

Appendix 1 - Quarter 3 Improvement Plan Progress 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	70.00%		
<p>ACTION PROGRESS COMMENTS: To fulfil the duties specified in the Housing (Wales) Act 2014 (prevent or relieve homelessness), the local authority must assess the housing and support needs of households who are homeless or threatened with homelessness within 56 days. Reasonable steps are taken to help clients to either remain in their current accommodation or find an alternative housing solution. However, there is also a duty to provide free housing advice for anyone with a housing related problem and provide them with such advice which prevents them from accessing the formal homeless route. This quarter the service received a total of 218 referrals from the housing triage teams, of those only 178 went on to make a formal presentation in accordance with the legislation, the remainder were helped at an early stage resulting in a positive outcome for the customer. The new configuration of the service means some clients are helped by the triage team at first point of contact and not referred to the housing solutions service. These outcomes are currently not recorded but will be included as a requirement for 2016/17. The figures reported in this document are based on the number of outcomes reached during the quarter (73) and of those the number of cases where prevention or relief failed and the household became homeless. Failed prevention includes all those who become homeless whether they are owed a duty or not. In instances where a household withdraws an application or fails to co-operate, the figures are not included as a successful outcomes or a failed outcome.</p> <p>Last Updated: 03-Feb-2016</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%		
<p>ACTION PROGRESS COMMENTS: 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, Leeswood. 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 & V grant funding programme.</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.

Planning permission has been granted for the construction of 12 new council houses on the former Custom House Lane School, Connah's Quay and works will commence w/b 29th February, 2016. Subject to obtaining the necessary planning permission for the construction of 92 new properties (council and affordable) at the Walks, Flint, works will commence during May, 2016.

Report to be considered by Community and Enterprise Scrutiny Committee in February 2016 to provide an update on the provision of new social and affordable housing schemes in Flintshire. The report focuses upon the primary mechanisms for delivering new social and affordable housing in Flintshire including the Council's Strategic Housing And Regeneration Programme (SHARP), Social Housing Grant (SHG) Programme and affordable housing secured through Section 106 Planning Agreements with private developers.

Last Updated: 10-Feb-2016

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	80.00%		

ACTION PROGRESS COMMENTS:

The Gypsy/Traveller Accommodation Assessment is underway and is on target to be completed within the required timescale. A Gypsy Traveller working group has been established with representation from across the council to improve working arrangements with this community in line with existing legislation and good practice.

Last Updated: 10-Feb-2016

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	31-Mar-2016	50.00%		

ACTION PROGRESS COMMENTS:

Quarter 3:

Planning permission has been granted and pre-commencement planning conditions reviewed. Building Regulations has conditional approval, with the discharge of conditions ongoing. Archaeological work on the site has been back-filled, now awaiting final completion to enable the development to commence. The scheme partner, Pennaf, have confirmed Anwyl as the appointed contract developer, with contract documents in preparation for hand-over and work to begin on site in early February 2016. With approximately an 18 month build, the scheme would be opened during Summer 2017. Pennaf are working closely with the FCC Highways department and the Health Board (BCUHB), to ensure that co-ordinated traffic management plans are in place during the respective housing and health centre developments.

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 and designs are being reconsidered with the scheme partner Wales & West, to ensure that a quality and viable scheme can be developed within the Holywell area. There will be close consultations and information sharing with local members, town councillors and residents prior to formal planning applications being submitted.

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.

Quarter 1: 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.

Last Updated: 02-Feb-2016

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%		

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 three quarters, against a target of 40 Loans completed for the financial year.

Last Updated: 10-Feb-2016

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%		

ACTION PROGRESS COMMENTS:

Performance in the first three quarters has been strong with 32 long term vacant properties returned to use against a target of 30. 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: 10-Feb-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE	PROGRESS	OUTCOME
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					%	RAG	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-2016	15.00%		
<p>ACTION PROGRESS COMMENTS: The strategy has been developed and approved. The capital works team have completed all the main tendering exercises and are currently delivering the projects on site.</p> <p>Approximately 5% reflects the progress made with the tendering processes and a further 10% commencing onsite with the new Contractors.</p> <p>Additional Contractors have been procured to assist on work streams where Contractor performance has been an issue. One Contractor has experienced difficulties on their project and although this has improved; the Contractor will not fulfil their original target.</p> <p>100% will only be achieved once the whole six year plan is delivered.</p> <p>Last Updated: 08-Feb-2016</p>							

Performance Indicators

1 Housing

1.1 Improving the choice and quality of local housing

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.1M01 The number of households where homelessness is prevented by the use of the private rented sector	No Data	49	Not Set			125	Not Set	

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Pam Davies - Housing Options Team Leader

Aspirational Target:

Progress Comment: This quarter 49 households (both families & single people) were helped to secure private sector housing with the aid of a cashless deposit bond. Only 2 received a qualifying offer from the housing solutions team, the other 47 were assisted through effective housing solutions.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.1M02 The number of households where the Council has discharged its full statutory duty into private rented accommodation	No Data	2	Not Set			2	Not Set	

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Pam Davies - Housing Options Team Leader

Aspirational Target:

