

Public Document Pack

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Pennaeth Gwasanaethau Cyfreithiol a Democraataidd



To: Cllr Ron Hampson (Chairman)

CS/NG

Councillors: David Cox, Paul Cunningham,
Peter Curtis, Ron Davies, Rosetta Dolphin,
Jim Falshaw, George Hardcastle, Ray Hughes,
Hilary Isherwood, Brian Lloyd, Mike Reece,
Gareth Roberts and Sharon Williams
plus one vacancy

4 June 2014

Sharon Thomas 01352 702324
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Dear Sir / Madam

A meeting of the **HOUSING OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **TUESDAY, 10TH JUNE, 2014** at **10.00 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **APPOINTMENT OF VICE-CHAIR**
Nominations will be sought for a Vice-Chair for the Committee.
- 4 **MINUTES** (Pages 1 - 8)
To confirm as a correct record the minutes of the Joint Housing and Environment Overview & Scrutiny Committee meeting held on 28 April 2014 (copy enclosed).

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 5 **IMPROVEMENT PLAN 2014/15** (Pages 9 - 34)
Report of Chief Executive enclosed.
- 6 **YEAR END IMPROVEMENT PLAN MONITORING REPORT** (Pages 35 - 78)
Report of Housing and Learning Overview and Scrutiny Facilitator enclosed.
- 7 **YEAR END SERVICE PERFORMANCE REPORT** (Pages 79 - 110)
Report of Housing and Learning Overview and Scrutiny Facilitator enclosed.
- 8 **FLINTSHIRE'S LOCAL HOUSING STRATEGY - A REPORT ON PROGRESS** (Pages 111 - 162)
Report of Chief Officer, Community and Enterprise enclosed.
- 9 **FORWARD WORK PROGRAMME** (Pages 163 - 168)
Report of Housing and Learning Overview and Scrutiny Facilitator enclosed.

**JOINT HOUSING & ENVIRONMENT
OVERVIEW AND SCRUTINY COMMITTEE
28 APRIL 2014**

Minutes of the meeting of the Joint Housing & Environment Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Monday, 28 April 2014

PRESENT:

Councillors: Haydn Bateman, Amanda Bragg, David Cox, Peter Curtis, Rosetta Dolphin, Ian Dunbar, Jim Falshaw, Veronica Gay, Ron Hampson, George Hardcastle, Cindy Hinds, Brian Lloyd, Nancy Matthews, Mike Reece, Gareth Roberts, Paul Shotton and Matt Wright

ALSO PRESENT:

Cabinet Member for Housing

The following Councillors attended as observers:-

Councillors: Chris Bithell, Kevin Jones and David Mackie

APOLOGIES:

Councillors: Ron Davies, Chris Dolphin, Ray Hughes and Carolyn Thomas
Director of Community Services

CONTRIBUTORS:

Head of Housing and Housing Regeneration & Strategy Manager

IN ATTENDANCE:

Housing and Learning Overview and Scrutiny Facilitator, Environment and Social Care Overview and Scrutiny Facilitator, Interim Public Protection Manager and Committee Officer

1. APPOINTMENT OF CHAIRMAN

The Housing and Learning Overview and Scrutiny Facilitator sought nominations for a Chairman for the meeting. Councillor George Hardcastle nominated Councillor Ron Hampson which was duly seconded and supported by the Committee.

RESOLVED:

That Councillor Ron Hampson be appointed as Chairman for the meeting.

2. DECLARATIONS OF INTEREST

No declarations of interest were made.

3. TACKLING LONG TERM VACANT PRIVATE HOMES

The Head of Housing introduced a report to provide Members with an understanding of the mechanisms available to tackle long term vacant private

homes; an update on the progress of the Welsh Government (WG) Houses into Homes Scheme and to introduce to Members a proposed enforced sales policy, and to seek support for its use.

The Head of Housing detailed the background to the report and explained that the number of vacant homes had been reducing over the last two years and the figure was now approximately 450 long term vacant private homes. An annual review was undertaken and homeowners of empty properties were contacted to establish whether the Council could give them advice or guidance on how to bring their property back into use. A small budget of £0.200m had been in place for empty homes but this had now significantly increased due to WG making available £20m of funding for the Houses into Homes Scheme across Wales. The scheme was being delivered on a regional basis and Flintshire County Council was the lead authority for the scheme in North Wales. Flintshire had so far claimed £0.950m and distributed that money by way of loans to bring homes into use and the Head of Housing spoke of six terraced properties in Flint which had been brought back into use as a result of the scheme. The original aim of the loans was that they be repaid in two years if the owner wanted to sell the property, or in three years if the property was to be let.

Councillor Rosetta Dolphin spoke of some large properties in Flintshire which had been vandalised and set on fire and too much work was now required by the owner to bring the properties back into use. She also commented on other properties that had been refused planning permission to amend or demolish the property. The Housing Regeneration & Strategy Manager said that he was aware of the properties that Councillor Dolphin had referred to and that the Council was working proactively with the owners to try and bring the houses back into use, but added that lack of planning permission could be a barrier to moving forward and that it was hoped that this could be overcome by closer working with colleagues in Planning.

Councillor Gareth Roberts referred to properties in his ward which were a blight on the community and the residents of the next door property. He highlighted paragraph 3.06 and welcomed that the Housing Act had introduced the power to serve an Empty Dwelling Management Order (EDMO) which allowed the Council to service Notice on the owner of a long term vacant property, stating that it intended to take over all responsibility for the property, renovate it and let it out. The Housing Regeneration & Strategy Manager responded that each case would be looked at on its own merits. Councillor Paul Shotton sought clarification on the timescales involved and the Housing Regeneration & Strategy Manager explained that when owners had access to a Houses into Homes loan, work had to commence within 12 months of receiving the loan and the owner would have to provide evidence of works carried out before the next tranche of monies would be released.

In response to a question from Councillor David Cox about whether there were many empty homes within Flintshire where the owner could not be traced, the Housing Regeneration & Strategy Manager said that there were some and that the new measures identified in the report could be used if a

property had been abandoned. Councillor Nancy Matthews asked about houses that were empty but were not finished and properties that were for sale but empty and, in referring to properties which could not move forward because planning applications had been refused, asked whether closer working with Planning colleagues could be ensured. The Housing Regeneration & Strategy Manager advised that officers from Housing and Planning were working closely together and referred to a recent workshop which had been held where colleagues from Housing and Planning had attended. He explained that it was more difficult to bring homes which were for sale but empty back into use, however, the owner would be advised of different options which could help them achieve a sale. For properties which were not quite finished, the Council could work with the owner to establish whether there was any reason for it not being completed such as financial difficulties or refusal of a planning application.

Councillor Veronica Gay referred to a farmhouse owned by Flintshire County Council that was in need of repair and asked whether it would be covered by the scheme. The Housing Regeneration & Strategy Manager advised that there was a need to work with colleagues in Valuations and Estates and to sell the property if it was no longer needed by Flintshire County Council as it was an asset of the Council.

On the new measures available to the Council, the Housing Regeneration & Strategy Manager spoke of the proposed Enforced Sales Policy which was attached to the report. The Policy explained that if it was not possible to work in partnership with the owner, then there may be a requirement for the Council to carry out works to secure a property or deal with specific issues, with a debt then being owed to the Council for the works carried out to secure the property. The methods of selling the empty property to recover the debt were detailed in the policy.

The Housing Regeneration & Strategy Manager also referred to the EDMO highlighted earlier by Councillor Gareth Roberts but explained that due to the severity of the measure there were many restrictions to its use. An EDMO would initially operate for 12 months during which time the Council or its managing agent could renovate the property and let it out. The cost of the work to bring the property back to a habitable standard could then be recovered through rental income. After the 12 months, the Council must decide whether to give the property back to the owner or apply to extend the order for a six year period. The owner must demonstrate that they had done everything possible to bring the property back into use. The Council must also make its case to the Residential Property Tribunal which was an independent tribunal set up to resolve disputes relating to private rented and leasehold properties. EDMOs were not extensively used as it could take some time for the EDMO to be granted and the Council would need to provide money upfront to bring the property back into use.

In response to a query from Councillor Cindy Hinds, the Housing Regeneration & Strategy Manager said that if a property was vacant, the Council could take steps to bring it back into use, and added that this could

still be undertaken if the owner of the property was paying Council Tax. Councillor Matt Wright welcomed the two new measures and the information provided by the Housing Regeneration & Strategy Manager and asked whether a workshop could be arranged for the measures to be explained to all Members. Councillor Rosetta Dolphin raised concern about whether the new powers would be used. The Head of Housing explained that one of the reasons for the report was because of the concern that the Council was not doing enough. She added that the two measures were not new but had not previously been used by Flintshire County Council.

Councillor Amanda Bragg asked why the EDMO had not been used in the past by Flintshire County Council and queried how successful the scheme had been in England. The Housing Regeneration & Strategy Manager said that a number of local authorities had been successful in gaining orders but it was currently difficult to assess whether they had been able to recoup all of the monies as the ability to serve an EDMO had only been in place since 2006. However, he added that as part of the scheme, properties had been brought back into use. Councillor Kevin Jones said that it was clear from the report that a significant level of criteria applied to obtaining an EDMO. He concurred that a workshop should be arranged to explain to Members what powers the Council had and whether they were used or not and to provide further details of the new opportunities that the Council may be able to use in the future to bring properties into use.

In response to a question from Councillor Mike Reece about a property in his ward, the Housing Regeneration & Strategy Manager said that an enforced sale for the property could be considered. Councillor Chris Bithell felt that a list should be compiled of empty properties in Flintshire and suggested that a report be submitted to a future meeting about what was being undertaken to bring properties back into use and the measures that could be used. The Housing Regeneration & Strategy Manager explained that a list of the 450 vacant properties indicated in the report had been compiled and he suggested that Members bring details to the workshop of the properties in their wards that were causing concern so that determination could be made of the measures that could be considered to identify a solution.

Councillor Ian Dunbar raised concern about an empty property in his ward where vermin were becoming a nuisance and asked whether the owners of the neighbouring properties would incur costs if there was a need to undertake work to repair a problem which was damaging an adjacent property from the empty dwelling. The Housing Regeneration & Strategy Manager spoke of two pieces of legislation (Environmental Protection Act and Housing Act) which could be used. He explained that the local authority could serve notice under the Environmental Protection Act and insist that any necessary repairs be undertaken, but if they were not carried out, then the Council had the right to undertake the work and bill the empty homeowner for costs and under the Housing Act, the Council could serve an improvement notice on the owner.

Councillor Jim Falshaw asked whether the proposed measures could be used on listed buildings. The Housing Regeneration & Strategy Manager explained that these were more of a challenge and there was a need to ensure that discussions took place with colleagues in Conservation or Planning to ensure that appropriate standards were met.

RESOLVED:

- (a) That the mechanisms for returning long term vacant private homes back in to use be noted;
- (b) That the progress the Council has made in delivering the Welsh Government Houses into Homes Scheme be noted;
- (c) That the proposed enforced sales policy and its use in Flintshire be supported; and
- (d) That an all Member workshop be arranged to consider the policies available to tackle long term vacant private homes in Flintshire.

4. PRIVATE SECTOR HOUSING RENEWAL

The Head of Housing introduced a report to introduce the proposed revisions to the Private Sector Renewal and Improvement Policy, along with the rationale for these revisions and to seek support for the changes proposed.

She detailed the background to the report and explained that the current Private Sector Renewal and Improvement Policy were approved in 2012. The report covered three areas of change which she detailed. Flintshire County Council already had a scheme in place for property appreciation loans which was a long term programme but the Welsh Government (WG) scheme required repayment within a fifteen year period. The Head of Housing added that the scheme could provide additional opportunities for homeowners to improve homes.

The Housing Regeneration & Strategy Manager commented on the energy efficiency aspects of the scheme and of the anticipated loans to private homeowners for gas infill and said that it was in the Council's interest to provide assistance to homeowners. It was proposed that two loan types be made available, one with a nominal interest rate at up to 2% for customers in receipt of a means tested benefit or spending more than 10% of their disposable income on fuel, and the other loan with a low interest rate of 6.25% which would cover the cost of administering the loan.

In response to a query from Councillors Rosetta Dolphin and George Hardcastle about whether the rate would be altered during the period of the loan, the Housing Regeneration & Strategy Manager said that even though a customer's circumstances might change, it would not be possible to vary the terms of the loan once it was in place. A charge would also be requested

against the property in case of default of loan repayments and modelling work on the loan schemes had been undertaken to ensure its financial viability. The Housing Regeneration & Strategy Manager added that there was a need to ensure that robust affordability tests were undertaken which would include a customer's income, savings and any regular repayments that they had to make. Work would be undertaken with a local Credit Union to establish which rate of interest was appropriate for each applicant.

Councillor Ian Dunbar spoke of recommendations from the Audit Committee to tighten up on empty homes and the Housing Regeneration & Strategy Manager explained that the rights of the Council hold nominations rights in terms of lettings had not previously been adequately reflected in the policy document.

Councillor Paul Shotton highlighted paragraph 3.06 where it was reported that an annual fuel bill saving per household of £774 in Aston and Mostyn could be achievable as a result of the connection to gas using support from Flintshire County Council. This saving would contribute to the cost of the loan repayments and would allow the householders to heat their homes more comfortably. Councillor Shotton also referred to paragraph 3.21 where it was reported that the Council was expected to receive £0.250m in year 1, £0.500m in year 2 and potentially a further £0.250m in year 3 in the form of funding from the WG for a Property Improvement Loan Scheme. The Head of Housing explained that this was because year 1 would only be for a period of six months, with year 2 being a full year and year 3 being used for 'mop up' claims. On the issue of why Aston and Mostyn had been chosen as the areas to focus the gas infill schemes in, the Head of Housing advised that this was because of the significant number of council owned rental properties in these areas which would enable the Council to give the utility companies a large level of commitment in terms of gas connections. The loan scheme could be used to allow gas connection to private homes which had previously not been connected to the gas main and was an exciting project. However, she added that there could still be rural areas where the costs would be prohibitive.

Councillor Kevin Jones welcomed the initiatives but, in referring to the two rates of interest for the loans scheme, felt that more people would be eligible for the lower rate of interest. In response to a query from Councillor Jones about whether a cost for administering the loan would be added to the proposed 2% nominal interest loan, the Housing Regeneration & Strategy Manager advised that this would be covered by the Utility Company funding, not by those qualifying for the 6.25% loan. Councillor Matt Wright welcomed the steps taken by Flintshire County Council to work with the energy companies to allow provision of gas to rural areas and asked when it was envisaged that the scheme would be rolled out to other areas. The Housing Regeneration & Strategy Manager responded that a number of other areas had been explored and where it was economically viable, it was hoped that the scheme would be rolled out over the next two to three years.

Councillor Dolphin said that the Environment Overview & Scrutiny Committee had been advised of a scheme in South Wales where residents

could achieve lower bills by switching to a new supplier as a group. The Housing Regeneration & Strategy Manager explained that there were benefits to collective switching and that it could be considered in the future. The Head of Housing added that there would be a need to undertake this with a number of other local authorities to get a critical mass and there was a need to look at how this could be addressed. In response to a question from Councillor George Hardcastle about who would be responsible for the costs of converting homes from oil heating to gas heating, the Housing Regeneration & Strategy Manager said that the purpose of the loan was to provide heating to the property and through critical mass the Council had been able to secure a deal which included a 25% reduction in costs for homeowners. Councillor Nancy Matthews said that the Environment Overview & Scrutiny Committee had been expecting an update on the outcome of the energy switching scheme pilot undertaken in Cardiff. The Head of Housing confirmed that she would check whether the results were available.

RESOLVED:

- (a) That the introduction of new Energy Efficiency loan product, to help deliver gas infill in communities across Flintshire, as outlined in the report, be supported;
- (b) That delegated authority to the Head of Housing to operate the Energy Efficiency loan scheme be supported;
- (c) That the introduction of the Welsh Government Property Improvement Loan initiative be supported with the final terms and conditions of the scheme to be delegated to the Chief Officer for Community & Enterprise and Chief Officer for People & Resources; and
- (d) That the additional clauses to be added to the Empty Homes assistance, relating to the minimum period of rental, being two years for a loan and five years for a grant and that the owner must consent to the property being managed by the Council's chosen social lettings agency be supported.

5. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was one member of the press in attendance.

(The meeting started at 2.00 pm and ended at 3.06 pm)

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Chairman

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

DATE: **TUESDAY, 10 JUNE 2014**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **IMPROVEMENT PLAN 2014/15**

1.00 PURPOSE OF REPORT

1.01 To consider the content of the draft Improvement Plan 2014/15 and the “How achievement will be measured” document prior to final publication in June.

2.00 BACKGROUND

2.01 It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan. It is a statutory requirement for the County Council to adopt the Improvement Plan.

2.02 Improvement Objectives and an accompanying Improvement Plan were first set and adopted by the Council in 2011. For 2013/14 the Council thoroughly reviewed the priorities to streamline them and reset them with clearer outcome based aims. A revised set of eight priorities supported by a structure of sub-priorities was adopted.

2.03 The Plan presentation also changed providing detail for each of the priorities which were to have the most impact during the year. This has helped the organisation to concentrate on the outcomes where most immediate attention was needed.

2.04 The refresh also took into account the comments of the Wales Audit Office (WAO) on:-

- the opportunity to present a plan which would engage the wider public
- the adoption of a smaller set of ‘in-year’ priorities
- the further development of outcome based objectives which identify the impact for each priority
- the need to ensure that any revisions of the Plan are updated on the public website.

2.05 The WAO in its letter of September 2013 said that the presentation and content of the Improvement Plan (2013/14) “enables public

engagement with the Council priorities more effectively than in the past". It also commented positively that "The Plan is much shorter than before and now communicates clearly and succinctly how each of the Improvement Objectives relates to the Council's eight medium-term corporate priorities and to those of partners in the Local Service Board".

3.00 CONSIDERATIONS

3.01 For 2014/15 a review of the current priorities and sub-priorities has been undertaken to set: -

- priorities that continue into 2014/15 for sustained attention;
- priorities that can now be removed as completion of a time-limited piece of work e.g. Single Status;
- priorities which could be merged e.g. School Improvement and School Modernisation; and
- emerging priorities for 2014/15 e.g. People Change and Development.

3.02 For each sub-priority which continues to be high profile for 2014/15 there has been a review based on: -

- the reasoning for the priority status;
- what we will do and how we will measure achievement; and
- the risks that will need to be managed.

3.03 The extract from the working draft Improvement Plan (Appendix A) is presented for member consultation by Housing Overview and Scrutiny Committee prior to adoption of the Improvement Plan in June. Any slight technical changes are to be delegated to the Chief Executive in consultation with the Leader.

3.04 Appendix A contains those sub-priorities that will be monitored and reviewed by Housing Overview and Scrutiny Committee as part of quarterly Improvement Plan monitoring process. A full draft version of the Improvement Plan is available for Members to view in the Member's Library.

3.05 Following Member consultation the Improvement Plan for 2014/15 will be presented to Cabinet and later the County Council, for formal adoption, in June. It will be accompanied by an appendix which details the specific measures and milestones on which achievement will be measured.

3.06 An extract of the supporting document "How achievement will be measured - supporting milestones and measures" is attached at Appendix B. This extract details the measures with targets and milestones with completion dates that will be reported as part of the quarterly Improvement Plan monitoring.

- 3.07 A further document is attached at Appendix C which gives benchmarking information (2012/13) for the national indicators which Flintshire has including in its Improvement Plan. This is attached so that Members can compare Flintshire's historic performance with other Local Authorities in Wales and better consider the targets for 2014/15. The national data for 2013/14 is not yet available.

4.00 RECOMMENDATIONS

- 4.01 Members to consider the content of the draft Improvement Plan 2014/15 and the "How achievement will be measured" document prior to final publication in June.

5.00 FINANCIAL IMPLICATIONS

- 5.01 The Council's Medium Term Financial Plan is aligned to resource these priorities.

6.00 ANTI POVERTY IMPACT

- 6.01 Poverty is a specific priority within the Improvement Plan 2014/15.

7.00 ENVIRONMENTAL IMPACT

- 7.01 Environment is a specific priority within the Improvement Plan 2014/15.

8.00 EQUALITIES IMPACT

- 8.01 Equalities will be taken into consideration through any policy changes determined by the Plan and its implementation.

9.00 PERSONNEL IMPLICATIONS

- 9.01 Any personnel implications will be considered through any relevant changes determined by the Plan and its implementation.

10.00 CONSULTATION REQUIRED

- 10.01 Overview and Scrutiny Committees are being invited to review the priorities, and particularly the "How achievement will be measured" document.

- 10.02 Feedback on the Improvement Plan is invited to assist with both contributing on our priorities and further improvement in presentation and format. This feedback is encouraged from the public, workforce, our key partners and businesses.

11.00 CONSULTATION UNDERTAKEN

11.01 Corporate Management Team and senior officers have contributed and helped shape the Improvement Plan 2014/15. In addition the Wales Audit Office has been informally consulted.

12.00 APPENDICES

Appendix A – Draft Improvement Plan Sub-priorities for Housing Overview and Scrutiny Committee.

Appendix B – Extract of the supporting document “How achievement will be measured”.

Appendix C – Benchmarking data for 2012/13 for the national indicators included in Flintshire’s Improvement Plan.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

Contact Officer: Vicki Robarts
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Email: vicki_c_robarts@flintshire.gov.uk

Priority	Sub-Priority	Impact
Housing	Extra Care Housing	Helping more people to live independently and well at home

This is a priority this year because we need to: -

- Meet local housing and support needs.
- Prioritise extra care to meet demand for semi-independent living building on our experience of our previous schemes
- Meet the housing and support needs of people with dementia.
- Reduce the demands for unscheduled health care by providing care support.
- Provide options to support independent living for persons with a disability.

