of their home, 10% lower than in Denbighshire (84%) and similar to the least satisfied local authority areas – Powys and Pembrokeshire. Perceptions of their neighbourhood as a place to live fared somewhat better. 80% are satisfied, compared to 90% in the Vale of Glamorgan and 74% in Swansea.

### Rent VfM

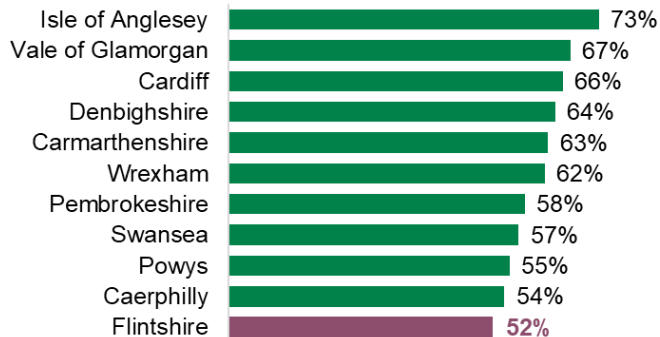


### Service Charges VfM

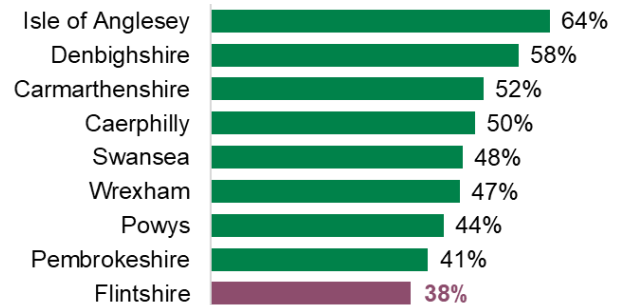


When it came to rent and service charges representing value for money, Flintshire performed close to the middle of the leader board, with three quarters (75%) being satisfied with their rent and more than two thirds (68%) satisfied with their service charges, which generally had lower satisfaction levels across the local authorities.

### Listens and Acts



### Participation in decision making



Satisfaction with the extent to which their social landlord listens to their views and acts upon them was highest in the Isle of Anglesey (73%), but lowest in Flintshire (52%), and similarly Flintshire also performed the lowest in perceptions of tenant participation in decision making (38%).

### ASB

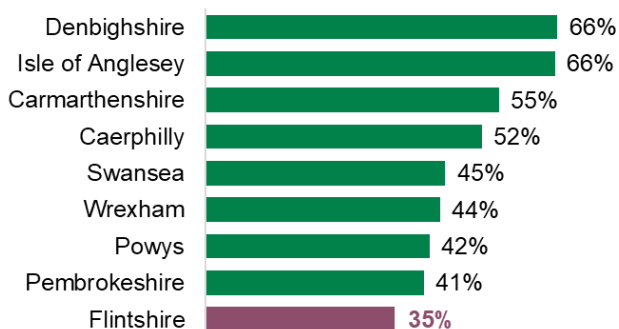


### Safe and Secure



In terms of how well Flintshire deals with anti-social behaviour (ASB), 53% of tenants are satisfied, this is a similar proportion to Caerphilly, Pembrokeshire, Swansea and Powys. 81% agree that their homes are safe and secure, compared to the majority of tenants in the Vale of Glamorgan (94%), and 78% in Wrexham.

### Having a say in service management



### Trust



Flintshire had the lowest level of satisfaction in the key performance indicator on tenant engagement – *having a say in service management*. 35% of Flintshire tenants are satisfied with this, compared to two thirds of tenants in both Denbighshire and the Isle of Anglesey. Nevertheless, when asked whether they agreed that they trust their landlord, Flintshire ranks 4th in this list. Almost three quarters (73%) agree, compared to 83% in the Isle of Anglesey and 63% in Wrexham.



## 6. Overall Service

The following sections look at the results from the survey based on the views of all tenants of Flintshire County Council who were surveyed (general needs and sheltered tenants).

This section examines the overall rating for services of Flintshire County Council and is often seen as a headline figure in any survey. The findings are also analysed by different subgroups based on area, tenant type, and tenant diversity. No comparisons to the 2013 STAR have been made here due to the amount of time that has elapsed since the last STAR survey.

### What are the tenant satisfaction levels now?



Variable base: 1,502 – 1,699

## Top levels of satisfaction with safety/security, and neighbourhood as a place to live

Social landlords have a key role to play in supporting their residents to feel safe in their homes. For residents, knowing you live in a safe, secure building is of paramount importance for both physical safety and mental health.<sup>6</sup>

When it comes to the safety and security of a tenant's home this is evidenced by high satisfaction ratings, with 81% satisfied. Next, the survey asked about the neighbourhood as a place to live, with 80% satisfied with their neighbourhood.

On the other hand, some aspects of the service provided by Flintshire Housing Services experience lower satisfaction. When it comes to tenants' *views being listened to and acted upon*, around half (52%) of tenants are satisfied, while 27% are dissatisfied, and 22% are undecided. When asked about *the way Flintshire Housing Services deals with repairs and maintenance*, satisfaction is at 60%, whereas 32% are dissatisfied and 8% are on the fence.

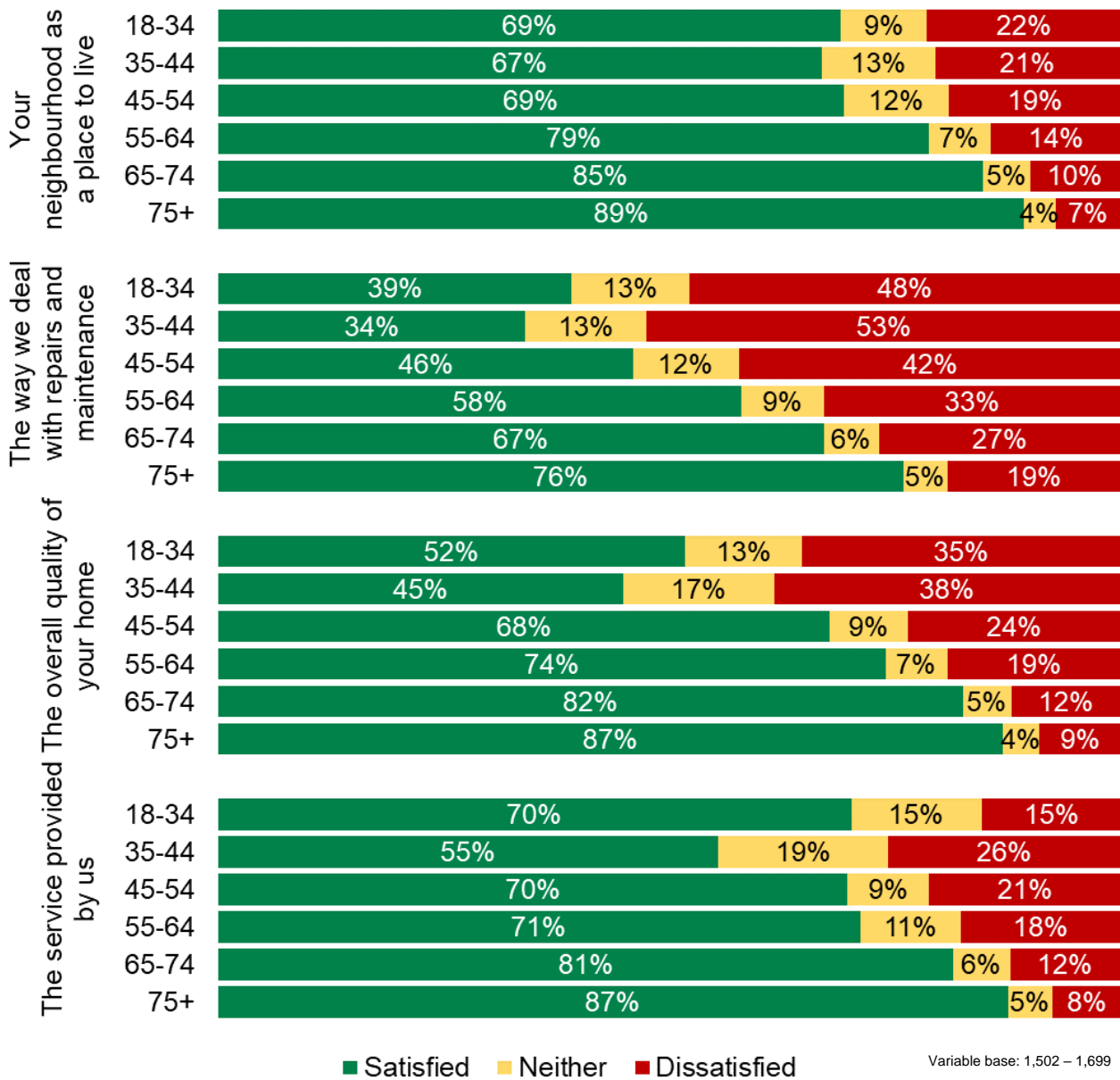
The survey has found that sheltered tenants are usually more satisfied than general needs tenants; this is true for 84% of sheltered tenants who claimed to be satisfied with the service provided by Flintshire Housing Services compared with 72% of general needs.

The highest levels of dissatisfaction from some tenants tend to be around *the way Flintshire Housing Services deals with repairs and maintenance*. This is more apparent with general needs tenants (38%) compared to those in sheltered properties (21%).

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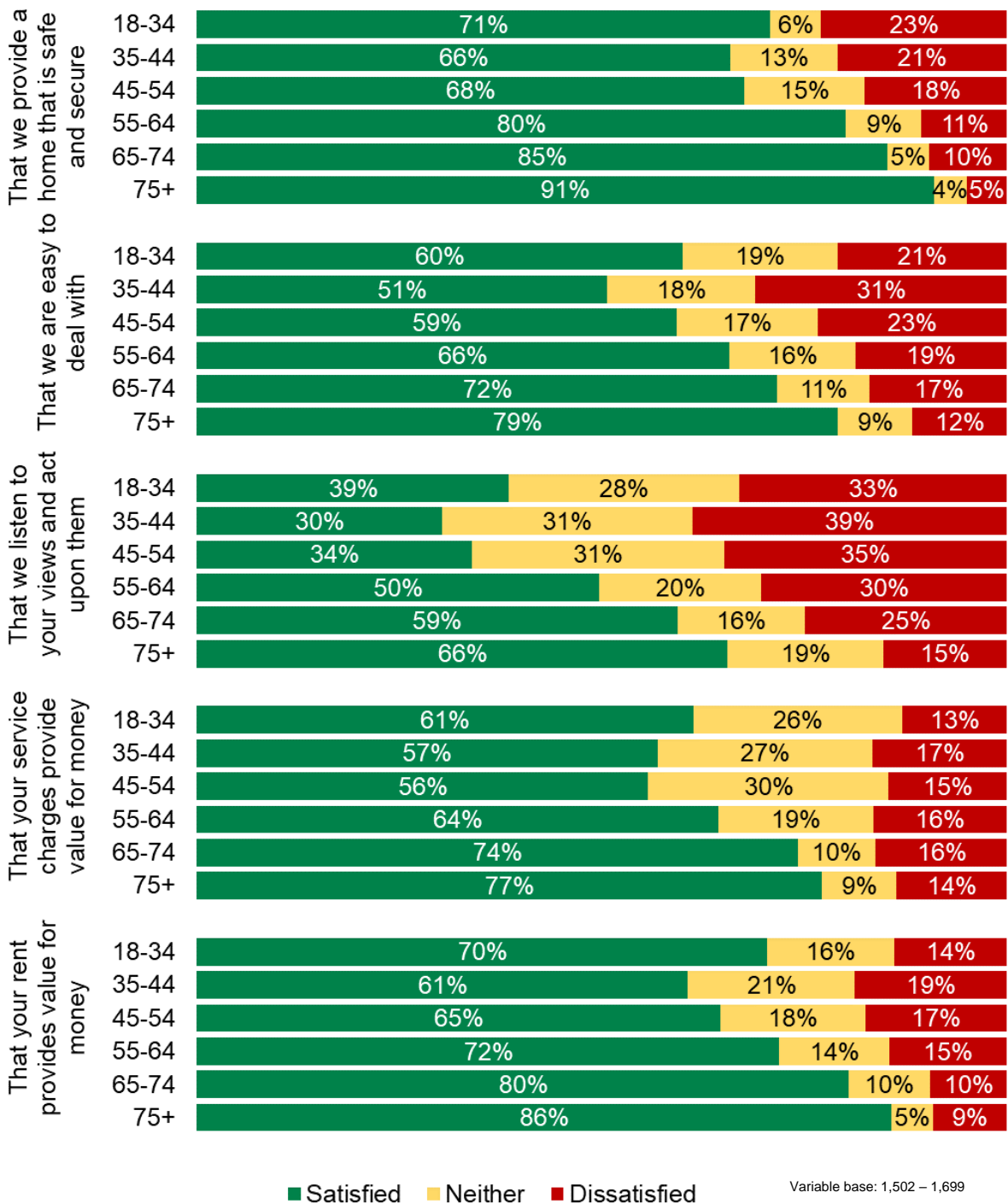
<sup>6</sup> [Social Housing White Paper](#)

**Q1. "Taking everything into account, how satisfied or dissatisfied are you with the following provided by Flintshire Housing Services?"**



Analysis by age also found that older tenants are far more satisfied with their neighbourhood when compared with younger tenants. Dissatisfaction with *the way repairs and maintenance is dealt with* appears higher among those aged between 18-44.

**Q1 cont... "Taking everything into account, how satisfied or dissatisfied are you with the following provided by Flintshire Housing Services?"**

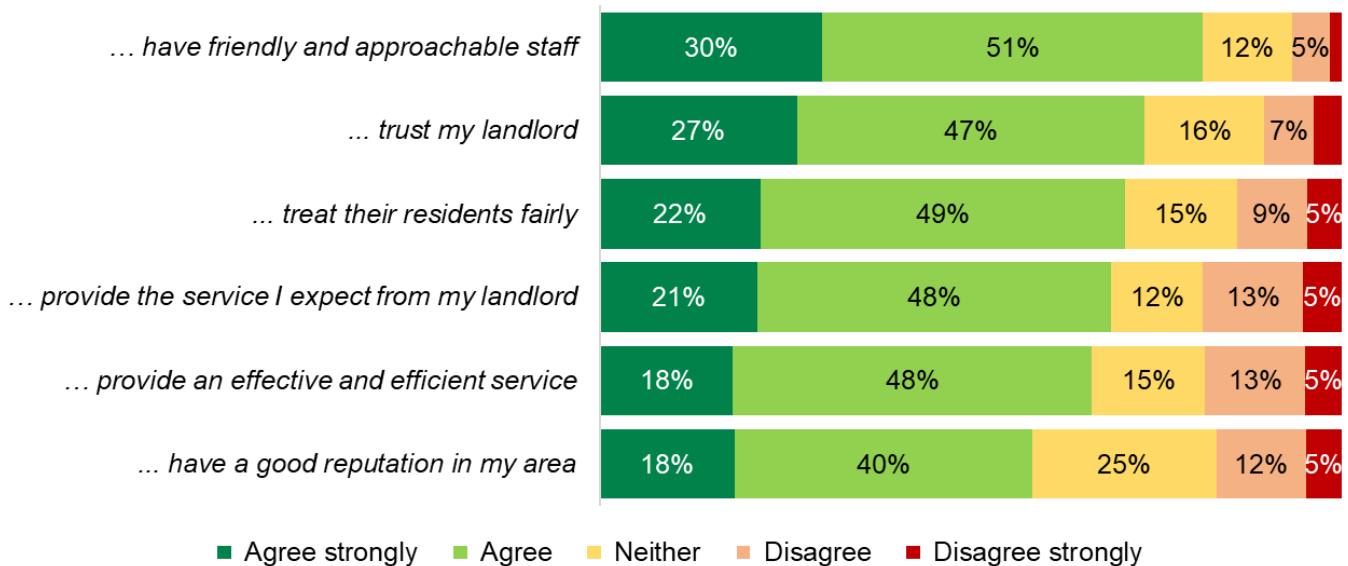


Younger tenants (aged 18-24) are noticeably less satisfied with *the service charge* (61%) compared with residents aged 75 and over (77%). Similarly, this is evident in whether their *rent is providing value for money*, where those aged 35-44 are considerably less satisfied (61%) compared with tenants aged 75 and over (86%).