Progress Comment: Qualifying offers of private sector housing were accepted by 2 households this quarter. It is intended from next quarter to issue everyone who is offered housing in the private sector with a qualifying officer. This will allow households to exercise their right under the legislation to request a review of the suitability of the property if they believe the property is not reasonable for them to accept.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.1M03 (HHA/013) - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	No Data	91.78	90			91.78	90	
<p>Lead Officer: Katie Clubb - Community Support Services Manager Reporting Officer: Pam Davies - Housing Options Team Leader Aspirational Target: 90.00 Progress Comment: The Housing (Wales) Act 2014 sets different time-scales to prevent or relieve homelessness. There is no specific time-scale to prevent a household from becoming homeless as long as it can be demonstrated that reasonable steps are taken to ensure the household does not become homeless. Duties to relieve homelessness are completely different, the local authority must act within 56 days otherwise the household would be owed a full homeless duty under section 75 of the Act. This shows the numbers where the service has prevented or relieved homelessness within timescale to prevent a household becoming homeless. There are instances where households withdraw an application or fail to comply, these outcomes have not been included in the calculation as they cannot be recorded as positive prevention or failed prevention.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	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	No Data	2	2			4	6	
<p>Lead Officer: Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager Reporting Officer: - Aspirational Target: Progress Comment: 2 properties in St Mary's Drive, Northop Hall were transferred to NEW Homes Quarter 3. A further 2 properties are scheduled to be transferred to NEW Homes at Overleigh Drive, Hawarden during Quarter 4.</p>								

1.1.2 Modern, Efficient and Adapted Homes

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M06 (PSR/009a) The average number of calendar days taken to deliver a Disabled Facilities Grant for Children.	No Data	No Data	316		Not Applicable	433	316	
<p>Lead Officer: Niall Waller - Enterprise and Regeneration Manager Reporting Officer: Gavin Griffith - Housing Regeneration & Strategy Manager Aspirational Target: 223.00 Progress Comment: No children's DFG's have been completed in this Quarter.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M07 (PSR/009b) the average number of calendar days taken to deliver a Disabled Facilities Grant for Adults	296.54	262.08	274			269.45	274	
<p>Lead Officer: Niall Waller - Enterprise and Regeneration Manager Reporting Officer: Gavin Griffith - Housing Regeneration & Strategy Manager Aspirational Target: 204.00 Progress Comment: During this quarter 24 DFG's were completed and performance was above the target set.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M08 The number of empty homes brought back into use through the Welsh Government Houses into Homes Scheme	No Data	8	9			32	27	
<p>Lead Officer: Niall Waller - Enterprise and Regeneration Manager Reporting Officer: Gavin Griffith - Housing Regeneration & Strategy Manager Aspirational Target: Progress Comment: This comprises 3 units directly through Houses into Homes loans and a further 5 through Welsh Government Vibrant & Viable Places funding which is be used to supplement the resource.</p>								

KPI Title	Pre.EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M09 Capital Works Target – Heating Upgrades	No Data	55	102			179	247	
<p>Lead Officer: Tony Jones - Capital Works Team Manager Reporting Officer: Sean O'Donnell - Contract Surveyor Aspirational Target: Progress Comment: It was anticipated that the installation of new heating systems in the Treuddyn would have commenced in the 3rd quarter, however, the off gas infrastructure was installed in the 3rd quarter and the heating installations will therefore be installed in the last quarter. Overall delivery against target is behind by 70 properties due to this delay, however the number of installations will be increased in the final quarter to address this.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M10 Capital Works Target – Kitchen Replacements	No Data	598	585			801	875	
<p>Lead Officer: Tony Jones - Capital Works Team Manager Reporting Officer: Sean O'Donnell - Contract Surveyor Aspirational Target: Progress Comment: The target has just been exceeded for the 3rd quarter, however, the overall total for the full year to date remains just under target by approximately 75 properties. The reason for this is largely due to the underperformance of one main contractor failing to achieve their targets in quarters 2 and 3. The number of installations has been managed carefully to ensure that work is being carried out to expected standards and meeting tenants expectations. The output and performance of this contractor has improved however they will be unable to recover their full target and therefore a second contractor has been engaged for the last quarter to ensure the required number of kitchens will be met for the whole year.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M11 Capital Works Target – Smoke Detectors	No Data	153	200			314	400	
<p>Lead Officer: Tony Jones - Capital Works Team Manager Reporting Officer: Sean O'Donnell - Contract Surveyor Aspirational Target: Progress Comment: The in house DLO team are undertaking the Smoke Alarm upgrade programme. Although, slightly under target, it is expected the DLO will achieve the overall target as the required number of installations for quarter 4 is only 100. Additional resource has also been allocated to this programme to ensure full delivery.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M12 Capital Works Target – Bathroom Replacements	No Data	744	724			1034	1093	