What we will do in 2014/15

1. Develop and agree plans to extend our extra care provision to provide units in Flint and Holywell, providing 60 units in each location.

Achievement will be measured through: -

- Agreed Business Model and funding for the developments
- Firm plans agreed with Social Housing partners for both schemes
- The new schemes and business model developed and supported by sound consultation

Risks to manage: -

- How we can switch revenue resources from more traditional to new housing and care services models
- Keeping up with demand and aspirations for alternative housing models for independent living.
- Keeping up with specialist demand such as meeting the specific needs of those with dementia and physical and learning disabilities

What we mean by: -

Extra Care – providing self-contained homes for people with varying levels of care and support needs on site.

Priority	Sub-Priority	Impact
Housing	Modern, Efficient and Adapted Homes	Improving the choice and quality of local housing

This is a priority this year because we need to:

- Provide a range of affordable and flexible rented housing to meet local housing need.
- Reduce the number of empty private sector properties in Flintshire and bring them back to use and increase housing supply.
- Give applicants wider access to social housing through working together as landlords with other sectors.
- Make available more sites for housing development through the Local Development Plan.

What we will do in 2014/15:

1. Implement a wider range of models of private finance to deliver increased numbers of affordable homes through the newly formed North East Wales Homes.

Achievement will be measured through:

- Business plan measures:
 - Provision of a management service for 26 private rented sector properties
 - Entering into a lease agreement for 10 over 55's properties
 - Receive the freehold for and manage 19 units of gifted accommodation
- Approval for the Flint Town Centre regeneration plan which includes new housing provision

2. Implement the strategy to grow and sustain the private rented sector through the North East Wales Homes business plan.

Achievement will be measured through:

- Business plan measures:
 - Provision of a management service for 26 private rented sector properties
 - Entering into a lease agreement for 10 over 55's properties
 - Receive the freehold for and manage 19 units of gifted accommodation
- Bringing of 30 empty homes back into use for residential living
- Numbers and availability of private rented and leased properties

3. Develop a county wide housing register and implement a single allocations policy for Flintshire with partners.

Achievement will be measured through:

- A county wide housing register and single allocations policy in place by Autumn 2014.

4. Agree the Local Development Plan's vision, objectives and options to accommodate growth.

Achievement will be measured through:

- In accordance with the timetable of the Delivery Agreement; by November 2014.

Risks to manage:

- Maximising our joint resources with our partners.
- Maximising the availability of private finance.
- Encouraging developers to build a range of affordable housing in the current economic climate.
- Unclear about the implications of the changes proposed through the Planning Bill on timing of the progress of the Local Development Plan.

What we mean by:

Affordable and Flexible Housing - covers a range of tenure options for renting and purchase.

Local Development Plan - the Council's land use planning document that will guide development until 2030.

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Priority	Sub-Priority	Impact
Housing	Achieve the Wales Housing Quality Standard	Improving quality of life for our tenants through improved housing

This is a priority this year because we need to:

- Provide good quality housing for our tenants.
- Meet the target of Welsh Government for all social housing being brought up to the Wales Housing Quality Standard.
- Meet commitments given to tenants to improve their homes.
- Maximise resources available to improve homes owned by the Council.

What we will do in 2014/15:

1. Deliver the housing revenue account business plan to achieve the Wales Housing Quality Standard (WHQS) by 2020.

Achievement will be measured through:

- Investing in improving the housing stock
- Tenant satisfaction of work completed
- Performance measured against commitments made to tenants at the housing ballot
- Managing expenditure within or below budget to maximise available financial resources.

2. Reach a voluntary settlement with Welsh Government to exit the Housing Revenue Account (HRA) subsidy system by 31st March 2015.

Achievement will be measured through:

- The implementation of a voluntary agreement by the deadline which gives the Council certainty about future funding

3. Develop a revised stock investment plan to meet the objectives in the Assets Management Strategy in conjunction with Tenants and Members.

Achievement will be measured through:

- Agreement of a 6 year investment programme by March 2015
- Delivery of capital improvement programmes

Risks to manage:

- Ensure Contractors perform effectively and that costs are contained within budget.
- Gaining agreement with all 11 stock retaining Councils and Welsh Government on approach to dismantling the HRA subsidy system.
- Ensuring that the Council identifies and plans for the resources required to meet the WHQS by 2020.

What we mean by:

Wales Housing Quality Standard - Welsh Government's physical quality standard for modern social housing.

Housing Revenue Account subsidy system – the system used by UK Government to determine the amounts needed by local authorities for their housing and to identify whether they require subsidy support.

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

This is a priority this year because we need to:

- Support people to manage the impact of Welfare Reform.
- Prevent homelessness.
- Help people claim the benefit they are entitled to.
- Help people manage their debts.

What we will do in 2014/15:

1. Place a greater emphasis on preventing homelessness.

Achievements will be measured through

- The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months
- Number of tenants helped to move to more affordable accommodation (because of the spare room subsidy)

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

Achievement will be measured through:

- Number of Flintshire residents assisted by Flintshire County Council to maximise their income
- Number of residents supported to successfully challenge adverse benefit decisions
- 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 monthly debt managed as a result of advice provided by the Money Advice Service
- Amount of monthly discretionary housing payment (DHP) paid to support peoples housing needs including changes due to Welfare Reform

3. Support the implementation of Universal Credit (UC) within the Shotton Jobcentre Plus area

Achievement will be measured through

- Number of Universal Credit claimants referred to Citizens Advice Bureau for Personal Budgeting support
- Number of Universal Credit claimants assisted with on-line access
- Number of claims referred from Jobcentre Plus to Flintshire County Council Housing Benefit service

Risks to manage

- Meeting the growing costs of homeless prevention.
- Advice and support services sufficient to be able to meet demand.
- Eviction levels rising if tenants are unable to afford to pay their rent.
- Local economy may suffer as residents have less income to spend.
- Resources to meet the requirements of the Universal Credit roll-out.

What we mean by

- **Welfare reform** - a range of measures being introduced by Central Government to reform the Welfare Benefits system

- **Universal Credit** – new benefit which replaces the current means tested benefit for working age claimants
- **Homeless prevention** - take reasonable steps to prevent homelessness for anyone at risk of homelessness within 56 days

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Priority	Sub-Priority	Impact
Poverty	Fuel Poverty	Protecting people from poverty

This is a priority this year because we need to:

- Support people on low incomes and those impacted by Welfare Reform.
- To support people to reduce the impact of rising fuel costs.
- Install energy efficiency measures into homes as part of the Council meeting the Wales Housing Quality Standard for its housing stock.

What we will do in 2014/15:

1. Improvement in the energy efficiency of housing on Deeside through the Vibrant and Viable Places regeneration framework.

Achievements will be measured through:

- The installation of renewable technologies

2. Help residents in the private sector to access funding support to improve the thermal efficiency of their homes.

Achievements will be measured through:

- Number of households accessing Eco and other energy efficiency funding
- Number of households accessing opportunity to convert oil to gas heating systems in the Aston and Mostyn areas

3. Deliver energy efficiency measures to Council homes.

Achievements will be measured through:

- Number of Council homes receiving energy efficiency measures
- Number of Council homes in the Aston and Mostyn areas being converted from oil to gas heating systems

Risks to manage:

- Residents may not take up the energy efficiency measures available as we hope.
- Available funding might fall short of public demand.

What we mean by:

Vibrant and Viable Places – Welsh Government's regeneration framework launched in March 2013 with the vision that everyone in Wales should live in well-connected, vibrant, viable and sustainable communities with a strong local economy and good quality of life.

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Appendix B – Extract from ‘How achievement will be measured?’ document

Priority	Sub-Priority	Impact
Housing	Extra Care Housing	Helping more people to live independently and well at home

What we will do in 2014/15:

1. Develop and agree plans to extend our extra care provision to provide units in Flint and Holywell, providing 60 units in each location.

Achievement will be measured through:

- Agreed Business Model and funding for the developments
- Firm plans agreed with Social Housing partners for both schemes
- The new schemes and business model developed and supported by sound consultation

Achievement Milestones for strategy and action plans:

- Consultation for the new schemes to be complete by March 2015
- Business Model agreed by March 2015
- Funding for the developments agreed by March 2015
- Agreement with Social Housing Partners for both schemes by Dec 2014

Appendix B – Extract from ‘How achievement will be measured?’ document

Priority	Sub-Priority	Outcome / Impact
Housing	Modern, Efficient and Adapted Homes	Improving the choice and quality of local housing

What we will do in 2014/15:

1. Implement a wider range of models of private finance to deliver increased numbers of affordable homes through the newly formed North East Wales Homes.

Achievement will be measured through:

- Business plan measures:
- Provision of a management service for 26 private rented sector properties
- Entering into a lease agreement for 10 over 55's properties
- Receive the freehold for and manage 19 units of gifted accommodation
- Approval for the Flint Town Centre regeneration plan which includes new housing provision

Achievement Milestones for strategy and action plans:

Approval of the Flint Town Centre regeneration plan including new housing provision by March 2015.

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Provision of a management service for 26 private rented sector properties	Chief Officer – Community and Enterprise	N/A – new measure	26 properties	TBC
Entering into a lease agreement for 10 over 55's properties		N/A – new measure	10 properties	TBC
Receive the freehold for and manage 19 units of gifted accommodation		N/A – new measure	19 units	TBC

2. Implement the strategy to grow and sustain the private rented sector through the North East Wales Homes business plan.

Achievement will be measured through:

- Business plan measures:
 - Provision of a management service for 26 private rented sector properties
 - Entering into a lease agreement for 10 over 55's properties
 - Receive the freehold for and manage 19 units of gifted accommodation
- Bringing of 30 empty homes back into use for residential living

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Provision of a management service for 26 private rented sector properties	Chief Officer – Community and Enterprise	N/A – new measure	26 properties	TBC
Entering into a lease agreement for 10 over 55's properties		N/A – new measure	10 properties	TBC
Receive the freehold for and manage 19 units of gifted accommodation		N/A – new measure	19 units	TBC
IPH2M1 - Number of empty homes brought back into use		32 homes	30 homes	120 homes (cumulative)

3. Develop a county wide housing register and implement a single allocations policy for Flintshire with partners.

Achievement will be measured through:

A county wide housing register and single allocations policy in place by December 2014.

Achievement Milestones for strategy and action plans:

A county wide housing register and single allocations policy in place by December 2014.

4. Agree the Local Development Plan’s vision, objectives and options to accommodate growth.

Achievement will be measured through:

In accordance with the timetable of the Delivery Agreement; by November 2014

Achievement Milestones for strategy and action plans:

Agree the Local Development Plan’s vision, objectives and options to accommodate growth in accordance with the delivery agreement by November 2014.

Appendix B – Extract from ‘How achievement will be measured?’ document

Priority	Sub-Priority	Impact
Housing	Achieve the Wales Housing Quality Standard	Improving quality of life for our tenants through improved housing

What we will do in 2014/15:

1. Deliver the housing revenue account business plan to achieve the Wales Housing Quality Standard (WHQS) by 2020.

Achievement will be measured through:

- Investing in improving the housing stock
- Tenant satisfaction of work completed
- Performance measured against commitments made to tenants at the housing ballot
- Managing expenditure within or below budget to maximise available financial resources.

Please note the six year plan is currently out for consultation and feedback may affect the proposed targets. Current targets are based on the Choices document.

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Capital Works Target – Heating Upgrades	Chief Officer – Community and Enterprise	977	600	TBC dependant on WHQS Plan
Capital Works Target – Kitchen Replacements		1118	922	
Capital Works Target – Smoke Detectors		804	500	
Capital Works Target – Bathroom Replacements		200	N/A	Bathrooms are not in current plan for 2016/17.
Tenant satisfaction of capital works completed on kitchens, heating and bathrooms.		N/A – new measure	Establish baseline	TBC once baseline

Appendix B – Extract from ‘How achievement will be measured?’ document

			2014/15	established
IPH3M1 - Capital Programme expenditure on improvement work streams <i>(Managing expenditure within or below budget to maximise available financial resources - Capital works budget)</i>		£12m	£9.76m	TBC

2. Reach a voluntary settlement with Welsh Government to exit the Housing Revenue Account (HRA) subsidy system by 31st March 2015.

Achievement will be measured through:

The implementation of a voluntary agreement by the deadline which gives the Council certainty about future funding

Achievement Milestones for strategy and action plans:

Implementation of a voluntary agreement with Welsh Government to exit the Housing Revenue Account subsidy system by 31st March 2015.

3. Develop a revised stock investment plan to meet the objectives in the Assets Management Strategy in conjunction with Tenants and Members.

Achievement will be measured through:

- Agreement of a 6 year investment programme by March 2015
- Delivery of capital improvement programmes

Achievement Milestones for strategy and action plans:

Agreement of a 6 year investment programme by March 2015

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
IPH3M1 - Capital Programme expenditure on improvement work streams	Chief Officer – Community and Enterprise	£12m	£9.76m	TBC

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

What we will do in 2014/15:

1. Place a greater emphasis on preventing homelessness.

Achievement will be measured through:

- The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months
- Number of tenants helped to move to more affordable accommodation (because of the spare room subsidy)

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
HHA/013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	Chief Officer – Community and Enterprise	84.89%	90%	90%
Number of tenants helped to move to more affordable accommodation because of the spare room subsidy		50	65	TBC

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

Achievement will be measured through:

- Number of Flintshire residents assisted by Flintshire County Council to maximise their income
- Number of residents supported to successfully challenge adverse benefit decisions
- 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 monthly debt managed as a result of advice provided by the Money Advice Service
- Amount of monthly discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes

Appendix B – Extract from ‘How achievement will be measured?’ document

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC (WEL/001)	Chief Officer – Community and Enterprise	£2.3 million	£2 million	£2.6 million
The following indicators are provided for information and monitoring only and are not suitable for setting targets against				
Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	Chief Officer – Community and Enterprise	1,680	N/A	N/A
Number of residents supported to successfully challenge adverse benefit decisions		180	N/A	N/A
Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by Flintshire County Council		£2.3 million	N/A	N/A
Amount of monthly debt managed as a result of advice provided by the Money Advice Service <i>It has been decided this year to exclude the housing costs (i.e., total amount of outstanding mortgage) from the debt managed</i>		N/A – new measure	N/A	N/A
Amount of monthly discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes		N/A – new measure	N/A	N/A

3. Support the implementation of Universal Credit (UC) within the Shotton Jobcentre Plus area

Achievement will be measured through:

- Number of Universal Credit claimants referred to Citizens Advice Bureau for Personal Budgeting support
- Number of Universal Credit claimants assisted with on-line access
- Number of claims referred from Jobcentre Plus to Flintshire County Council Housing Benefit service

Appendix B – Extract from ‘How achievement will be measured?’ document

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
The following indicators are provided for information and monitoring only and are not suitable for setting targets against				
Number of Universal Credit claimants referred to Citizens Advice Bureau for Personal Budgeting support	Chief Officer – Community and Enterprise	N/A – new measure	190	TBC
Number of Universal Credit claimants assisted with on-line access		N/A – new measure	140	TBC
Number of claims referred from Jobcentre Plus to Flintshire County Council Housing Benefit service		N/A – new measure	250	TBC

Appendix B – Extract from ‘How achievement will be measured?’ document

Priority	Sub-Priority	Impact
Poverty	Fuel Poverty	Protecting people from poverty

What we will do in 2014/15:

1. Improvement in the energy efficiency of housing on Deeside through the Vibrant and Viable Places regeneration framework.

Achievement will be measured through:

The installation of additional energy efficiency measures including solid wall insulation and solar PV.

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Number of homes receiving energy efficiency measures	Chief Officer – Community and Enterprise	N/A – new measure	25	30
Average SAP score of homes receiving measures		65	70	70

2. Help residents in the private sector to access funding support to improve the energy efficiency of their homes.

Achievement will be measured through:

- Number of households accessing Eco and other energy efficiency funding
- Number of households accessing opportunity to convert oil to gas in the Aston and Mostyn areas

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
Overall annual fuel bill reduction for residents	Chief Officer – Community and Enterprise	£142,430	£175,000	£250,000
Annual reduction in carbon emissions		11,661 tonnes	25,000 tonnes	20,000 tonnes

Appendix B – Extract from ‘How achievement will be measured?’ document

IPE2M5 – Number of homes benefiting from improved domestic energy performance measures		466 homes	650 homes	1000 homes
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3. Deliver energy efficiency measures to Council homes.

Achievement will be measured through:

Number of Council homes receiving energy efficiency measures

Number of Council homes in the Aston and Mostyn areas being converted from oil to gas

Achievement Milestones for strategy and action plans:

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target
IPP2M4 - Number of Council homes receiving energy efficiency measures	Chief Officer – Community and Enterprise	161 council homes	400 council homes	500 council homes
Number of Council homes in the Aston and Mostyn areas being converted from oil to gas (this is a sub-measure of IPP2M4 above)		N/A – new measure	233 council homes	N/A

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Achievement Measure	Flintshire Performance 2012/13	Flintshire Rank and Quartile	Wales Average 2012/13 (median)	Best in Wales 2012/13	Upper Quartile 2012/13	Worst in Wales 2012/13
HHA/013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	83.4%	14 th Mid Quartile	86.2%	100%	91.9%	1.2%

2013/14 data is not yet available for comparative purposes

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

DATE: **TUESDAY 10 JUNE 2014**

REPORT BY: **HOUSING & LEARNING OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **YEAR END IMPROVEMENT PLAN MONITORING REPORT**

1.00 PURPOSE OF REPORT

1.01 To note and consider elements of the 2013/14 Year End Improvement Plan Monitoring Report relevant to the Housing Overview and Scrutiny Committee. The report covers the period January – March 2014.

1.02 To note the following:-

- The levels of progress and confidence in meeting the Council's Improvement Priorities and their impacts including the milestones achieved.
- The measures which evidence achievement and the baseline data, and targets.
- The baseline risk assessment for the strategic risks identified in the Improvement Plan and the arrangements to control them.

2.00 BACKGROUND

2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2013/14.

2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Heads of Service. These will be similar to those previously produced for quarterly reporting.

3.00 CONSIDERATIONS

3.01 The Improvement Plan Monitoring Report gives an explanation of the progress being made towards delivery of the impacts set out in the Improvement Plan. The narrative is supported by measures and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.

3.02 For Housing Overview and Scrutiny Committee the following Improvement Plan sub-priority reports are attached at Appendix 1 – 5:-

- Extra Care Housing
- Modern, Efficient and Adapted Homes
- Achieve the Wales Housing Quality Standard
- Welfare Reform
- Fuel Poverty

4.00 RECOMMENDATIONS

4.01 That the Committee consider the 2013/14 Year End Improvement Plan Monitoring Report, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no specific financial implications for this report; however the Council's Medium Term Financial Plan is aligned to resource the priorities of the Improvement Plan.

6.00 ANTI POVERTY IMPACT

6.01 There are no specific anti poverty implications for this report, however poverty is a priority within the Improvement Plan 2013/14.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications for this report; however the environment is a priority within the Improvement Plan 2013/14.

8.00 EQUALITIES IMPACT

8.01 There are no equalities implications for this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no personnel implications for this report.

10.00 CONSULTATION REQUIRED

10.01 Publication of this report constitutes consultation.

11.00 CONSULTATION UNDERTAKEN

11.01 Corporate Management Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

12.00 APPENDICES

- 12.01 Appendix 1 – Extra Care Housing
Appendix 2 – Modern, Efficient and Adapted Homes
Appendix 3 – Achieve the Wales Housing Quality Standard
Appendix 4 – Welfare Reform
Appendix 5 – Fuel Poverty

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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Priority: Housing
Sub-Priority: Extra Care Housing
Impact: Helping more people to live independently and well at home

We said in 2013/14 that we would:

1. Extend our extra care supported living service from 1 to 2 schemes increasing provision from 50 housing units to 113 housing units by opening Llys Jasmine in Mold to follow Llys Eleanor in Shotton.

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2013/14 –
Llys Jasmine opened on a phased basis in the first week in October, after a slight delay on the build. Apartments were fully subscribed and have now all been occupied. There is now a waiting list for places. Tenants meetings originally planned for January are subject to a slight delay in line with the build programme and are being held in February; a tenant satisfaction scheme is under development and feedback will be reported in 2014/15. A further two extra care schemes are currently under consideration.

What went well –
Llys Jasmine opened on a phased basis in the first week in October. Apartments were fully subscribed and have now all been occupied.

What did not go so well –
Slight delay in opening of Llys Jasmin.

Achievement will be Measured through:

- Scale and take-up of provision to meet demand
- Tenant feedback

Achievement Milestones for strategy and action plans: (Lead officers – Director of Community Services, Head of Housing, Head of Adult Social Services)
Open Llys Jasmine – September 2013
Develop a tenant satisfaction scheme by January 2014

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Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Trend
Full occupation: i) Llys Jasmine – 63 units ii) Llys Eleanor – 50 units	Director of Community Services / Head of Housing / Head of Adult Social Services	i) N/A ii) 100%	i) 100% ii) 100%	i) 100% ii) 100%	i) 100% ii) 100%	G	i) N/A ii) Maintained
Tenant feedback: >90% rate of tenant satisfaction (Annual measure)	Head of Housing / Head of Adult Social Services	N/A	90%	90%	Informal collection of feedback	N/A	N/A

2. Develop a new and sustainable business model for more schemes, now there is no longer Welsh Government capital funding available, with plans for further schemes in the Flint and Holywell catchments.

Progress Status	Progress RAG	A	Outcome RAG	G
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What we did in 2013/14 –
 There is a proposal to utilise WG Intermediate Care Funding to support the capital requirement of developing two further Extra Care Housing developments in Flint and Holywell. Further work is required with social landlords to ensure that a robust business plan can be developed on this basis. The Director of Community Services is in discussion with housing partners and working closely with legal and procurement to agree a way forward.
 Plans for the new Extra Care schemes include the consideration of revenue streams to support the transition from more traditional to new housing and care services.

