

# Quarter 2 Improvement Plan Progress Monitoring Report - Housing



Flintshire County Council



## Actions

### 1 Housing

#### 1.1 Improving the choice and quality of local housing



##### 1.1.1 Appropriate and Affordable Homes

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.1 Meet the new homeless prevention duties of the new Wales Housing Act 2014	Pam Davies - Housing Options Team Leader	In Progress	01-Apr-2015	31-Mar-2016	25.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            During quarter 2 there were 243 households approaching the local authority for assistance due to either being homeless or threatened with homelessness however 5 of these were 16/17 year olds who were assessed under S20 of the Children's Act. 238 households received a section 62 assessment and a personal housing plan to identify the reasonable steps required to address their housing situation. The new legislation allows the local authority to consider a range of housing solutions in order to prevent or relieve homelessness. Working with the Private Sector Bond Scheme and NEW Homes has enabled the local authority to discharge statutory functions by providing qualifying offers of suitable affordable homes in the private sector as well as social housing. Services provided by Supporting People ensure that our most vulnerable households receive floating support to help them sustain tenancies to prevent future homelessness. To ensure we are able to capture all the appropriate statistical data to report on the success of housing solutions it has been necessary for a new IT system to be developed, it was anticipated that this would be in place by October 15 however this may take a little longer as we are incorporating all the services associated with the prevention / relief of homelessness.</p> <p>Last Updated: 26-Oct-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.2 Stimulate the growth of affordable housing	Denise Naylor - Customer Services Manager	In Progress	01-Apr-2015	31-Mar-2016	60.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            The Flintshire House Standard Design Specification for new build was approved by Cabinet April 2015. The Standard will continue to be refined and developed during the design and development stages to incorporate detailed specification of key components parts including kitchens, windows, doors, bathrooms etc.</p> <p>Detailed design and scheme viability work is now also being undertaken for The Walks, Flint, the site of the former Custom House School, Connah's Quay and Maes Y Meilion, Flint. Work is now also being undertaken on a further site of the former Dairy, Connah's Quay, which has been bought by the Council through the Welsh Government's V &amp; V grant funding programme. These plans will be submitted for Cabinet approval in October 2015, with the view of submitting respective planning applications for each site presented in November / December 2015.</p>							

The work is overseen by fortnightly meetings the SHARP Design Team which included representatives from Wates (the development partner), Planning, Highways, Housing, Streetscene, Building Control and Design and Consultancy Team. Detailed plans and financial information will be presented to Cabinet in October 2015 for approval. Subject to Cabinet approval, schemes will be submitted for planning approval in November / December 2015, with the view of starting on site in February / March 2015.



Last Updated: 18-Nov-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.3 Meet the duties of the Wales Housing Act 2014 for the Traveller Community	Denise Naylor - Customer Services Manager	In Progress	01-Apr-2015	31-Mar-2016	20.00%	 AMBER	 GREEN

**ACTION PROGRESS COMMENTS:**

The primary duty contained with the Housing Act in relation to the traveller community is the need to produce a Gypsy/Traveller Accommodation Assessment by 26th February 2016. Whilst opportunities for conducting this in collaboration were explored, this was not possible. Discussions have taken place with the consultancy firm that carried out the councils Local Housing Market Assessment (LHMA). The firm has the necessary skills and experience to undertake the assessment and can met WG timescales, therefore they are to be appointed in quarter 2 to conduct the study as an extension to their existing contract.

Last Updated: 18-Nov-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.4 Develop our extra care provision to provide units in Flint and Holywell	Craig Macleod - Development & Resources Manager	In Progress	01-Apr-2015	01-Dec-2017	50.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Full planning permission was granted for the Flint Extra Care scheme in April 2015. The design was signed off by Social Services in May. The service model will be agreed in partnership with Pennaf. The build is scheduled to commence in October 2015, subject to the movement of utilities and completion of the archaeology surveys. It will be an 18 month build and completion is aimed for April 2017.



Q2 Update:

The scope of the archaeology work has been expanded as a result of the excavations to date, which have revealed areas of regional and national archaeological importance. A build start date on site of February 2016 is now expected. With approximately an 18 month build, the scheme would be opened approximately November 2017.

Outline planning permission was refused for the Holywell Extra Care scheme in April 2015 as a result of concerns regarding the site chosen and the impact of the loss of parking to the town. Alternative sites are being reconsidered and explored before planning is re-submitted. The aim is to have outline planning permission by October 2015. The design is still to be agreed and will commence as soon as an agreed site has been identified and received outline planning permission.

