FLINTSHIRE COUNTY COUNCIL

Council Plan 2023/28

PART 2

How achievements will be measured - Supporting actions, tasks, and measures

Version 5 - 22 February 2023

Performance Achievements 2023/28

Actions, tasks and measures have been set to monitor progress against an activity or plan. Actions are dated according to the target month for achievement. Performance will be monitored by percentage progress against the actions with supporting commentary.

Priority: Poverty

Well-being Objective: Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient

What we will do:

Sub-Priority	Definition	Lead Officer (s)
Income Poverty	People on low income who are unable to meet day to day living costs	Chief Officer Housing and Communities AURA

Achievement Actions:

- Providing free access to swimming lessons (subject to WG funding), children's outdoor play areas, resources and information via library services – by March 2024
- Providing free activities and sports sessions during all school holidays within communities across Flintshire (subject to external grant funding) – by March 2024
- Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place – by March 2024
- Explore development of support schemes to mitigate in work poverty – by March 2024
- Delivering Welsh Government support schemes linked to the cost-of-living crisis – by March 2024
- Maximising the number of people signposted for support to facilitate longer term change – by March 2028
- Ensuring that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently – by March 2028
- Maximising the take up of the Discretionary Housing Payments scheme and other financial support – by March 2028

Associated Risks:

- HA04 - Increased financial risk due to business failures and ability to anticipate Council Tax Reduction Scheme (CTRS)
- HA27 - Increasing service demands to respond to HA04

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Average number of calendar days to process new claims for housing benefit and council tax reduction	17	20
Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	3	8
Total spend of Discretionary Housing Payments (%)	130	100
Number of children enrolled in free swimming lessons	N/A – New Measure	TBC

Number of free to access outdoor play areas available to children across the county	195	195
Number of items loaned (physical and digital)	176,184	245,000

Priority: Poverty

Well-being Objective: Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient

What we will do:

Sub-Priority	Definition	Lead Officer (s)
Food Poverty	People who are not able to access food that meets their daily nutritional needs and requirements	Chief Officer Housing and Communities AURA

Achievement Actions:

- Continuing to develop delivery of a "Hospital to Home" meals service – by March 2024
- Further develop of the warm spaces initiative in partnership with organisations and third sector – by March 2024
- Providing free access to Fit, Fed and Read sessions during summer holidays providing activities, sport, reading, crafts and meals (subject to external grant funding) – by March 2024
- Continue to roll out a transported and delivered food service "Mobile Meals" to those who are vulnerable – by March 2026
- Introduce and develop a "Well Fed at Home Service" – by March 2026

Associated Risks:

- Funding discontinues
- Reduced take up from residents

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Numbers of residents enrolled in the "Mobile Meals" service	N/A – New Measure	40
Number of residents supported by the "Hospital to Home" meals service	N/A – New Measure	150
Number of children attending Fit, Fed and Read sessions during school holidays	N/A	5,000

Priority: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do:

Sub-Priority	Definition	Lead Officer (s)
Housing Support and Homeless Prevention	Offering support to people to retain their housing and live well and ensuring homelessness is rare, brief, and unrepeated	Chief Officer Housing and Communities

Achievement Actions:

- Identify site for a young person's homeless hub offering accommodation and support services – June 2023
- Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business" – by March 2024
- Ensuring when homelessness does occur it is rare, brief, and non-recurring – by March 2024
- Progress build project for the new homeless hub accommodation – by December 2024
- Delivering our Rapid Rehousing transition plan – by March 2025
- Promoting housing support and homeless prevention services with our residents and partners – by March 2028
- Commissioning a wide range of housing related support that meets the needs of the people of Flintshire – by March 2028

Associated Risks:

- HA09 – Homelessness continues to increase significantly, and the council is unable to meet demand through staffing, budgetary and accommodation related challenges

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Number of presentations to the homeless service	1,372	1,400
Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	63	70
Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	57	45
Number of households accommodated by the Council under Housing Wales act 2014 homeless duties	101	150
Average length of stay (days) for those households in interim homeless accommodation under Housing Wales Act 2014	117	130
Number of referrals received through the Housing Support Gateway	1,328	1,400

Priority: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do:

Sub-Priority	Definition	Lead Officer (s)
Housing Needs and Housing Options	Helping people to explore their housing options so they can access the right homes to meet their needs	Chief Officer Housing and Communities

Achievement Actions:

- Create a Single point of access service for Housing help and advice – by March 2024
- Developing self-service approaches that enable people to identify their own housing options through online support – by March 2024

Associated Risks:

- Demand and need for housing increases, as evidenced by common housing register and levels of homelessness and current housing market unable to meet demand

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Number of applicants on the Common Housing Register	2,401	2,400
Customer satisfaction data for the Housing Register Service (%)	32	40
Number of applicants rehoused via SARTH by All Housing Partners	619	610
Number of applicants rehoused via SARTH by Flintshire County Council	441	440
Number of households rehoused with significant adaptations requirements	10	10

Priority: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do:

Sub-Priority	Definition	Lead Officer (s)
Social Housing	Working with housing partners to develop and invest in affordable housing and social housing - with modern methods of construction, improving the quality of Council homes, and a commitment towards carbon neutral	Chief Officer Housing and Communities

Achievement Actions:

- Finalise the plan for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised - by September 2023 Linked to Green and Environment, Linked to Poverty
- Working with residents to ensure our communities are well managed, safe, and sustainable places to live - by March 2024 Linked to Green and Environment
- In partnership with Denbighshire CC, creating a new Dynamic Procurement System in order to ensure CPR's are met and provide a wider opportunity for tendering Disabled Adaptation projects – by December 2024
- Supporting our tenants to access technology and create sustainable digital communities - by March 2025 Linked to Poverty
- Increasing the Council's housing portfolio by building social housing properties and affordable properties for North-East Wales (NEW) Homes – by March 2028
- Working with housing association partners to build new social housing properties and additional affordable properties – by March 2028
- Ensuring that any new social housing stock meets Development Quality Requirements (DQR) standard energy efficiency A rating – by March 2028
- Maximising Welsh Government Funding to increase stock capacity – by March 2028
- Ensuring increase in stock capacity meets the identified needs and demands – by March 2028
- Ensuring that the Council's housing stock maintains the current Welsh Housing Quality Standards – by March 2028
- Implementation of the initial recommendations of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants – by March 2028

Associated Risks:

- Delays in pre-construction process due to planning and sustainable drainage approval body (SABS) applications
- Delays to the construction phase caused by current economic turbulence related supply chain issues and costs of living
- Unavailability of a wide range of contractors and supplies to deliver the Adaptations

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Number of Council Homes under construction	77	85
Number of Council Homes completed	0	22
Number of Affordable Homes under construction via NEW Homes	0	0
Number of Affordable Homes completed via NEW Homes	4	30
Number of Residential social landlords (RSL's) homes under construction	47	96
Number of Residential social landlords (RSL's) homes completed	66	33
100% spend of Welsh Government funding for the PDP	74	100
Increase in stock capacity correlates with demand profile	N/A – New Measure	100
Maintain the Welsh Housing Quality Standard to all Flintshire County Council stock (%)	100	100
Total number of Small Disabled Adaptations completed	531 (Higher than normal due to covid 20/21 – 349)	320
Average number of days to complete a Small Disabled adaptation	N/A - New Measure	28
Total number of Discretionary Medium Disabled Adaptations completed	32	40
Total number of Mandatory or Discretionary Medium Disabled adaptations	78	60
Average number of days to complete a Mandatory Medium Disabled adaptation	89	122
Total number of Mandatory Large Disabled Adaptations completed	11	8
Average number of days to complete a Mandatory Large Disabled adaptation	469	456

| Total number of Disabled Adaptations completed | 652 | 428 |

Priority: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do:

Sub-Priority	Definition	Lead Officer (s)
Private Rented Sector	Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities	Chief Officer Housing and Communities

Achievement Actions:

- Creating a Private Sector Housing Support Team - by March 2024
- Engaging with private sector tenants, giving them a voice, and responding to their needs – by March 2028
- Working in partnership with landlords and private sector agents to better understand their needs – by March 2028

Associated Risks:

- Demand and need for housing increases, as evidenced by common housing register and levels of homelessness and current housing market unable to meet demand

Achievement Measures	Baseline Data (2021/22)	2023/24 Target
Landlords engaged through Flintshire Landlord Forum	40	40