Half (52%) of tenants are satisfied that Flintshire Housing Services *listens to their views and acts upon* them. However, analysis by age shows there is a sizeable proportion of tenants across most ages who are dissatisfied, with the exception of older tenants aged 75 and over.

## Staff are perceived as friendly and approachable

Q2. "To what extent do you agree or disagree with the following statements about Flintshire Housing Services?"



Variable base: 1,689 – 1,698

Several statements were provided to tenants where they needed to rate to what extent they agreed or disagreed with each, the survey found:

- **81%** agreed that Flintshire Housing Services have friendly and approachable staff
- **73%** agreed that they could trust Flintshire Housing Services
- **71%** agreed that Flintshire Housing Services treats them fairly
- **69%** felt that Flintshire Housing Services provides a service that is in-line with their expectations
- **66%** felt the service is effective and efficient
- **58%** agreed that Flintshire Housing Services has a good reputation in their area

Results have shown tenants feel they have *friendly and approachable staff* in Flintshire Housing Services, with the majority (81%) of tenants agreeing with this.

In other statements, the lowest level of agreement appears to show that 58% agreed that Flintshire Housing Services *has a good reputation in their area*, 17% disagreed but 25% claimed to be undecided.

Analysis by tenant type found that general needs tenants have higher expectations but lower satisfaction. 80% of sheltered tenants agreed that Flintshire Housing

*Services provides a service that is in line with their expectations*, compared with 63% of general needs tenants agreeing to this statement.

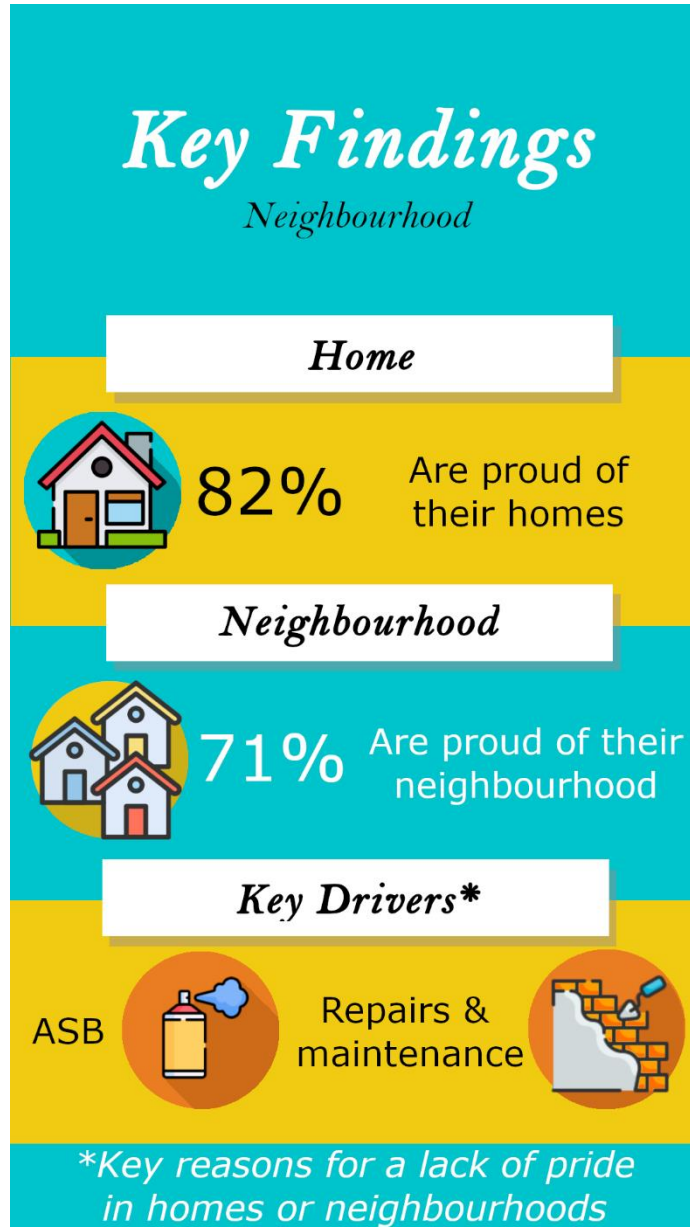
However, general needs tenants have a less positive perception of Flintshire Housing Services' reputation, with a fifth (20%) disagreeing that Flintshire Housing Services *has a good reputation in their area* compared to 12% of sheltered tenants. 81% of sheltered tenants agreed they *trust their landlord* compared to 69% of general needs tenants who agreed with this statement.

Analysis by age also found that tenants aged between 35-44 are slightly less in agreeance with most of the statements than younger and older tenants.

## 7. Neighbourhood

This chapter examines tenants' views of their neighbourhood, in terms of whether it is a good place to live. Flintshire County Council wish to understand tenants' perceptions of their community in order to address and improve these areas.

### What difficulties do tenants face in their neighbourhood?



Variable base: 1,684 – 1,710

## High levels of pride in tenants' homes

Tenants may be *proud of their home* (82%) but slightly fewer agreed that they are *proud of their neighbourhood*. Around three in four (71%) agreed they are *proud of their neighbourhood*, 15% disagreed and 15% remained on the fence.

The majority (90%) of sheltered tenants agreed with the statement *I am proud of my home* compared with general needs (78%). Similarly, 80% of sheltered tenants agreed they are *proud of their neighbourhood* compared with 66% of general needs tenants.

Analysis by age found that older tenants generally agreed (91% of those aged 75 and over) they are *proud of their home* compared to the younger tenants, who were more likely to disagree with the statement (21% of those aged 18-34 disagreed).

## Lower levels of pride in their neighbourhood

At the start of the survey, the majority (80%) of tenants claimed to be satisfied with their *neighbourhood as a place to live* but whether they took pride in it is another matter. Several factors contribute to a lack of pride in their home or neighbourhood, such as:

- The amount of anti-social behaviour (45%)
- Repairs and maintenance (41%)
- A lack of support from Flintshire Housing Services (11%)
- Upkeep of communal areas / cleanliness / dog mess (9%)
- Transport / parking (6%)
- Financial issues (1%)
- Other – general complaints (14%)

*“My neighbourhood is always messy.”*

*“Too rough an area. Druggies.”*

*“The area I'm living in was renovated... They have brushed over work they were supposed to do.”*

*“There is no adequate car parking facilities, turning your car around is a nightmare at times.”*

*“We have a lot of police come out to the neighbours.”*

Tenants were given the opportunity to highlight problem areas from a given list. As this was a pre-coded list, around one in three appear to have a problem in their neighbourhood. The top three problem areas are:

### Top three problems (major and minor)

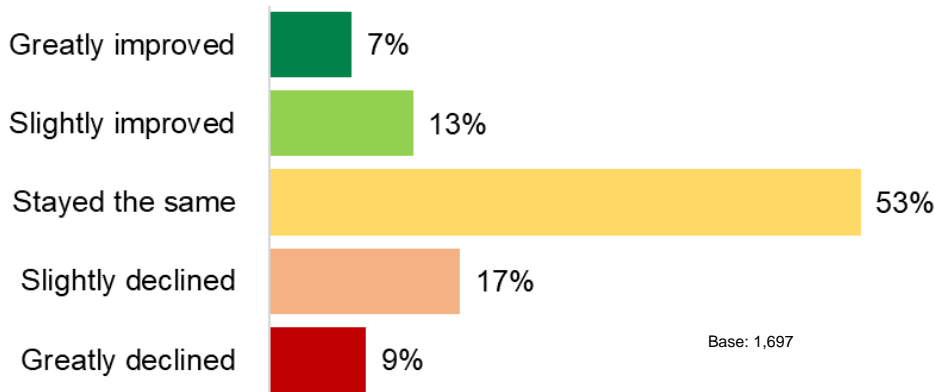
Car parking (33% major problem; 30% minor problem)

Dog fouling / Dog mess (24% major problem; 31% minor problem)

Rubbish or litter (21% major problem; 36% minor problem)



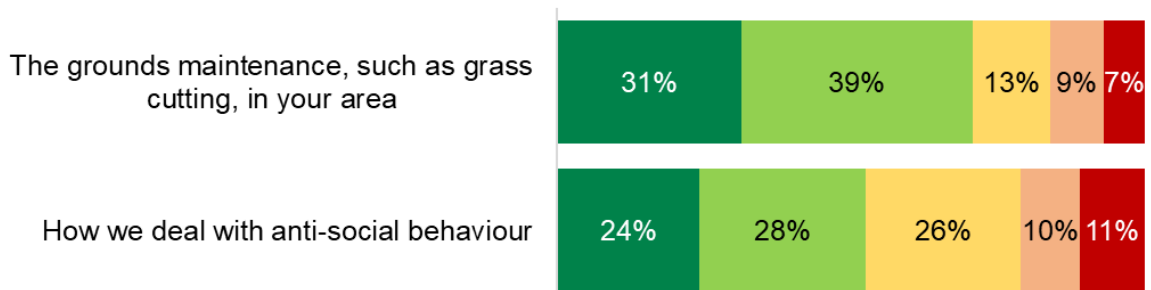
**Q6. "In the last three years, would you say your neighbourhood has improved or declined?"**



**Neighbourhoods remain constant**

With Covid dominating lives for the past two years, tenants were asked if they had seen an improvement or decline in the last three years in their neighbourhood. Tenants have the same view when compared to the previous STAR survey in 2013, with around half (53%) stating their neighbourhood has stayed the same (54% in 2013).

**Q7. "How satisfied or dissatisfied are you with the following?"**



■ Very satisfied ■ Fairly satisfied ■ Neither ■ Fairly dissatisfied ■ Very dissatisfied

Variable base: 1,231 – 1,581

**Some satisfaction with grounds maintenance, less so with dealing with ASB**

Around half (53%) of tenants are satisfied with how anti-social behaviour (ASB) is handled but a quarter (26%) are undecided and a fifth (21%) are dissatisfied with *how Flintshire Housing Services deals with ASB*.

By contrast, around three in four tenants (70%) are satisfied with *the grounds maintenance* of communal areas (for instance the upkeep of hedges, trees, and grass cutting). There is a higher level of satisfaction among older tenants (aged 75 and over) compared with younger tenants.

Around two thirds (63%) of the sheltered tenants are satisfied with how Flintshire Housing Services *deals with ASB*. Slightly fewer general needs tenants are satisfied (47%), and a three in ten (30%) of general needs tenants are not sure.

Analysing the results by age has found that there is lower satisfaction (34%) among those aged 35-44 when it comes to *Flintshire Housing Services dealing with ASB*. 36% of tenants in this age group are dissatisfied with *how ASB is dealt with* whereas the remainder (30%) remain uncertain.

## 8. Repairs and Maintenance

In any customer survey, it is often apparent that satisfaction with the repairs and maintenance service is the most important factor in determining tenants' overall satisfaction. This section looks at satisfaction with this key service at Flintshire Housing Services.

### Are tenants satisfied with the repairs and maintenance service?



Variable base: 986 – 1,581

## Repairs and maintenance are high on the agenda

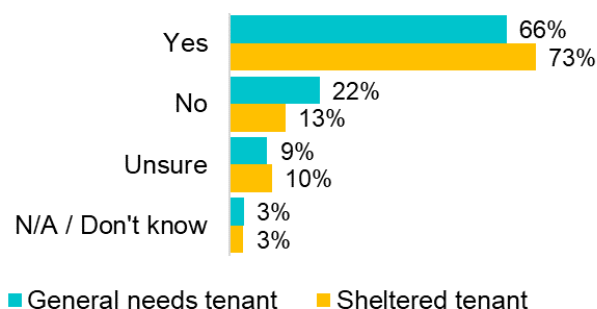
64% of tenants claimed they had a repair in their home in the last 12 months. The majority (90%) of tenants said they were satisfied with *the attitude of workers*. The work itself also had high levels of satisfaction:

- *Keeping dirt and mess to a minimum* (86%)
- *The overall quality of work* (83%)
- *Repairs service you received on this occasion* (81%)
- *Contractors doing the job you expected* (80%)

But when it came to the lead time before any work could happen, communication, and appointment setting, this seemed to be where the satisfaction levels dropped:

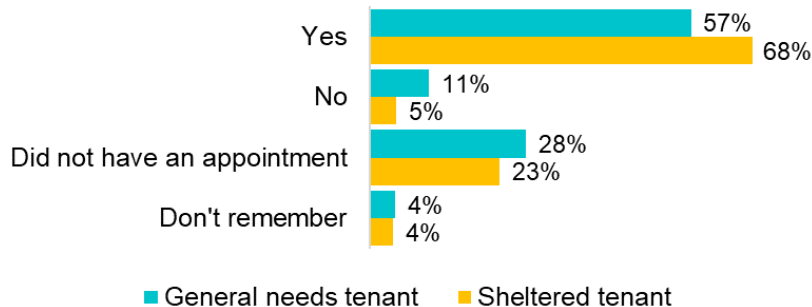
- *Being told when workers would call* (66%)
- *Being able to make an appointment* (63%)
- *Time taken before work started* (61%)

Q10. "If you've had repairs in the last 12 months, did the contractor show proof of identity?"



Base: 1,051

Q11. "If you had an appointment for this repair, was it kept?"



Base: 1,041

Three quarters (73%) of sheltered tenants claimed to recall contractors showing their identification compared to 66% of general needs. A fifth (22%) of general needs tenants claimed they were not shown any proof of identity.

Of those who had a repair, sheltered tenants mostly claim their appointment time was kept (68%) compared to 57% of general needs tenants. One in ten (11%) general needs tenants stated their appointment time was not kept whereas only 5% of sheltered tenants claimed this to be the case.

Analysis by area shows that those in North Flintshire appear to have more contractors showing proof of identity with 76% of tenants in this region stating this. The area where tenants live appears to make very little difference when it comes to keeping to scheduled appointments.

## 9. Value for Money

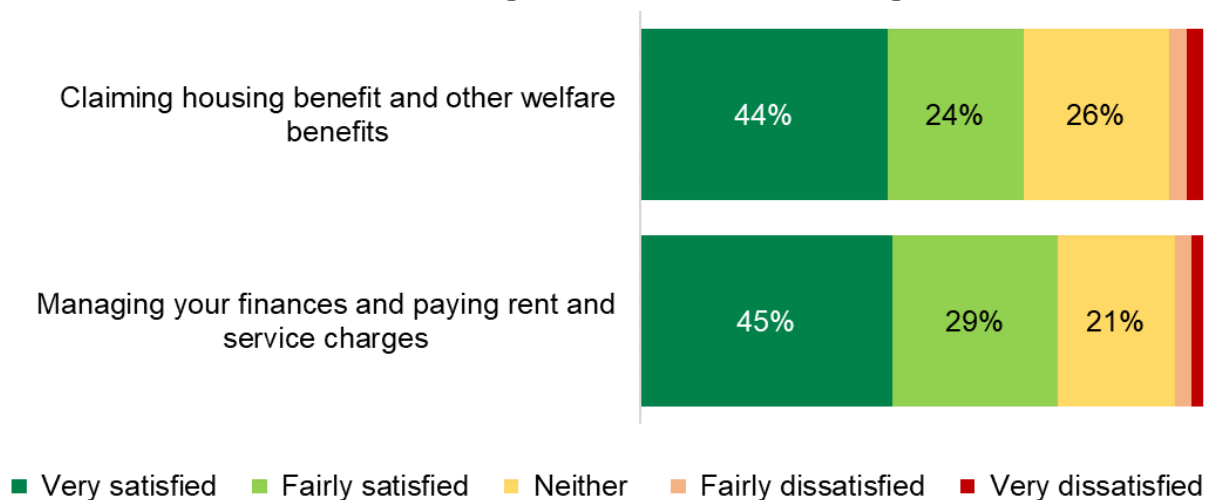
This section looks at the questions asked about their tenancy agreement, the advice and support tenants have received about their rent and income, and their level of satisfaction around any problems in paying rent.

### How satisfied are tenants with the advice and support from Flintshire Housing Services?

#### The majority of tenants know their responsibilities

The majority (92%) of tenants are aware of their rights and obligations as tenants but there are some (7% - 111 tenants) that are unsure of their responsibilities under their tenancy agreement. Most tenants (54 tenants) that are uncertain fall in the south Flintshire region, but there are 37 tenants in north Flintshire and the remainder in Deeside that are also unclear of their tenancy agreement.