What went well –
 Building on the success of the previous 2 scheme, proposals have been drawn up to develop 2 further schemes.

What did not go so well –
 Negotiations with social landlords still continuing, as a result our milestone dates have been revised.

- Achievement will be Measured through:**
- development of a new business model
 - development of agreed plans for new schemes

Achievement Milestones for strategy and action plans: (Lead Officer – Director of Community Services)
 Appoint partner – December 2014
 Develop new business model – March 2015
 Develop agreed plans for new schemes – December 2014

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Risks to Manage

1. How we can fund the building of new schemes with local partners and using local assets without national capital grant.
2. How we can switch revenue resources from more traditional to new housing and care services.
3. Keeping up with demand for alternative housing models from an ageing population.
4. Keeping up with specialist demand such as meeting the specific needs of those with dementia.

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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	Council is progressing appointment of Social Housing Partners to support developments in Flint & Holywell. Partners have been identified and will be appointed by the end of 2014. Actions will be identified and listed against these risks following this appointment.	M	M	A	The appointment of a partner is progressing through the legal and procurement process. There is no risk to the outcome; the risk status relates to the planned timescales being met, and is reducing as negotiations progress. An update on the timescale for this will be reported at Year End.	Head of Assets & Transportation	↔	L	L	G

APPENDIX 2

Priority: Housing
Sub-Priority: Modern, Efficient and Adapted Homes
Impact: Improving the choice and quality of local housing

We said in 2013/14 that we would:

1. Agree a new model of private finance to deliver an increased number of affordable homes.

Progress Status	Progress RAG	A	Outcome RAG	G
------------------------	---------------------	----------	--------------------	----------

What we did in 2013/14 –
 Soft market testing has been undertaken with a number of developers who have access to capital finance to build new homes. The intention is to use the intelligence gained during this reporting year to complete a procurement exercise for a developer and funder during the next financial year. This activity has been subject to a short delay as a result of BCU determining that the current site of the Leas Maisonettes is their preferred site for a primary health care centre. In addition there is support for the development of two new extra care facilities in Flintshire, one of which is likely to be on the site of the former maisonettes in Flint. This has implications in terms of numbers of additional housing units to be developed, as a registered social landlord will carry out the procurement for the extra care units and there would therefore need to be a reduction in the number of council led units for Flint, with a corresponding increase on other council owned sites across the county.

Despite the delay in getting the new financial models agreed, the Council has approved the establishment of a wholly owned property management company called North East Wales Homes. This will go live during April 2014 and will receive the 10 housing units gifted to the council in lieu of section 106 contributions through the planning system. The company will then be in a position to offer the properties for affordable rental in perpetuity and as the company grows and develops (a further 20 gifted units have already been secured), borrow against these unencumbered assets to fund further development of affordable housing. The formation of the company will therefore act to compliment the other financial models subject to formal procurement as outlined above and fund future development.

What went well – The soft market testing of developers and funders that has occurred has informed Officers of all the potential financial models which can fund development. Members have also been kept informed throughout the process in order to build support for utilising private finance to secure new housing in Flint and other key areas of the county. The models have been considered by housing, finance and legal colleagues and will inform the future procurement exercise and ensure that the council is maximising the value of the investment. In terms of the wholly owned company North East Wales Homes, early dialogue with Members and gaining political support

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has been vital to ensuring the establishment of the company and again housing, legal and finance colleagues worked closely to ensure that this new venture could be launched.

What did not go so well – The aspiration was to launch the company earlier in Quarter 4, so that the houses gifted to the council in lieu of section 106 contributions could be transferred directly to North East Wales Homes. However, there was insufficient Officer capacity within the organisation to launch the company during the financial year, particularly given the additional need to lodge year end financial accounts for the company at a time when the council was carrying out its own quarter 4 capital and revenue monitoring and making preparations for year end.

Achievement will be Measured through:

- Gaining formal approval for a new model
- Approval for the Flint Town Centre regeneration plan

Achievement Milestones for strategy and action plans: (Lead Officer – Head of Housing)

Gain approval for new funding model – July 2014

Gain approval for Flint Town regeneration plan – **Completed**

Risks to Manage

Ensuring that we prevent delays in planning approvals for affordable housing developments for affordable housing developments.

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)
M	M	A	Preplanning meetings are now in place with planning and the affordable housing officer to help assist applications to progress smoothly through the planning process.	L	M	G	The Affordable Housing Officer continues to offer dedicated support to the Planning Policy Service as required. The Officer assists in any application where there is a need for a Section 106 contribution for affordable housing, ensuring continuity and that planning decisions are aligned with the council's Local Housing Strategy.	Head of Housing	↔	L	M	G

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Risks to Manage

Ensure the availability of private finance for development of affordable homes.

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)	
M	H	R	North East Wales Homes reduces the risk by allowing a wider range of finance options and leverage of assets to be considered. Effectively the company provides the council with greater financial and commercial freedoms to operate akin to a private company to meet its social objectives around affordable housing.	L	M	G	The council must ensure that it follows a robust and compliant procurement process in an area for which it has no recent background. External expertise will be required as part of the procurement exercise and will be appointed subject to Cabinet approval	Head of Housing	↓	L	M	G

Risks to Manage

Encouraging developers to build a range of affordable housing in the current economic climate

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	Preplanning meetings are now in place with planning and the affordable housing officer to help assist applications to progress smoothly through the planning process.	M	M	A	North East Wales Homes will provide the council with a wider range of options for developers to meet S106 obligations through gifted homes. This can ensure that sites considered by developers as not financially viable under existing arrangements can be made viable.	Head of Housing	↔	L	M	G

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2. Develop a strategy to grow and sustain the private rented sector

Progress Status	Progress RAG	A	Outcome RAG	A
<p>What did we do in 2013/14 – Development of a private rented sector strategy was delayed in order to take into consideration consultation undertaken in late 2013. The PRS improvement plan, supported by the WLGA is in place and elements are being implemented, particularly where urgency exists e.g. changes to homelessness duties and the ability to discharge that duty in to suitable accommodation in the private rented sector.</p> <p>A key element of the plan was the establishment of North East Wales Homes, which offers the opportunity to engage much more closely with the private rented sector. This wholly owned council company aims to encourage the growth of the private rented sector by offering both leasing arrangements and property management services to the property owners. The company will work closely with those individuals who currently rent property, those who own vacant property and can be convinced to let it and those older home owners who wish to lease their property to the company and access the council's sheltered housing stock.</p> <p>Whilst the council is open to collaboration on all projects, for the avoidance of duplication and where value for money can be achieved, there is a need to consider sensitively the impact of a potential local government reorganisation as proposed by the Williams Commission. However, value for money and effective service delivery remain paramount and where those primary objectives can be satisfied then collaborative opportunities will be vigorously pursued.</p>				
<p>What went well – Positive feedback was received following the private rented sector landlord event held in quarter 3 of 2013. This allowed the council to consider the types of services North East Wales Homes should offer once established. The potential products and services were amended following the consultation exercise and provided an opportunity to engage more closely with the sector for the first time.</p>				
<p>What didn't go so well – The uncertainty created by the potential review of local government as a consequence of the Williams Commission Report has left a vacuum of uncertainty over collaborative projects. Whilst Flintshire remains committed to collaboration where it can satisfy the tests outlined above this thinking is not shared by all current partners and more work will be required to address this.</p>				
<p>Achievement will be Measured through:</p> <ul style="list-style-type: none"> • Formal approval for a strategy to grow and sustain the private rented sector approved by the end of 2013 • Bringing of 30 empty homes back into use for residential living 				

Achievement Milestones for strategy and action plans: (Lead Officer – Head of Housing)

Develop and implement a Private Rented Sector improvement strategy and associated action plan – September 2013

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Trend
Number of empty homes brought back into use.	Head of Housing	32	30	30 (120 cumulative)	33	G	Improved

Risks to Manage

Maximising our joint resources with our partners

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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	<p>The council has established North East Wales, which will assist in the aim of maximising our joint resource will future partners e.g. developers</p> <p>The review of joint and collaborative working in the PRS with neighbouring authorities has not yet been completed.</p>	H	H	R	<p>Establish a corporate private rented sector working group to develop corporate service standards, policies and processes in relation to the sector.</p> <p>Review joint and collaborative working in the private rented sector with neighbouring local authorities.</p>	Head of Housing	↔	M	M	A

3. Develop a regional housing register and common allocations policy with partners

Progress Status	Progress RAG	A	Outcome RAG	G
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What did we do in 2013/14 –
The SARTH Policy was completed and approved by Cabinet in January 2014. A phased implementation has been agreed which will see operational implementation of the housing solutions approach and revised medical panel policy in quarter 4. The IT development and review and cleanse of the register will carry on alongside this work. The project plan projects a go live date in Autumn 2014.

What went well – The project has progressed well during the reporting period, this has been due to successful preplanning and the coordination of activities across the various councils and registered social landlords. This high level of communication and coordination has been vital to ensure that each Cabinet or Executive on behalf of the councils and each RSL board are working in harness and steering the project forward. There has been a high level of commitment at Officer level and the project has received funding support from Welsh Government which has allowed it to progress with pace and with dedicated people resources.

What did not go so well – An ICT solution still needs to be found to allow for a single system at county level to allow for easy transition of council allocations and RSL allocations to a new system which provides a truly single access route. This will be progressed over the next 12 months.

Achievement will be Measured through:

- A regional housing register and common allocations policy agreed and in place by Autumn 2014

Achievement Milestones for strategy and action plans: (Lead Officer – Head of Housing)
Regional register and common allocations policy agreed – November 2013
Regional register and common allocations policy implemented – December 2014

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Priority:	Housing
Sub-Priority:	Achieve the Welsh Housing Quality Standard
Impact:	Improving quality of life for our tenants through improved housing

We said in 2013/14 that we would:

1. Agree a revised business plan with Welsh Government to meet the Welsh Housing Quality Standard (WHQS)

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2013/14 –

Flintshire County Council has agreed a revised business plan with Welsh Government to achieve the Welsh Housing Quality Standard by 2020. A number of surveys are to be procured to validate figures provided in the business plan and to inform a revised 6 year work programme for achievement of WHQS. These include: -

- Revised Stock Condition Survey – **Complete (first draft received)**
- Asbestos Consultancy and Surveying – **Surveying in progress for communal areas**
- Communal Heating – **Surveyor appointed to review maintenance plan for the Heights**
- Planning Stage – **Currently working through business models for the new plan**

The revised business plan will commit to circa £103m over the next 6 years to achieve WHQS. As per the current work streams the initial focus will be on the internal components of the properties with the external and environmental programmes to begin following the completion of the internal work schemes.

The agreed business plan highlights a number of alternative funding streams and efficiency and income generation targets to contribute towards achieving outcomes contained within the business plan i.e. ECO Funding, service charges.

Previous risk identified – Understanding what our options are should Welsh Government not agree Flintshire’s revised Business Plan – The risks have been revised on the basis that the business plan submitted has been agreed by Welsh Government.

What went well – Agreement with Welsh Government of a revised business plan to meet Welsh Housing Quality Standards following detailed analysis to maximise investment capacity.

What did not go so well – Not applicable

Improvement Plan Progress
Year End 2013/14

Achievement will be Measured through:

- Agreement of a revised business plan with Welsh Government – **Achieved**

Next steps:

Pursue options to secure additional funding to maximise investment capacity in the housing stock – Funding gap reduced from £14M to £8M through additional efficiencies and income maximisation in 2014/15 budget - **Met**

Risks to Manage:

1. Outcomes of Stock Condition Survey
2. Securing additional funding such as ECO finance
3. Realising efficiencies and income generation targets identified in the business plan

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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	1. Gaining political approval for efficiency and income generation proposals.	L	M	G	1. Options for prudential borrowing. 2. Revise business plan following outcomes of Stock Condition Survey	Head of Housing	↔	L	L	G

2. Deliver the capital programme ensuring value for money

Progress Status

Progress RAG

G

Outcome RAG

G

What we did in 2013/14 –

During the financial year 2012 / 2013, a number of capital works targets were met within budget and market conditions enabled FCC to exceed our target numbers for the same value: -

- Heating upgrades - 600 homes planned - 1100 delivered
- Kitchen replacements - 922 planned - 1100 delivered
- Smoke detectors - 884 planned - 2400 delivered
- Bathroom replacements - 56 planned - 62 delivered

In 2013/14 the original commitments made within the Tenants Choices Document were again exceeded: -

- Heating upgrades - 600 homes promised - 977 completed
- Kitchen replacements – 922 promised – 1118 completed
- Smoke detectors - 884 promised - 804 completed
- Bathrooms – 0 promised – 200 completed

Programme expenditure 2013/14 is in accordance with initial forecasts. Against a budget of £12.87m for the financial year 100% was spent. Additional budget was realised throughout the year from balances which enabled additional work streams to be undertaken.

As part of the Housing Asset Management service review a Tenant Liaison Officer was appointed in July 2013.

Progress on the key milestones is as follows: -

- The asbestos consultancy and surveying of communal areas is in progress.
- To ensure performance of the works programme, monitoring is in place for contract progress and budget management. Monthly project meetings are held with each contractor to review progress and performance against KPI's. Delivery targets are set and progress against these targets is monitored by the project managers.
- The revised Stock Condition Survey is completed. The survey will verify previous Stock Condition Data, survey a further 10% of the internal condition of the properties and focus on the external aspects of the stock in order to inform the environmental work streams that will form part of the revised works plan to meet WHQS by 2020.
- Following the return and review of the updated Stock Condition Data a revised 6 year programme will be developed to meet the WHQS by 2020.

Improvement Plan Progress
Year End 2013/14

- An Asbestos Management Strategy has been developed together with an operational plan for implementation.

What went well – The Capital Programme was fully delivered in 2013-14 again exceeding the original commitments made in the Tenants Choices Document.

What did not go so well – Not applicable

Achievement will be Measured through:

- Performance management of our works programme

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Trend
Capital Programme expenditure on improvement work streams	Housing	N/A	£12.87m	TBC	£12.87m	G	N/A

Risks to Manage:

Ensuring Contractors perform effectively.
Meeting customer expectations

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)	
M	M	A	1. Effective budget monitoring and management 2. Robust management of contractors for programme delivery. 3. Ensuring effective arrangements and resource for customer liaison. Tenant Liaison Officer appointed in July 2013.	L	L	G	1. Review resource requirements in line with revised 6 year works programme.	Head of Housing	↔	L	L	G

3. Develop a Housing Asset Management Strategy by January 2014.

Progress Status

Progress RAG

G

Outcome RAG

G

What we did in 2013/14 –

A revised Asset Management Strategy has been developed alongside the completion of an updated Stock Condition Survey. The outcomes of the Stock Condition Survey together with the information gathered for the Asset Management Strategy will then inform a revised 6 year Capital Investment Programme to achieve WHQS by 2020. This will be carried out in three stages:

1. Planning – April to October 2014
2. Procurement – November 2014 to March 2015
3. Implementation – April 2015 to July 2015

A new risk has also been identified in terms of welfare reform and the need to identify measures within the Asset Management Strategy to mitigate the potential impact. A small budget has identified in 14/15 capital programme to adapt properties that may become difficult to let due to the size (and threat of bedroom tax) for large properties where there is no demand.

What went well – Asset Management Strategy agreed at Scrutiny and Cabinet which has enabled the service to proceed with developing a revised delivery programme to meet Welsh Housing Quality Standards.

Tenant and member consultation

What did not go so well – Not applicable

Achievement will be Measured through:

- An effective strategy to maintain and improve the housing stock

Achievement Milestones for strategy and action plans: (Lead Officer – Head of Housing)

Asset management strategy including options for energy funding, WHQS, regulation and compliance etc. – **Completed January 2014**

Risks to Manage

Ensuring that the Council finds the resources required to meet the Welsh Housing Quality Standard by 2020
Ability to address the impact and change in demand due to Welfare Reform

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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	1. Ensuring other services i.e. Housing Management input to the Asset Management Strategy to plan for the impact of Welfare Reform and other regeneration issues.	L	M	G	1. Revisit and revise business plan to address future impacts of Welfare Reform i.e. re-modelling of existing accommodation. 2. Options for prudential borrowing	Head of Housing	↔	L	L	G

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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	A	Outcome RAG	A
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What we did in 2013/14 - Vulnerable households, impacted by the welfare reforms, were targeted with advice and support. Introduced amendments to the FCC housing allocation and rent arrears policies to ensure they were able to respond to the challenges created by the housing benefit reforms. Integrated the Housing Register Team, responsible for managing the social housing register, with the Housing Options Team.

What went well – The advice targeted at households, impacted by the spare room subsidy, has helped FCC tenants to better manage the financial changes imposed upon them by the welfare reforms & mitigated the full extent of impacts from the reduction in HB payments from falling upon the Housing Revenue Account. Through the integration of the Housing Register Team & the Housing Options Team, we are now able to provide a more realistic housing options approach for more households impacted by the welfare reforms.

What did not go so well - The introduction of sufficient levels of suitable accommodation to remove the need for homeless households, especially those containing children, to be temporarily housed, albeit in an emergency, within Bed and Breakfast accommodation.

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	Year-End Outturn	Performance RAG	Trend
Homeless Prevention for 6 months (HHA/013)	Head of Housing	83.41%	90%	90%	84.89%	A	Improved

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)

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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)	(Lxl)		(L)	(l)	(Lxl)			(L)	(l)	(Lxl)	
H	H	R	<ol style="list-style-type: none"> 1. Staff across the service have had Homeswapper training to help assist tenants to downsize. 1,2 2. A Housing Officer (Welfare Reform) has been appointed to provide additional capacity to work to identify and implement creative solutions that address housing requirements of tenants impacted by the spare room subsidy. 1,2 3. Work undertaken with Revenues & Benefits to 	M	M	A	<ol style="list-style-type: none"> 1. Manage the implementation of, and monitor the outcomes from the Universal Credit local delivery partnership agreement 1,2 2. The Tackling Poverty Partnership will continue to oversee the implementation of measures to improve financial capability & access to affordable credit within households impacted by welfare reforms. 1,2 3. A Private Rented Sector 	Head of Housing	↔	M	M	A

			<p>identify affected customers whose arrears are increasing at the most rapid rate and staff have been making regular contact with those people. 2</p> <p>4. A new system to ensure that those requesting re-housing because of welfare reform receive an equal quota of allocations has been introduced. 1, 2</p> <p>5. 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</p>			<p>strategy is currently in development and will consider how we can work with landlords as part of a long-term solution. 1,2</p>					
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2. Provide advice and support services to help people protect their income				
Progress Status	Progress RAG	G	Outcome RAG	G
<p>What we did in 2013/14 - Helped residents to maximise their welfare benefit and tax credit income and to resolve financial difficulties that were resulting in them being unable to maintain their contractual rent or mortgage payments. Targeted support at vulnerable households impacted by the welfare reforms, helping them to implement solutions that have alleviated, in full or part, the difficulties that they faced as result of losing welfare benefit income. Provided training to staff in front line services, developing their knowledge of the welfare reforms. Worked in partnership with the Department for Work and Pensions to ensure there is a coordinated network of support provision available to assist claimants to make and sustain their universal credit claim.</p>				
<p>What went well - The successful outcomes to interventions from the Welfare Rights Team generated additional welfare benefit and tax credit income totalling £2.3 million pa, boosting household income and spending power within the local economy and positively supporting the Tackling Poverty and Homelessness Prevention agenda's. The development of the local delivery partnership agreement with the DWP and agreeing a level of DWP funding will ensure support is available to help universal credit claimants make online claims and with personal budgeting support. Empowering staff in front line to be able to confidently provide the initial support and reassurance to residents impacted by the welfare reforms.</p>				
<p>What did not go so well – Whilst measures are in place to offer personal budgeting support to new Universal Credit claimants and to the households targeted with support, more work needs to be done in order to improve the financial literacy and money management skills within all households impacted by welfare reforms, or who will be as Universal Credit is rolled out.</p>				
<p>Achievement will be Measured through:</p> <ul style="list-style-type: none"> • 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	Year-End Outturn	Performance RAG	Trend
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	£2,347,332	G	Improved
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	1,600	N/A	Improved
Number of residents supported to successfully challenge adverse benefit decisions	Head of Housing	110	N/A	N/A	180	N/A	Improved
Number of residents accessing money management training	Head of Housing	N/A	N/A	N/A	65	N/A	N/A
Number of residents helped to move to more affordable accommodation	Head of Housing	N/A	N/A	N/A	50	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	£7,272,671	N/A	Improved

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)

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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	1. FCC developed a local delivery partnership agreement with the DWP and agreed a level of DWP funding to ensure support is available to help universal credit claimants make online claims and with personal budgeting support. 1 & 2 2. Through grant funding, obtained from the Welsh Government & DWP, FCC has been able to fund the cost of a fulltime post, based within Flintshire CAB. The	M	M	A	1. Manage the implementation of the Universal Credit delivery partnership agreement & enhance the partnership working between FCC & the DWP to ensure residents can access appropriate support to make and sustain their Universal Credit claims. 1 & 2 2. Continue training and coaching of staff within front line service providers to develop their advice and support skills and their ability to respond to residents affected by the on-going	Head of Housing	↔	M	M	A

			<p>post holder will lead the development of a Single Advice Gateway, which will complement the Supporting People Gateway with the aim of maximising the effective use of available resources, and ensuring residents have increased access to advice and support providers. 1 & 2</p> <p>3. At the end of March 2014, the Welfare Reform Response Team had supported over 150 vulnerable households to implement solutions that have alleviated, in full or part, the difficulties that they faced as result of losing welfare benefit income. 2</p> <p>4. At the end of March 2014, the Welfare Rights Team had helped residents to access £2.3 million pa of ongoing welfare benefit payments. 2</p>				<p>transformation of the social security system. 1 & 2</p> <p>3. The Council, and its partners, need to continue to manage the impacts of on-going transformation of the social security system, including the progressive roll out of Universal Credit and the reassessment of disability benefit claimants through the development of the Local Support Services Framework. 1 & 2</p> <p>4. The Council will need to continue to forecast the projected impacts of future changes to social security legislation upon residents, service users, service providers, local businesses. 1 & 2</p>					
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APPENDIX 5

Priority: Poverty
Sub-Priority: Fuel Poverty
Impact: Protecting people from poverty

We said in 2013/14 that we would:

1. Develop a regional ECO scheme with key partners.			
Progress Comment	Progress RAG	G	Outcome RAG
			G
<p>What we did in 2013/14 – A regional Energy Company Obligation (ECO) framework, initially focussed on social housing external wall insulation works, was developed in partnership with Wrexham, Denbighshire and Conwy councils and procured by Wrexham Council. The framework was established in August 2013. Achievements will be measured as part of the other activities in this improvement plan, in terms of measures installed, and carbon and heating bills reduced.</p>			
<p>What went well – The council is a strong and active regional partner to energy efficiency initiatives and has worked alongside other councils such as those identified above to take forward a number of schemes, supported by both Welsh government officers and capital funding. Flintshire appreciates the need to aggregate schemes across local authority boundaries to achieve the highest levels of investment through energy company funding. Flintshire acted as a positive partner in this procurement, which resulted in the successful formation of an Energy Company Obligation Framework</p>			
<p>What didn't go so well – The procurement was led by Wrexham Council and communication by that council and its partners could have been better. This would have aided development of the framework and an earlier implantation. Post implementation communication could also have been better. This would ensure that given the limited number of contractors on the framework (4) the councils were not attempting to call off the same contractors at the same time thereby ensuring timely delivery on site. The reduction energy company funding through ECO has also impacted on the rates per tonne of carbon that can be achieved via the framework, resulting in a reduction in the number of properties that can be improved.</p>			
<p>Achievement will be measured through:</p> <ul style="list-style-type: none"> • Delivery of a regional ECO scheme – Achieved August 2013 			

Risks to Manage - We could be unsuccessful in establishing an ECO partnership.