Last Updated: 13-Nov-2015



## 1.1.2 Modern, Efficient and Adapted Homes

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.1 Deliver financial support to repair, improve and adapt private sector homes	Gavin Griffith - Housing Regeneration & Strategy Manager	In Progress	01-Apr-2015	31-Mar-2016	40.00%	 GREEN	 GREEN

### ACTION PROGRESS COMMENTS:

There has been an increase in the number of expressions of interest for financial support, which coincides with the launch of the Welsh Government Home Improvement Loan Scheme. There are currently 20 approved loans with the system awaiting a start on site with a further 16 moving through the system. In addition 10 of the new WG Home Improvement Loans are making their way through the assessment process. This is a strong start to the first two quarters, against a target of 40 Loans completed for the financial year.



Last Updated: 30-Oct-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.2 Reduce the number of long term vacant homes	Gavin Griffith - Housing Regeneration & Strategy Manager	In Progress	01-Apr-2015	31-Mar-2016	70.00%	 GREEN	 GREEN

### ACTION PROGRESS COMMENTS:

Performance in the first two quarters has been strong with 24 long term vacant properties returned to use. This is as a result of additional funds through Vibrant & Viable Places being made available for the Living Over The Shops initiative and the high demand for Houses into Homes loan funding.

Last Updated: 30-Oct-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.3 Deliver the six year asset management strategy to meet the Welsh Housing Quality Standard across all Flintshire Council homes	Sean O'Donnell - Contract Surveyor	In Progress	01-Apr-2015	31-Mar-2020	10.00%	 GREEN	 GREEN

### ACTION PROGRESS COMMENTS:

The strategy has been developed and approved. The capital works team have completed all the main tendering exercises and are currently implementing the projects on site. Approximately 5% reflects the progress made with the tendering processes and a further 5% commencing onsite with the new Contractors. This is roughly 1/2 of the first year of the six plan. 100% will only be achieved once the whole six year plan is delivered.

Last Updated: 09-Nov-2015

## Performance Indicators

### 1 Housing

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.1M01 The number of households where homelessness is prevented by the use of the private rented sector	N/A	Not Set	51		↑	Not Set	76	

**Lead Officer:** Katie Clubb - Community Support Services Manager

**Reporting Officer:** Pam Davies - Housing Options Team Leader

**Aspirational Target:**

**Progress Comment:** This quarter the Private Sector Team issued 51 cashless deposit bonds to enable 34 families and 17 single people secure suitable and affordable housing in the private sector.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.1M02 The number of households where the Council has discharged its full statutory duty into private rented accommodation	N/A	Not Set	0		↔	Not Set	0	

**Lead Officer:** Katie Clubb - Community Support Services Manager

**Reporting Officer:** Pam Davies - Housing Options Team Leader

**Aspirational Target:**

**Progress Comment:** Although we have secured housing in the private sector for 51 households this quarter, none of these have received a formal qualifying offer in accordance with the new legislation. The offers were made through effective housing solutions work

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.1M03 (HHA/013) - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	N/A	90	No Data		N/A	90	No Data	

**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Pam Davies - Housing Options Team Leader  
**Aspirational Target:** 90.00  
**Progress Comment:** As previously mentioned we are not able to provide this figure until the new legislation has been in place for 6 months. We will report on this figure in quarter 3 when more closes will have closed providing an accurate indicator of performance to date.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.1M04 The number of gifted new homes realised through Section 106 Planning Agreement between the Council, NEW Homes and the developers	N/A	4	2		↑	4	2	

**Lead Officer:** Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager  
**Reporting Officer:** -  
**Aspirational Target:**  
**Progress Comment:** During Quarter 2 two properties located in Overlea Drive, Hawarden have been transferred to NEW Homes under a Section 106 agreement. A further 2 properties in St Mary's Drive, Northop Hall will be transferred in Quarter 3 subject to the necessary legal proceedings.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M05 Repair / improve 40 private sector dwellings through the Council's capital programme and Welsh Government's national Home Improvement Loan	N/A	10	3		↓	20	7	

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager  
**Aspirational Target:**  
**Progress Comment:** A further 16 loans are now in progress with 3 completions during this Quarter. Some of these are on site and a number of these have been surveyed are awaiting a start date, confidence remains high that the target can be reached. Whilst expressions of interest were taken in April as requested by WG, the resource to deliver the loans was not

received until August.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M06 (PSR/009a) The average number of calendar days taken to deliver a Disabled Facilities Grant for Children.	471	316	319.5	 AMBER	↑	316	433	 RED