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

Progress Comment: The target for bathroom installations has been exceeded for the 3rd quarter, however, the cumulative total for the 3 quarters shows just under target by approximately 60 properties. As part of effective contract management the delivery on-site has been carefully managed and monitored to ensure good standards and the installations meet tenants' expectations. This has required some strong management and changes to the delivery teams on-site to ensure standards are being met and has resulted in a reduced number of installations being undertaken. To mitigate the risk of underperformance a second contractor has been engaged on a bathroom only contract and another contractor has been engaged on a Kitchen and Bathroom contract for the last quarter.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	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)	No Data	7,638,886	8,000,000			12,897,757	14,750,000	

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

Progress Comment: The investment programme consists of approximately 30 different budget lines with many varied projects. The 5 major projects with the exception of 1 will be fully spent at year end. The only major work stream that is unlikely to be fully spent is the Whole house Envelope project. The project started late due to a new contractor being engaged on a new work stream. There are 3 areas within the project and issues have been experienced on one of these areas, those being logistical issues with Scottish Power renewing cables to whole blocks in the Holywell district. However, the potential underspend of circa £1.5m will be rolled over to complete the properties in the first quarter of the following financial year. Following years will not experience underspends as all major contracts are procured and let on various timescales. Any new contracts required can be tendered on a staggered basis to ensure consistent workload and deliverability. This year required all major contracts to be procured at once and a great deal of work has been undertaken to ensure relationships and expectations of contractors are clear and performing effectively for the duration of the contract.

RISKS

1 Housing

1.1 Improving the choice and quality of local housing

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Homelessness will remain a growing area of demand due to the current economic climate	Clare Budden - Chief Officer - Community and Enterprise	Pam Davies - Housing Options Team Leader				Open

Potential Effect: Rising numbers of homeless households requiring support or assistance from the Council

Management Controls: Ensure that homeless prevention activity continues to be prioritised

Progress Comment: An increase in the number of households requesting homeless assistance and the lack of accessible suitable housing will increase risk

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand and aspirations for independent living will not be met	Neil Ayling - Chief Officer - Social Services	Carol Dove - SPoA Project Manager				Open

Potential Effect: Insufficient capacity within existing extra care provision

Management Controls: Resolve the planning issues to the Holywell Extra Care Scheme

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

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The supply of affordable housing will continue to be insufficient to meet community need	Clare Budden - Chief Officer - Community and Enterprise	Denise Naylor - Customer Services Manager, Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager				Open

Potential Effect:

Management Controls: 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.

Progress Comment: Plans for the future delivery of 277 new properties through the Council's Social Housing Grant (SHG), plus 132 Section 106 properties which will be realised through the Council's Planning system were presented by the Council's Community and Enterprise Overview Committee on the 10th February 2016.

Scrutiny Committee supported the overall approach to the delivery of new social and affordable housing in Flintshire, including:

- Flintshire's Social Housing Grant (SHG) Programme for the delivery of 277 new social and affordable new homes during the period 2015/16-2018/19;
- Proposals for the projected delivery of 132 new homes through Section 106 Planning Agreements agreed to date for the period 2015/16- 2017/18;
- Supports the development of policy initiatives to increase supply of local affordable housing provision, including revision of Section 106 Agreements, improved marketing and use of

social media and improved arrangements for the use of Commuted Sums.

This is in addition to the SHARP which will deliver 500 new affordable (300) and Council (200) 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.

1.1.2 Modern, Efficient and Adapted Homes

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	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				Open

Potential Effect:

Management Controls: Ensure sufficient staffing resource and effective procurement practices

Progress Comment: The investment programme consists of approximately 30 different budget lines with many varied projects. The 4 / 5 major projects with the exception of 1 will be fully spent at year end. The only major work stream that is unlikely to be fully spent is the Whole house Envelope project. The project started late due to a new contractor being engaged on a new work stream. There are 3 areas within the project and issues have been experienced on one of these areas, those being logistical issues with Scottish Power renewing cables to whole blocks in the Holywell district. However, the potential underspend of circa £1.5m will be rolled over to complete the properties in the first quarter of the following financial year. Following years will not experience underspends as all major contracts are procured and let on various timescales. Any new contracts required can be tendered on a staggered basis to ensure consistent workload and deliverability. This year required all major contracts to be procured at once and a great deal of work has been undertaken to ensure relationships and expectations of contractors are clear and performing effectively for the duration of the contract.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	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				Open

Potential Effect:

Management Controls: 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.

Progress Comment: Quarter 3 commentary is the same as for quarter 2.

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	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Financial assistance available to repair residents'	Clare Budden - Chief	Gavin Griffith - Housing				Open

homes is not taken up by residents	Officer - Community and Enterprise	Regeneration & Strategy Manager				
<p>Potential Effect:</p> <p>Management Controls: Ensure that the availability of financial support to homeowners is widely promoted.</p> <p>Progress Comment: Quarter 3 commentary is the same as for quarter 2.</p> <p>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.</p> <p>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.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Customer expectations for the timeliness of adaptations undertaken through disabled facilities grants will not be met due to competing demands on resources	Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager				Open
<p>Potential Effect:</p> <p>Management Controls: Recruit to currently vacant posts and continue to streamline processes and procedures. Introduces a complete electronic document management system</p> <p>Progress Comment: Quarter 3 commentary is the same as for quarter 2.</p> <p>The recruitment of three posts is progressing as planned.</p> <p>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.</p>						