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	1. Work with Wrexham and other partners to develop ECO framework. 2. The overall cost of establishing the framework is split so that the most active partners contribute a larger proportion of the cost. This is to encourage involvement of less active partners. 3. There is limited obligation on partners to commit to using the framework. Partners are not forced to use the framework. 4. The framework has been tendered based on volume coming from social stock. This allows the Councils to control the volume of work put through the framework.	L	L	G	1. There may be a need to develop further ECO Frameworks or bespoke contracts, depending upon the performance of the 4 successful contractors and the types of work packages required. 2. Until the first mini-tenders are run it is unknown whether the framework will allow the Council to benefit from more specialist/ targeted investment. Any adjustment in strategy is easily achieved through a revision to the Private Sector Renewal & Improvement Policy. 3. ECO funding levels may fluctuate as funds diminish or as further opportunities become available. The Council will need to monitor this risk and adapt as appropriate.	Gavin Griffith	↔	L	L	G

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2. Help residents in the private sector to access funding support to improve the thermal efficiency of their homes.

Progress Comment

Progress RAG

G

Outcome RAG

G

What we did in 2013/14 –

The team anticipated that in 2013/14 over 450 properties would receive improvement measures and over £100k of heating bill savings would be delivered. The initial expectation for the year was that delivery figures would be low due to the extremely high Community Energy Saving Programme Funding stopping and the energy companies taking time to formulate their new funding strategies. There was some go early money in Q1 and Q2 which the team was able to seize on when it became one of the first LAs in the UK to introduce an Energy Company Obligation funded programme with A&M Energy Solutions Ltd. The team also introduced a scheme to support local installers until the new Energy Company Obligation (ECO) funding emerged properly. This delivered positive results with over 104 owner occupied or private rented homes receiving insulation or heating works through six local small or medium sized enterprises. Anticipated annual savings of over £27,000 have been created from a Council investment of £44,000.

This pilot study was built on and in Q4 a new Affordable Warmth Fund was introduced through the Housing Renewal Policy following approval by Scrutiny Committee. This new fund will help reduce and prevent the number of Flintshire households in or at risk from fuel poverty (currently estimated at 20,000 based on National Energy Action, NEA, figures).

Council properties continue to receive improvements through the Service's commitment to meet the WHQS requirements. Initial year end figures suggest that the average SAP rating has increased from 70.96 in 2013/14 to 74.88 this year. This is partly due to the increased number of council properties receiving measures (161 this year) and also the effectiveness of the measures being installed. Solid wall insulation and gas infill programmes are delivering maximum SAP improvements and good value for money.

The Service has introduced a new procurement method for its projects following the introduction of the updated CPRs and P2P. As a result of the development of this approach (splitting materials and labour) 110 privately owned properties that were due to receive solid wall insulation in Q4 are now receiving the measures in Q1 2014/15. The benefit of this is a reduction in cost of 25% with greater control over quality and sustainability. This has also allowed smaller contractors to tender for works with a much higher likelihood of being competitive with major contractors.

Wilmot Dixon have also completed 70 properties in Central Holywell as part of the Welsh government's Arbed Programme. The Council is waiting for a formal report from the Welsh Government on the outcome of the project and the figures have not been included in the totals below as a result. The team has submitted proposals to the Arbed team for funding for Flint Oakenholt and Mostyn. We are waiting for the Welsh Government to announce the results of our application.

The Service has spent a great deal of time preparing for the 14/15 work programme which features large scale gas infill projects in Aston and Mostyn. Over 10km of gas mains has started to be laid and Wales and West Utilities expect to be on site until the end of the financial year 14/15.

Over 1000 properties are in the catchment area with 223 Council properties due to receive gas. All of the surveying work and grant applications for the Council properties took place in 13/14 with over £550,000 in grants secured towards the project so far (this finance is to be received in 2014/15 and will officially be reported in 14/15). More is expected to be secured as the private sector is brought into the scheme.

What went well – In total well over £1million has been secured in external grant funding for schemes in the last financial year, not including the above gas infill monies, with a further £550K for that scheme secured by year end. Support has been gained to expand the team and introduce four new posts that will allow the Council to innovate and develop a service that continues to drive a model that other LAs are looking to emulate across Wales. This is at a time of reductions of funding through energy companies as a result of central government changes to the Energy Company Obligation (ECO). To mitigate for these reductions the service has been engaged in smarter procurement of schemes with a labour and materials split which has delivered significant value for money savings, allowing for a greater number of properties to be completed, despite the reducing budget.

What did not go well – The Service has been slow to appoint to the four additional posts it has received approval for. The result of this is that the majority of Officer time is currently spent on delivering 'live' projects with less time available for forward planning and seeking out new income streams through Welsh government and the EU.

Achievement will be measured through:

- Number of households accessing ECO and other energy efficiency funding

Measure / Milestone	Responsible Officer	2012/13 Baseline Data	2013/14 Target	Aspirational Target	Year End Outturn	Performance RAG	Trend
£75,000 anticipated annual energy bill savings secured	Gavin Griffith	£270,245	£75,000	£75,000 per year	£143,430	G	Downturned
Lifetime carbon emission reduction of 5,000 tonnes	Gavin Griffith / Will Pierce	17,412 tonnes	5,000 tonnes	5,000 tonnes per year	11,661 tonnes	G	Downturned
Total number of measures installed through ECO and other energy efficiency funding	Gavin Griffith	920 measures	200 measures	200 measures per year	466 measures	G	Downturned

3. Deliver energy efficiency measures to Council homes.

Progress Comment	Progress RAG	G	Outcome RAG	G
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What we did in 2013/14 –
87 council properties have been improved so far through the programme, including 16 solid wall insulation, 70 lofts and 1 cavity wall. The Council is on track to deliver the aspirational target of 200 homes receiving measures by end of financial year 2016/17.

In line with the comments for activity 2 the team are accelerating the work programme with the intention of bringing additional value to the Welsh Housing Quality Programme as a response to the risk posed by the current and predicted volatility of grant funding on which the team depends.

What went well – The council successfully procured an ECO Scheme directly with a utility company funder and was one of the first in Wales to do so. This allowed for early completion of the planned programme of 87 Council homes receiving external wall insulation by the end of quarter 3, freeing up time during quarter 4 to prepare the 2014/15 schemes for Council homes utilising ECO funding. The schemes in Council homes have helped significantly raise the average SAP levels from 70.96 to 74.88 during this year, against a WHQS target of SAP 65.

What did not go so well – There were a small number of quality issues in connection with the work on site, which had to be addressed. However, the works were still completed and fully signed off within target time.

Achievement will be measured through:

- Number of Council homes receiving energy efficiency measures

Measure / Milestone	Responsible Officer	2012/13 Baseline Data	2013/14 Target	Aspirational Target	Year End Outturn	Performance RAG	Trend
Number of Council homes receiving energy efficiency measures	Gavin Griffith	363 homes	77 homes	200 by March 2017	161 homes	G	Downturned

Risks to Manage - Residents may not take up the energy efficiency measures available as we hope (links to activities 2 & 3)

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	1. The Council has evaluated previous programmes and identified the most cost effective measures based on capital cost and potential savings. These measures form the basis of the 2013/14 service delivery strategy.	L	L	G	1. Continue to evaluate performance and undertake customer research to identify the measures that will benefit residents most and that are most desirable.	Gavin Griffith	↔	L	L	G

Risks to Manage - Available funding might fall short of public demand (links to activities 2 & 3)

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	1. A robust 3 year business plan has been developed to ensure that the service can be sustained. 2. The business plan is based on meeting the Councils spend to save ration of £1 spent for every £5 saved or secured through external funding. 3. Discussions with stakeholders have taken place to emphasise the benefit of continuing investment in domestic energy efficiency.	L	L	G	1. Sufficiently skilled staff need to be retained / developed to ensure there is the capacity to continue to identify and secure funding opportunities and to ensure that delivery of programmes meets the standards of the Council, service users and funding providers. 2. Progress needs to be evaluated against the business plan to determine whether the model is working or not. 3. Public demand needs to be evaluated regularly to ensure appropriate investments are made.	Gavin Griffith	↔	L	L	G

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

DATE: **TUESDAY 10 JUNE 2014**

REPORT BY: **HOUSING & LEARNING OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **YEAR END SERVICE PERFORMANCE REPORT**

1.00 PURPOSE OF REPORT

- 1.01 To note and consider the 2013/14 Year End Service Performance Report produced at the Head of Service/Divisional level under the adopted business model of the Council. The report covers the period January – March 2014.
- 1.02 To enable Members to comments on the new approach to performance reporting.

2.00 BACKGROUND

- 2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2013/14.
- 2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Heads of Service. These will be similar to those previously produced for quarterly reporting.

3.00 CONSIDERATIONS

- 3.01 A copy of the detailed Year End Service Performance Reports for the Housing Services is attached at Appendix 1.
- 3.02 The contents of the year end Head of Service reports include:
- Improvement Priorities that do not have an in-year priority
 - Service Plan progress
 - Corporate measures e.g. absence management
 - Reporting against findings from external regulatory bodies e.g. Wales Audit Office, Care and Social Services Inspectorate Wales or Estyn
 - Improvement Targets
 - National Strategic Indicators (NSIs) – as part of the new Outcome Agreement

4.00 RECOMMENDATIONS

4.01 That the Committee consider the 2013/14 Year End Service Performance Report produced by the Head of Service, highlight and monitor poor performance and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a result of this report.

6.00 ANTI POVERTY IMPACT

6.01 None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None as a result of this report.

8.00 EQUALITIES IMPACT

8.01 None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

10.01 Publication of this report constitutes consultation.

11.00 CONSULTATION UNDERTAKEN

11.01 Not applicable.

12.00 APPENDICES

12.01 Appendix 1 – Housing Services Year End Performance Report 2013/14

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

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APPENDIX 1

Housing Services End of Year Head of Service Report 2013/14

Record of Amendments

Date	Amendment	Amended by
28/05/14	Draft report for review by Head of Service and the Performance Unit.	Simon Abbott
30/05/14	Updated report for submission approval.	Simon Abbott
03/06/14	Amendments requested by HoS before submission	Simon Abbott

Introduction

The Head of Service report is produced on a half yearly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks are also highlighted where necessary. The report is split into 3 distinct sections:

Foreword & Summary Sections

Improvement Priorities & Service Plan Monitoring

This section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

Internal and External Regulatory Reports

This section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

Corporate Reporting

This section summaries the performance in relation to corporate issues e.g. sickness absence, appraisals, complaints, data protection training

Appendices

Appendix A NSI & Improvement Target Performance Indicators

Summary table of the performance for the NSI and Improvement Targets. Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

1 Improvement Priorities & Service Plan Monitoring

Housing Services General

It is pleasing to see good progress and improved performance in many areas during the year to date. Progress and highlights are included by service area. Some service wide highlights are as follow:

Performance Outturns

It is pleasing to see that for first time that none of the indicators reported on in this report are showing as Red.

This year the range of indicators was widened. Of the 24 indicators reported on 16 are showing as green (achieved or exceeded target) and the remaining 8 Amber.

A full breakdown of the year end results are shown in Appendix A of this document.

Neighbourhood Management & Income Collection

Income Management

The Income Team have continued their work to address both tenants with high arrears, and also intervening in cases where tenant who have previously not needed to pay anything, have been required to make payments from April 2013.

Although it is thought that we have yet to see the full impact of welfare reform, the team have so far been successful in improving performance against outturns compared to last year.

Examples of work undertaken during 2013/14 in an attempt to mitigate against the effects of Welfare Reform include:

- 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
- 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, and the Council is making good progress in re-housing affected households, although this is restricted by the number of suitable properties available
- Advice and assistance has been given to affected tenants who may qualify for discretionary housing payment and a new triage system has been established with Accommodation Support and Welfare Rights to enable front line Income Officers to give basic advice, thus referring on those with more complex needs to reduce the risk of backlogs in the requirements for specialist advice services.

Furthermore continued good performance in addressing very high arrears cases, has seen the number of those cases reduce, which has offset some of the increase in the cases owing less than £1,000.

Further planned improvements have been recently implemented. This includes a “specialist welfare reform response team” and a “specialist housing officer” who will concentrate on assisting customers to realise the solutions that they had stated met their needs the best, for example transferring to another property or finding and agreeing a suitable mutual exchange.

Team Locations

The South Area Housing Team has now moved to Flint County Offices, and this has been beneficial to inter-team working which in turn improves performance.

Plans are now made to move the East Area Housing Team to Flint when the new Connects opens in Connah’s Quay in June 2014.

The ASB Team are now also co-located with the area housing teams (South & North) and this makes them far more accessible, promotes joint problem solving and has improved relations between the teams.

The Neighbourhood Housing Assistants are also going to co-locate into one new team with the opportunity and support to develop those staff to deal with a wider range of housing management issues. By locating these staff members together,

effective cover arrangements can be maintained during periods of absence such as annual leave, and training.

Anti-Social Behaviour

The work in Neighbourhood Management in relation to the Service Plan has been ongoing. The new ASB Policy which was approved in Summer 2013 has been implemented and both the Neighbourhood Housing Officers and the Anti-Social Behaviour Officers are working in line with the new policy.

The new IT System React is now live, and following several training sessions both in formal groups, and one to one sessions, the teams are now using the system to record and manage their anti-social behaviour cases. This is already proving valuable in respect of monitoring workload as well as providing a more detailed understanding of the nature and location of antisocial behaviour across the county.

The additional Antisocial Behaviour Officers have now been recruited and have completed their induction. This has provided the additional capacity that was required to proactively tackle antisocial behaviour.

Hate Crime Policy and Domestic Abuse Policy were included within the Antisocial Behaviour Policy which was approved by Cabinet in 2013 and further proactive work is underway to constantly improve the council's approach to these issues.

New Tenancy Agreement

The New Tenancy Agreement draft has been completed and has been sent out to all tenants with a pre-notice of variation. The formal consultation closes on 23rd May 2014.

A series of drop-in sessions and road shows has been held across the county to provide customers with the opportunity to ask questions, discuss the content and give their views.

Information has also been published on the website and on the Facebook page. There have already been a number of responses, and these will all be collated and analysed when the consultation closes. The implementation of the tenancy agreement is still on track for August 2014.

Restructure

Following a number of members of staff opting to take voluntary redundancy, and to improve efficiencies within the team, there is now a clear rationale for the Neighbourhood Management Team to restructure.

An initial informal consultation meeting has been held with the whole team to discuss some of the general principles and to provide them with an opportunity to feed in their views in this early planning stage.

The final re-structure is timetabled to be implemented by Christmas 2014.

Housing Asset Maintenance

The service area has been working hard during the year to deliver positive change to the service.

Main highlights of 2013/14:

- Full implementation of a fit for purpose staffing structure
- Introduction of a revised and reduced Schedule of Rates
- Improved performance across all categories of repairs
- Agreement of a revised business plan to achieve WHQS by 2020
- Improved performance empty properties and Gas servicing
- Full delivery of Capital Programme, again outperforming the promises made in the Choices Document

Repairs Performance and Reputation

The team has achieved significant improvements in performance across all categories of repairs over the last 12 months and continues to work towards further improvement with the aim of achieving top quartile status for the service.

Outturns compared last years performance are shown in Appendix A of this document. Performance across all repair categories has consistently achieved the target throughout the year for the first time which is a result of improved control measures introduced and improving the awareness throughout the service of performance targets and processes.

Housing Asset Management are also predicting to have completed over 49,000 jobs in 2013/14 which is over 3000 more than last financial year and a further 2000 more than the 2011/12 financial year. This is an important point as performance has still been significantly improved whilst also carrying out a considerable number of additional repairs.

As the Housing service moves towards HouseMark benchmarking, with the aim of achieving top quartile status, the performance focus will shift in Housing Asset Management to concentrate on percentage of repairs completed within target time.

Gas Servicing and No Accesses

Good progress has been made to improve performance in CP12 certification during the financial year. Performance has improved from 98.32% in 2012-13 to 99.69% in 2013-14. The target remains 100% and the team is committed to working with Housing Management to achieve that in 2014-15. The improved position is largely down to improvements in business processes and teamwork on difficult cases.

Capital Works & WHQS

In 2013/14 the Capital Works Programme again exceeded the original promises made within the Choices Document: -

- Heating upgrades - 600 homes promised - 977 completed
- Kitchen replacements – 922 promised – 1118 completed
- Smoke detectors - 884 promised - 804 completed
- Bathrooms – 0 promised – 200 completed

Following agreement with Welsh Government of a revised business plan to achieve WHQS by 2020 a number of measures have been undertaken to progress delivery of the standard. These have included:

- Development of a revised Asset Management Strategy
- Commissioning of a number of surveys; including Stock Condition
- Consultation at Tenants Conference and Scrutiny Committee
- Developing the IBS system to support delivery and planning of the programme
- Continued delivery of the existing 6 year programme

The next step is to develop a revised delivery programme incorporating information and feedback from all of the above. This will consist of three stages:

1. Planning – April to October 2014
2. Procurement – November 2014 to March 2015
3. Implementation – April 2015 to July 2015

Fleet Review

A Corporate Fleet review has been underway within the Council to review the ownership model of the Councils fleet identifying potential efficiencies in cost, utilisation and working practices. Housing Asset Management have been represented at the Fleet Transformation Board throughout the project and have been working closely with the Fleet service to identify a new fit for purpose fleet for Housing. The proposed new ownership model will generate efficiencies within the service through both cost of vehicles and improved productivity as a result of revised arrangements for vehicle servicing and safety checks.

A new fleet will require reduced checks and reduced visits to the Fleet workshop for MOT's and alike and will result in reduced downtime for tradespersons meaning more jobs can be completed. The new fleet will also enhance the image of the service through an improved and more professional fleet of vehicles. An efficiency saving of £50k has been identified in the Housing Revenue Account on Fleet costs for the 2014/15 financial year.

Priorities for the forthcoming financial year 2014-15

- Implement a revised Mobile Working solution in the service
- Achieve top quartile performance
- Improve van stock management
- Develop 6 year Investment Programme to achieve WHQS
- Establish Community Benefit Model as part of Capital Works Programmes

Community Support Services

The service is pleased with the improvement in performance in many areas and the successful implementation of new indicators. There is recognition that there is still a need for improvement in some areas and this will remain the focus in 2014-15. This is the first full year of delivery since the merge of the original Supporting People and Community Support Service areas. It is pleasing to see the benefits from the closer working of these two areas. There have been some significant challenges and improvements over the year including the completion of the Sheltered Housing Improvement Project, the merge of the Housing Register Team with Housing Options, the Welfare Reform Response Team and Private Sector developments. There are more significant improvements and challenges expected for 2014 – 15 including the implementation of the SARTH project, developing Housing Solutions Service ahead of April 2015, implementing lean approaches in Welfare Rights, private sector developments and managing reductions to the Supporting People grant. A summary across individual teams is detailed below:

Housing Options

Over the last financial year the service has improved performance across most indicators despite the challenges faced by changes in Welfare Reform and the wider economic climate. There is evidence that performance is improving but there is still a need for improvement especially in reducing the use of B&B accommodation for families with dependant children. The team has implemented a rota system to free up officer time to work with households in temporary or B&B accommodation.

There has been an improvement in the service provided to homeless 16-17 year olds delivered in partnership with Children's Services. In the coming year, the service will build on this work with a designated young person's housing options officer who will work as part of the Integrated Young Person Team. This team will work with all young people between the age of 16 – 24 who are either homeless or threatened with homelessness. They will work in conjunction with Supporting People services to provide efficient and effective housing support and solutions which will promote independence and sustain future accommodation provision.