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Aspirational Target:** 223.00

**Progress Comment:** There have been two completions of adaptations for children in this quarter. These were particularly complex cases and as with many cases of this type, child development is difficult to predict.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M07 (PSR/009b) the average number of calendar days taken to deliver a Disabled Facilities Grant for Adults	303.84	274	258.62	 GREEN	↑	274	274.56	 AMBER

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Aspirational Target:** 204.00

**Progress Comment:** This represents 13 completions in the quarter across 3362 days.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M08 The number of empty homes brought back into use through the Welsh Government Houses into Homes Scheme	N/A	9	15	 GREEN	↑	18	24	 GREEN

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Aspirational Target:**

**Progress Comment:** Performance in this area remains strong and is above target with a further 15 long term vacant properties returned to use. This is as a consequence of additional resources being provided through WG Houses into Homes and Vibrant & Viable Places.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M09 Capital Works Target – Heating Upgrades	N/A	73	35	 RED	↓	145	124	 RED

**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** Overall delivery against target is slightly behind on this work stream. A significant amount of work has gone into contract meetings with new contractors to ensure that on-site delivery is as efficient and effective as possible. Numbers of installations have been managed carefully in the early months of delivery on-site to ensure contractors are performing to expected standards and meeting tenants expectations. A number of tenants have been reluctant to change from oil or solid fuel to new installations and the team continue to work with these tenants to highlight the benefits of new systems. As contractors continue to effectively deliver the number of installations these will be increased in line with full delivery of the programme in year.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M10 Capital Works Target – Kitchen Replacements	N/A	279	181	 RED	↑	290	203	 RED

**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** Overall delivery against target is behind on this work stream. A significant amount of work has gone into contract meetings with new contractors to ensure that on-site delivery is as efficient and effective as possible. Numbers of installations have been managed carefully in the early months of delivery on-site to ensure contractors are performing to expected standards and meeting tenants expectations. There have been some performance issues with one contractor on this work stream which has resulted in less replacements being delivered as these issues are managed through the appropriate contractor management arrangements. To mitigate the risk of under delivery on this programme the service is looking to appoint an additional contractor to deliver the full programme.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M11 Capital Works Target – Smoke Detectors	N/A	200	161	 RED	↑	200	161	 RED





**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** The smoke detector replacement programme is being delivered by the in-house workforce. Additional resource has been allocated to this work stream to deliver the full programme. A no access procedure is also in place to ensure that all replacements are undertaken.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M12 Capital Works Target – Bathroom Replacements	N/A	333	241	 RED	↑	369	290	 RED

**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** Overall delivery against target is slightly behind on this work stream. A significant amount of work has gone into contract meetings with new contractors to ensure that on-site delivery is as efficient and effective as possible. Numbers of installations have been managed carefully in the early months of delivery on-site to ensure contractors are performing to expected standards and meeting tenants expectations. Through regular programme progress meetings with the contractors a number of on-site management arrangements have been introduced as part of continuous improvement to ensure effective delivery and mitigate any risks of under-performance. As contractors continue to effectively deliver the number of installations these will be increased in line with full delivery of the programme in year.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP1.1.2M13 (IPH3M1) - Capital Programme expenditure on improvement work streams (Managing expenditure within or below budget to maximise available financial resources - Capital works budget)	N/A	5,090,000	4,058,871	 GREEN	↑	6,750,000	5,258,871	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager



**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** In line with the management of the individual work stream delivery the expenditure is slightly behind profile to date. This is monitored and managed on a weekly basis alongside programme review meetings and contractor performance reviews.



# RISKS

## 1 Housing

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Homelessness will remain a growing area of demand due to the current economic climate		Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Pam Davies - Housing Options Team Leader	Ensure that homeless prevention activity continues to be prioritised			↔	Open

**Progress Comment:**

Due to legislation only coming into effect it April it is too early to say whether the risk has changed. However we will be in a better position following quarter 3 to comment further.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The supply of affordable housing will continue to be insufficient to meet community need		Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager	Denise Naylor - Customer Services Manager	Continue to ensure that affordable housing is achieved on all sites where Local Planning Guidance No. 9 is in force. Appoint to the vacant Affordable Housing Officer post.			↔	Open

**Progress Comment:**

The Housing Regeneration & Strategy Service continues to work closely with the Planning Service and Grwp Cynefin around the delivery of affordable housing. This risk is being well managed with applications to the affordable register are steady and an increasing number of affordable housing units (both gifted and equity share) being provided through S.106 agreements.



