

# **FLINTSHIRE COUNTY COUNCIL**

## **Council Plan 2017/2023**

**How achievement will be measured -  
Supporting milestones and measures**

**Supportive Council**

Priority	Sub-Priority	Impact
Supportive Council	Appropriate & Affordable Homes	Ensuring the supply of affordable and quality housing of all tenures

**What we will do in 2017/18:****1. Provide new social and affordable homes.****Achievement will be measured through:**

- Delivery of HRA and NEW Homes Business Plans

**Achievement Milestones for strategy and action plans:**

- Delivering options for new, innovative low rent housing schemes for under 35's by March 2018

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
<sup>1</sup> The numbers of new Council homes delivered through the SHARP programme	Chief Officer – Community and Enterprise	12	79	206
<sup>2</sup> The numbers of new affordable homes delivered through the SHARP programme		0	62	6
The number of properties managed by NEW Homes		61	144	179

**2. Welsh Housing Quality Standard (WHQS) investment plan targets achieved.****Achievement Milestones for strategy and action plans:**

- Completing WHQS work schemes in line with the housing asset management strategy by March 2018

<sup>1</sup> Aspirational targets are based on current business plans which may be subject to change for 2018/19

<sup>2</sup> The aspirational target of 6 for 2018/19 reflects delivery of properties where definitive proposals are in place

**3. Develop solutions to the increasing frequency of unauthorised gypsy and traveller encampments.**

**Achievement Milestones for strategy and action plans:**

- Agreed options appraisal identifying a range of measures to address this by March 2018

Priority	Sub-Priority	Impact
Supportive Council	Modern, Efficient and Adapted Homes	Ensuring the supply of affordable and quality Council housing of all tenures

**What we will do in 2017/18:**

**1. Improve standards within the private rented sector.**

**Achievement will be measured through:**

- Working proactively with landlords and tenants to improve the quality of private rented sector properties
- Ensuring landlords and letting agents comply with the Rent Smart code of practice

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
The percentage of landlords and letting agents compliant with the Rent Smart code of practice	Chief Officer – Planning and Environment	N/A	65%	70%
The number of landlords that have complied with improvement notices		N/A	80%	85%
The number of tenants protected from unsuitable living conditions		N/A	100%	100%

**2. Deliver the Council’s housing growth needs.**

**Achievement will be measured through:**

- Increasing the number of new affordable homes agreed through the planning system by 50 during 2017/18
- Delivering social and affordable homes through Welsh Government funding programmes
- Increasing the number of new homes created as a result of bringing empty properties back into use

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
The number of new affordable homes provided through the planning system	Chief Officer – Community and Enterprise	42	50	50
<sup>3</sup> The number of additional affordable units provided through the SHG Programme		24	193	TBC
PAM/014 The number of new homes created as a result of bringing empty properties back into use		38	38	38

<sup>3</sup> The Social Housing Grant funding for 2018/19 is not known therefore the aspirational target will remain to be confirmed

### 3. Meeting the housing needs of vulnerable groups.

#### Achievement will be measured through:

- Reducing the average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)
- Increasing the numbers of Extra Care homes and individual units:
  - Constructing Flint Extra Care (Llys Raddington) providing 70 new units
  - Confirming and agreeing plans for Holywell Extra Care providing 55 new units
- Working strategically to address housing needs of adults with learning disabilities and other vulnerable individuals

#### Achievement Milestones for strategy and action plans:

- Confirming and agreeing plans by March 2018 for Holywell Extra Care providing 55 new units
- Develop a plan to address housing needs of adults with learning disabilities and other vulnerable individuals by March 2018

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
PAM/015 Average number of calendar days taken to deliver a DFG	Chief Officer – Community and Enterprise	248	240	230
<sup>4</sup> The number of Flint Extra Care (Llys Raddington) units created		0	70	70
The number of Extra Care units provided across Flintshire	Chief Officer – Social Services	111	180	240

<sup>4</sup> Aspirational target for the number of Flint Extra Care (Llys Raddington) units created is based on current business plans which may be subject to change for 2018/19

Priority	Sub-Priority	Impact
Supportive Council	Protecting People from Poverty	Protecting people from poverty by maximising their income and employability.