Flintshire has maintained an 85% prevention rate which compares favourably to the national average of 62%. This forthcoming year, the housing options service are piloting the spirit of the Welsh Housing Bill 2015 in taking 'reasonable steps' to prevent homelessness for anyone within 56 days. (This could possibly result in additional demand for the service as well as a potential increase in the use of temporary accommodation.)

In order to mitigate any effects from this pilot, changes are being implemented to the way services is delivered. A triage service, provided by Connects and the Housing Access Team will provide low level housing advice and assistance on housing options, whilst Specialist Case Workers will manage the more complex cases. This will enable the service to provide a more effective customer focused approach and ensure action on appropriate housing solutions are delivered in a timely and cohesive manner.

Over the past year, Community Support Services has taken over management of the housing register and the service is now embedded in the housing options team. A

challenge for the service is the transfer of the current register and allocations policy over to the single access route to housing (SARTH), a common housing register in partnership with social housing partners which will be implemented later this year. A project planning group is overseeing the development to ensure this project is implemented successfully within timescales.

Welfare Reform

Community Support Services continues to play a leading role in the activities that the Council is implementing to help residents to mitigate, as far as practical, the negative impacts generated by the transformation of the social security system:

- Welfare Reform Response Team - targeted advice and support to over one hundred and fifty vulnerable households. Through helping Council tenants, affected by the bedroom tax, the team has provided a significant contribution to the work that has mitigated the full impact of the reduction in housing benefit payments from falling upon the Council's Housing Revenue Account
- to prepare for, and support the progressive roll out of Universal Credit within parts of Flintshire, Community Support Services and the Housing Benefit Service have led the development of a delivery partnership with the Department for Work and Pensions (DWP) and agreed a level of funding from the DWP to enable services to be put in place to help Universal Credit claimants make on-line claims and with personal budgeting support
- 12 training sessions, focusing upon the welfare reforms and specific benefits, have been delivered to over 280 FCC customer facing staff, helping them to develop the skills they need to be able to confidently provide the initial support and reassurance to residents impacted by welfare reforms.

Welfare Rights

During the period April 2013 – March 2014, the Welfare Rights Team provided a caseworker service to 1,600 residents, helping them to deal with 2,328 welfare benefit and tax credit issues. Through the interventions of the team, these residents gained welfare benefit and tax credit income totalling £2.9 million (this figure is made up of £2.3 million in on-going annual payments and £600,000 in one-off lump sum payments).

Compared to the previous year, the demand from residents for representation before First Tier Social Security Tribunals increased by over 30%. (The team achieved a positive outcome for the resident in 7 out of 10 Tribunals.) As the reform of Disability Living Allowance will intensify during the next 12 to 24 months, it is expected that more residents will require specialist advice on challenging decisions on their welfare benefit entitlement.

Supporting People

The Supporting People Team has led on regional developments with neighbouring Local Authorities. Due to the ongoing reduction to the Supporting People Programme Grant, the team has worked in collaboration with neighbouring local

authorities to identify ways in which vital services can be protected. This has resulted in a number of services for young people, older people and people fleeing domestic abuse, now being delivered on a sub-regional basis.

The Team aim to meet future cuts to the Supporting People Grant by continuing to work in collaboration with neighbouring authorities and also looking for innovative ways in which service can be protected. However, it may be necessary to decommission services in the future, dependent upon the scale of the grant reduction.

The Team has also introduced the Central Referral Gateway for all referrals for Supporting People services. The Housing Support Coordinator, based in the Team, is responsible for assessing and allocating all referrals, based on need and willingness to engage. In addition, Complex Case meetings are now held for all repeat presentations, in order to understand better why support has failed previously and plan how support can be tailored to better suit the needs of the client.

The number of referrals for Accommodation Support Workers continues to rise on a month by month basis. The work of the team has seen an increase in people who are affected by Welfare Reform presenting for support. Referrals are allocated, on average, within 3 working days.

Private Sector Team

The Private Sector Team includes the Bond Service. The service provides a cashless deposit for people who are renting within the private sector. Eligibility for the service is based on their current homeless situation, but also extends to those on low incomes who may struggle to access the private rented sector without some additional financial support.

Supporting People has funded a support worker to link specifically with clients accessing the Private Sector Team, and it is anticipated that there will be fewer claims on the Bonds as a result of the support offered.

CBASS

The restructure of the Community Based Accommodation Support Service was agreed by Cabinet in quarter one. During this year the service has consistently met its performance targets of allocation of available support time.

During the year an additional 129 people in the private sector and general needs properties started receiving support.

Telecare and Carelink Installation

This service continues to install necessary equipment to maintain the safety and security of vulnerable people in their own home. There are a range of new performance indicators and targets for this service which will instil a culture of continuous improvement.

Practical Assistance Line (PAL)

The Community Based Accommodation Service and Voluntary organisations are working together to better co-ordinate access to services which can help people in severe weather conditions. The new 'Practical Assistance Line' (PAL) will signpost people to the appropriate organisation/s, depending on the situation.

Examples include:

- Home repairs, heating solutions
- Snow clearing, shopping, collect prescriptions
- Practical help, advice and information

Housing Regeneration & Strategy Service

Housing Renewal and Housing Strategy merged to form the Housing Regeneration & Strategy Service during the final quarter of this reporting period. The decision was driven by a need to achieve efficiency savings and also to align the strategy and delivery function of the teams more closely. The new service will provide a robust platform for the delivery of the council's Local Housing Strategy.

Countywide Home Repair and Renovations

The service continues to deliver home repair and renovation support across the County. During the year 115 people came forward requiring assistance, an increase of 21 from last year. Fourteen property surveys were undertaken; which is in line with the previous quarter and scheduled work will now be taken forward for loan support. A total of 42 loans were completed during the year, with a work value of £214,700. Unfortunately, demand outstripped the available finance in 2013/14.

Delivery of Disabled Adaptations

Performance in this area continues to be monitored, with the average number of days from referral to Housing Regeneration & Strategy to completion on site being 181 days (as compared to 225 days in the previous financial year). During the year, 274 disabled adaptations were completed. The value of the owner occupier DFG's were £704,627.

Flintshire's first Energy Company Obligation (ECO) scheme

The 13/14 contract for the provision of external wall insulation has now been completed. During year, 449 properties have received measures, with a scheme value of over £1.2M funded via the utility companies and Welsh government. The programme was larger than anticipated and provided annual heating bill savings of approximately £138,000 for the households involved. The average heating bill savings per household is in excess of £300 per year.

Delivery of the Connah's Quay, Shotton & Queensferry Renewal Area

The Housing Regeneration & Strategy Service tendered the work to deliver the group repair scheme during quarter 4. The Scheme has been awarded in smaller work packages, to provide greater opportunity for local SME's to win the work and both the contractors working on the scheme are now local to north Wales. The first work package consisted of 30 properties and the scheme is now running across Connah's Quay, Shotton and Queensferry. Currently 23 properties are being improved through the scheme. Given budgetary constraints the scheme will now be delivered over the period 2013/15.

Empty Homes

As the 3% target for returning empty properties back in to use was comfortably met during 2012/13, with a final outturn on 5.96%; a more challenging target of 6% was set for this year (which equated to 32 properties). This target was met and a number of further initiatives have been progressed to assist in meeting the council's objective.

According to the most recent information available there are currently 469 long term empty homes across, which continues the trend of decline for the overall figure.

The Housing Regeneration & Strategy Service is currently responsible for managing the Regional WG funding for Wrexham, Denbighshire, Conwy, Gwynedd and Anglesey, in addition to Flintshire funds. The total regional funds of £4,602,544 have been successfully allocated to all regions via the team over the last 2 years. The allocated funds will be recycled on a 2 or 3 year basis in order to support future projects.

The team has also established a match making service for owners of empty properties, whereby those who wish to sell provide written consent to release details of their property to any individuals showing a legitimate interest in purchasing empty homes. The vendor and purchaser are then put in touch via the Empty Homes Development Officer. This has already proved successful with 3 empty properties sold via match making over the last 4 months. It is hoped that this service will be further promoted with a consent to sell form being sent out to every property owner during the next round of staged correspondence.

Affordable Housing

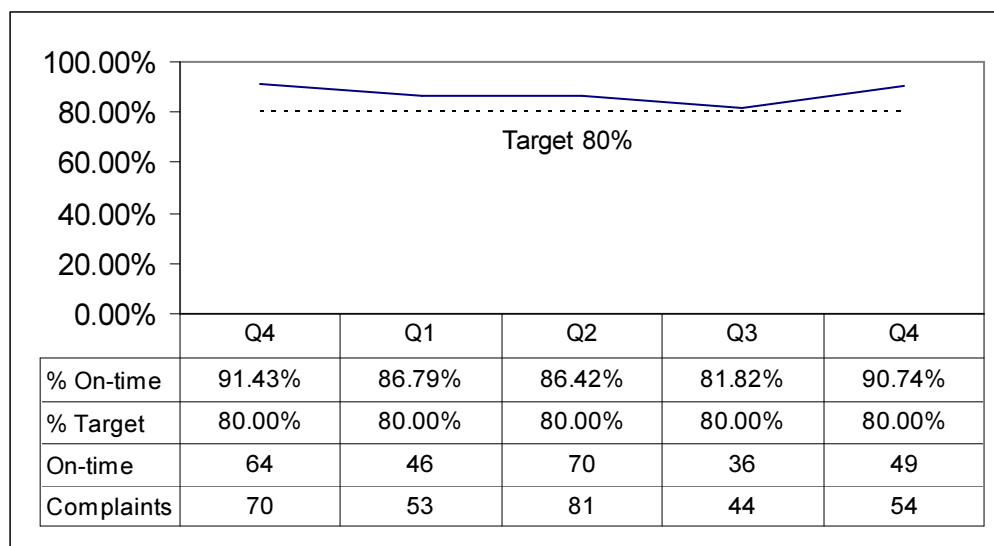
It has been a highly successfully year in terms of delivery of affordable housing. A total of 50 shared equity properties have been secured during this reporting period, compared to 41 in 2012/13. In addition £300,000 has been received in the form of commuted sums through Section 106 contributions. Again this is an increase on the £200,000 received during 2012/13. 10 gifted units were received in lieu of section 106 contributions across a number of new developments and agreement was reached for the provision of a further 15 units once built. Finally 87 units of accommodation were delivered through social housing grant (including extra care.)

2 External & Regulatory Reports

There have been no external and regulatory reports.

3 Corporate Reporting

Complaints 2013/14



It is pleasing to see that performance has remained above target for all quarters this year. Overall 201 out of 232 (86.64%) of complaints were answered within the target time of 10 days exceeding the target of 80%.

Complaints performance and using learning from complaints to improve services remains a service plan priority for 2014/15.

Staff Appraisals

The breakdown for each service area is as follows:

Service Area	Complete	Headcount	%
Community Support Services	63	66	95%
Housing Asset Management	127	153	83%
Housing Renewal	1	12	8%
Housing Management	36	44	82%
Housing Strategy	1	3	33%
Total	228	278	82%

Sickness & Absence

	2011/12	2012/13	2013/14
Average FTE days lost	15.31	13.24	11.37

A breakdown of sickness and absence by service area is shown in the table below:

Section	Days per FTE Q1	Days per FTE Q2	Days per FTE Q3	Days per FTE Q4
Community Support Services	4.65	0.48	3.17	1.80
Housing Asset Management	2.12	2.81	3.17	4.11
Housing Renewal	0.52	1.09	0.47	0.59
Housing Strategy	0.00	0.00	0.00	1.11
Housing Management	1.78	0.92	3.80	2.59

Staff Turnover

Staff turnover statistics for Q1 and Q2 are as follows:

Quarter	Q1	Q2	Q3	Q4
Community Support Services	2.90%	2.70%	0.00%	1.37%
Housing Asset Management	3.99%	0.87%	0.92%	1.81%
Housing Renewal	6.45%	14.29%	0.00%	7.41%
Housing Strategy	0.00%	0.00%	0.00%	20.00%
Housing Management	2.11%	0.00%	0.00%	0.00%

Data Protection Training

A rolling programme of Data Protection Awareness training is being conducted across the housing service. During 2013/14 110 out of 190 (57.8%) of staff identified for training have completed their training. The training is renewed/updated every two years.

Appendices

Appendix A – NSI & Improvement Target Performance Indicators

Key

R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The RAG status of the indicators for the half year position are summarised as follows:



Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
Housing Management							
HLS/006a Rent Collection, Permanent Accommodation	N/A	98.55%	97.50%	98.91%	G	Improved	It is pleasing to see that we have achieved the target on income collection.
HLS/012a Current tenant rent arrears	N/A	3.23%	3.00%	3.09%	A	Improved	It is pleasing to see despite a challenging economic climate that the outturn of this indicator has improved this year narrowly missing the target. It is believed that the full affects of Welfare Reform on our tenants has not yet been realised, it is pleasing to

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							see that interventions to mitigate the impact of welfare reform on our tenants have so far been successful.
HLS/013* % rent loss due to empty property	N/A	1.90%	1.80%	1.80%	G	Downturn	It is pleasing to see the target has been achieved this year. Further reduction of rent loss due to empty properties will be a priority for 2014/15.
HLS/014L* Letting Times	IMP T	47.44 days	35 days	42.48 days	A	Improved	<p>There has been an improvement in overall lettings time during the year. This has been facilitated by an improved focus on lettings, earlier pre-allocation of the properties and improved communication between the neighbourhood housing team and the voids team.</p> <p>The figures presented are an average which also include properties which have been long term void and therefore skew the figures, but for which a strategic approach has been taken to bring these properties back into use.</p>
Housing Asset Management							
HLS/10a Emergency repairs	N/A	0.51 days	0.50 days	0.39 days	G	Improved	Performance on Emergency repairs has consistently achieved the target throughout the year for the first time which is a result of improved control measures introduced and improving the awareness throughout the service of performance targets and processes.
HLS/10b* Urgent Repairs	N/A	8.77 days	8 days	7.18 days	G	Improved	Performance on Urgent repairs has further improved from the previous financial year and has achieved the reduced target.
HLS/10c* Non-urgent repairs	N/A	43.58 days	32 days	23.30 days	G	Improved	A further significant reduction in the average days taken to complete a non-urgent repair. Performance in this category is the most improved with performance in

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Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							2011-12 being as high as 82 days during the year.
HPMM8 Percentage of gas safety checks completed	N/A	98.32%	100%	99.69%	A	Improved	It is encouraging to see that annual outturn for HPPM8 has improved this year. The improvements have mainly been delivered through new processes being put in place with tighter control on the no access procedure.
Community Support Services							
HHA/002* Timelessness of discharging homelessness duty	N/A	160.25 days	180 days	185.92 days	A	Downturn	The reason for the drop in performance is due to the majority of clients requiring two bed accommodation (spare room subsidy), however due to a lack of this type of provision, clients are remaining in temporary housing longer than anticipated.
HHA/008 Homelessness presentations decided within 33 days.	N/A	95.68%	90%	98.56%	G	Improved	It is pleasing to see an improvement from the previous year. However we may see a decline in this percentage for the forthcoming year, especially for private sector clients being served with notices to quit.
HHA/016* Average number of days families with children spent in B&B	N/A	23.28 days	14 days	21.94 days	A	Improved	Despite only showing a minor improvement in length of stay for families with dependent children, we are pleased to report a significant reduction in the number of families with dependent children placed in B&B accommodation. 29 families were placed in 2012/13 and this reduced to 17 families in 2013/14. This achievement is due to the improved collaborative working between housing and support services in identifying suitable alternatives, but also by the

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Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							<p>excellent prevention undertaken by all the teams.</p> <p>We are committed to further reducing the numbers and length of stay for families with dependent children in B&B.</p>
HHA/017A Average number of days all homeless households spent in B&B	N/A	28.54 days	20 days	25.28 days	A	Improved	This year we have seen a reduction in the average days all households spend in B&B accommodation compared to the year before. This is due to the multi agency working for either preventing homeless or by assisting clients in securing alternative temporary accommodation which is suitable to their needs in a timely manner.
HHA/017B* Average number of days all homeless households spent in other temporary accommodation	N/A	280.87 days	280 days	276.18 days	G	Improved	We have improved the time in which clients spend in temporary accommodation due to new working procedures being actioned by our partner agencies to ensure conditions of tenancy are complied with, resulting in clients qualifying for permanent housing solutions in a timely manner.
HHA/013 The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	NSI	83.41%	90%	84.89%	A	Improved	The homeless prevention percentage is below target this year but within intervention levels. This is a slight improvement to the previous year. However the team have seen an increase in the numbers of people accessing the service for advice and assistance, this year we have seen an extra 192 clients and have also provided free housing advice to other households.
WEL/001 Increase in weekly Benefits	N/A	New 2013/14	£38,462	£45,141	G	Achieved	It is pleasing to see this new indicator has exceeded the target this year despite the implementation of some of the Welfare Reforms. At the end of March 2014, the team had generated £45,141 increase in weekly benefit income for residents. On an annual basis, this to equates to an additional income of £2.35 million available for residents to spend on local services and

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Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							support the local economy during the current economic problems.
SP/001 Utilisation of Supporting People Grant	N/A	New 2013/14	100%	99.15%	A	Missed	Supporting People have been successful at utilising almost 100% of grant funding for the financial year. As a result of close monitoring, the SP Team were able to redirect underspend throughout the year. With the approval of the Regional Collaborative Committee, SP developed a number of short-term projects including a temporary support worker for people accessing emergency accommodation and also a temporary support worker for people accessing the private rented sector via the Bond Scheme.
SP/002 Average days awaiting Supporting People Service	N/A	New 2013/14	14 days	2.46 days	G	Achieved	The Central Referral Gateway went live for all referrals for supported accommodation in January, followed by the final stage for floating support referrals in the last week of March. Given the increase in referral numbers (317 for Q4), it is pleasing to see that all referrals are dealt with as a priority and appropriate support targeted within a matter of 2-3 days. Originally this indicator was to report on referrals received for an in-house service. With the introduction of the Central Referral Gateway, future data will provide information on referrals for all Supporting People services.
IP7.6.2 Allocation of available warden service support	N/A	New 2013/14	70%	80.75%	G	Achieved	It is pleasing to see that for all quarters that we have consistently exceeded the target for this indicator. The allocation of face to face support continues to be monitored to ensure that capacity is utilised.

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Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
Housing Renewal							
PSR/004 Empty Homes	IMP T & NSI	5.96%	6% 32 homes	6.73%	G	Improved	It is pleasing to see that the team have built on the success of the previous year by further improving on the outturn. This year 33 private sector empty homes were returned to use through direct action and support from the team.
IP8.1.1 No of surveys for targeted properties	N/A	New 2013/14	120 homes	120 homes	G	Achieved	All targeted properties were surveyed as planned in Q1.
IP6.3.2 No of homes improved for energy efficiency	N/A	New 2013/14	200 homes	466	G	Achieved	Work to date is estimated at delivering a carbon saving of 11,661 tonnes and a reduction in annual heating bills of £143,430 for homes improved which surpasses the anticipated target. Operating costs have also reduced from 2012/13
Housing Strategy							
IP8.4.1a New affordable housing register registrations	N/A	New 2013/14	72	399	G	Achieved	Registrations have continued to increase throughout year. This is as a consequence of some advertising being undertaken by the Council and the developers are now active and promoting the scheme on their own sites. Further publicity is planned by the Council in 2014/15 to ensure that awareness of the register continues to increase and newly developed affordable homes promoted.
IP8.4.1b Household housed from affordable housing register	N/A	New 2013/14	60	119	G	Achieved	Numbers housed through the affordable register show a significant increase on 2012/13. These increases are directly linked to the scale of development now occurring across Flintshire and the growing confidence

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							developers have in the local housing market. A further 12 nominations have been made in Q4 for new build properties (shared equity) which will be ready for occupation in Q1 and Q2 of 2014/15, as the properties are still under construction.
IP8.4.2b % value of affordable provision through Section 106	N/A	New 2013/14	30%	30%	G	Achieved	All planning applications granted over the course of the year have been subject to the full 30% allocation through Section 106, as per the current Planning Policy. This will be achieved through either direct payment to the Council, gifted properties or equity share, dependent upon the assessed need through the Local Housing Market Assessment (LHMA).

Appendix B Welsh Language

Welsh Language Skills Audit: Percentage complete	39%	
Capacity to deliver the following bilingual services:	Electronic Signatures bilingual	Electronic signatures are checked. Where single language signatures are noted advice and assistance is given to translate
	Out of Office Messages bilingual	Out of Office Messages are checked. Where single language messages are noted advice and assistance is given to provide bilingual messages in accordance with the language scheme.
	Letters bilingual or in preferred language (preferred language recorded)	Procedures are in place to ensure that all letters are sent bilingually where the preferred language of the customer is not known need to be reinforced to secure full compliance with Language Scheme.
Update on progress with ensuring that guidance e.g. email, bilingual answering of telephone calls, auto-signatures, disclaimers and out of office replies.	Regular checks are undertaken to ensure compliance and corrective action is taken.	
What has been done to identify opportunities to encourage and support others to adopt practices which promote equality between the Welsh and English languages and develop action plans?	Principles embedded within the 'More than just words' initiative have been promoted to all service areas within Community Services although housing services are not specifically required to participate under this initiative.	

How is the Welsh Language Scheme integrated into your service planning?