#### Q13. "Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from Flintshire Housing Services with the following?"



Variable base: 1,634 – 1,650

#### Advice and support from Flintshire Housing Services satisfy many tenants

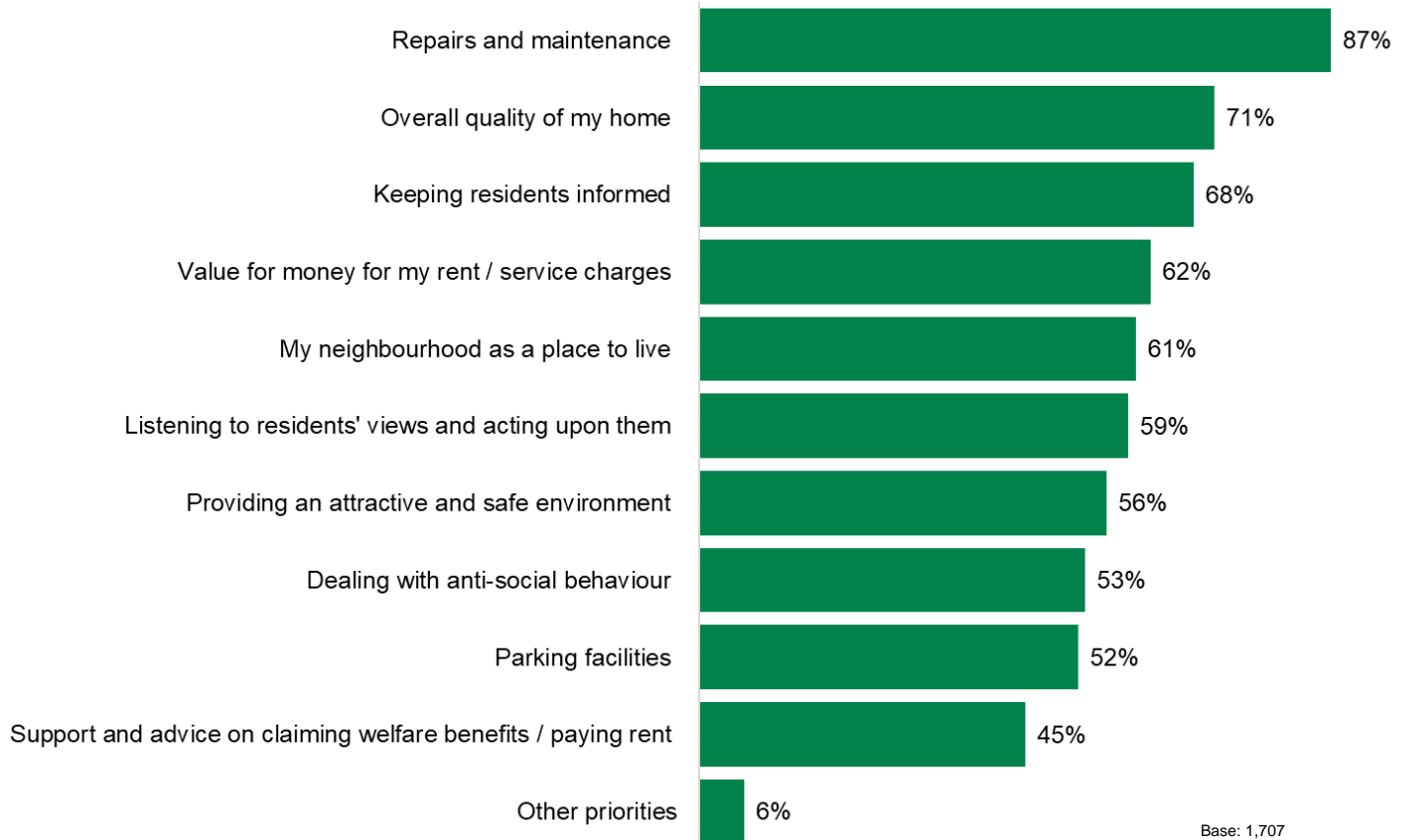
Tenants are generally satisfied with the advice and support they get from Flintshire Housing Services regarding their benefits or financial situation.

Tenants were asked if they had sought help because they have been facing financial difficulty. 280 tenants had done so, and the majority (83%) of these tenants have been satisfied with the help and advice they have had from Flintshire Housing Services. Only 10% (26 tenants) claim to be dissatisfied. Highest levels of satisfaction feature in the north of Flintshire (89%) and Deeside (90%).

## 10. Your Priorities

In this section, a list of main priority areas was given to tenants to state whether they consider them to be priorities. This section examines the priorities further, and tenant diversity in these areas.

**Q16. "Which of the following would you consider to be priorities?"**



### Repairs and maintenance are top of the list

Repairs and maintenance is seen as a priority for the majority (87%) of tenants.

The results have been examined in further detail by area, tenant type and age to understand if there is a difference in priorities based on tenants' characteristics and locality.

Analysis by area highlighted repairs and maintenance is higher as a priority among those living in the Deeside region (92%). The type of tenancy makes no substantial difference, as both general needs and sheltered tenants highlight repairs and maintenance as a key priority for them (86% and 88% respectively).

Analysis by age found that younger tenants (93% of those aged 18-34) saw repairs and maintenance as more of a priority than older tenants.

## 11. Contact

Social landlords tend to put a lot of time and resources into ensuring that they have effective and clear communication channels in place with their tenants. This is an area that Flintshire Housing Services aims to improve upon by ensuring information given out to tenants is clear and easy to understand. In this section, we cite the verbatim feedback from tenants as well as their interest in tenant involvement.

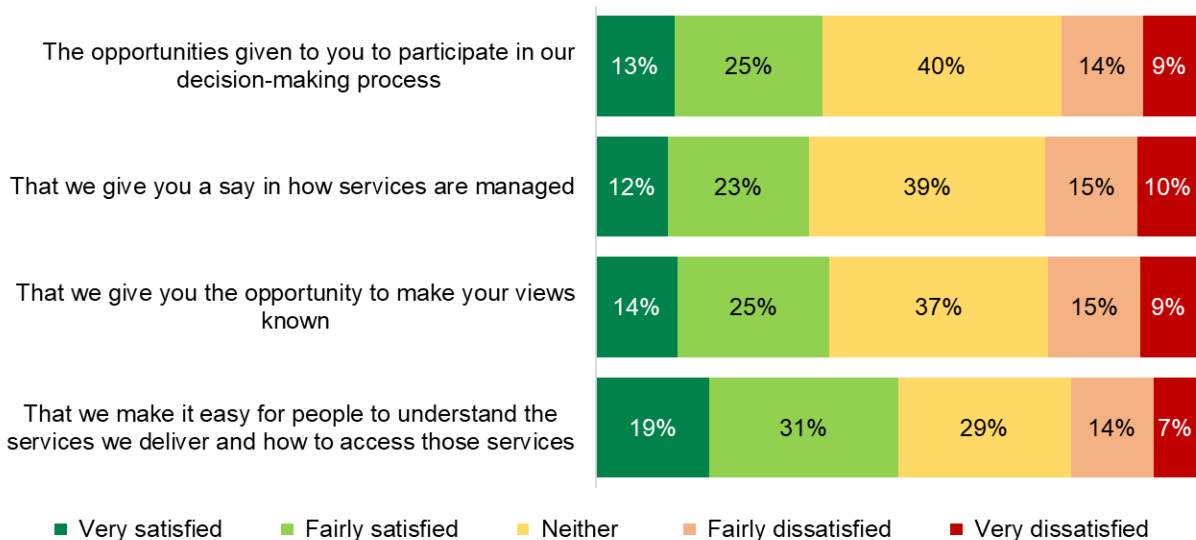
### Are tenants happy with the level of involvement from Flintshire Housing Services?

#### Two-thirds are generally happy with the final outcome of a query

Those who have made some contact with Flintshire Housing Services in the last 12 months feel generally satisfied with the level of engagement. Around three quarters (72%) are satisfied with staff capabilities to *deal with tenant queries quickly and efficiently*. Whereas two-thirds (64%) are satisfied with the *final outcome*.

However, there are areas of higher dissatisfaction, with 18% of tenants reporting to be dissatisfied with *the ability of staff to deal with tenant queries quickly and efficiently*, and for 23% of tenants, *the final outcome of their query* is not agreeable.

Q19. "How satisfied or dissatisfied are you with the following from Flintshire Housing Services?"



Variable base: 1,642 – 1,650

#### Tenants are neither satisfied nor dissatisfied with the level of contact

When tenants were asked to rate their level of satisfaction with various aspects of contact with Flintshire Housing Services, results were mixed.

For instance, half (50%) of tenants report they are satisfied that Flintshire Housing Services *makes it easy for people to understand the services they deliver and how to access those services*, 29% claimed to be on the fence and a fifth (21%) are dissatisfied with the level of ease to access the services.

More than a third (37%) gave a neutral response when asked whether they are satisfied that *Flintshire Housing Services gives them the opportunity to make their views known*. Similarly, *participation in Flintshire Housing Services' decision-making process* has slightly more (40%) tenants remaining neutral, and so does giving tenants an opportunity in *how services are managed*, with 39% of tenants saying neither.

### **Some interest in tenant involvement**

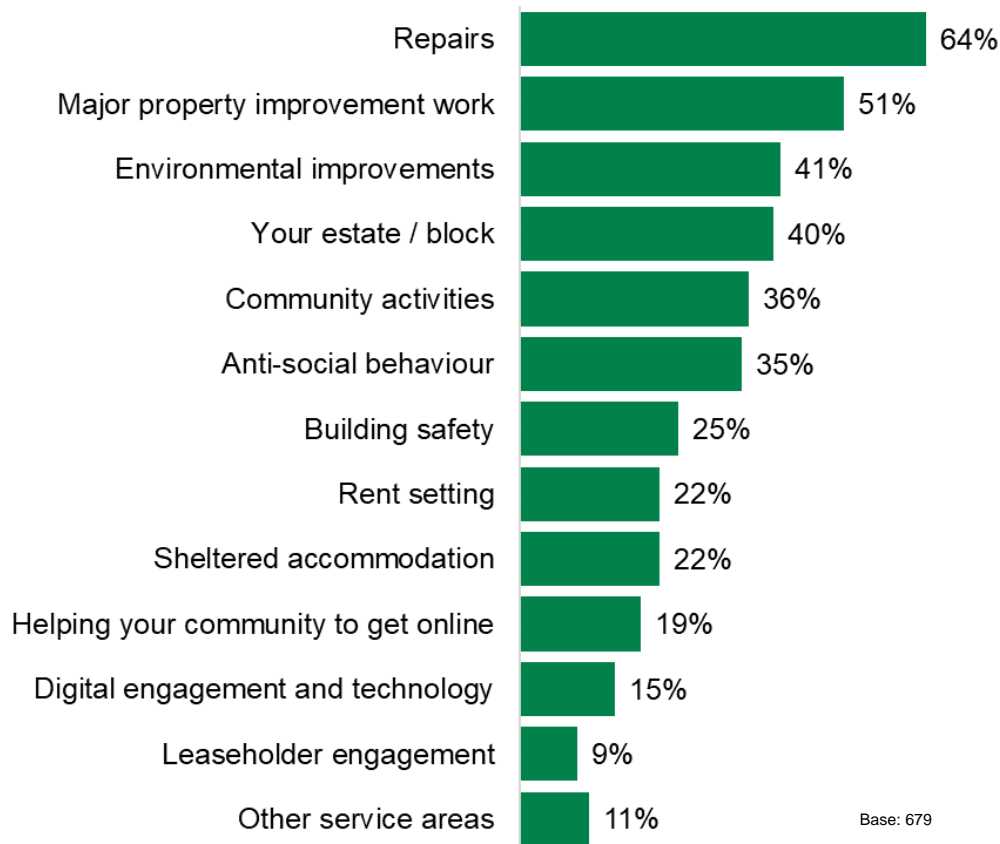
15% of tenants have shown interest in getting more involved in helping Flintshire Housing Services improve the services they offer to all tenants, and they would ideally like to be contacted through standard channels – *email* (62%), *telephone* (45%), *in writing* (37%), *text message* (29%), or through a *newsletter* (24%).

Others have highlighted a more in-person approach; 39% would appreciate a *visit to their homes by staff*, *public meetings* (29%), or perhaps a *visit to Flintshire Housing Services offices* (19%).



## Where else could Flintshire Housing Services improve?

**Q22. "What service areas are you interested in helping us to improve?"**



### Key service areas of interest

One of the main service areas that tenants want to improve is the *repairs* (64%). In keeping within the same field – *major property improvement work* is also near the top of the wish list (51%).

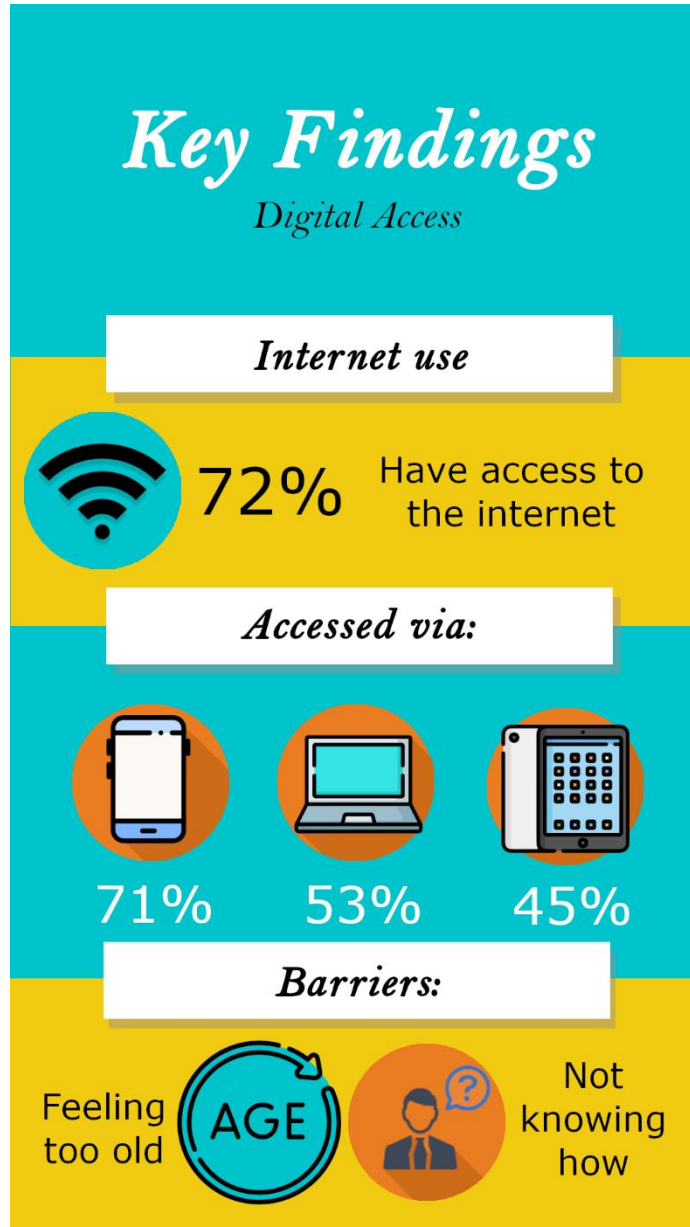
Other service areas listed above tended to fall around the following topics:

- Improved access to community areas
- Reduced ASB
- Improved car parking
- Keeping residents more informed
- Improved maintenance
- Better public transport
- Reduced rubbish / mess
- Updated call alarms for older tenants

## 12. Digital Access

This section examines internet accessibility from all tenants as well as the level of involvement and interest tenants have shown in receiving more information through alternative channels provided by Flintshire Housing Services.