### What we will do in 2017/18:

#### 1. Support Flintshire residents to better manage their financial commitments.

##### Achievements will be measured through:

- Assisting people with Welfare Reform changes through the effective application of the Council’s Discretionary Housing Payment Policy
- Providing advice and support services to help people manage their income, including supporting people to access affordable credit and local Credit Unions
- Timely processing of Housing Benefit claims
- Assisting Flintshire residents to claim additional income to which they are entitled.

##### Achievement Milestones for strategy and action plans:

- Develop a plan to assist people with Welfare Reform changes through the effective application of the Council’s Discretionary Housing Payment Policy
- Providing support and guidance, though personal budgeting to help people manage their income, including support to access affordable credit and local Credit Unions

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Number of days to process new housing benefit claims	Chief Officer – Community and Enterprise	20	20	20
Number of days to process change of circumstances for housing benefit		8	8	8
The amount of additional income paid to Flintshire residents as a result of the anti-poverty work undertaken by the Council		£1.5m	£1.5m	£1.5m

**2. Manage local impact of the full Universal Credit (UC) roll out.**

**Achievements will be measured through:**

- Achieving the Homeless prevention target
- Delivering the UC Operational board action plan
- Delivering Personal Budgeting and Digital Support Services

**Achievement Milestones for strategy and action plans:**

- Delivering the UC Operational board action plan

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
PAM/012 Percentage of households successfully prevented from becoming homeless	Chief Officer – Community and Enterprise	87%	89%	89%
<sup>5</sup> The number of people on UC that have received personal budgeting support		N/A	590	590
The number of people on UC that have received digital support		N/A	640	640

<sup>5</sup> Aspiration targets dependent on continuation of funding and the number of people receiving Universal Credit

N/A is denoted by new measure where baseline data is not available

**3. Develop and deliver programmes that improve employability and help people to gain employment.**

**Achievements will be measured through:**

- Developing an employability proposal as part of the Regional Economic Growth Bid to seek long term investment via a simple and cost effective programme of support
- Developing an enhanced careers and guidance service for North Wales to match young people to the labour market
- Increasing the number of local people who, following attendance on a programme report they are closer to work or becoming ready to enter work

**Achievement Milestones for strategy and action plans:**

- Developing an employability proposal as part of the Regional Economic Growth Bid to seek long term investment via a simple and cost effective programme of support by March 2018
- Develop a plan for an enhanced careers and guidance service for North Wales to match young people to the labour market by March 2018

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Number of people completing programmes commissioned by the Council which deliver job and training outcomes	Chief Officer – Community and Enterprise	323	400	500

**4. Develop and deliver programmes to improve domestic efficiency to reduce Co2 emissions and fuel poverty.**

**Achievements will be measured through:**

- Reducing the overall annual fuel bill for residents
- Providing advice and support to residents to enable them to switch to a lower cost energy tariff
- Increasing the number of private sector and Council homes receiving energy efficiency measures
- Securing Welsh Government ARBED3 Programme Funding

**Achievement Milestones for strategy and action plans:**

- Secure Welsh Government ARBED 3 Programme Funding by March 2018.

Achievement Measures	Lead Officer	Baseline Data (2016/17)	2017/18 Target	2018/19 Aspirational Target
Annual reduction of domestic fuel bills for residents of Flintshire	Chief Officer – Community and Enterprise	£288,000	£140,000	£250,000
The number of residents supported to lower their energy tariff		N/A	150	200
The number of people receiving the warm home discount		N/A	50	100
The number of people who receive a full healthy homes healthy people/ affordable warmth/HHSRS home visit and tailored advice		N/A	500	1000
The number of private sector homes receiving efficiency measures		227	140	200
The number of Council homes receiving efficiency measures		650	300	600

**5. Develop a strategy to address food poverty.**

**Achievements will be measured through:**

- Developing programmes in partnership with the social and third sector to work towards addressing food poverty
- Undertaking feasibility work for the development of a food-based social enterprise

**Achievement Milestones will be measured through:**

- Developing programmes in partnership with the social and third sector to work towards addressing food poverty by March 2018
- Undertaking feasibility work for the development of a food-based social enterprise by December 2017

**6. Assist residents of Flintshire to access affordable credit.**

**Achievements will be measured through:**

- Develop effective partnerships with local Credit Unions to enable residents to access banking services and affordable credit.

**Achievements Milestones will be measured through:**

- Develop service level agreements with local Credit Unions to enable residents to access banking services and affordable credit by March 2018