An Affordable Housing Officer has been appointed to work on the SHARP Programme, local housing associations and private developers on a temporary basis while the Housing Programmes structure is approved and implemented.

A Private Sector Manager has been appointed on a temporary basis while the Housing Programmes structure is approved and implemented. This post will bring together NEW Homes and the private rented sector including the Bond scheme.

These posts are working together to facilitate the supply of affordable housing requirements within the county.



NEW Homes business plan has been approved which will deliver 300 new affordable homes over the next five years across the county. The plan has been approved by Council Cabinet and NEW Homes Board and will also see the purchase of 8 additional affordable homes and the delivery of a further 13 new build units are due to be transferred to NEW Homes during 2015/16 from 3 schemes across the county, with 3 final properties in 2016/17, providing a total of 31 homes.

NEW Homes aims to borrow against its existing assets to secure new affordable housing units. Initial plans included in the financial modelling will see NEW Homes acquire 8 properties to let at affordable rents. This is a prudent level of borrowing against assets owned, and early indications are that private markets would be interested in lending to NEW Homes for this purpose. Prior to commencement of this area of the company's growth plans detailed financial appraisals will be approved by the NEW Homes board and the council's cabinet.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand and aspirations for independent living will not be met	Insufficient capacity within existing extra care provision	Craig Macleod - Development & Resources Manager	Carol Dove - SPoA Project Manager	Resolve the planning issues connected to the Holywell Extra Care Scheme			↔	Open

**Progress Comment:**

Alternative options are being explored with a view to ensuring that a viable site that is identified and considered through the planning processes.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Customer expectations for the timeliness of adaptations undertaken through disabled facilities grants will not be met due to competing demands on resources		Gavin Griffith - Housing Regeneration & Strategy Manager		Recruit to currently vacant posts and continue to streamline processes and procedures. Introduce a complete electronic document management system.			↔	Open

**Progress Comment:**

The recruitment of three posts is progressing as planned. A further two business cases will be resubmitted in Q2 and with support they will also be recruited to. This will further improve timescales.

The recruitment of two posts directly linked to the adaptations function is now underway. Further recruitment is planned to address the capacity gap caused by the increased WG resources of Home Improvement Loans, Houses into Homes Loans and Vibrant & Viable Places Energy works.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The increased work programme to deliver the WHQS will not be met due to the scale of the programme		Clare Budden - Chief Officer - Community and Enterprise	Nikki Evans - Senior Manager Council Housing Services	Ensure sufficient staffing resource and effective procurement practices.	Yellow	Amber	↑	Open

**Progress Comment:**

All major work streams have been procured with some smaller programmes to be procured during the financial year. A significant amount of work has gone into the pre contract meetings with new contractors to ensure that on-site delivery is as efficient and effective as possible. The majority of programme delivery will be undertaken in Quarters 2, 3 and 4 with Quarter 1 primarily allocated for survey work. Recruitment is also on-going to ensure that sufficient resource is allocated to each programme for full delivery. Progress on one work stream is behind as there have been some issues with the performance of one contractor and through contract management the number of installations for this contractor has been decreased. To mitigate the risks associated with this the service is looking to appoint an additional contractor to deliver the full programme.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Council funding for adaptations and home loans will not be sufficient to meet demand		Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager	Strong budgetary control of council and Welsh Government resources to ensure as far as possible that demand, particularly statutory demand in the case of adaptations can be met.	Yellow	Yellow	↔	Open


**Progress Comment:**

The council is managing the budget prudently and is prioritising statutory DFG's over discretionary home loans funded from within the council fund capital programme.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Financial assistance available to repair residents' homes is not taken up by residents		Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager	Ensure that the availability of financial support to homeowners is widely promoted.	Amber	Amber	↔	Open

**Progress Comment:**

There has generally been an increase in interest due to the launch of the national loan scheme and publicity associated with that. Local publicity was commissioned in Q1 through a



local trade magazine and therefore confidence is currently high that applications will meet the resources available.

Interest in Q2 has increased due to marketing through Inside Flintshire and direct mailings to landlords associated with the Bond Scheme. The risk is that without the additional staffing required it will be difficult to process all the applications and applicants lose interest or applicants get delayed.