### Is digital access an issue for tenants?



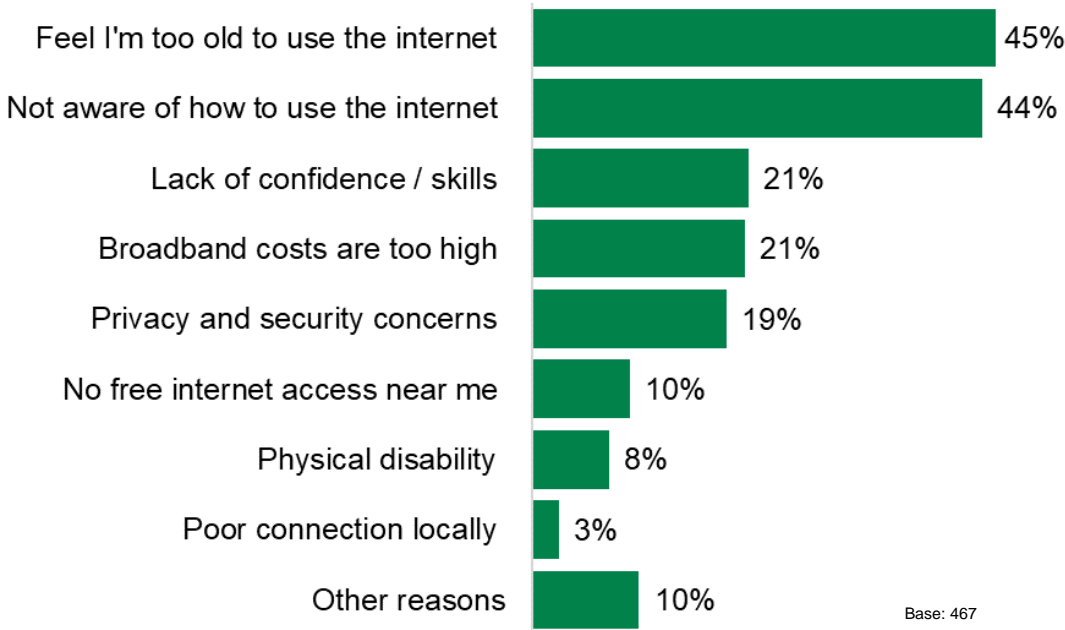
Base: 1,795

**The majority of tenants have access to the internet**

Around three quarters (72%) of tenants use the internet at home or outside of their home e.g., in a local library, community centre, etc. Of those who do use the internet, 86% claim they do so almost every day.

Accessing the internet can be done through a multitude of means but awareness levels and age take a key role in determining which is right for the tenant. 82% preferred to use their mobile phone, with around half (53%) using their computer/laptop, and 45% using their tablet. Other ways to access the internet include through their smart TV (29%) or games console (15%).

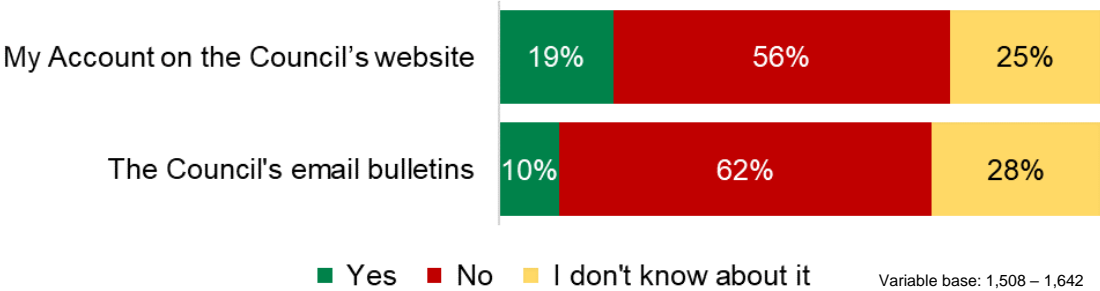
**Q26. "If you do not use the internet, why is that?"**



**Age is a factor preventing digital access**

Around half (45%) of tenants who do not use the internet claim to be *too old to use the internet*, while 44% are *not aware of how to use the internet*, although this could be down to age and individual capabilities.

**Q27. "Have you signed up to the following?"**



**Some interest in tenant involvement**

*'My Account' is an online service provided by Flintshire County Council. It allows tenants to access a personalised area on the Flintshire County Council website, where tenants can customise the information to individual preferences and interests. The progress of any requests can also be tracked online, and information about waste and recycling, as well as local councillor representation can also be found via the My Account service.<sup>7</sup>*

The survey found that a quarter (24%) of tenants are interested in receiving more information on how to sign up and access information about their tenancy via *My Account*, and a further 30% are happy to receive an email bulletin exclusively for tenants.

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<sup>7</sup> [Flintshire County Council My Account](#)

## 13. Further Feedback

### What else are tenants saying about their home and the service they receive from Flintshire Housing Services?

Tenants were provided with the opportunity to give further comments about their home or the services they receive from Flintshire Housing Services.

42% of tenants gave an assortment of views and opinions together with some elaboration on current issues that were already raised in the main survey. Here we illustrate some of the most frequently mentioned phrases.



Base: 752

The word *repair* appears throughout the comments around 174 times. On a similar topic, the words *windows* and *doors* appear frequently (about 118 times), as does the word *problem* which has been mentioned 103 times, highlighting tenants' concerns with various aspects of building maintenance.

## Tenants gave some honest feedback

*"Unfortunately, I have a disability that greatly affects my day-to-day life, the house I'm living in is unable to have adaptations."*

*"I'm one of the unfortunate few that doesn't have a driveway, some days I'm having to sit in my car outside for up to 30 minutes waiting to be able to park on the street I live due to the lack of parking for school parents and residents."*

*"I always find it hard to contact a member of staff when I need something such as repairs or need to contact the council in any capacity."*

*"Our feedback is not listened to and anything they're doing is not working so we don't bother with them anymore."*

*"A lot of the work initially before I moved in and just after I moved in (due to things not being finished) have the feel of "that'll do" about them rather than being good work."*

*"I am very happy with the housing services themselves it was just the workers they use to do the job I needed to be done were awful. They didn't do anything right; health and safety were non-existent, and the quality of the job was very poor."*

*"I like how Flintshire Housing Services are very down to earth and connected with their tenants."*

*"Overall pleased with housing services. Repairs were dealt with quickly and workers were pleasant and efficient."*

*"Happy friendly polite staff in the area."*

*"I am happy in my home I have been here 44 years I like to keep it neat and tidy and find the council OK. Sometimes certain jobs are a long time coming to do but all in all the council have looked after me and the repairs very well. Thank you."*

## 14. Conclusion

Given the last STAR was several years ago, the results from the Flintshire STAR 2022 demonstrate a reasonable level of satisfaction of most service areas. The 25% response rate indicates a high level of engagement overall and has allowed tenants to voice their opinions and draw attention to those areas they claim that need improving.

Here we conclude and provide an overview of the results highlighting the key implications for Flintshire County Council together with some recommendations, where applicable.

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<b>Comparisons to others</b>	The 2022 STAR survey was comprehensive, providing a benchmark for tenant satisfaction across a wide range of services. Across the eleven local authority areas surveyed in Wales, Flintshire County Council is currently ranking 8 <sup>th</sup> in overall service and 4 <sup>th</sup> in tenants' trust.
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### Overall service

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<b>Several factors influence satisfaction</b>	Overall, the findings of the survey highlight a high degree of pride in tenants' homes and satisfaction with their neighbourhood as a place to live. However, throughout the survey, the key drivers in the results suggest the repairs service, anti-social behaviour as well as communication and engagement with tenants are the most important factors in determining overall satisfaction.
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<b>Communication is key in driving satisfaction rates</b>	Further analysis found that although 81% of tenants who had repairs are satisfied with the repairs they received in the previous 12 months, there is still evidence to suggest improvements are needed – particularly around communication with contractors. This is also confirmed in the comments tenants gave towards the end of the survey. Despite high satisfaction with work carried out, satisfaction is lower with the way repairs and maintenance are dealt with more generally (60%).
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<b>Sheltered tenants favour how they are dealt with</b>	The results also highlight that sheltered tenants are more likely to be satisfied with how the repairs and maintenance is dealt with compared with general needs tenants, who appear to show slightly higher levels of dissatisfaction (38%).
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## Neighbourhoods

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### **Key neighbourhood problems are anti-social behaviour, repairs and parking**

Several issues were raised in the survey when it came to tenants' neighbourhoods and their homes. The key concerns driving the dissatisfaction were anti-social behaviour and repairs. Later in the survey, car parking appeared to be a key issue where written comments were raised in detail. For instance, a comment that stood out:

*"...some days I'm having to sit in my car outside for up to 30 minutes waiting to be able to park on the street I live..."*

Many tenants raised car parking as one of the major problems in their area.

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### **Lack of pride in homes and neighbourhoods**

Overall satisfaction with the place tenants live differs from whether they take pride in it. Sheltered tenants and older tenants tend to be most proud of their homes.

Whilst pride in the neighbourhood is lower than pride in their homes, this aligns with evidence of the impact of anti-social behaviour as well as general dissatisfaction with the way repairs and maintenance is dealt with.

Lower satisfaction is more apparent with tenants aged 35-44 when it comes to Flintshire Housing Services dealing with ASB. Flintshire may wish to investigate reasons for this, assuming there has been no change in the level of service provided to this age group.

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## Repairs and priorities

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### **Repairs remains high on the agenda**

With the majority satisfied with the workers' attitude when the repairs and maintenance are underway, satisfaction seems to decrease before work has taken place. Key areas with lower satisfaction levels include the lead-up time to the job, communication on when it will be happening, and appointment setting.

Repairs and maintenance are key priorities for tenants. Although in Deeside this seems to be a higher priority, younger tenants see it being high on their list too. Further exploration with tenants may be needed on a community level to understand why satisfaction levels are low. Tenants were also given the opportunity to voice their views further, the final takeaway from tenants' thoughts was mainly to do with the various aspects of building maintenance and repair, this is something Flintshire may need to address first.

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## Contact

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### **Listening to tenants should be at the forefront**

52% of tenants are satisfied they are being listened to, but the remainder are not. Analysis of the results found that satisfaction is largely driven by sheltered tenants feeling listened to by Flintshire Housing Services compared to general needs tenants who did not.

However, where contact is made with Flintshire Housing Services, tenants find the staff to be friendly and approachable, with some praising staff in their comments.

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### **Final query outcomes are positive**

Tenants are generally satisfied with the final outcomes of any queries they have made to Flintshire. However, one in five (21%) are dissatisfied with the ease of access to the services.

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### **Appetite for increased tenant involvement**

There is clearly a desire for further involvement among tenants, perhaps on a more regular basis to increase satisfaction levels around engagement and participation.

But as well as increasing tenant involvement, Flintshire will need to demonstrate value for money, as the STAR survey has also highlighted the fact some tenants are unsure of their tenant responsibilities. Further examination of this may be required to fully understand what level of information is provided once a tenant's agreement is in place.

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## Digital inclusion

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### **Age is not the only barrier**

Most tenants have internet access, but age is a prohibiting factor, as is confidence in knowing how to use it.

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### **Access to *My Account* and email bulletins are expected**

A quarter (24%) of tenants raised their virtual/ postal hand in wanting to know more about Flintshire's *My Account*, and almost a third (30%) have said they would like to receive the email bulletin exclusively for tenants.

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### **Flintshire to take action**

Flintshire has already motivated tenants with a comprehensive STAR survey and received a high level of engagement. Responses suggest that tenants want greater communication from their landlord digitally, and more information about online services. Increasing digital communication to those with internet access and seeking to improve access to those with age or knowledge barriers may be effective in increasing tenant satisfaction with feeling listened to and involved.

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## Appendix: Cross Tabulations

## LSOA Name (simplified) by Car parking

Counts Break % Respondents	Base	Car parking		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>557</b> 33%	<b>498</b> 30%	<b>611</b> 37%
Argoed (Flintshire)	4	1 25%	2 50%	1 25%
Aston	40	9 23%	15 38%	16 40%
Bagillt East	22	13 59%	5 23%	4 18%
Bagillt West	45	11 24%	12 27%	22 49%
Broughton North East	37	8 22%	11 30%	18 49%
Broughton South	36	6 17%	11 31%	19 53%
Brynford	21	7 33%	5 24%	9 43%
Buckley Bistre East	55	17 31%	17 31%	21 38%
Buckley Bistre West	78	29 37%	22 28%	27 35%
Buckley Mountain	8	3 38%	2 25%	3 38%
Buckley Pentrobin	25	10 40%	4 16%	11 44%
Caergwrle	29	13 45%	8 28%	8 28%
Caerwys	26	13 50%	7 27%	6 23%
Cilcain	24	3 13%	9 38%	12 50%
Connah's Quay Central	80	23 29%	26 33%	31 39%
Connah's Quay Golftyn	50	22 44%	11 22%	17 34%
Connah's Quay South	15	5 33%	3 20%	7 47%
Connah's Quay Wepre	11	3 27%	3 27%	5 45%
Ffynnongroyw	21	6 29%	5 24%	10 48%
Flint Castle	92	39 42%	23 25%	30 33%
Flint Coleshill	49	6 12%	14 29%	29 59%
Flint Oakenholt	41	16 39%	14 34%	11 27%
Flint Trelawny	2	- -	- -	2 100%
Greenfield	37	12 32%	18 49%	7 19%
Gronant	28	11 39%	5 18%	12 43%
Gwernaffield	14	5 36%	1 7%	8 57%
Gwernymynydd	17	7 41%	4 24%	6 35%
Halkyn	16	4 25%	9 56%	3 19%
Hawarden	5	2 40%	2 40%	1 20%
Higher Kinnerton	7	2 29%	2 29%	3 43%

Counts Break % Respondents	Base	Car parking		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>557</b> 33%	<b>498</b> 30%	<b>611</b> 37%
Holywell Central	41	17 41%	12 29%	12 29%
Holywell East	20	12 60%	5 25%	3 15%
Holywell West	25	9 36%	12 48%	4 16%
Hope	16	4 25%	7 44%	5 31%
Leeswood	22	7 32%	5 23%	10 45%
Llanfynydd	15	9 60%	3 20%	3 20%
Mancot	52	20 38%	17 33%	15 29%
Mold Broncoed	25	10 40%	9 36%	6 24%
Mold East	12	7 58%	3 25%	2 17%
Mold West	46	11 24%	17 37%	18 39%
Mostyn (Flintshire)	43	15 35%	15 35%	13 30%
New Brighton	16	1 6%	3 19%	12 75%
Northop	35	3 9%	7 20%	25 71%
Northop Hall	16	7 44%	3 19%	6 38%
Penyffordd	29	12 41%	8 28%	9 31%
Queensferry	29	6 21%	11 38%	12 41%
Saltney Mold Junction	32	11 34%	16 50%	5 16%
Saltney Stonebridge	57	16 28%	17 30%	24 42%
Sealand	50	16 32%	15 30%	19 38%
Shotton East	8	1 13%	4 50%	3 38%
Shotton Higher	75	26 35%	25 33%	24 32%
Shotton West	18	9 50%	4 22%	5 28%
Trelawnyd and Gwaenysgor	24	12 50%	4 17%	8 33%
Treuddyn	20	7 35%	6 30%	7 35%
Whitford	5	3 60%	- -	2 40%

## LSOA Name (simplified) by Rubbish or litter

Counts Break % Respondents	Base	Rubbish or litter		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>342</b> 21%	<b>599</b> 36%	<b>727</b> 44%
Argoed (Flintshire)	4	-	4 100%	-
Aston	44	13 30%	14 32%	17 39%
Bagillt East	22	3 14%	10 45%	9 41%
Bagillt West	45	7 16%	15 33%	23 51%
Broughton North East	39	3 8%	17 44%	19 49%
Broughton South	36	3 8%	13 36%	20 56%
Brynford	21	1 5%	9 43%	11 52%
Buckley Bistre East	55	9 16%	18 33%	28 51%
Buckley Bistre West	78	19 24%	18 23%	41 53%
Buckley Mountain	8	-	2 25%	6 75%
Buckley Pentrobin	26	4 15%	8 31%	14 54%
Caergwrle	28	2 7%	6 21%	20 71%
Caerwys	26	-	5 19%	21 81%
Cilcain	24	3 13%	4 17%	17 71%
Connah's Quay Central	79	28 35%	26 33%	25 32%
Connah's Quay Golftyn	51	20 39%	20 39%	11 22%
Connah's Quay South	14	4 29%	3 21%	7 50%
Connah's Quay Wepre	11	3 27%	3 27%	5 45%
Ffynnongroyw	21	4 19%	7 33%	10 48%
Flint Castle	92	22 24%	37 40%	33 36%
Flint Coleshill	50	11 22%	23 46%	16 32%
Flint Oakenholt	41	12 29%	19 46%	10 24%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	16 43%	18 49%	3 8%
Gronant	29	5 17%	8 28%	16 55%
Gwernaffield	13	-	4 31%	9 69%
Gwernymynydd	17	-	7 41%	10 59%
Halkyn	15	1 7%	6 40%	8 53%
Hawarden	5	-	2 40%	3 60%
Higher Kinnerton	7	-	-	7 100%