Preparation for compliance with proposed Welsh Language Measure standards scheduled for implementation in 2014 or 2015 (Implementation timetable to be confirmed by WG) is included within the service plan

Appendix B Equality Monitoring

<p>What has been undertaken to meet the Strategic Equalities plan?</p>	<ul style="list-style-type: none"> • EIA update /Workshops conducted in April • A briefing on the Equality and Human Rights Commission investigation of public sector duties update has been given to the Directorate Equalities Group • SEP and Welsh Language Annual Monitoring Report due in April 2014.
<p>Please list E impact assessments' undertaken and dates completed.</p> <p>Were any actions undertaken to reduce impact as a result of the EIA?</p>	<p>EIA's are planned for the following topic areas:</p> <ul style="list-style-type: none"> • Gypsy & Traveller Strategy • Private Rented Sector Policy • Homelessness Strategy <p>N/A</p>
<p>Please list the systems in place in your area to monitor the diversity of customers.</p> <p>Please give an example of how monitoring data has been used to improve services or identify and reduce barriers to accessing services within your area of responsibility.</p> <p>Have you put in place any initiatives to capture equal monitoring data so that you are able to better understand the profile of your customers?</p>	<p>All requests for service include diversity monitoring questions.</p>

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<p>Please give an example of how the Translation and Interpretation facilities for different languages and formats have been promoted to customers within you area of responsibility.</p>	<ul style="list-style-type: none">• The Council subscribes to Language Line which provides real-time telephone interpretation services. This has been promoted widely among the service.• Translation of information to languages other than Welsh is not currently carried out.
<p>Do you have any examples of initiative to promote equality, eliminate discrimination and promote good community relations?</p>	<p>A new policy and procedures in relation to hate crime are being introduced with the aim to improve quality of life by reducing the impact of hate crime incidents on residents</p>

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

DATE: **TUESDAY, 10 JUNE 2014**

REPORT BY: **CHIEF OFFICER – COMMUNITY & ENTERPRISE**

SUBJECT: **FLINTSHIRE'S LOCAL HOUSING STRATEGY – A REPORT ON PROGRESS**

1.00 PURPOSE OF REPORT

1.01 To review progress against the aims contained within the Council's Local Housing Strategy 2012-2017 "A Quality Home for Everyone".

2.00 BACKGROUND

2.01 Since its adoption in February 2012 the Local Housing Strategy has set out the Council's vision for meeting housing need in the County. The strategy was adopted during a period of major change heralding the introduction of Welfare Reform, new funding regimes for affordable housing and a number of statutory and regulatory changes contained within the Welsh Government's Housing White Paper.

2.02 The strategy established three themes which set out the Council's ambitions:

1. More Housing, More Choice;
2. Improving Homes and Communities;
3. Better services to Improve People's Lives

2.03 The Strategy identified the plans that the Council and its partners stated they would undertake to meet all the outcomes that contribute to the three themes. Provided below are the key areas of progress against the Strategy.

3.00 CONSIDERATIONS

3.01 More Housing, More Choice

Key to this objective was the need to provide greater numbers of properties through the Social Housing Grant Programme. During the period 2011/2014 the strategy stated that funding for 152 new social rented housing units would be provided. This commitment has been fulfilled with sites in Shotton, Mold, Treuddyn and Flint completed. In addition the provision of one new Extra Care facility exceeds the target within the Strategy by an additional 61 units and provides high quality accommodation for many with complex needs. During the 13/14 financial year, the council allocated its RSL partners (via WG

Funding) £4M of Social Housing Grant to support new build; this is against an original WG allocation of £1.5M and was the highest level of grant expended across the 6 north Wales councils.

- 3.02 A further objective in the Strategy was to support homeownership through the Council's shared equity scheme. In this Scheme the council holds a 30% equity stake (provided through Section 106 contribution) with the applicant from the affordable homeownership register purchasing 70% of the property value. The outcome sought was for the council to hold a 30% stake in 140 new build homes by 2013. The current number is 91 with a further 100 with Planning Permission, the majority of which are under construction or part of a larger development which has now commenced. Achievement of this target has been delayed due to slower developer start on site than originally expected
- 3.03 A first time buyer loan has also been introduced and is facilitated in partnership with Grwp Cynefin (formerly Tai Clwyd), to whom the Council provided a £100K loan for 15 years. This scheme provides loans to first time buyers of second hand homes up to 20% of the purchase price, with a maximum property value of £150K. Given that mortgage accessibility has improved since the product was launched, only 3 of the targeted 5 loans have thus far been provided.
- 3.04 The Council has also continued to accept gifted homes in lieu of a section 106 agreement on certain sites, where financial viability for development is holding back development, or where insufficient local interest has been shown for the purchase of new build property to justify a request for equity shares. The target for gifted homes was 26 by the end of 2012/13. The council already holds 10 properties with a further 20 agreed and to be built over the next 2 years. These gifted homes have been transferred to the council's wholly owned housing company North East Wales Homes to provide greater flexibility around the tenure that can be offered and the ability to guarantee they will be retained for affordable rental in perpetuity. Further information will be provided on North East Wales homes in paragraph 3.16 under the objective of Better Services to Improve People's Lives.
- 3.05 As part of the Flint Town Centre Regeneration Programme the Council is progressing its plans to empty the maisonettes and demolish the blocks. To date 4 blocks have been demolished and housing solutions have been found for most of the remaining tenants, including at the Flint House development currently under construction. There are only 11 tenants for whom the council have yet to identify alternative accommodation. This will allow for the acceleration of the demolition programme, with an anticipated completion of Spring 2015. The strategy states that 170 homes will be built on site by 2017, this may need to reduce slightly as a consequence of proposals to build a new a primary health care centre on part of the site.

- 3.06 Further to this aspiration the housing service is also supporting the planning service in its call for sites as part of its LDP process. As part of the strategic housing function research has been carried out in to the private rented sector across Flintshire. A joint housing market assessment is also underway with Wrexham to evidence housing need and plan for future provision across all tenures as the 'call for sites' continues.
- 3.07 **Improving homes and communities**
The Council's planned investment objectives to meet WHQS are ahead of the commitments made in the Choices Document. The Strategy indicates that over the 4 year period 2013/18 £49M would be made available to meet the requirements of WHQS. The annual spend against WHQS works has increased as a consequence of efficiencies derived within the HRA and levering in of energy efficiency funding from utility companies. This result of this is that across the following work streams in 13/14: -
- Heating upgrades – 600 promised and 977 completed
 - Kitchens – 992 promised and 1118 completed
 - Smoke Detectors – 884 promised and 804 completed
 - Bathrooms – 0 promised and 200 completed
- 3.08 The Council has been keen to ensure that the WHQS programme provides opportunities for apprenticeships. The Choices Document set a target of 10 apprenticeships by 2017. These were written in to contract documents against the above programmes and given that more work has taken place than promised, the target has been met 3 years in advance.
- 3.09 In terms of improving the energy efficiency of the Council's housing stock this continues to be an area of strong performance. In 2013/14 161 Council homes have received measures including external wall insulation and Solar PV. This is despite reductions to ECO funding following changes at Central Government level to the funding regime and reduced targets which the utility companies now have to meet.
- 3.10 In addition to Council homes the local authority also has a strategic responsibility to ensure that there is provision to improve private homes of vulnerable people and ensure safe living conditions. The council has introduced a range of new loan products and within the strategy aspires to support 50 homeowners each year to carry out major works of repair and improvement. In 2013/14 the council provided 42 loans to support vulnerable people carry out these major works. It was not able to meet the target of 50, as the cost of the works to those properties expended the budget. However, the target remains and as funds are repaid and recycled it is hoped that this target can be met going forward.
- 3.11 Flintshire Care & Repair continue to be an active partner focussing on

persons over 60 or disabled and with the support of the Council provide small scale home repairs up to £1500. In 2013/14 they carried out 71 repairs at a cost of £29K.

- 3.12 As a further part of this agenda of improving homes and communities, the council is working to return long term vacant properties back in to use. Welsh government has provided additional funding since the strategy was written and consequently Flintshire has received £950K to support the reoccupation of long term (over 6 months) vacant homes. This, in combination with support through the Council's own capital programme ensured that 33 homes were brought back in to use in 2013/14 against an outturn of 20 homes in 2012/13. As Members will be aware the council has been the lead authority for the WG Houses into Homes Loan Scheme across North Wales and has successfully distributed £4.4M of funding to the partners.
- 3.13 The council and Welsh government continue to support the Connah's Quay, Shotton and Queensferry Renewal area. The aspirational target within the Strategy stated that the Council would upgrade 300 properties via a Group Repair Programme. This has been an area of significant challenge given the reductions to Specific Capital Grant funding for Renewal Areas by WG and also (a smaller) reduction in the Council's contribution through its capital programme. However, to date over 150 homes have been improved and the target of 300 homes remains achievable given the Council's award of Vibrant & Viable Places 3 year funding totalling £6.042M, for town centre and housing regeneration. This funding will eventually replace the Specific Capital Grant for Renewal Areas.
- 3.14 **Better Service to Improve People's Lives**
The SARTH project was highlighted as an area for development within the strategy and is progressing well. A common allocations policy has been supported and a county based register is under development. To prepare for SARTH and changes to homelessness duties, the Housing Options Service is piloted the Housing Solutions approach. The difference in this approach is that service is now assisting anyone who comes forward for housing support, regardless of whether a duty under homelessness legislation exists. This builds upon Flintshire's successful homeless prevention service which is already highly regarded across Wales.
- 3.15 A key objective within the strategy is that the council consider the development of a social lettings agency. As Members will be aware the housing service has gone further and established a wholly owned property management company called North East Wales Homes, which will allow it to meet the aspirations in the strategy of increasing the number of properties available at affordable rents in the private sector. The company is now trading, holds 10 properties gifted to the council in lieu of section 106 agreements and is currently in the process of signing up landlords to its management services. The

company will be the council key vehicle to increase the number of private rented properties available at Local Housing Allowance (LHA) rates.

- 3.16 The strategy provides a commitment to develop an integrated young person's team to work with young people who are at risk of homelessness. This team has now been established and is working across housing and children's services delivering coordinated and complimentary services to young people. This service builds upon existing prevention work and is compliant with the requirements placed upon by council's by the Southwark judgement and the responsibility that children's services now hold towards vulnerable 16 and 17 year olds who have an accommodation need.
- 3.17 A further action was the development of safe and suitable short stay and emergency accommodation. This has been commissioned through a project called Night Stop, which in 2013/14 was accessed by 22 young people, 11 of whom quickly moved on to full independence, with 10 moving on with a lower level of support provided.
- 3.18 In addition there was a commitment given to develop more shared housing for people under the age of 35. This was in recognition of the welfare reforms and the application of the single room rate to this client group. Currently 3 such properties are being provided, one by the council and two by RSL partners. Further opportunities for shared accommodation will be explored in the private sector for leasing either by the council or North East Wales Homes.
- 3.19 A strategic review has also been undertaken of accommodation based and floating support provision. A key development as a result of this review was the establishment of an advice and support gateway at entry to the service. This triage system quickly identifies what short to medium term support needs a client is likely to have and ensured that all key professionals work together to support them.
- 3.20 The strategy sets out the review the council would undertake of homeless cases with complex needs. The Housing First pilot was one aspect of this, which provided a coordinated approach across housing, children's services, youth justice, the police service and the drug and alcohol team. The aim of the project was to provide intensive support for 10 individuals. The learning from this pilot has been shared across the multi agency team and again supported that clear communication and roles and responsibilities are paramount to success in preventing homelessness. This further evidenced the need for the advice and support gateway as outlined above.
- 3.21 The action plan also states that the council will launch a dispersed refuge service, specifically designed to meet the needs of larger families and those with children and pets. These family types can be

difficult to place in the current refuge provision. A consortia bid was being prepared by the 3 main providers within the county and one organisation ruled themselves out as they don't currently support men. However the consortia failed to pull together a successful bid and therefore this opportunity is about to be tendered. The intention through the tender is to provide 6 dispersed units across the County and this exercise will be completed shortly

3.22 The ageing population is reflected in the strategy, with specific actions to address their accommodation needs. The council continues to support Disabled Facilities Grants to owner occupiers and those in private rented accommodation. It also continues to support adaptations within its own housing stock and has recently put in place a new policy to make best use of its adapted housing and ensure that adaptations are appropriate to the property.

3.23 The council has now full transitioned to the Community Based Accommodation Support Service (CBASS). At the time the Strategy was prepared two hubs were operational in Shotton and Ewloe. A further 7 hubs have now been opened and the service is operating county wide. The service has also expanded from being offered to those in sheltered stock, to those in general needs council housing but with a support need. Further to that the service is now being offered to private homeowners who wish to pay for it.

3.24 Finally the Strategy gives commitments surrounding Extra Care and the need to increase provision. As Members will be aware, Llys Jasmine in Mold has now been completed and the 61 units are fully occupied. There is now a waiting list for the scheme and this supports the need for the development of additional schemes in Flintshire. Political support has been provided for the development of a further two Extra Care Schemes, one for Flint as outlined above and one for Holywell.

3.25 **Summary**

The Local Housing Strategy is a 'live' document and will be subject to change as changes are made by the Wales Housing Bill, which is expected to become law in 2015. The most significant changes which will have an impact on the Strategy are: -

- Changes to homelessness legislation – including the move towards a housing solutions approach and the ability to discharge homelessness duties in to suitable private sector accommodation. This report has spoken of how the council intends to embrace these changes. WG are also introducing a new Property Improvement Loan product to assist.
- Licensing of the Private Rented Sector – this has significant implications in terms of housing standards enforcement capacity. A business case has been submitted for further environmental health officer capacity to deal with the above

point, however this will continue to be a challenge moving forward.

- Exiting of the Housing Revenue Account Subsidy System (HRAs) – this will provide additional resources to enable the council to meet WHQS and it does offer the potential opportunity to build new council homes in the future.

The action plan will be reviewed in 2015 and reported to this Committee to ensure that it remains fit for purpose.

4.00 RECOMMENDATIONS

- 4.01 The Members note the progress made against the actions within the Council's Local Housing Strategy 2012-2017 "A Quality Home for Everyone".

5.00 FINANCIAL IMPLICATIONS

- 5.01 There are no financial implications as a direct result of this report.

6.00 ANTI POVERTY IMPACT

- 6.01 The Strategy compliments the Council's current and emerging plans aimed at mitigating the effects of the Welfare Reform Act and current on-going anti-poverty activities.

7.00 ENVIRONMENTAL IMPACT

- 7.01 The use of sustainable building materials for new build and the re-use of existing empty properties, alongside the energy retrofit of other building all have a positive environmental impact.

8.00 EQUALITIES IMPACT

- 8.01 The strategy has been subject to the council's equalities impact assessment process and there are no known negative impacts.

9.00 PERSONNEL IMPLICATIONS

- 9.01 There are no direct personnel implications from this report.

10.00 CONSULTATION REQUIRED

- 10.01 Ongoing consultation with Member's and other stakeholders will be undertaken as the strategy is implemented

11.00 CONSULTATION UNDERTAKEN

- 11.01 Broad consultation was undertaken with Member's and key stakeholders as part of the development of the strategy

12.00 APPENDICES

12.01 Flintshire Local Housing Strategy “ A Quality Home for Everyone”

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None

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Flintshire Local Housing Strategy

2012 - 2017

A Quality Home for Everyone



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Foreword

I have great pleasure in presenting Flintshire County Council's Local Housing Strategy 2012 - 2017.

The Housing Strategy sets out our vision for the direction and co-ordination of housing-related activities in Flintshire. The strategy spans a number of themes from the provision of new affordable housing, making best use of the existing housing in the county, improving the quality of homes, through to how the council envisages helping the more vulnerable members of our community.



Flintshire's communities are at the cornerstone of our approach to housing because I understand the vital role that good housing offers to improve life opportunities, educational attainment and access to employment. Housing is literally the foundation to a thriving community and it is our intention to work with a range of partners to ensure that good housing standards are maintained and Flintshire remains an area that people aspire to live and invest in. This ambition applies equally to both our urban and rural communities.

This Housing Strategy has been adopted during a period of major change following the election of the coalition government in May 2010. Whether it is Welfare Reform, new funding regimes for affordable housing or a number of statutory or regulatory changes contained within the Welsh Government's Housing White Paper, the challenge for those involved in housing is considerable. With that in mind we have sought to ensure this Housing Strategy remains flexible enough to respond to change whilst anticipating regular annual refreshing.

Even so, the Housing Strategy has unambiguous themes and direction. Our ambitions for housing in Flintshire are set out within the following three themes:

1. More Housing, More Choice;
2. Improving Homes and Communities;
3. Better Services to Improve People's Lives

Read in conjunction with other key plans and strategies (Unitary Development Plan, Regeneration Strategy etc.) we see the Housing Strategy as enabling us, the local housing authority, to partner with a range of organisations in order to deliver economic prosperity for the whole of Flintshire.

The Council cannot achieve all of the priorities contained in this Strategy without working in partnership with other statutory and voluntary organisations, including elected Members and a broad range of stakeholders and partners. (A list of our partners can be found at [web address](#).)

I would like to extend my thanks to those who have helped develop this strategy and I look forward to working with you to realise our ambitions.

Councillor Helen Brown
Cabinet Member for Housing

Introduction

1. Housing is central to people's lives. Quality housing contributes directly and positively to neighbourhood sustainability and to people's health and well-being. Flintshire County Council's strategic housing role, over the next five years, is to be the catalyst for sustainable communities that are:
 - well designed and built
 - not dominated by a single type of housing or tenure
 - well connected
 - environmentally sensitive
 - well-run
 - well served
 - fair for everyone
 - active, inclusive and safe
 - thriving
2. The Flintshire Local Housing Strategy aims to be:
 - for the whole community – public, private and voluntary stakeholders, community groups, tenants, residents, the vulnerable and the excluded
 - for the whole County – rural, urban, coastal, town and village
 - in support of sustainable development, social, economic and environmental
 - in support of economic growth
 - that innovates, for example links jobs and training with housing investment
 - value for money, making effective use of public and private resources and set clear priorities for investment and action
 - flexible, regularly reviewing progress and continually improving to meet future changes

Delivering the Strategy

3. The responsibility for housing and housing services falls on many organisations and individuals. Nationally, the UK and the Welsh Government lead, setting housing, planning and welfare policy, backed up by funding, subsidy and grants.
4. Locally, councils, housing associations, banks, building societies, voluntary sector organisations, charities, businesses and professionals all have an important part to play, to make housing and related services available and accessible.

-
5. Most housing is built by private developers, usually for sale, with no public funding involved. Their role is critical to the supply of quality new homes. They can contribute to housing challenges such as climate change and an ageing population, while creating jobs and supporting local businesses.
 6. Individuals, whether they own their home, rent, or rent out a house, have a responsibility to keep the property in good repair. Flintshire's response to climate change relies heavily on individual owner occupiers or private landlords making their homes more energy and carbon efficient.
 7. Delivery plans for the Strategy are lean, flexible and focus on those things that will make the most difference and summarised on page 27.
 8. This Strategy was jointly written with neighbouring Wrexham, which has a similar housing profile and demographic trends to Flintshire. This partnership shared resources and highlights opportunities for joint working, in line with the Welsh Government's **'Making the Connections'** principles and Housing White Paper's promotion of effective regional collaboration.
 9. It is based on evidence from a number of sources including research commissioned by the Council such as the Flintshire's 2012 Housing Market Needs Update. This evidence is summarised in the Flintshire Facts and Figures section on page 23.
 10. Delivering the strategy both responds to and compliments other local and national policies.



Local and National Policy

11. The **Flintshire Community Strategy 2009 - 2019** has developed a county vision of Flintshire as a place where there is:
 - economic prosperity
 - health improvement
 - learning and skills for life
 - living sustainably
 - safe and supportive communities
12. It wants Flintshire to be “where people want to live, work and visit now and in the future” and a “county built on fairness and respect, where people feel confident in all aspects of their diversity regardless of age, disability, gender, language, race, religion or belief, and sexual orientation.”
13. Flintshire’s **Diversity and Equality Policy 2012 – 2017’s** and this strategy shares the National Equalities Review 2007’s belief that, “an equal society recognises people’s different needs, situations and goals, and removes the barriers that limit what people can do and can be.”
14. The **Community Strategy** promotes *laith Pawb*, the Welsh Assembly Government’s national action plan to create a ‘truly bilingual nation...a country where people can choose to live their lives through the medium of Welsh or English’.
15. The **Welsh Language Strategy 2012–17, A Living Language: A Language For Living** says “language renewal must go hand in hand with the work of improving the social and economic infrastructure ... to help ensure that better employment opportunities and more affordable housing become available, so that people can remain in their communities”.
16. The **Flintshire Regeneration Strategy 2009 – 2020’s** mission is that Flintshire will have a “sustainable, world class, modern economy, based on business enterprise and a highly motivated, well-trained workforce, supported by cutting-edge technology which maximises the area’s physical and human assets.” It sees housing playing a crucial role in delivering its objectives. It notes “an adequate supply of



quality homes is essential to the economic success of Flintshire, whilst investing in new and upgraded housing is likely to remain a major contributor to improvement in the physical environment of Flintshire.”

17. The **Wales Infrastructure Investment Plan 2012** outlines the Welsh Government strategic priorities and includes housing investment to generate jobs and growth. These are:

18. increasing the supply of social housing and improving existing housing stock

- Arbed and Nest energy efficiency schemes.
- initiatives such as the proposed mortgage guarantee scheme
- the Housing Bond
- Enterprise Zones e.g. Deeside Growth Zone

19. The **Wales National Housing Strategy 2010 - Improving Lives and Communities - Homes in Wales (WNHS)** has three objectives and Flintshire’s Strategy has adopted these as its own. They are:

1. provide more housing, more choice
2. improve homes and communities
3. improve housing-related services and support

20. The **Welsh Government’s Housing White Paper** reinforces the WNHS and outlines new legislation, for a Bill in autumn 2013. It says “we want to provide more affordable housing, better quality and improved services”

21. As the **WNHS** sets the housing framework for Flintshire’s Local Housing Strategy, the **Council’s Unitary Development Plan (UDP)** frames the strategy with planning guidance. The UDP aims to “help shape Flintshire’s future in a physical and environmental sense, as well as influencing it in economic and social terms”, from 2000 to 2015.



