

APPENDIX 4

Priority: Poverty
Sub-Priority: Welfare Reform
Impact: Protecting people from poverty

We said in 2013/14 that we would:

1. Help prevent people from becoming homeless

Progress Status	Progress RAG	G	Outcome RAG	G
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With forthcoming changes to homeless legislation being introduced by the Housing Bill 2015, work has begun on merging the Housing Register Team responsible for managing the social housing register with the Housing Options Team. By integrating this team, the service will be able to provide a more realistic housing options approach for more people who require assistance in securing accommodation.

Existing accommodation support resources funded by Supporting People have been targeted to focus on homeless prevention.

Achievement will be Measured through:

- The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Homeless Prevention for 6 months (HHA/013)	Head of Housing	83.41%	90%	90%	N/A (annual)	N/A	N/A

Risks to Manage

1. Meeting the growing costs of homeless prevention
2. Rent arrears rising if tenants are unable to afford to pay their rent
(these risks are combined and therefore both covered below, if tenants are able to afford rent, this lessens the demand and therefore cost of providing homelessness prevention and use of B&B's)

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
a(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<ol style="list-style-type: none"> Staff across the service have had HomeSwapper training to help assist tenants to downsize. 1,2 Work undertaken with Revenues & Benefits to identify affected customers whose arrears are increasing at the most rapid rate and staff have been making regular contact with those people. 2 A new system to ensure that those requesting re-housing as a result of welfare reform receive an equal quota of allocations has been introduced. 1, 2 Advice and assistance is being targeted to households throughout Flintshire whom are at most risk of losing household income and become at an increased risk of homelessness. 1,2 	M	M	A	<p>The implementation of the following actions will support the on-going mitigation of the impacts upon tenants created by the transformation of the social security system.</p> <ol style="list-style-type: none"> Development of the Flintshire Delivery Partnership Agreement in readiness for progressive implementation of Universal Credit 1,2 Introduce measures to improve financial capability & access to affordable credit within households impacted by welfare reforms. 1,2 	Head of Housing	↔	M	M	A

2. Provide advice and support services to help people protect their income

Progress Status	Progress RAG	G	Outcome RAG	A
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The Welfare Rights Team has assisted residents to claim additional welfare benefit income totalling £1.9 million during the period April 2013 – December 2013, boosting household income and spending power within the local economy. Demand from residents requesting specialist advice to challenge adverse decisions on their benefit entitlement remains high. Compared to the same period in the previous year the demand has increased by over 50%.

Achievement will be Measured through:

- Number of Flintshire residents assisted by Flintshire County Council’s Welfare Rights Unit to claim additional Social Security and Tax Credits
- Number of residents supported to successfully challenge adverse benefit decisions
- Number of residents accessing money management training
- Number of residents helped to move to more affordable accommodation
- Amount of additional Social Security and Tax Credits paid to Flintshire Residents as a result of the work undertaken by Flintshire County Council
- Amount of debt managed as a result of advice provided by the Flintshire Money Advice Service

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC (WEL/001)	Head of Housing	£2,000,000	£2,200,000	£3,500,000	£1,900,000	G	G
The following indicators are provided for information and monitoring only and are not suitable for target setting and performance RAGs							
Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	Head of Housing	1,200	N/A	N/A	1,005	N/A	N/A
Number of residents supported to successfully challenge adverse benefit decisions	Head of Housing	110	N/A	N/A	140	N/A	N/A
Number of residents accessing money management training	Head of Housing	N/A	N/A	N/A	49	N/A	N/A
Number of residents helped to move to more affordable accommodation	Head of Housing	N/A	N/A	N/A	39	N/A	N/A
Amount of debt managed as a result of advice provided by the Flintshire Welfare Rights and Money Advice Service	Head of Housing	£3,500,000	N/A	N/A	£5,746,954	N/A	N/A

Risks to Manage

1. The Welfare Rights and Money Advice Service being able to meet demand
2. Local neighbourhood services may suffer as residents have less income to spend
(these risks are combined and therefore covered below)

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	<ol style="list-style-type: none"> 1. At the end of Dec 13, the Welfare Reform Response Team had supported 118 households to better manage the financial changes imposed upon them by the welfare reforms. 2. FCC is working in partnership with the DWP to ensure there is a coordinated network of support provision available to assist vulnerable claimants to make and sustain their universal credit claim and to be better prepared to obtain 	M	M	A	<ol style="list-style-type: none"> 1. Implement the Flintshire Delivery Partnership Agreement to ensure first tranche of universal credit claimants receive appropriate support. 2. Empower front line service providers through the provision of a training/coaching. 3. Forecast the impact of the on-going changes to social security legislation upon residents, service users, service providers, the local authority, local businesses, etc 4. Implement and manage a communication strategy ensuring information on the 	Head of Housing	↔	M	M	A

			employment. 3. Work is being progressed to develop a single Flintshire Advice and Support Gateway to maximise use of available resources.				welfare reforms is disseminated to all stakeholders 5. Review and improve casework procedures for Welfare Rights team to ensure we maximise the use of current resources. 6. The Council and its partners will need to manage the impacts generated by the on-going transformation of the social security system, including the progressive implementation of universal credit.					
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