Counts Break % Respondents	Base	Rubbish or litter		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>342</b> 21%	<b>599</b> 36%	<b>727</b> 44%
Holywell Central	40	16 40%	12 30%	12 30%
Holywell East	20	4 20%	10 50%	6 30%
Holywell West	25	13 52%	7 28%	5 20%
Hope	16	1 6%	5 31%	10 63%
Leeswood	22	6 27%	5 23%	11 50%
Llanfynydd	15	2 13%	9 60%	4 27%
Mancot	51	3 6%	17 33%	31 61%
Mold Broncoed	25	7 28%	5 20%	13 52%
Mold East	12	-	6 50%	6 50%
Mold West	44	9 20%	15 34%	20 45%
Mostyn (Flintshire)	43	13 30%	18 42%	12 28%
New Brighton	16	1 6%	5 31%	10 63%
Northop	35	-	8 23%	27 77%
Northop Hall	16	2 13%	4 25%	10 63%
Penyffordd	28	2 7%	13 46%	13 46%
Queensferry	27	6 22%	11 41%	10 37%
Saltney Mold Junction	32	18 56%	8 25%	6 19%
Saltney Stonebridge	59	13 22%	25 42%	21 36%
Sealand	48	10 21%	26 54%	12 25%
Shotton East	8	1 13%	4 50%	3 38%
Shotton Higher	79	18 23%	38 48%	23 29%
Shotton West	18	3 17%	5 28%	10 56%
Trelawnyd and Gwaenysgor	23	-	9 39%	14 61%
Treuddyn	21	1 5%	8 38%	12 57%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Noisy neighbours

Counts Break % Respondents	Base	Noisy neighbours		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>184</b> <b>11%</b>	<b>334</b> <b>20%</b>	<b>1137</b> <b>69%</b>
Argoed (Flintshire)	4	-	2 50%	2 50%
Aston	43	4 9%	9 21%	30 70%
Bagillt East	22	6 27%	5 23%	11 50%
Bagillt West	46	2 4%	5 11%	39 85%
Broughton North East	38	2 5%	2 5%	34 89%
Broughton South	35	3 9%	9 26%	23 66%
Brynford	20	1 5%	2 10%	17 85%
Buckley Bistre East	56	15 27%	14 25%	27 48%
Buckley Bistre West	76	10 13%	16 21%	50 66%
Buckley Mountain	8	-	1 13%	7 88%
Buckley Pentrobin	25	1 4%	4 16%	20 80%
Caergwrle	28	3 11%	6 21%	19 68%
Caerwys	27	2 7%	1 4%	24 89%
Cilcain	24	1 4%	3 13%	20 83%
Connah's Quay Central	79	14 18%	15 19%	50 63%
Connah's Quay Golftyn	50	18 36%	13 26%	19 38%
Connah's Quay South	14	1 7%	1 7%	12 86%
Connah's Quay Wepre	9	-	2 22%	7 78%
Ffynnongroyw	21	-	5 24%	16 76%
Flint Castle	90	7 8%	22 24%	61 68%
Flint Coleshill	49	5 10%	14 29%	30 61%
Flint Oakenholt	39	3 8%	11 28%	25 64%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	36	8 22%	6 17%	22 61%
Gronant	29	1 3%	2 7%	26 90%
Gwernaffield	13	-	3 23%	10 77%
Gwernymynydd	17	2 12%	3 18%	12 71%
Halkyn	16	1 6%	2 13%	13 81%
Hawarden	5	-	-	5 100%
Higher Kinnerton	7	-	1 14%	6 86%

Counts Break % Respondents	Base	Noisy neighbours		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>184</b> <b>11%</b>	<b>334</b> <b>20%</b>	<b>1137</b> <b>69%</b>
Holywell Central	42	4 10%	8 19%	30 71%
Holywell East	20	5 25%	4 20%	11 55%
Holywell West	25	4 16%	9 36%	12 48%
Hope	16	-	-	16 100%
Leeswood	24	2 8%	3 13%	19 79%
Llanfynydd	15	1 7%	3 20%	11 73%
Mancot	49	2 4%	6 12%	41 84%
Mold Broncoed	27	5 19%	4 15%	18 67%
Mold East	12	1 8%	1 8%	10 83%
Mold West	44	8 18%	14 32%	22 50%
Mostyn (Flintshire)	42	2 5%	11 26%	29 69%
New Brighton	16	1 6%	2 13%	13 81%
Northop	35	-	1 3%	34 97%
Northop Hall	15	2 13%	1 7%	12 80%
Penyffordd	28	2 7%	10 36%	16 57%
Queensferry	28	1 4%	3 11%	24 86%
Saltney Mold Junction	31	1 3%	8 26%	22 71%
Saltney Stonebridge	57	8 14%	11 19%	38 67%
Sealand	48	5 10%	13 27%	30 63%
Shotton East	8	2 25%	1 13%	5 63%
Shotton Higher	77	13 17%	27 35%	37 48%
Shotton West	18	-	5 28%	13 72%
Trelawnyd and Gwaenysgor	24	1 4%	6 25%	17 71%
Treuddyn	21	4 19%	3 14%	14 67%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Dog fouling / Dog mess

Counts Break % Respondents	Base	Dog fouling / Dog mess		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1684</b>	<b>395</b> 23%	<b>524</b> 31%	<b>765</b> 45%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	7 16%	16 37%	20 47%
Bagillt East	22	7 32%	6 27%	9 41%
Bagillt West	47	7 15%	9 19%	31 66%
Broughton North East	39	11 28%	11 28%	17 44%
Broughton South	36	15 42%	8 22%	13 36%
Brynford	21	3 14%	6 29%	12 57%
Buckley Bistre East	57	16 28%	12 21%	29 51%
Buckley Bistre West	79	15 19%	20 25%	44 56%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	26	3 12%	8 31%	15 58%
Caergwrle	29	5 17%	7 24%	17 59%
Caerwys	27	2 7%	6 22%	19 70%
Cilcain	24	7 29%	4 17%	13 54%
Connah's Quay Central	81	24 30%	28 35%	29 36%
Connah's Quay Golftyn	50	18 36%	18 36%	14 28%
Connah's Quay South	14	7 50%	2 14%	5 36%
Connah's Quay Wepre	11	1 9%	2 18%	8 73%
Ffynnongroyw	21	9 43%	5 24%	7 33%
Flint Castle	94	17 18%	23 24%	54 57%
Flint Coleshill	48	2 4%	14 29%	32 67%
Flint Oakenholt	41	15 37%	13 32%	13 32%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	14 38%	15 41%	8 22%
Gronant	29	1 3%	12 41%	16 55%
Gwernaffield	14	3 21%	5 36%	6 43%
Gwernymynydd	17	1 6%	9 53%	7 41%
Halkyn	16	-	7 44%	9 56%
Hawarden	5	1 20%	2 40%	2 40%
Higher Kinnerton	7	1 14%	2 29%	4 57%

Counts Break % Respondents	Base	Dog fouling / Dog mess		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1684</b>	<b>395</b> 23%	<b>524</b> 31%	<b>765</b> 45%
Holywell Central	42	8 19%	13 31%	21 50%
Holywell East	20	5 25%	6 30%	9 45%
Holywell West	25	4 16%	9 36%	12 48%
Hope	16	1 6%	6 38%	9 56%
Leeswood	22	7 32%	7 32%	8 36%
Llanfynydd	15	1 7%	4 27%	10 67%
Mancot	50	7 14%	14 28%	29 58%
Mold Broncoed	27	5 19%	10 37%	12 44%
Mold East	12	3 25%	4 33%	5 42%
Mold West	45	16 36%	19 42%	10 22%
Mostyn (Flintshire)	43	18 42%	15 35%	10 23%
New Brighton	16	2 13%	7 44%	7 44%
Northop	35	3 9%	14 40%	18 51%
Northop Hall	15	2 13%	5 33%	8 53%
Penyffordd	28	9 32%	7 25%	12 43%
Queensferry	28	9 32%	6 21%	13 46%
Saltney Mold Junction	32	9 28%	15 47%	8 25%
Saltney Stonebridge	61	23 38%	20 33%	18 30%
Sealand	50	10 20%	18 36%	22 44%
Shotton East	8	3 38%	2 25%	3 38%
Shotton Higher	78	26 33%	30 38%	22 28%
Shotton West	18	2 11%	6 33%	10 56%
Trelawnyd and Gwaenysgor	24	2 8%	7 29%	15 63%
Treuddyn	20	8 40%	8 40%	4 20%
Whitford	5	-	1 20%	4 80%

## LSOA Name (simplified) by Other problems with pets / animals

Counts Break % Respondents	Base	Other problems with pets / animals		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>108</b> 7%	<b>285</b> 17%	<b>1262</b> 76%
Argoed (Flintshire)	4	-	1 25%	3 75%
Aston	43	1 2%	5 12%	37 86%
Bagillt East	20	-	3 15%	17 85%
Bagillt West	47	1 2%	5 11%	41 87%
Broughton North East	39	2 5%	5 13%	32 82%
Broughton South	35	4 11%	2 6%	29 83%
Brynford	20	1 5%	5 25%	14 70%
Buckley Bistre East	56	6 11%	12 21%	38 68%
Buckley Bistre West	77	7 9%	16 21%	54 70%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	25	1 4%	2 8%	22 88%
Caergwrlle	28	3 11%	4 14%	21 75%
Caerwys	26	4 15%	3 12%	19 73%
Cilcain	24	2 8%	6 25%	16 67%
Connah's Quay Central	80	4 5%	16 20%	60 75%
Connah's Quay Golftyn	48	5 10%	14 29%	29 60%
Connah's Quay South	14	-	3 21%	11 79%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	1 5%	3 14%	17 81%
Flint Castle	93	10 11%	11 12%	72 77%
Flint Coleshill	47	2 4%	7 15%	38 81%
Flint Oakenholt	41	3 7%	11 27%	27 66%
Flint Trelawny	2	-	-	2 100%
Greenfield	36	3 8%	6 17%	27 75%
Gronant	28	-	3 11%	25 89%
Gwernaffield	13	1 8%	-	12 92%
Gwernymynydd	17	1 6%	4 24%	12 71%
Halkyn	16	1 6%	5 31%	10 63%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	Other problems with pets / animals		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1655</b>	<b>108</b> 7%	<b>285</b> 17%	<b>1262</b> 76%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	41	4 10%	6 15%	31 76%
Holywell East	20	1 5%	5 25%	14 70%
Holywell West	24	2 8%	4 17%	18 75%
Hope	16	-	2 13%	14 88%
Leeswood	21	-	4 19%	17 81%
Llanfynydd	15	-	3 20%	12 80%
Mancot	50	2 4%	5 10%	43 86%
Mold Broncoed	27	3 11%	4 15%	20 74%
Mold East	12	1 8%	3 25%	8 67%
Mold West	45	6 13%	8 18%	31 69%
Mostyn (Flintshire)	43	3 7%	8 19%	32 74%
New Brighton	16	-	3 19%	13 81%
Northop	35	-	7 20%	28 80%
Northop Hall	15	-	1 7%	14 93%
Penyffordd	28	2 7%	3 11%	23 82%
Queensferry	27	-	4 15%	23 85%
Saltney Mold Junction	32	4 13%	6 19%	22 69%
Saltney Stonebridge	57	3 5%	13 23%	41 72%
Sealand	49	1 2%	10 20%	38 78%
Shotton East	8	1 13%	2 25%	5 63%
Shotton Higher	78	6 8%	22 28%	50 64%
Shotton West	16	1 6%	1 6%	14 88%
Trelawnyd and Gwaenysgor	23	3 13%	4 17%	16 70%
Treuddyn	21	2 10%	4 19%	15 71%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Disruptive children / teenagers

Counts Break % Respondents	Base	Disruptive children / teenagers		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1678</b>	<b>172</b> <b>10%</b>	<b>364</b> <b>22%</b>	<b>1142</b> <b>68%</b>
Argoed (Flintshire)	4	1 25%	2 50%	1 25%
Aston	43	8 19%	11 26%	24 56%
Bagillt East	21	- -	3 14%	18 86%
Bagillt West	47	- -	9 19%	38 81%
Broughton North East	39	- -	7 18%	32 82%
Broughton South	36	3 8%	9 25%	24 67%
Brynford	20	1 5%	3 15%	16 80%
Buckley Bistre East	57	8 14%	14 25%	35 61%
Buckley Bistre West	79	15 19%	17 22%	47 59%
Buckley Mountain	8	- -	- -	8 100%
Buckley Pentrobin	25	1 4%	3 12%	21 84%
Caergwrle	28	1 4%	5 18%	22 79%
Caerwys	26	- -	1 4%	25 96%
Cilcain	24	1 4%	2 8%	21 88%
Connah's Quay Central	80	8 10%	16 20%	56 70%
Connah's Quay Golftyn	48	6 13%	13 27%	29 60%
Connah's Quay South	14	1 7%	2 14%	11 79%
Connah's Quay Wepre	11	1 9%	2 18%	8 73%
Ffynnongroyw	21	- -	6 29%	15 71%
Flint Castle	94	8 9%	22 23%	64 68%
Flint Coleshill	49	15 31%	13 27%	21 43%
Flint Oakenholt	41	2 5%	14 34%	25 61%
Flint Trelawny	2	- -	1 50%	1 50%
Greenfield	37	7 19%	10 27%	20 54%
Gronant	29	- -	1 3%	28 97%
Gwernaffield	13	- -	1 8%	12 92%
Gwernymynydd	17	- -	1 6%	16 94%
Halkyn	16	- -	2 13%	14 88%
Hawarden	5	- -	1 20%	4 80%

Counts Break % Respondents	Base	Disruptive children / teenagers		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1678</b>	<b>172</b> <b>10%</b>	<b>364</b> <b>22%</b>	<b>1142</b> <b>68%</b>
Higher Kinnerton	7	- -	- -	7 100%
Holywell Central	42	12 29%	7 17%	23 55%
Holywell East	19	2 11%	7 37%	10 53%
Holywell West	25	8 32%	8 32%	9 36%
Hope	16	2 13%	3 19%	11 69%
Leeswood	24	3 13%	9 38%	12 50%
Llanfynydd	15	- -	- -	15 100%
Mancot	50	1 2%	3 6%	46 92%
Mold Broncoed	27	4 15%	6 22%	17 63%
Mold East	12	1 8%	5 42%	6 50%
Mold West	45	14 31%	12 27%	19 42%
Mostyn (Flintshire)	44	1 2%	13 30%	30 68%
New Brighton	16	1 6%	- -	15 94%
Northop	35	- -	2 6%	33 94%
Northop Hall	15	1 7%	3 20%	11 73%
Penyffordd	28	1 4%	4 14%	23 82%
Queensferry	28	- -	4 14%	24 86%
Saltney Mold Junction	32	2 6%	13 41%	17 53%
Saltney Stonebridge	60	11 18%	14 23%	35 58%
Sealand	49	4 8%	17 35%	28 57%
Shotton East	8	1 13%	1 13%	6 75%
Shotton Higher	79	12 15%	29 37%	38 48%
Shotton West	18	- -	4 22%	14 78%
Trelawnyd and Gwaenyngor	23	1 4%	6 26%	16 70%
Treuddyn	22	3 14%	3 14%	16 73%
Whitford	5	- -	- -	5 100%