Adopted in October 2011, its **Policy STR4 Housing** addresses Flintshire's housing need, through:

- the provision of 7400 new dwellings over the Plan period 2000 to 2015
- distributing new housing across the County based on a settlement hierarchy comprising category A (urban centres), B (semi urban / main villages) and C (rural/small villages) and on the capacity of each settlement to accommodate further growth
- a range of type and size of housing sites
- a range of housing including affordable and special needs housing
- making the most efficient and effective use of housing sites and existing housing stock and facilitating, where appropriate, the residential conversion of existing buildings

22. Flintshire uses its **Local Planning Guidance Notes** and the **All Wales Residential Design Guide** to give guidance on design for new build. All new dwellings are required to meet code level 3 in the Welsh Government's **Code for Sustainable Homes**. The UDP further promotes sustainable homes by:

- resisting unnecessary development along open country on the A55
- using a sequential approach to identifying land, to prioritise derelict and redundant land and buildings
- using higher densities on land, on locations close to existing services and public transport
- conserving areas of outstanding beauty and biodiversity

23. The **UDP's Policy STR9** aims to promote and support a diverse local culture including the protection and development of the Welsh language. Further Welsh Government guidance **TAN 20** notes councils should plan "the broad distribution and phasing of housing development taking into account the ability of different areas and communities to accommodate that development without eroding the position of the Welsh language."

24. Flintshire is preparing its **Local Development Plan** to replace the **UDP**. This will be informed by the current **Housing Market Needs Update** and a further full housing needs assessment in 2014.

Housing, the Economy and the Welfare Reform Act

25. The **2008 Credit Crunch**, subsequent global financial crisis and UK recessions have created an uncertain economic environment. The impact in Flintshire has been:
- A fall in private investment in housing
 - A fall in private house building
 - A fall in loans and an increase in deposits for house purchase
 - A general reduction in public subsidy
 - Falling public sector capital receipts with fewer asset sales
26. The impact of the **UK Government Comprehensive Spending Review 2010** means that year on year **Social Housing Grant** is set to decrease. Flintshire and Housing Associations will need to find innovative ways to fund and build new affordable homes.
27. Although house prices have fallen since 2007, buying a house for the average first time buyer is not more affordable. Local wages, particularly in the public sector, have seen small rises or have been frozen. Household incomes vary through the County:
- lower household income bands are in and around the major settlements and along the northern edge of Deeside
 - higher income bands are predominantly in the west of the County, along the Wrexham border, and in the settlements inland from the A55 corridor
28. The 2011 **Welsh Index of Multiple Deprivation** reflects this income distribution, with the most deprived areas in the East of the County, bordering the Dee.
29. An increasing number of people on 'reasonable' incomes, cannot access the housing market due to:
- Limited mortgage products for first time buyers with most lenders requiring a 20% deposit on Loan to Value
 - Shared Ownership products are limited and attract a high interest rate and can be unaffordable because people have to pay mortgage and rent.

30. The average age of a first time buyer is now 37 years. This means the anticipated term of the mortgage may have to be shorter to pay it off before retirement, which means monthly repayments will be higher.

31. Expectations for the private rented sector should be realistic. While it is difficult to get a mortgage due to stricter lending criteria and larger deposits, for those who can, home ownership can still be a more affordable than open market rent. Generally, people in the UK aspire to own their home rather than rent. Since the economic downturn in 2008 and uncertainty in both the housing and jobs market, more people consider renting. The **Housing Market Needs Update** recommends more research to assess the change in aspirations and attitudes of County households to home ownership.

32. Research from uSwitch.com shows **fuel poverty** varies across the UK. Wales has the highest household percentage in fuel poverty with 32%, double the lowest, London. Wales also has some of the highest energy costs in the UK. In 2010, 15% of the homes and 8,200 households in Flintshire were shown by the Stock Condition Survey to be in fuel poverty.

33. The Welfare Reform Act 2012 came into force on the 8th March 2012 and introduces significant reforms to the social security system. The aim of the reforms is to make the benefits and tax credits systems fairer and simpler by:

- creating the right incentives to get more people into work by ensuring work always pays
- protecting the most vulnerable
- delivering fairness to those claiming benefit and to the taxpayer

34. The Act will change the way Flintshire and other local organisations provide services to low



income and vulnerable people. Housing providers may need to adjust their allocation policies to change occupancy rates and consider whether to build smaller or shared accommodation for social rent.

35. Flintshire is developing a comprehensive and long-term Welfare Reform Strategy, comprising of four multifaceted projects that collectively aim to mitigate the full negative impacts and enhance the positives of the welfare reforms upon residents, local communities, the council and partner organisations. It has carried out its own corporate work on the Act's impact and has identified that the following might increase:

- homelessness
- demand for housing related support, welfare benefit and budgeting advice
- evictions in both private and social sector
- demand for smaller accommodation
- the number of Houses in Multiple Occupation
- pressure on the Private Rented Sector as well as Social Rented Housing

Objective 1 - More Housing More Choice

36. **Flintshire's ambition** is to increase the supply and variety of affordable homes, by at least 740 new properties, over the next 5 years. It will:

- offer innovative affordable options designed to overcome the current financial barriers to accessing the housing market
- invest with partners in regeneration schemes such as the **Flint Town Centre Regeneration Project** and the **Deeside Growth Zone**

37. It is a **WNHS** priority to:

- Increase the number of affordable homes for purchase or rent, in the right location and specifically in rural areas.
- Give more choice by broadening the range of homes and tenancy arrangements to suit people at different stages of their lives, different income levels and circumstances
- Improve the standard of new homes to make them more energy efficient and sustainable.

38. Flintshire's **UDP** requires 7400 new homes, 30% of which should be affordable. Flintshire's local planning guidance note LPGN9 further requires, the developer to consider affordable home types in the following preference order:-

- Social Rented - through an RSL.
- Shared Ownership - through an RSL or other bona fide management organisation.
- Subsidised Market Homes - provided as low cost discounted housing for sale.
- Private Rented - provided as low cost rented accommodation.

39. Flintshire's **Rural Housing Enabler** produces local profiles to inform these planning decisions.

40. The **Housing White Paper** proposes more action to increase the supply of new homes, including the use of a range of innovative funding mechanisms. Flintshire's **Housing Market Assessment Update** recommends a 37% starting point when negotiating affordable homes on any new development. This does not take into account economic circumstances, site conditions, viability and



deliverability factors. If supported by the findings of a further full housing needs assessment to be commissioned in 2014, it will inform the review of affordable policy as part of the LDP process.

41. Flintshire offers a range of **affordable housing options** with developers and other partners. These are Social and Affordable Rental, Rent to Save, Shared Equity, First Time Buyer Loans, Homebuy and homes built as Gifted Units or using Commuted Sums.
42. Flintshire's current **Social Housing Grant Programme**, 2011 to 2014, is £5.142 million and will build 102 new social rented homes.
43. Some homes bought under the **Right-to-Buy** scheme are subject to **rural restrictions**. If the property is in Flintshire's designated Area of Outstanding Natural Beauty a condition of sale is that it may only be resold to someone who has been living or working in the area for 3 years.
44. All applicants for the following affordable schemes must register on the **Affordable Housing Register** managed by Cymdeithas Tai Clwyd. They conduct a financial assessment on each application.
45. **Affordable Rental** properties are available to employed applicants, on a relatively good annual income, who either cannot afford or do not wish to consider home ownership. The rent is higher than social rented properties from the local authority or housing association, where applicants are normally assessed on 'need' basis. It is usually about 80% of a local market rent. In some instances a tenant may rent the property initially, and at a later date purchase the property. 7 Affordable Rental Properties have been provided by the Welsh Housing Partnership during 2011/2012 which is administered by Cymdeithas Tai Clwyd.
46. Flintshire's Rent to Save Scheme is a version of Rent First. It is being developed for people who do not have a deposit, by giving them an opportunity to rent a new home and save for a deposit. The rent will be subject to an annual review to keep it inline with market values. 30% of the rent will be retained as savings towards a deposit. The deposit saved over the five year term will then assist them to purchase a shared equity home or a home on the open market.

Priority will be given to those who have a local connection. It is proposed to use homes built as Gifted Units, described later in this section on page 10, for this scheme.

47. The **Shared Ownership/Shared Equity** option is usually offered by a housing association that will hold part of the equity in the property. Lenders usually accept a 5% deposit. Research estimates 80 % of households in the County have an average household income above the threshold needed to afford a 50% Shared Ownership option. So this option will attract households where at least one partner is working.
48. Flintshire offers its Shared Equity option, with 70% of the property market price mortgaged and rent payable on the remaining share. When the property is sold the council receive their 30% share back. Occupiers can buy the council's share if they wish, so the buyer can 'staircase up' to owning all of the property as their income grows. Currently 40 homes have been built for the Shared Equity Scheme in 2012/13 and 100 more are planned for 2013/14. Flintshire's share of the equity will represent an asset of around £5.4 million.
49. **Discounted for Sale/Low Cost Homeownership** homes are sold by developers at less than the open market value, generally between 50% and 80% of the open market value. Currently, lenders are asking for a 20% deposit on this type of housing. So in practice, very few households can purchase a home this way. As a result, Flintshire offers shared equity rather than discounted sale.
50. For a **First Time Buyers Loan** applicants need a minimum annual household income of £26,000. The loan is only for existing homes within Flintshire and does not apply to new build properties. Flintshire's model for its First Time Buyer loan is:
 - 1st. An approved applicant obtains a mortgage for the maximum of 80% of the purchase price
 - 2nd. Flintshire assists with an equity loan of up to a 20% of the purchase price
51. The loan can be paid back at any time and has to be repaid in full at the end of 25 years. The loan repayment will reflect the current market value of the property. Flintshire has set aside £100,000 for this scheme in 2012/13.

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52. Flintshire promotes the Welsh Government **Homebuy** scheme to give a loan of 30-50% of the market value of the property depending on location. The full 50% is only available in designated rural areas. The buyer will have to finance the remaining percentage. The loan amount can vary depending on the buyer's financial circumstances and the property's purchase price. There are no repayments or interest on the loan. When the property is sold, the owner then re-pays the same percentage of the property's new market value. Applicants must satisfy Welsh Government eligibility requirements and is subject to available funding.
53. The **Housing White Paper** highlights increasing land supply as key to building more affordable homes. It proposes a **database of publicly owned surplus land**. Flintshire will continue to identify surplus public land and buildings for potential development. Its valuation for sale will be based on a predominantly affordable scheme.
54. In line with the **Housing White Paper**, Flintshire will investigate alternative affordable housing options for people to meet their needs through **Community Land Trusts, Co-operative Housing Tenure** and **Self Build**. This may be an appropriate approach for small village sites identified by the **Rural Housing Enabler**.
55. The **Gifted Unit** option means a developer builds property for Flintshire CC, to the value of the affordable contribution. The advantages are:
- The homes remain wholly in the ownership of the Council as an asset and an income stream
 - The risk of units being sold for full price on the open market if they cannot be sold under affordable schemes is avoided
 - Local people can be housed in spite of limited financial circumstances
56. This option was runner up for a **CIH Cymru Good Practice Award** in 2011. It is expected to provide 26 new homes to the council with an estimated value of £4 million between 2011 and 2013.
57. If a site is not viable for affordable housing, Flintshire has and will continue to negotiate **Commuted Sums** in lieu of affordable properties. Commuted Sums are expected to raise £0.6 million from 2011 to 2013.

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57. If a site is not viable for affordable housing, Flintshire has and will continue to negotiate **Commuted Sums** in lieu of affordable properties. Commuted Sums are expected to raise £0.6 million from 2011 to 2013.
58. The Commuted Sums will then be used to deliver affordable homes by:
- Funding First Time Buyer Deposits to assist the purchase of existing homes
 - Purchasing existing property for applicants on the Affordable Housing Register
 - Match funding Social Housing Grant
 - Acquiring and refurbishing empty homes
 - Funding local mortgage rescue
59. It is a **WNHS** priority to make “the best use of investment in housing and other regeneration activity to create more jobs and training opportunities, and to improve the look and feel of communities, and the services and facilities available to local people” and to increase the level of private sector investment in housing.
60. The **Flint Town Centre Regeneration Project** will be funded and delivered by a partnership of private developers, RSLs and the Council over 5 years. After comprehensive consultation and supported by a tenant majority, the Council decided to demolish 214 maisonettes in the Flint Town Centre. They will make way for a mixed development of 170 new homes for sale or rent, enhanced public services and additional retail units. The Council will have nomination rights for any new homes, to ensure that local housing need is met. Any tenants displaced during the regeneration will be offered alternative housing from Flintshire’s own stock. Detailed work is currently being undertaken to identify innovative funding streams for the capital investment required as sources such as Social Housing Grant are limited.
61. The **Deeside Growth Zone** was announced in 2012 as part of the **Wales Infrastructure Investment Plan 2012**. It is proposed to build up to 1,000 new homes designed to attract business and personnel to the Zone. This development will be designed to compliment the regeneration in **Connah’s Quay, Shotton and Queensferry Renewal Area**.

Objective 2 - Improving homes and communities

62. An independent survey for the **Housing Asset Management Strategy 2012 – 2018** estimated that £166 million was needed to bring all of the council homes up to WHQS by March 2018. The **Private Sector House Condition Survey 2010** found that 32% of private property failed the Decent Homes Standard and over 24% had at least one Category 1 Hazard costing an estimated £120 million and £67million respectively to repair.

63. **Flintshire's ambition** is to:

- invest £49 million in its own properties on **WHQS** improvements
- offer the widest range of advice, loans and grants to owner occupiers and landlords to **eliminate Category 1 Hazards**, bring empty properties back into use and increase energy efficiency
- regenerate Flintshire's existing homes through the **Connah's Quay, Shotton and Queensferry Renewal Area** and the **Townscape Heritage Initiative**.

64. The **Housing White Paper** encourages more action to achieve the **Welsh Housing Quality Standard (WHQS)**. **The Council** does not have the £166 million to do all the work required by the WHQS, so it will spend its **capital programme** of £49 million on the following priority improvements over the 5 years from 2013 to 2018:-

- Renewing 4880 kitchens where required
- Upgrading and renewing 3550 central heating systems where required
- Renewing 1300 bathrooms where required
- Upgrading 4667 smoke detectors where required
- £1 million per year on disabled adaptations



65. It has budgeted £2.5 million over the 5 years for urgent replacements and health and safety works.

66. Flintshire aims to use this investment to generate 100 **jobs** and 10 **apprenticeships**, through the use of local contractors.

67. The planned investment programme will be aligned with available funding from **CESP, Arbed** and other **energy efficiency initiatives**. Flintshire, with Denbighshire and Wrexham, is considering a group **Fuel Brokerage Scheme** to reduce the cost of heating to its tenants.



68. The council has 591 non-traditional homes, mainly Airey, Easiform and Timber Frame homes, high-rise flats and maisonettes. Flint's 3 high-rise blocks require external as well as internal repairs to bring all the flats to WHQS. External repairs estimated to cost £4 million include:

- Comprehensive concrete repair programme
- Renewal of the mastic in the panel joints and roof finishes
- New insulated roof system
- Application of an over-cladding system to improve thermal performance and provide weather proofing

69. A further £7 million is required to complete WHQS work on the high rise flats. The 113 Airey, Easiform and Timber Frame homes need funding of £2.8 to bring them up to the WHQS. The Council will pursue options to secure additional funding from Welsh Government, Prudential borrowing and investigate collaborative procurement options with neighbouring councils to achieve WHQS on these and all its other properties.

70. Flintshire's **Housing Association partners** are working towards delivering WHQS across all their homes. The 3 Housing Associations in Flintshire would achieve the standard for 100% of their properties as follows:

- Pennaf by 2014/2015
- Tai Clwyd by 2014/2015
- Wales & West by 2012/2013

71. It is a **WNHS** priority is to improve the quality and standard of all existing houses and rented accommodation, including their energy efficiency. Flintshire County Council believes everyone has the right to live in a home, which is in good repair, has ready access to all necessary amenities, and is free from physical hazards. The Council has not sufficient funding to tackle the backlog of repair and renovation. So its **Private Sector Renewal & Improvement Policy 2012 -2015's** priorities are to:

- target action to **vulnerable households** living in non-decent homes, in line with Private Sector Stock Condition Survey findings
- increase the proportion of homes that meet the **decent homes standard** by working with all stakeholders and service providers
- provide **equity and low cost loans** to vulnerable and lower income homeowners to make their homes decent
- reduce the **health effects** of poor housing conditions through a combination of advice, financial assistance, and appropriate enforcement action, ensuring that residents live in safe, warm and comfortable homes
- promote the take up of a range of **energy saving measures** provided by a range of agencies to improve home energy efficiency and reduce fuel poverty
- promote improvement and conversion of **empty residential properties** and obsolete commercial buildings to bring back in to use and increase the supply of affordable homes
- achieve a well maintained and managed private rented sector through the **All Wales Landlord Accreditation Scheme** by encouraging the professional development of landlords, through incentives, education, and advice



72. The Council's Private Sector Housing Renewal Team, has three approaches to these priorities:

- 1st. advice and advocacy
- 2nd. provision of financial assistance
- 3rd. enforcement of housing standards

73. Advice and advocacy is also given by **Flintshire Care & Repair**, the local Home Improvement Agency and supported with:

- information on Flintshire's website
- leaflets and promotional events in areas, which fall within the 20% of the Wales Index of Multiple Deprivation (WIMD)
- regular Landlord Forums for private landlords
- landlord training events
- membership of the All Wales Landlord Accreditation Scheme

74. Financial Assistance is given, where appropriate, to those who are unable to pay for their own improvements. Flintshire supports the **Housing White Paper's** ambition to create a nationally branded, locally delivered, **Property Improvement Loans** scheme. Home owners will be helped, to release equity available in their homes on an 'equity share' basis. The owner and the Council will share the benefit from any increase in property value. Since the Council is not primarily a lending institution, it does not impose loan terms which would 'guarantee' its profit or investment and therefore potentially discourage applicants.

75. An eligible applicant, to the Council, will be considered for the following hierarchy of loan types:

- 1st. **a Repayment Loan**
- 2nd. **a Property Appreciation Loan**
- 3rd. **a Flintshire Interest Free Loan**

76. The first loan to meet the applicant's need, in the above hierarchy, will be offered. Funding is made available to support **vulnerable householders** across the County to tackle **category 1 hazards**. To ensure the future sustainability and maximise this fund, the Council has a range of loans schemes and is phasing out grants. There will be an expansion of this approach over the next few years.

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77. Flintshire will prepare for increased numbers of private rented sector properties and the **Housing White Paper's** proposal to introduce a mandatory registration and accreditation scheme for private sector landlords to regulate the practices of landlords, letting agents and managing agents, by:
- reviewing the capacity and location of the enforcement team within the organisation
 - raising profile and membership of Landlord Accreditation to professionalise the sector
 - reviewing activity on illegal evictions
 - additional licensing of HMOs
 - introducing fee earning services to support increased capacity within housing enforcement
78. Partnerships will be made with landlords and corporate investors to improve provision. The Council will protect the health, safety and welfare of private tenants through advice, negotiation, agreement and appropriate incentives. Enforcement action will be taken if these methods have been exhausted, as a last resort.
79. It is a **WNHS** priority to make the best use of homes that are unoccupied. The **Housing White Paper** proposes legislation to tackle the waste and blight of **empty properties** by giving local authorities discretionary power to increase council tax on properties empty for longer than one year. It also promotes an increased focus on tackling empty homes through the national "**Houses into Homes**" programme and other programmes.
80. In April 2012, the Welsh Government announced £10 million for the '**House to Homes**' loan fund. Flintshire will be using this fund in conjunction with its own **Empty Homes Scheme** and other initiatives such as the **Flint Townscape Heritage Initiative** to offer the best incentive to empty property owners. Flintshire's 2012 Private Sector Renewal & Improvement Policy targets empty properties with a range of measures:
- an **Empty Property Grant**, up to a maximum of 20K in the Renewal Area. The owner gives the council nomination rights for 5 years

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- an **Empty Property Interest Free Loan**, up to a maximum of £10K, which was available countywide. The owner gives the council nomination rights until the loan is repaid. This is repayable on sale or transfer or sooner at the discretion of the property owner
 - a **Flintshire Empty Property Repayment Loan** is up to a maximum of £15K, payable monthly at 4% interest over an agreed period between 1 and 7 years. This is a top up loan for in cases where the £10K interest free loan is insufficient to carry out the required works
 - The **Welsh Government Houses to Homes Initiative, Interest Free Loan**, can be up to a maximum of £150K per applicant and must be repaid within 3 years. £25K is the maximum cost of repair work per home. Flintshire has been allocated £482K to manage this scheme in 2012/15 which will bring 20 properties back into use
 - A loan from housing association partner, **OFFA Ltd** up to a maximum of £5K, available countywide. In return the property must be managed by OFFA and repayment of the interest free loan is through the rent.
 - consider the discretionary power proposed in the **Housing White Paper** to increase council tax on properties empty for longer than one year, if this becomes law.

81. It is expected that at least 40 properties will be brought back into use in 2012/13.

82. Town centres face a challenging future and need to adapt to changing consumer patterns. Flintshire County Council has successfully obtained nearly £1.6 million of public assistance for a **Townscape Heritage Initiative** (THI) in Flint town centre. The aim is to revitalise Flint as a place to live, shop, visit and do business whilst preserving and enhancing the town's unique historic and architectural heritage. The Flint THI will offer grant assistance to owners or leaseholders of selected buildings in Flint. It is intended where possible to link this funding to Flintshire's work to reduce empty properties.