## LSOA Name (simplified) by Racial or other harassment

Counts Break % Respondents	Base	Racial or other harassment		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>54</b> 3%	<b>110</b> 7%	<b>1508</b> 90%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	3 7%	2 5%	38 88%
Bagillt East	22	2 9%	1 5%	19 86%
Bagillt West	47	1 2%	1 2%	45 96%
Broughton North East	39	-	3 8%	36 92%
Broughton South	36	1 3%	3 8%	32 89%
Brynford	20	-	-	20 100%
Buckley Bistre East	57	2 4%	5 9%	50 88%
Buckley Bistre West	78	4 5%	3 4%	71 91%
Buckley Mountain	8	-	2 25%	6 75%
Buckley Pentrobin	25	1 4%	-	24 96%
Caergwrlle	28	-	4 14%	24 86%
Caerwys	26	1 4%	2 8%	23 88%
Cilcain	24	-	2 8%	22 92%
Connah's Quay Central	80	3 4%	9 11%	68 85%
Connah's Quay Golftyn	48	3 6%	3 6%	42 88%
Connah's Quay South	14	-	1 7%	13 93%
Connah's Quay Wepre	11	-	-	11 100%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	93	1 1%	6 6%	86 92%
Flint Coleshill	49	2 4%	1 2%	46 94%
Flint Oakenholt	41	1 2%	2 5%	38 93%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	5 14%	3 8%	29 78%
Gronant	29	-	1 3%	28 97%
Gwernaffield	13	-	-	13 100%
Gwernymynydd	17	3 18%	1 6%	13 76%
Halkyn	16	-	2 13%	14 88%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	Racial or other harassment		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>54</b> 3%	<b>110</b> 7%	<b>1508</b> 90%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	42	1 2%	3 7%	38 90%
Holywell East	20	1 5%	2 10%	17 85%
Holywell West	25	1 4%	4 16%	20 80%
Hope	16	-	-	16 100%
Leeswood	23	1 4%	-	22 96%
Llanfynydd	15	-	2 13%	13 87%
Mancot	50	-	2 4%	48 96%
Mold Broncoed	27	2 7%	2 7%	23 85%
Mold East	12	-	-	12 100%
Mold West	45	3 7%	5 11%	37 82%
Mostyn (Flintshire)	43	1 2%	3 7%	39 91%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	2 7%	26 93%
Queensferry	28	-	1 4%	27 96%
Saltney Mold Junction	32	1 3%	1 3%	30 94%
Saltney Stonebridge	58	2 3%	3 5%	53 91%
Sealand	49	1 2%	8 16%	40 82%
Shotton East	8	-	-	8 100%
Shotton Higher	77	7 9%	9 12%	61 79%
Shotton West	18	-	1 6%	17 94%
Trelawnyd and Gwaenysgor	24	-	2 8%	22 92%
Treuddyn	21	-	1 5%	20 95%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Drunk or rowdy behaviour

Counts Break % Respondents	Base	Drunk or rowdy behaviour		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1673</b>	<b>110</b> 7%	<b>245</b> 15%	<b>1318</b> 79%
Argoed (Flintshire)	4	-	-	4 100%
Aston	41	4 10%	5 12%	32 78%
Bagillt East	22	2 9%	4 18%	16 73%
Bagillt West	47	3 6%	1 2%	43 91%
Broughton North East	39	-	5 13%	34 87%
Broughton South	36	2 6%	7 19%	27 75%
Brynford	20	-	1 5%	19 95%
Buckley Bistre East	57	8 14%	13 23%	36 63%
Buckley Bistre West	78	8 10%	14 18%	56 72%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	25	1 4%	2 8%	22 88%
Caergwrle	28	1 4%	2 7%	25 89%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	-	-	24 100%
Connah's Quay Central	82	10 12%	18 22%	54 66%
Connah's Quay Goltfyn	48	9 19%	8 17%	31 65%
Connah's Quay South	14	-	1 7%	13 93%
Connah's Quay Wepre	11	1 9%	-	10 91%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	94	2 2%	16 17%	76 81%
Flint Coleshill	48	3 6%	10 21%	35 73%
Flint Oakenholt	41	4 10%	8 20%	29 71%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	5 14%	7 19%	25 68%
Gronant	29	-	2 7%	27 93%
Gwernaffield	13	-	1 8%	12 92%
Gwernymynydd	17	1 6%	-	16 94%
Halkyn	16	-	2 13%	14 88%
Hawarden	5	-	1 20%	4 80%
Higher Kinnerton	7	-	1 14%	6 86%

Counts Break % Respondents	Base	Drunk or rowdy behaviour		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1673</b>	<b>110</b> 7%	<b>245</b> 15%	<b>1318</b> 79%
Holywell Central	42	8 19%	10 24%	24 57%
Holywell East	20	1 5%	4 20%	15 75%
Holywell West	25	3 12%	8 32%	14 56%
Hope	16	-	2 13%	14 88%
Leeswood	24	1 4%	3 13%	20 83%
Llanfynydd	15	2 13%	-	13 87%
Mancot	50	-	4 8%	46 92%
Mold Broncoed	27	1 4%	5 19%	21 78%
Mold East	12	-	2 17%	10 83%
Mold West	45	7 16%	12 27%	26 58%
Mostyn (Flintshire)	43	1 2%	9 21%	33 77%
New Brighton	16	-	1 6%	15 94%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	2 7%	26 93%
Queensferry	28	-	2 7%	26 93%
Saltney Mold Junction	32	1 3%	6 19%	25 78%
Saltney Stonebridge	58	4 7%	10 17%	44 76%
Sealand	49	2 4%	10 20%	37 76%
Shotton East	8	2 25%	-	6 75%
Shotton Higher	78	11 14%	19 24%	48 62%
Shotton West	18	-	4 22%	14 78%
Trelawnyd and Gwaenysgor	23	-	1 4%	22 96%
Treuddyn	21	1 5%	1 5%	19 90%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Vandalism and graffiti

Counts Break % Respondents	Base	Vandalism and graffiti		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>79</b> 5%	<b>198</b> 12%	<b>1391</b> 83%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	4 9%	4 9%	35 81%
Bagillt East	22	1 5%	4 18%	17 77%
Bagillt West	47	1 2%	2 4%	44 94%
Broughton North East	39	1 3%	6 15%	32 82%
Broughton South	36	2 6%	5 14%	29 81%
Brynford	20	-	-	20 100%
Buckley Bistre East	57	3 5%	9 16%	45 79%
Buckley Bistre West	78	8 10%	11 14%	59 76%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	24	-	-	24 100%
Caergwrle	28	1 4%	-	27 96%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	1 4%	-	23 96%
Connah's Quay Central	81	7 9%	17 21%	57 70%
Connah's Quay Golyfyn	48	3 6%	7 15%	38 79%
Connah's Quay South	14	-	2 14%	12 86%
Connah's Quay Wepre	11	-	-	11 100%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	92	1 1%	9 10%	82 89%
Flint Coleshill	48	2 4%	14 29%	32 67%
Flint Oakenholt	41	2 5%	8 20%	31 76%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	4 11%	6 16%	27 73%
Gronant	29	-	-	29 100%
Gwernaffield	13	-	-	13 100%
Gwernymynydd	17	-	1 6%	16 94%
Halkyn	16	-	1 6%	15 94%
Hawarden	5	-	-	5 100%
Higher Kinnerton	7	-	-	7 100%

Counts Break % Respondents	Base	Vandalism and graffiti		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>79</b> 5%	<b>198</b> 12%	<b>1391</b> 83%
Holywell Central	42	6 14%	5 12%	31 74%
Holywell East	20	1 5%	3 15%	16 80%
Holywell West	25	4 16%	9 36%	12 48%
Hope	16	1 6%	1 6%	14 88%
Leeswood	24	2 8%	4 17%	18 75%
Llanfynydd	15	1 7%	1 7%	13 87%
Mancot	50	-	4 8%	46 92%
Mold Broncoed	26	-	1 4%	25 96%
Mold East	12	1 8%	-	11 92%
Mold West	45	3 7%	10 22%	32 71%
Mostyn (Flintshire)	43	2 5%	6 14%	35 81%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	1 4%	27 96%
Queensferry	28	-	1 4%	27 96%
Saltney Mold Junction	32	-	2 6%	30 94%
Saltney Stonebridge	59	2 3%	9 15%	48 81%
Sealand	48	5 10%	14 29%	29 60%
Shotton East	8	1 13%	1 13%	6 75%
Shotton Higher	76	6 8%	13 17%	57 75%
Shotton West	17	-	-	17 100%
Trelawnyd and Gwaenysgor	24	-	3 13%	21 88%
Treuddyn	21	2 10%	2 10%	17 81%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by People damaging your property

Counts Break % Respondents	Base	People damaging your property		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>66</b> 4%	<b>139</b> 8%	<b>1461</b> 88%
Argoed (Flintshire)	4	-	-	4 100%
Aston	42	1 2%	7 17%	34 81%
Bagillt East	22	2 9%	1 5%	19 86%
Bagillt West	47	-	3 6%	44 94%
Broughton North East	38	2 5%	4 11%	32 84%
Broughton South	36	4 11%	1 3%	31 86%
Brynford	20	-	1 5%	19 95%
Buckley Bistre East	56	3 5%	6 11%	47 84%
Buckley Bistre West	77	7 9%	8 10%	62 81%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	25	-	1 4%	24 96%
Caergwrlle	28	1 4%	-	27 96%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	-	1 4%	23 96%
Connah's Quay Central	80	5 6%	6 8%	69 86%
Connah's Quay Golftyn	48	3 6%	6 13%	39 81%
Connah's Quay South	14	-	2 14%	12 86%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	-	-	21 100%
Flint Castle	94	3 3%	5 5%	86 91%
Flint Coleshill	49	1 2%	8 16%	40 82%
Flint Oakenholt	41	3 7%	2 5%	36 88%
Flint Trelawny	2	-	1 50%	1 50%
Greenfield	37	2 5%	4 11%	31 84%
Gronant	29	-	1 3%	28 97%
Gwernaffield	13	-	-	13 100%
Gwernymynydd	17	-	-	17 100%
Halkyn	16	1 6%	1 6%	14 88%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	People damaging your property		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>66</b> 4%	<b>139</b> 8%	<b>1461</b> 88%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	42	3 7%	4 10%	35 83%
Holywell East	20	-	3 15%	17 85%
Holywell West	25	3 12%	6 24%	16 64%
Hope	16	-	-	16 100%
Leeswood	24	2 8%	1 4%	21 88%
Llanfynydd	15	1 7%	1 7%	13 87%
Mancot	50	-	3 6%	47 94%
Mold Broncoed	26	-	2 8%	24 92%
Mold East	12	-	-	12 100%
Mold West	45	6 13%	6 13%	33 73%
Mostyn (Flintshire)	43	1 2%	6 14%	36 84%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	27	-	-	27 100%
Queensferry	28	-	1 4%	27 96%
Saltney Mold Junction	31	-	2 6%	29 94%
Saltney Stonebridge	60	1 2%	7 12%	52 87%
Sealand	47	1 2%	8 17%	38 81%
Shotton East	8	-	2 25%	6 75%
Shotton Higher	78	7 9%	15 19%	56 72%
Shotton West	16	1 6%	-	15 94%
Trelawnyd and Gwaenysgor	24	-	2 8%	22 92%
Treuddyn	21	1 5%	-	20 95%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Drug use or dealing

Counts Break % Respondents	Base	Drug use or dealing		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>277</b> 17%	<b>274</b> 16%	<b>1117</b> 67%
Argoed (Flintshire)	4	-	-	4 100%
Aston	42	6 14%	4 10%	32 76%
Bagillt East	22	4 18%	4 18%	14 64%
Bagillt West	47	3 6%	7 15%	37 79%
Broughton North East	39	4 10%	2 5%	33 85%
Broughton South	35	8 23%	5 14%	22 63%
Brynford	20	1 5%	3 15%	16 80%
Buckley Bistre East	56	17 30%	19 34%	20 36%
Buckley Bistre West	78	22 28%	12 15%	44 56%
Buckley Mountain	8	-	1 13%	7 88%
Buckley Pentrobin	25	2 8%	2 8%	21 84%
Caergwrle	27	1 4%	5 19%	21 78%
Caerwys	26	2 8%	-	24 92%
Cilcain	24	-	2 8%	22 92%
Connah's Quay Central	81	22 27%	15 19%	44 54%
Connah's Quay Golftyn	50	21 42%	12 24%	17 34%
Connah's Quay South	13	4 31%	2 15%	7 54%
Connah's Quay Wepre	11	2 18%	1 9%	8 73%
Ffynnongroyw	21	1 5%	4 19%	16 76%
Flint Castle	93	15 16%	18 19%	60 65%
Flint Coleshill	49	13 27%	11 22%	25 51%
Flint Oakenholt	41	7 17%	11 27%	23 56%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	11 30%	8 22%	18 49%
Gronant	28	-	1 4%	27 96%
Gwernaffield	13	1 8%	-	12 92%
Gwernymynydd	17	-	1 6%	16 94%
Halkyn	16	1 6%	2 13%	13 81%
Hawarden	5	-	1 20%	4 80%
Higher Kinnerton	7	1 14%	-	6 86%

Counts Break % Respondents	Base	Drug use or dealing		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1668</b>	<b>277</b> 17%	<b>274</b> 16%	<b>1117</b> 67%
Holywell Central	41	6 15%	8 20%	27 66%
Holywell East	20	3 15%	5 25%	12 60%
Holywell West	25	10 40%	4 16%	11 44%
Hope	16	1 6%	1 6%	14 88%
Leeswood	24	1 4%	5 21%	18 75%
Llanfynydd	15	1 7%	2 13%	12 80%
Mancot	51	2 4%	4 8%	45 88%
Mold Broncoed	25	3 12%	6 24%	16 64%
Mold East	12	2 17%	1 8%	9 75%
Mold West	45	13 29%	13 29%	19 42%
Mostyn (Flintshire)	43	3 7%	7 16%	33 77%
New Brighton	16	1 6%	-	15 94%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	3 11%	1 4%	24 86%
Queensferry	28	2 7%	6 21%	20 71%
Saltney Mold Junction	31	8 26%	5 16%	18 58%
Saltney Stonebridge	59	15 25%	7 12%	37 63%
Sealand	50	7 14%	18 36%	25 50%
Shotton East	8	3 38%	2 25%	3 38%
Shotton Higher	76	20 26%	15 20%	41 54%
Shotton West	17	3 18%	3 18%	11 65%
Trelawnyd and Gwaenysgor	24	-	4 17%	20 83%
Treuddyn	22	1 5%	4 18%	17 77%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Abandoned or burnt-out vehicles

Counts Break % Respondents	Base	Abandoned or burnt-out vehicles		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>21</b> 1%	<b>64</b> 4%	<b>1581</b> 95%
Argoed (Flintshire)	4	-	-	4 100%
Aston	43	-	2 5%	41 95%
Bagillt East	22	-	2 9%	20 91%
Bagillt West	47	-	-	47 100%
Broughton North East	38	-	1 3%	37 97%
Broughton South	36	1 3%	1 3%	34 94%
Brynford	20	-	-	20 100%
Buckley Bistre East	57	3 5%	1 2%	53 93%
Buckley Bistre West	78	2 3%	3 4%	73 94%
Buckley Mountain	8	-	-	8 100%
Buckley Pentrobin	24	-	-	24 100%
Caergwrlle	27	-	-	27 100%
Caerwys	26	-	-	26 100%
Cilcain	24	-	3 13%	21 88%
Connah's Quay Central	81	2 2%	6 7%	73 90%
Connah's Quay Golftyn	47	4 9%	2 4%	41 87%
Connah's Quay South	14	-	1 7%	13 93%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	-	1 5%	20 95%
Flint Castle	94	-	1 1%	93 99%
Flint Coleshill	49	-	1 2%	48 98%
Flint Oakenholt	41	-	4 10%	37 90%
Flint Trelawny	2	-	-	2 100%
Greenfield	37	1 3%	1 3%	35 95%
Gronant	29	-	1 3%	28 97%
Gwernaffield	13	-	1 8%	12 92%
Gwernymynydd	17	-	1 6%	16 94%
Halkyn	16	-	-	16 100%
Hawarden	5	-	-	5 100%

Counts Break % Respondents	Base	Abandoned or burnt-out vehicles		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1666</b>	<b>21</b> 1%	<b>64</b> 4%	<b>1581</b> 95%
Higher Kinnerton	7	-	-	7 100%
Holywell Central	42	1 2%	2 5%	39 93%
Holywell East	20	1 5%	-	19 95%
Holywell West	25	1 4%	3 12%	21 84%
Hope	14	-	-	14 100%
Leeswood	24	-	-	24 100%
Llanfynydd	15	1 7%	1 7%	13 87%
Mancot	50	-	2 4%	48 96%
Mold Broncoed	26	-	-	26 100%
Mold East	12	-	-	12 100%
Mold West	44	1 2%	3 7%	40 91%
Mostyn (Flintshire)	43	-	1 2%	42 98%
New Brighton	16	-	-	16 100%
Northop	35	-	-	35 100%
Northop Hall	15	-	-	15 100%
Penyffordd	28	-	-	28 100%
Queensferry	27	-	3 11%	24 89%
Saltney Mold Junction	32	-	1 3%	31 97%
Saltney Stonebridge	59	-	2 3%	57 97%
Sealand	49	2 4%	4 8%	43 88%
Shotton East	8	-	-	8 100%
Shotton Higher	77	-	6 8%	71 92%
Shotton West	18	-	-	18 100%
Trelawnyd and Gwaenysgor	24	1 4%	2 8%	21 88%
Treuddyn	20	-	-	20 100%
Whitford	5	-	-	5 100%

## LSOA Name (simplified) by Noise from traffic

Counts Break % Respondents	Base	Noise from traffic		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>89</b> <b>5%</b>	<b>260</b> <b>16%</b>	<b>1323</b> <b>79%</b>
Argoed (Flintshire)	4	-	2 50%	2 50%
Aston	43	6 14%	5 12%	32 74%
Bagillt East	21	1 5%	-	20 95%
Bagillt West	47	1 2%	5 11%	41 87%
Broughton North East	39	-	4 10%	35 90%
Broughton South	35	2 6%	4 11%	29 83%
Brynford	20	-	2 10%	18 90%
Buckley Bistre East	57	5 9%	12 21%	40 70%
Buckley Bistre West	78	1 1%	9 12%	68 87%
Buckley Mountain	8	-	2 25%	6 75%
Buckley Pentrobin	25	-	1 4%	24 96%
Caergwrle	29	3 10%	4 14%	22 76%
Caerwys	26	1 4%	-	25 96%
Cilcain	24	2 8%	3 13%	19 79%
Connah's Quay Central	80	4 5%	13 16%	63 79%
Connah's Quay Golftyn	50	4 8%	16 32%	30 60%
Connah's Quay South	14	1 7%	1 7%	12 86%
Connah's Quay Wepre	11	-	1 9%	10 91%
Ffynnongroyw	21	1 5%	1 5%	19 90%
Flint Castle	94	1 1%	12 13%	81 86%
Flint Coleshill	49	3 6%	13 27%	33 67%
Flint Oakenholt	41	3 7%	11 27%	27 66%
Flint Trelawny	2	-	-	2 100%
Greenfield	36	2 6%	10 28%	24 67%
Gronant	28	3 11%	4 14%	21 75%
Gwernaffield	13	1 8%	-	12 92%
Gwernymynydd	17	1 6%	3 18%	13 76%
Halkyn	16	1 6%	3 19%	12 75%
Hawarden	5	-	3 60%	2 40%
Higher Kinnerton	7	-	-	7 100%

Counts Break % Respondents	Base	Noise from traffic		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1672</b>	<b>89</b> <b>5%</b>	<b>260</b> <b>16%</b>	<b>1323</b> <b>79%</b>
Holywell Central	42	6 14%	7 17%	29 69%
Holywell East	20	-	2 10%	18 90%
Holywell West	25	1 4%	4 16%	20 80%
Hope	16	1 6%	3 19%	12 75%
Leeswood	23	-	1 4%	22 96%
Llanfynydd	14	-	1 7%	13 93%
Mancot	50	-	6 12%	44 88%
Mold Broncoed	26	2 8%	5 19%	19 73%
Mold East	12	2 17%	2 17%	8 67%
Mold West	45	3 7%	10 22%	32 71%
Mostyn (Flintshire)	43	2 5%	9 21%	32 74%
New Brighton	16	-	-	16 100%
Northop	35	-	4 11%	31 89%
Northop Hall	15	1 7%	2 13%	12 80%
Penyffordd	28	-	5 18%	23 82%
Queensferry	28	-	6 21%	22 79%
Saltney Mold Junction	31	-	6 19%	25 81%
Saltney Stonebridge	59	2 3%	6 10%	51 86%
Sealand	50	12 24%	8 16%	30 60%
Shotton East	8	1 13%	1 13%	6 75%
Shotton Higher	78	7 9%	20 26%	51 65%
Shotton West	18	-	1 6%	17 94%
Trelawnyd and Gwaenysgor	24	1 4%	4 17%	19 79%
Treuddyn	21	1 5%	2 10%	18 86%
Whitford	5	-	1 20%	4 80%

## LSOA Name (simplified) by Other crime

Counts Break % Respondents	Base	Other crime		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1211</b>	<b>56</b> 5%	<b>58</b> 5%	<b>1097</b> 91%
Argoed (Flintshire)	3	-	-	3 100%
Aston	24	2 8%	-	22 92%
Bagillt East	15	-	-	15 100%
Bagillt West	37	-	1 3%	36 97%
Broughton North East	27	-	-	27 100%
Broughton South	28	-	-	28 100%
Brynford	15	-	-	15 100%
Buckley Bistre East	41	1 2%	-	40 98%
Buckley Bistre West	60	5 8%	1 2%	54 90%
Buckley Mountain	6	-	-	6 100%
Buckley Pentrobin	15	-	-	15 100%
Caergwrle	22	-	2 9%	20 91%
Caerwys	23	-	1 4%	22 96%
Cilcain	18	-	1 6%	17 94%
Connah's Quay Central	54	6 11%	3 6%	45 83%
Connah's Quay Golftyn	34	2 6%	3 9%	29 85%
Connah's Quay South	10	1 10%	-	9 90%
Connah's Quay Wepre	10	-	1 10%	9 90%
Ffynnongroyw	16	1 6%	-	15 94%
Flint Castle	75	3 4%	2 3%	70 93%
Flint Coleshill	31	1 3%	4 13%	26 84%
Flint Oakenholt	33	3 9%	3 9%	27 82%
Flint Trelawny	2	-	-	2 100%
Greenfield	22	3 14%	2 9%	17 77%
Gronant	18	-	-	18 100%
Gwernaffield	10	-	1 10%	9 90%
Gwernymynydd	11	1 9%	-	10 91%
Halkyn	13	1 8%	1 8%	11 85%
Hawarden	3	-	-	3 100%
Higher Kinnerton	6	-	-	6 100%

Counts Break % Respondents	Base	Other crime		
		Major problem	Minor problem	Not a problem
<b>Total</b>	<b>1211</b>	<b>56</b> 5%	<b>58</b> 5%	<b>1097</b> 91%
Holywell Central	35	4 11%	3 9%	28 80%
Holywell East	14	-	1 7%	13 93%
Holywell West	18	3 17%	1 6%	14 78%
Hope	11	-	-	11 100%
Leeswood	13	-	2 15%	11 85%
Llanfynydd	12	-	-	12 100%
Mancot	43	-	-	43 100%
Mold Broncoed	19	1 5%	-	18 95%
Mold East	9	1 11%	-	8 89%
Mold West	35	3 9%	3 9%	29 83%
Mostyn (Flintshire)	27	3 11%	3 11%	21 78%
New Brighton	13	-	-	13 100%
Northop	28	-	1 4%	27 96%
Northop Hall	13	-	-	13 100%
Penyffordd	15	-	2 13%	13 87%
Queensferry	16	-	-	16 100%
Saltney Mold Junction	24	1 4%	3 13%	20 83%
Saltney Stonebridge	44	1 2%	2 5%	41 93%
Sealand	37	2 5%	2 5%	33 89%
Shotton East	4	-	-	4 100%
Shotton Higher	53	6 11%	8 15%	39 74%
Shotton West	11	-	1 9%	10 91%
Trelawnyd and Gwaenysgor	17	-	-	17 100%
Treuddyn	13	1 8%	-	12 92%
Whitford	5	-	-	5 100%



LSOA Name (simplified) by Q16 "Which of the following would you consider to be priorities?"

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
Total	1694	1156	1211	1478	1024	1005	902	1057	763	956	888	106
		68%	71%	87%	60%	59%	53%	62%	45%	56%	52%	6%
Argoed (Flintshire)	3	2	2	3	1	2	3	3	1	3	2	-
		67%	67%	100%	33%	67%	100%	100%	33%	100%	67%	-
Aston	44	33	35	42	29	27	26	32	18	27	24	1
		75%	80%	95%	66%	61%	59%	73%	41%	61%	55%	2%
Bagillt East	23	12	15	19	14	10	9	9	7	12	12	1
		52%	65%	83%	61%	43%	39%	39%	30%	52%	52%	4%
Bagillt West	47	26	25	37	24	19	22	21	18	22	17	2
		55%	53%	79%	51%	40%	47%	45%	38%	47%	36%	4%
Broughton North East	38	30	27	30	22	23	16	22	17	20	14	3
		79%	71%	79%	58%	61%	42%	58%	45%	53%	37%	8%
Broughton South	36	20	22	28	20	15	14	21	14	10	12	4
		56%	61%	78%	56%	42%	39%	58%	39%	28%	33%	11%
Brynford	22	13	18	21	10	13	7	14	14	12	14	2
		59%	82%	95%	45%	59%	32%	64%	64%	55%	64%	9%
Buckley Bistre East	57	24	30	43	25	30	23	23	11	26	18	8
		42%	53%	75%	44%	53%	40%	40%	19%	46%	32%	14%
Buckley Bistre West	79	43	43	59	41	51	44	39	30	42	36	2
		54%	54%	75%	52%	65%	56%	49%	38%	53%	46%	3%
Buckley Mountain	8	7	6	8	8	7	5	4	4	5	3	-
		88%	75%	100%	100%	88%	63%	50%	50%	63%	38%	-
Buckley Pentrobin	26	21	22	25	17	18	17	18	14	18	14	1
		81%	85%	96%	65%	69%	65%	69%	54%	69%	54%	4%
Caergwrle	30	23	20	29	21	20	15	17	18	20	19	4
		77%	67%	97%	70%	67%	50%	57%	60%	67%	63%	13%
Caerwys	26	15	16	21	12	15	11	14	8	13	14	-
		58%	62%	81%	46%	58%	42%	54%	31%	50%	54%	-
Cilcain	23	16	18	22	9	12	10	16	12	12	9	-
		70%	78%	96%	39%	52%	43%	70%	52%	52%	39%	-
Connah's Quay Central	81	58	56	64	53	54	45	57	45	46	38	6
		72%	69%	79%	65%	67%	56%	70%	56%	57%	47%	7%
Connah's Quay Golftyn	52	38	35	44	31	34	34	33	27	25	32	3

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
		73%	67%	85%	60%	65%	65%	63%	52%	48%	62%	6%
Connah's Quay South	15	10	13	15	10	8	7	13	9	7	9	-
		67%	87%	100%	67%	53%	47%	87%	60%	47%	60%	-
Connah's Quay Wepre	11	9	9	9	6	6	7	7	8	7	6	1
		82%	82%	82%	55%	55%	64%	64%	73%	64%	55%	9%
Ffynnongroyw	21	15	18	20	14	15	9	18	12	17	17	1
		71%	86%	95%	67%	71%	43%	86%	57%	81%	81%	5%
Flint Castle	94	60	72	77	60	54	51	66	51	50	44	7
		64%	77%	82%	64%	57%	54%	70%	54%	53%	47%	7%
Flint Coleshill	50	41	37	44	36	34	39	39	25	31	24	2
		82%	74%	88%	72%	68%	78%	78%	50%	62%	48%	4%
Flint Oakenholt	40	17	28	34	20	14	18	19	11	22	18	2
		43%	70%	85%	50%	35%	45%	48%	28%	55%	45%	5%
Flint Trelawny	2	-	2	1	-	-	-	1	1	-	1	-
		-	100%	50%	-	-	-	50%	50%	-	50%	-
Greenfield	36	30	26	32	24	27	22	23	15	26	26	3
		83%	72%	89%	67%	75%	61%	64%	42%	72%	72%	8%
Gronant	29	21	20	26	17	21	7	18	13	18	20	-
		72%	69%	90%	59%	72%	24%	62%	45%	62%	69%	-
Gwernaffield	14	10	11	13	7	3	5	7	7	5	8	-
		71%	79%	93%	50%	21%	36%	50%	50%	36%	57%	-
Gwernymynydd	17	12	14	16	10	10	9	14	11	12	10	2
		71%	82%	94%	59%	59%	53%	82%	65%	71%	59%	12%
Halkyn	16	14	11	15	14	12	8	11	9	10	10	2
		88%	69%	94%	88%	75%	50%	69%	56%	63%	63%	13%
Hawarden	5	5	5	4	4	3	3	2	1	2	4	-
		100%	100%	80%	80%	60%	60%	40%	20%	40%	80%	-
Higher Kinnerton	7	5	6	5	6	4	4	4	4	5	3	-
		71%	86%	71%	86%	57%	57%	57%	57%	71%	43%	-
Holywell Central	43	27	33	41	32	24	30	25	22	28	29	1
		63%	77%	95%	74%	56%	70%	58%	51%	65%	67%	2%
Holywell East	19	11	13	17	12	14	9	9	8	11	12	-
		58%	68%	89%	63%	74%	47%	47%	42%	58%	63%	-
Holywell West	24	20	21	20	17	17	20	15	11	19	14	2

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
		83%	88%	83%	71%	71%	83%	63%	46%	79%	58%	8%
Hope	16	14	14	14	10	10	9	11	8	8	7	1
		88%	88%	88%	63%	63%	56%	69%	50%	50%	44%	6%
Leeswood	24	13	21	24	14	16	15	17	12	12	11	-
		54%	88%	100%	58%	67%	63%	71%	50%	50%	46%	-
Llanfynydd	15	14	10	13	10	12	8	12	8	9	13	-
		93%	67%	87%	67%	80%	53%	80%	53%	60%	87%	-
Mancot	54	48	39	49	36	32	33	41	33	39	39	2
		89%	72%	91%	67%	59%	61%	76%	61%	72%	72%	4%
Mold Broncoed	27	18	20	23	12	16	13	14	10	17	16	1
		67%	74%	85%	44%	59%	48%	52%	37%	63%	59%	4%
Mold East	11	8	6	11	5	6	3	7	3	6	6	1
		73%	55%	100%	45%	55%	27%	64%	27%	55%	55%	9%
Mold West	45	35	34	39	33	30	32	26	22	27	21	3
		78%	76%	87%	73%	67%	71%	58%	49%	60%	47%	7%
Mostyn (Flintshire)	43	29	36	39	22	26	20	32	20	25	25	3
		67%	84%	91%	51%	60%	47%	74%	47%	58%	58%	7%
New Brighton	16	12	13	14	12	11	9	12	11	13	7	2
		75%	81%	88%	75%	69%	56%	75%	69%	81%	44%	13%
Northop	34	16	30	31	18	12	13	20	12	15	17	2
		47%	88%	91%	53%	35%	38%	59%	35%	44%	50%	6%
Northop Hall	14	12	11	12	8	8	6	11	6	8	6	1
		86%	79%	86%	57%	57%	43%	79%	43%	57%	43%	7%
Penyffordd	29	17	21	27	16	17	11	15	11	15	14	-
		59%	72%	93%	55%	59%	38%	52%	38%	52%	48%	-
Queensferry	28	20	17	26	13	17	13	13	13	11	13	1
		71%	61%	93%	46%	61%	46%	46%	46%	39%	46%	4%
Saltney Mold Junction	31	24	19	29	21	21	16	24	12	20	21	1
		77%	61%	94%	68%	68%	52%	77%	39%	65%	68%	3%
Saltney Stonebridge	61	44	43	59	37	32	38	32	22	29	28	3
		72%	70%	97%	61%	52%	62%	52%	36%	48%	46%	5%
Sealand	50	33	32	47	35	29	33	31	21	28	27	6
		66%	64%	94%	70%	58%	66%	62%	42%	56%	54%	12%
Shotton East	8	7	7	7	6	7	8	7	6	6	8	-

Counts Break % Respondents	Base	Which of the following would you consider to be priorities?										
		Keeping residents informed	Overall quality of my home	Repairs and maintenance	My neighbourhood as a place to live	Listening to residents' views and acting upon them	Dealing with anti-social behaviour	Value for money for my rent / service charges	Support and advice on claiming welfare benefits / paying rent	Providing an attractive and safe environment	Parking facilities	Other
		88%	88%	88%	75%	88%	100%	88%	75%	75%	100%	-
Shotton Higher	80	53	56	67	46	51	47	49	31	47	41	10
		66%	70%	84%	58%	64%	59%	61%	39%	59%	51%	13%
Shotton West	19	13	12	15	11	12	7	10	6	12	9	3
		68%	63%	79%	58%	63%	37%	53%	32%	63%	47%	16%
Trelawnyd and Gwaenysgor	24	16	18	22	15	10	8	17	6	11	12	3
		67%	75%	92%	63%	42%	33%	71%	25%	46%	50%	13%
Treuddyn	22	17	19	21	15	13	11	19	14	14	13	3
		77%	86%	95%	68%	59%	50%	86%	64%	64%	59%	14%
Whitford	5	5	4	5	3	1	-	3	-	1	1	-
		100%	80%	100%	60%	20%	-	60%	-	20%	20%	-

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# Flintshire STAR Survey (Survey of Tenants)

July 2022

# Context

# Context: The Survey

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## Why conduct a survey?

- To capture feedback from tenants on things which are important to them
- Identify priorities, inform and drive service improvements
- Benchmark to track improvements and make comparisons to other social landlords
- The last survey was conducted in 2013, meaning the results are out of date

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# How were tenants engaged?

Survey period:  
7<sup>th</sup> March – 10<sup>th</sup> April

All tenants were invited to take part and were surveyed via a variety of methods:



An initial **postcard** and reminder postcard, with weblinks and a QR code to complete the survey online



A **postal survey** sent to all households



An **online version** of the survey



**Telephone surveys** to boost responses

Responses:  
**1,795 (25%)**





## The Survey

# Topics covered



**Overall Service**



**Neighbourhood**



**Repairs and  
maintenance**



**Value for money**



**Tenant priorities**



**Contact and  
communication**



**Digital access**



**Further  
feedback**

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## Overall Service

# Key Findings

## The service overall



74% Are satisfied with the service from Flintshire overall

## Trust



73% Agree they trust Flintshire Housing Services

## Safety & Security



81% Are satisfied with the safety and security of their home

## Neighbourhood



80% Are satisfied with their neighbourhood as a place to live

## Where Flintshire scores highly:

- Taking everything into account, around three quarters of tenants are satisfied with the service they receive from Flintshire Housing Services
- At an overall level, there are high levels of satisfaction that homes are safe and secure and with the neighbourhood as a place to live
- However, there are variations in satisfaction by age:
  - Tenants aged 65+ tend to be more satisfied
  - Tenants aged 35-44 are consistently less satisfied





# Key Findings

## Neighbourhood

### Home



82%

Are proud of their homes

### Neighbourhood



71%

Are proud of their neighbourhood

### Key Drivers\*

ASB



Repairs & maintenance



*\*Key reasons for a lack of pride in homes or neighbourhoods*

- While most tenants are proud of their homes, slightly fewer are proud of their neighbourhood.
- ASB and issues with repairs and maintenance are key factors which impact pride

- However, when identifying problems in their neighbourhood, the biggest problems were:
  - Car parking
  - Dog fouling / Dog mess
  - Rubbish or litter



## Repairs and maintenance

 **86%** Keeping dirt and mess to a minimum


The overall quality of the work **83%** 

 **81%** Service received on this occasion

Contractors meeting expectations **80%** 

- ...but drops off when it comes to lead times and communication about the work.

- 60% are satisfied with the overall repairs and maintenance service
- Satisfaction with work carried out is high...

 **66%** Being told when workers would call

Being able to make an appointment **63%** 

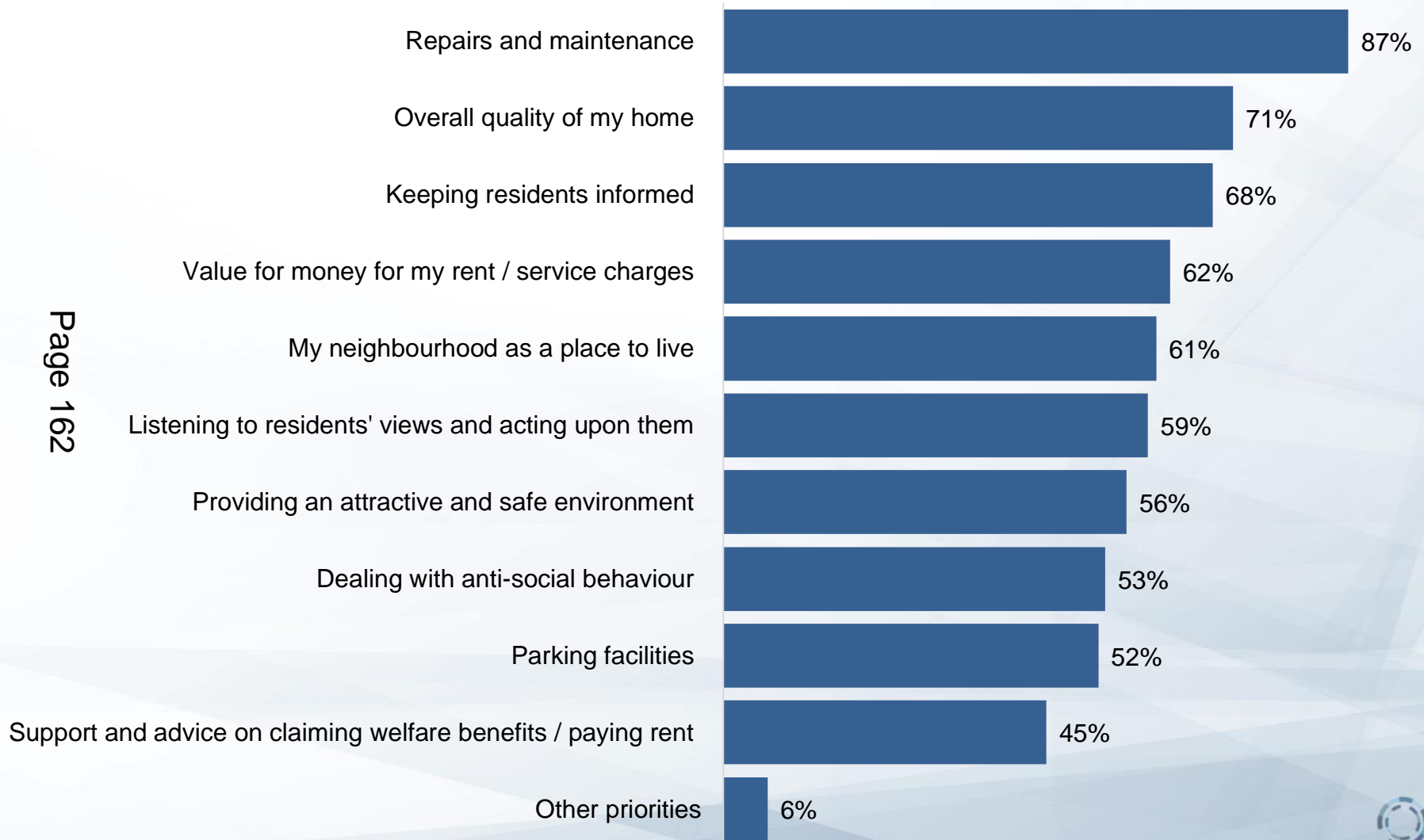
 **61%** The time taken before work started





## Tenant priorities

# Which of the following would you consider to be priorities?

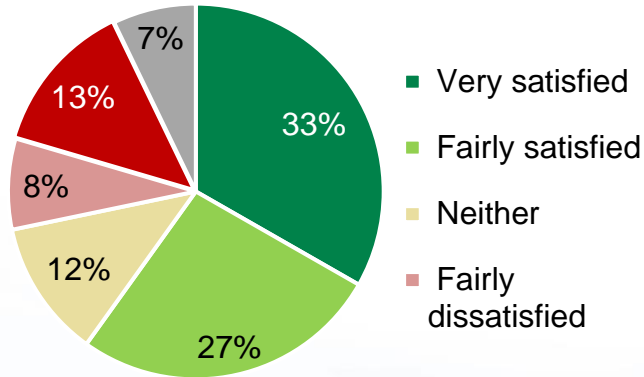




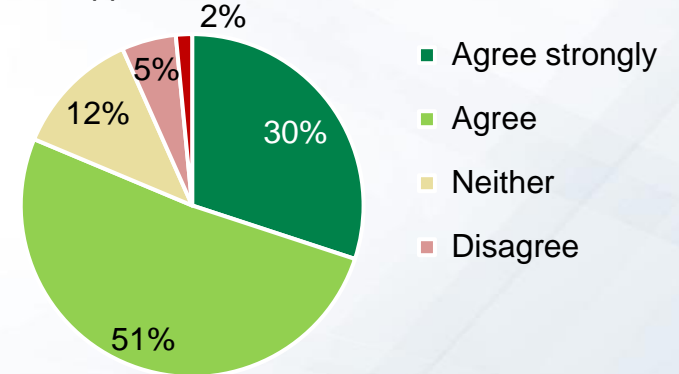
Contact and  
communication

# Contact:

How satisfied or dissatisfied were you that staff dealt with your query quickly and efficiently?



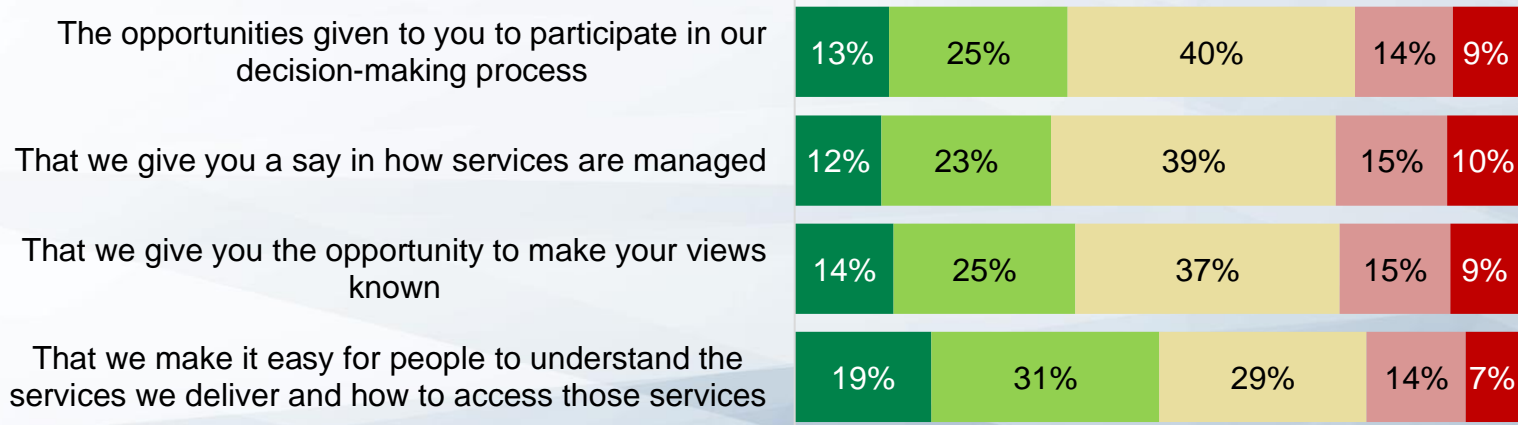
To what extent do you agree or disagree that Flintshire Housing Services has friendly and approachable staff?



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# Communication:

**How satisfied or dissatisfied are you with the following from Flintshire Housing Services?**



■ Very satisfied   
 ■ Fairly satisfied   
 ■ Neither   
 ■ Fairly dissatisfied   
 ■ Very dissatisfied



## Digital access

# Key Findings

## Digital Access

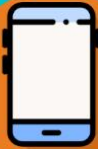
### Internet use



72%

Have access to the internet

### Accessed via:



71%



53%



45%

### Barriers:

Feeling too old



Not knowing how

- Almost three quarters of tenants use the internet, and most of those who do use it every day
- Accessing the internet on mobile phones is a growing trend
- Key barriers to internet access include 'feeling too old' and a lack of knowledge

- However, the majority had not signed up to or heard about the council's online *My Account* service or email bulletins.
- There is a desire to find out more.



# How does Flintshire compare?

## Where Flintshire scores highly:

10 other local authorities in Wales also conducted surveys with their tenants

Flintshire ranks similarly to the average for many questions, including tenant satisfaction with the...:

- Overall service (76%)
- Quality of homes & neighbourhoods (80%)
- Safety and security (81%)
- Value for money of rent & service charges (75%) (68%)
- Trust (73%)

## Areas for improvement



### Repairs and maintenance

Flintshire satisfaction: (60%)

Landlord satisfaction average: (71%)

Percentage dissatisfied: **(32%)**



### Tenant involvement

That Flintshire listens to tenants' views and acts upon them (52%)

Tenant participation in decision making (38%)

Having a say in service management (35%)



# Summing up...

## Common themes running throughout:

### Important areas where Flintshire scores well

- There is high satisfaction in the overall service, trust, safety and security of homes and neighbourhoods as places to live.

### Service perception linked to age

- Older tenants (65+) are more satisfied with every element of the service received by Flintshire. Younger tenants, and particularly those aged 35-44, are consistently less satisfied

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### Tenants want more engagement

- The high level of response to the survey, combined with lower satisfaction with current engagement and participation opportunities shows tenants want to be involved
- Digital resources are underutilised, but not all tenants are online
- Tenants are positive about contact with Flintshire where it currently occurs.

### Repairs and maintenance is a key priority

- Repairs and maintenance consistently appears as priority for tenants, and an area with low satisfaction
- While tenants are happy with the work when it is carried out, they are unhappy with the lead times and communication about the work before it starts

## Q&A and discussion

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## COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 8 <sup>th</sup> March, 2023
<b>Report Subject</b>	Sheltered Housing Review – Task & Finish Group
<b>Report Author</b>	Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

At its meeting, held on 23<sup>rd</sup> January 2019, the Community & Enterprise Overview & Scrutiny Committee considered a report on the Sheltered Housing Review. The purpose of the report was to propose an in-depth officer review be undertaken and the scope of the review was detailed within the report. Following consideration of the report, the Committee supported the scope of an officer review as outline within the report.

An update report on the Sheltered Housing Review was considered by the Community, Housing & Assets Overview & Scrutiny Committee at its meeting held on 4<sup>th</sup> November 2020. The purpose of the report was to propose taking forward the Stage 2 Review process and that regular update reports are provided to the Committee as the review progresses. Following consideration of the report, the Committee supported the proposed Terms of Reference for the Stage 2 review, as detailed within the report, whilst noting the suggestions made around ensuring the Tenants Federation and Cabinet Member be involved in the consultation process.

At its meeting, held on 8<sup>th</sup> February, 2023, the Community & Housing Overview & Scrutiny Committee considered a report on the Sheltered Housing Review. The purpose of the report was to provide an update on the Councils Sheltered Housing Review, the proposed methodology to be utilised to identify assets to be included in the review and the associated option appraisals of these assets. Following consideration of the report, the Committee recommended that a Task & Finish Group be established to consider how the review would progress.

This report provides background information and seeks the Committees consideration on setting up a Task & Finish Group.

### RECOMMENDATIONS

1	To seek the Committee's views on setting up a Task & Finish Group to review the Sheltered Housing Review.
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## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE PROPOSAL FOR A TASK &amp; FINISH GROUP</b>
1.01	During the Community & Housing Overview & Scrutiny Committee meeting held on 8 <sup>th</sup> February 2023, whilst considering the Sheltered Housing Review report, a number of questions were raised around how the review would progress and consultation that had been undertaken so far.
1.02	<p>During the discussion, Councillor Bernie Attridge proposed that a Task &amp; Finish Group be set up to consider the next steps for the Sheltered Housing Review.</p> <p>The Committee resolved that:-</p> <p>That a Task &amp; Finish Group be established to consider the next steps for the Sheltered Housing Review.</p>
1.03	<p>This report seeks the Committee's views on setting up a Task &amp; Finish Group and if supported, consider the following:-</p> <ul style="list-style-type: none"><li>• Number of Committee Members to sit on the Task &amp; Finish Group</li><li>• Terms of Reference for the Task &amp; Finish Group</li></ul>

<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	None as a result of this report.

<b>4.00</b>	<b>APPENDICES</b>
4.01	None.

<b>5.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
5.01	<p>Sheltered Housing Review report – Community &amp; Enterprise OSC 23.01.2019 –</p> <p><a href="https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=471&amp;MId=4292&amp;Ver=4&amp;LLL=0">https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=471&amp;MId=4292&amp;Ver=4&amp;LLL=0</a></p>

	<p>Sheltered Housing Review Update – Community, Housing &amp; Assets OSC 04.11.2020 – <a href="https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=511&amp;MId=4828&amp;Ver=4&amp;LLL=0">https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=511&amp;MId=4828&amp;Ver=4&amp;LLL=0</a></p>
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<b>6.00</b>	<b>CONTACT OFFICER DETAILS</b>
6.01	<p><b>Contact Officer:</b> Ceri Shotton – Overview &amp; 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></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Sheltered Housing</b> – Housing for tenants aged 55 and over who may or may not have support needs.</p>

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