83. In February 2010 Flintshire County Council approved the declaration of the **Connah's Quay, Shotton and Queensferry Renewal Area**. It covers approximately 5,790 properties and has concentrations of households which are some of the most deprived in Wales. A priority is to make best use of potential sites for high quality housing development and remove vacant or poor quality properties.

84. The **Renewal Area** has 3 main programmes

- **Group Repair** for up to 900 homes
- **Environmental Improvements**
- **Energy Efficiency** measures for up to 500 homes

85. Running alongside these three themes, Flintshire is using the Renewal Area status and funding to bring the benefits of local jobs and training to this deprived area. Along with other capital public funds, Renewal Area funding is being reduced year on year, and so some of the initial Renewal Area plans will need to be re-evaluated.

86. It is a **WNHS** priority to improve the energy efficiency of all existing property. The Welsh Government's energy performance programme **Arbed**, has seen £66 million being invested to boost the green economy and improve the energy efficiency of 7500 homes. The recently launched second phase of Arbed will see the Welsh Government investing £45m to reduce fuel bills for 4800 homes in deprived areas of Wales. Flintshire will be continuing its work to insulate as many properties as possible, using a number of different funding streams, **ECO, Arbed, Green Deal** and **interest free loans**. Flintshire has bid through its RSL partners to upgrade 600 homes in Mostyn and Holywell.



Objective 3 - Better Services to Improve People's Lives

87. **Flintshire's ambition** is to collaborate and innovate to:

- improve access to a suitable home
- offer the best advice and support to sustain people in their home, whatever their tenure
- promote independent living generally and specifically for its aging population by investing in new **Extra Care Schemes**
- ensure community safety

88. Social housing is a scarce resource and is allocated mainly to people in housing need. It is a **WNHS** priority to make it easier for people to find suitable accommodation, particularly people from minority groups.

89. The Flintshire **Diversity and Equality Policy 2012 – 2017's** aim is for every aspect of Flintshire's activities to provide appropriate, accessible and effective services and facilities to meet the diverse needs of our community.

90. The **Housing White Paper** promotes further development of accessible housing registers. Flintshire is part of **North Wales Single Access Routes to Housing Project (SARTH)**. It is working with three other North Wales' councils and five housing associations to create a common access route to housing, bringing benefits to residents, local authorities and housing associations.

91. Good quality, local housing advice helps people make informed decisions on suitable housing provision. This common access point for all North Wales aims to remove the barrier of multiple waiting lists and allocation policies, to streamline an applicant's path to the best housing solution for them. It will make best use of stock in terms of size and type by improving the match with applicants. The pilots for this project are expected to start in late 2013.

92. Flintshire is reviewing its **Incentive Scheme** to see if changes can be made to reduce over or under occupancy especially bearing in mind the impact of the Welfare Reform Act.



93. Flintshire is examining options for a **Social Lettings Agency** to increase the number of privately owned properties available. It is intended to help private landlords rent to target groups such as the young at LHA rates.
94. The **Housing White Paper** proposes ensuring that **Gypsy and Traveller Communities** are provided with new pitches by local authorities where there is clear evidence of need. North Wales is on a popular principle travelling route for them.
95. The **January 2012 Caravan Count** showed that Flintshire is the most significant provider in North Wales with 58% of authorised pitches. This is 15% of the total for Wales. The **North West Wales Gypsy Traveller Accommodation Assessment** asked where new pitches should be located. It found a demand for sites along the main travelling route through North Wales. No new locations were requested in Flintshire. Flintshire will continue to develop Gypsy and Traveller services:
- Managing Riverside Caravan Site
 - Managing Unauthorised Encampments
 - Coordinating Support & Welfare Services to Gypsy and Traveller community
 - Consider the expansion of the current site at Riverside, Queensferry to increase the number of residential pitches and provide short-stay transit pitches
96. The **Housing White Paper** promotes effective regional collaboration on housing functions and services, including the **Supporting People** programme. From April 2012 Supporting People funding will be allocated regionally, with shared planning and commissioning of joint projects. The new North Wales regime will merge 2 funding streams, the **Supporting People Grant** and the **Supporting People Revenue Grant** into **Supporting People Programme Grant** and be run by a new governance framework. As with other subsidies, Supporting People funding will reduce in the future.



97. In view of these changes, Flintshire aims to critically examine current Supporting People provision and articulate how local need will be met in the future. Over the next 12 months, Flintshire will:

- plan a number of short term pilot projects to make the best use of available funding and avoid decommissioning needed services. These will provide individual support and inform the strategic direction of its homeless prevention services
- collaborate with providers and stakeholders on a range of innovative support approaches and options to maximise much needed support from the available resources for as many vulnerable people as possible
- undertake a strategic review of accommodation based and floating support, including an assessment of need, supply and support pathways, to inform the future direction of housing support services

98. The current **Flintshire County Council Supporting People Strategy 2010 – 2013** sets out overarching priorities for accommodation and services for vulnerable people:

- To provide a range of support and accommodation models across all vulnerable groups, and increase provision in rural areas
- Ensure existing services are high quality and delivering positive outcomes
- Link with the Social Housing Grant (SHG) programme to facilitate new development
- Improve access to services, to ensure that services are flexible and able to respond to a wider range of needs, are tenure neutral and where appropriate - cross authority
- Provide a mix of generic and more targeted services

Current Flintshire Supporting People (SP) Funding	Partners	Timescale	Funds £000s/yr
<ul style="list-style-type: none"> • Funds appropriate housing related support services. Their commissioning objectives are: • Community Care • Community Safety • Homeless and Homeless Prevention 	FCC, Betsi Cadwadr University Health Board	2012/13	7,109
		2013/14	6,825
		2014/15	6,484

99. Local authorities and their Health Board partners are required to work together to establish **Integrated Family Support Services (IFSS)**. It is a programme unique to Wales. It focuses on families where parents have substance misuse problems that affect the welfare of their children. IFSS will roll out in Flintshire from April 2013.

100. It is a **WNHS** priority to:

- do as much as possible to prevent homelessness but where it occurs provide efficient services to help people to find accommodation
- provide housing-related advice, guidance and support, including financial and debt management advice, to help people to stay in their homes and to help them to make best use of their income

101. The **Housing White Paper** proposes:

- a statutory duty on local authorities to prevent homelessness, and ensure even better help available for those who do become homeless
- ending family homelessness in Wales by 2019

102. The **Flintshire Homelessness Strategy, 2009 to 2015**, currently involves a wide range of partner organisations and has four key strategic aims, to:

- focus upon a corporate approach to homelessness prevention through improved strategic and operational working arrangements within the Council and partner organisations in the planning and delivery of social welfare advice and support services
- provide integrated housing support services for vulnerable groups that prevent homelessness and promote the health and well-being of vulnerable adults and families
- improve access to temporary and settled accommodation
- improve performance management arrangements for all aspects of the homelessness service provided by the Council

103. Given the impact of the **Welfare Reform Act** and the **Housing White Paper's** proposal to give councils a statutory duty to prevent homelessness, ensure even better help is available for those who do become homeless and to end family homelessness in Wales by 2019, it is an objective of **Flintshire's Welfare Reform Strategy** is to review Flintshire's Homelessness Strategy. It will then implement a

corporate Homeless Prevention Strategy that promotes effective partnership working with internal and external providers, ensuring the authority fulfills its statutory duties efficiently and cost effectively.

104. The Council will assist residents affected by the Act, to avoid it becoming a barrier to services and housing:

- It will work with other local authorities, using Welsh Government funding to proactively work with private landlords and their tenants who are at most risk of homelessness following reductions in their **local housing allowance**.
- Flintshire's **Income Maximisation (Welfare Rights) Service** will offer specialist advice and representation to an increasing number of residents who are seeking assistance on appealing adverse decisions on their welfare benefit entitlement. Particularly, residents whose incapacity benefit claim has migrated over to employment and support allowance.
- Flintshire's **Housing Benefit Service** is identifying tenants in the private rented sectors who will be affected by housing benefit reforms. Vulnerable households, for example, where an adult receives a sickness benefit or children reside within the household, are offered advice and support ahead of their local housing allowance being reduced.
- plan to increase the number of units of temporary accommodation to house the anticipated increased homeless
- **Profiling of working age LA tenants** who claim housing benefit is being carried out to assess those who would be affected by the 'bedroom tax'. Tenants will receive appropriate advice and support to overcome difficulties they may have in maintaining their contractual housing costs
- Run **awareness raising campaigns** and provide training for tenants, landlords, members and officers on the Welfare Reform changes and the impact they may have upon residents, local communities and the local authority

105. It is a **WNHS** priority to respond to the needs of an **ageing population**. Flintshire's **Community Based Accommodation Support Service** will help vulnerable and older people to live independently and safely in their own homes. Following extensive consultation FCC's sheltered housing warden service has changed into a community based accommodation support service.

106. The service individuals receive from the Accommodation Support Officer is based on

an assessment of their support needs and is designed to be flexible and responsive, changing as needs change. Two pilots were successfully run in Shotton and Ewloe. A phased roll-out of the new service across the County began in July 2012.

107. The **Housing White Paper** promotes continued investment in housing adaptations to help people live independently in their own homes. The **Disabled Facilities Grants (DFG's)** programme is a key activity in the Flintshire Housing Capital Programme promoting independent living. In 2011, 429 referrals for DFGs were received. 307 jobs were completed at a cost of £2,290,000. This work included 184 wet rooms/showers, 46 stair lifts, 46 ramp/hard standings and 10 extensions. Flintshire will spend in 2012/3 £2.3 million on aids and adaptations for both council tenants and owner occupiers.

108. **Extra Care** housing gives older people more choices, complements existing sheltered housing and increasing the flexible approach to supporting older people at home. North East Flintshire is already served by Llys Eleanor Extra Care scheme in Shotton, run by Clwyd Alyn with 50 apartments. In partnership with Wales and West, £9.3 million is being invested in Flintshire's second purpose built scheme, Llys Jasmine in Mold, with 61 apartments and 2 bungalows. 15 of these are specifically designed for people living with dementia.



109. Research shows that approximately 300 further units are needed and this is expected to increase by 10% by 2033. The highest unmet need is in North West Flintshire where there are no extra care apartments and additional schemes are being considered.

110. Crime, fear of crime and anti social behaviour can blight a neighbourhood and could undermine this strategy's plans for sustainable communities. Flintshire & Wrexham Community Safety Partnerships are made up of public and voluntary agencies. They have made progress. The total number of crimes in Flintshire & Wrexham fell by 12% and anti-social behaviour incidents reported to the police fell by 10% in 2010.

111. The partnerships collaborated on a joint Flintshire and Wrexham Community Safety Partnership Plan for 2011 to 2014. Although there have been crime reduction successes to date, fear of crime and concern over levels of anti-social behaviour continue to be of priority for local people.

Monitoring and Evaluation to reflect the Needs of the Users

112. It is a **WNHS** priority to:

- Ensure services reflect the needs of those who use them not the needs of organisations that deliver them.
- Give tenants a clear voice in decisions that affect them and ways of taking action if dissatisfied with services.

113. The aim of Flintshire's Housing Services Customer Involvement Strategy & Action Plan 2012-2015 is to develop effective and efficient housing services through the involvement of tenants, leaseholders, staff, the wider community and other stakeholders.

114. In line with the Housing White Paper's aim to create more opportunities for tenants and service users to influence the delivery of services, Flintshire will:

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome
Consult with Tenant Federation and Flintshire Housing Partnership on the monitoring and evaluation of the strategy and its further development	Housing Strategy, N'hood Housing,	2012/2017	Increased Tenant, Resident ownership of strategy
Review FLHS progress annually with Resident Involvement Monitoring Group and Flintshire Housing Partnership	Housing Strategy, N'hood Housing,	2013/2017	

Flintshire Facts and Figures

Flintshire the Place

115. Flintshire, in North-East Wales, borders Denbighshire, Wrexham, the English counties of Merseyside, across the River Dee and Cheshire. It includes urban, rural and coastal landscapes.

116. The county has exceptional natural assets on its borders. The Clwydian Range is an Area of Outstanding Natural Beauty. The Dee Estuary is one of the most important wildlife sites in Europe, a Site of Special Scientific Interest and a designated Ramsar Convention wetland of international importance.

117. Its location is strategic, offering the main thoroughfare between North Wales, the motorway network of North West England and beyond. It is close to Liverpool and Manchester airports and has direct rail connections to Cardiff and London.



118. Flintshire has emerged as one of Wales's, most important business and manufacturing locations, built on its strengths in industrial processes, advanced manufacturing, aerospace, food and environmental technologies.

Flintshire's People

119. Flintshire's population is projected to grow, from a current population of 150,637, to 153,210 by 2026 . The figures include net migration. Flintshire has a history of in-migration due to its border location, relative economic prosperity and attractive environment.

120. The number of projected households will grow by 4.4%, from 65,880 in 2011, to 68,807 households by 2016 . In detail projections are:

- single person households will grow the most and are set to increase by 34.4% or 6,986 households
- 1 adult and 1 child, and 1 adult and 2 child households see the next highest rise at 29% or by 631 and 474 households respectively

Housing White Paper promotes effective regional collaboration on housing functions

121. Flintshire's population is ageing:

- almost half the residents of Flintshire are now over the age of 45
- by 2026, the number of people aged 65 and over is expected to rise 40% by 10,635, and make up about 25% of the population
- in the next 10 years, the number of people aged over 85 is set to increase by 110%

122. Within ten years it is estimated that over 80% of people, aged over 60, will be homeowners. Many will be asset rich and cash poor, unable to repair and heat their homes.

123. Flintshire has the smallest BME community in Wales at 1.9%

124. The January 2012 Gypsy Traveller Caravan count showed Flintshire has 58% of authorised pitches in North Wales. 15% of the total in Wales

The Flintshire's 2012 Housing Market Needs Update

125. The Update examined estimates and projections of housing need, demand and affordability for the County. The Update proposes its recommendations are a starting point, in line with Planning Policy Wales 2011, for decisions to be negotiated on a site by site basis and local staff knowledge should be valued over the reports statistical analysis. It makes recommendations for new build homes as follows:

- a target of 37% should be affordable
- 19 – 27% should be designed to meet older or disabled residents needs
- they should be detached or semi detached
- they should be 2 bed to meet demographic trends & shortages of this property size
- consider the effect of welfare reform in relation the supply of appropriately bedroomed property



126. The Update will be used to inform the development of Flintshire's Local Development Plan.

Flintshire Rural Housing Enabler

127. Flintshire's Rural Housing Enabler (RHE) is creating detailed local profiling to ensure that the right type, quantity, price and size of homes are built. These will indicate demand for different types of accommodation, social rented, shared ownership, subsidised market homes and intermediate rent in specific rural locations.

Flintshire's Waiting Lists

128. Flintshire's waiting lists reflect demand housing and services.

- There are 173 applicants on the Affordable Housing Register
- Flintshire has a waiting list for its rented homes of 3985. This includes 597 applicants existing tenants who want to transfer to another Flintshire home
- Flintshire's Housing Options Team assisted 966 households with housing related issues in the financial year 2010/11, and 1153 households in 2011/12 a 19% increase. The number of homeless applications during the same period rose by 51% from 105 to 159, due to the impact of the recession and Welfare Reform Act.
- Aids and adaptations allow people to stay in their own home, promote independent living and increase quality of life. In 2011, 429 referrals for Disabled Facilities Grants were received. 307 jobs were completed at a cost of £2,290,000. This work included 184 wet rooms/showers, 46 stair lifts, 46 ramp/hard standings and 10 extensions.

Flintshire Council and RSL Homes and the Welsh Housing Quality Standard (WHQS)

129. The Welsh Government expected all social landlords in Wales, to adopt the WHQS standard, to devise realistic programmes for all their homes to achieve and maintain it by the end of 2012. The Welsh Government commissioned a report "Social landlords Performance in Achieving the WHQS" to measure progress. It found for the 3 Flintshire Housing Associations would achieve the standard for 100% of their properties as follows:

- Pennaf by 2014/2015
- Tai Clwyd by 2014/2015
- Wales & West by 2012/2013

130. An independent survey estimated that £166 million was needed to bring all of the council homes up to WHQS by March 2018 and maintain the standard for 30 years. The council can raise £49 million, over the next 5 years, falling short of the £116 million needed.

Private Tenure and the Private Sector House Condition Survey 2010

131. The age profile of the private housing in Flintshire differs to the average for Wales. There were significantly fewer properties built pre-1919 and again between 1945 and 1964, then more were built from 1965 onwards.

132. Other key findings were:

- 76% of homes are in owner occupation
- 9% of homes are privately rented
- the estimated number of Housing in Multiple Occupation (HMOs) is 310 or 0.6% of the stock
- there are 8 known mandatory licensable HMOs
- 31% of households are headed by a person over the age of 65
- 31% of households are in receipt of a means tested benefit and are economically vulnerable

133. The Flintshire Private Sector House Condition Survey 2010 found that:

- 32% of all dwellings are non decent (16,104 dwellings)
- 8.3% of all dwellings exhibit the single failure of disrepair under the Decent Homes Standard, against a national average of 6.5%.
- 38% of vulnerable households (5,980) live in non decent homes.
- The cost to address non decent homes across the County is £120 million, averaging £6,940 per property
- Highest levels of non decency are found in the Council's renewal area and areas within the top 20% of the Welsh Index of Multiple Deprivation.
- Pre 1919 housing stock, converted flats and the private rented sector had the highest failure rates
- 15% of households (8,200) are in fuel poverty
- 12,980 (24.1%) homes were estimated to have at least one Category 1 Hazard.
- the most common hazard was excess cold

-
- a correlation between Category 1 hazards and households where there was a person, with a disability or in receipt of a benefit
 - the estimated cost to remedy all Category 1 Hazards, in Flintshire, was £66.8m, an average cost of £5,100 per home

134. The Survey also found there were approximately 1,350 vacant dwellings representing 2.5% of the private housing stock. A data review in 2012 found Flintshire had 531 properties that had been vacant six months or longer.

Gypsy and Traveller Community

135. The January 2012 Caravan count showed Flintshire is the most significant provider in North Wales with 58% of authorised pitches, 15% of the total in Wales. The North West Wales Gypsy and Traveller Accommodation Assessment (GTAA) asked where new pitches should be located. It found a demand for sites along the main travelling route through North Wales, in Rhyl, Bangor, Colwyn Bay and Holyhead. No new locations were requested in Flintshire. This supports rebalancing the current inequitable provision highlighted by the Council and the GTAA, which is of concern to the Welsh Government.

Objective 1 - More Housing, More Choice, Projects and Programmes

Affordable Housing Options				
Flintshire's Priority Projects/Programmes	Partners	Timescale	Outcome	Resources, Funds £000s/yr
Social Housing Grant allocation, Welsh Government's (WG) 3 year national programme for Flintshire to build affordable homes	Housing Strategy, RSLs, WG	2011/2014		5142
	Clwyd Alyn, Wales & West, Tai Clwyd	2011/2012	19 homes	1826
	Clwyd Alyn, Wales & West	2012/2013	20 homes	1758
	Clwyd, Wales & Wales	2013/2014	63 homes	1557
Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
The Rent to Save scheme assists applicants to save a deposit, for open market purchase, shared equity or shared ownership in the future.	Housing Strategy, RSL, Developers	2012/2017		26 Gifted Units
Build Shared Equity Homes for applicants on Affordable Homeownership Register	Housing Strategy, Tai Clwyd, Developers	2012/2013	140 homes	5460
Introduce First Time Buyer Loans to help people who have lived, worked in Flintshire for over 3 yrs and on the Affordable Housing Register finance to buy a home	Housing Strategy, FCC	2012/2013	5 homes	100 (from Council Fund)
Develop more projects for CIH Cymru Good Practice Gifted Units	Housing Strategy, Developers	2011/2013	26 homes	4000
The 214 Maisonettes in Flint Town Centre will be demolished as part of the Flint Town Centre Regeneration Project to create new homes for rent and sale	FCC, tenants, RSLs, Developers	2012/2017	170 homes for sale or rent	To be agreed
Deeside Enterprise Zone (EZ) Develop most appropriate housing to attract businesses and workers to the EZ.	Housing Strategy, WG, Developers	2012/2022	1000 homes	To be agreed

Objective 2 - Improving homes and communities projects and programmes

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
The Council's Capital Programme , works towards achieving WHQS for council's stock of 7443 homes, includes new kitchens, bathrooms, boiler systems, smoke detectors and DFGs.	Asset Management	2013/2018	Progress towards WHQS	49,000
Develop Apprenticeships with contractor partners.	Asset Management, Contractors	2012/2017	10 Apprenticeships	Capital Programme
Improve the energy efficiency of targeted FCC stock through such measures as solar panels, ground source heat pump and wall insulation.	Asset Management Energy Unit Housing Renewal	2012/2017	Subject to Funding Bids to Arbed, ECO and Green Deal for start of new schemes at the end of 2012	
Develop a group Fuel Brokerage Scheme to reduce the cost of heating for council tenants initially.	Neighbourhood Housing, Denbighshire CC, Wrexham BC	2012/2017	Subject to agreement between Councils, tenants and Energy Providers	
RSLs work towards WHQS .	Pennaf, Tai Clwyd, Wales and West	2012/2015	Achieve and maintain WHQS	RSL funds

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
County Wide Home Improvements , interest free loans to improve single properties for work below £3K	Private Sector Housing, FCC	2011/2012	104 Homes	Up to 300
Introduction of Property Appreciation and Subsidised Repayment Loans for vulnerable householders, private landlords and owners of empty property to carry out larger renovation and repair work.	Private Sector Housing, Street UK	2012/2013	50 homes	300
Flintshire Care & Repair – continue to financially support the Property Repair Fund for small scale home repairs	Flintshire Care & Repair	2011/2012	79 Homes (small scale works)	50

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
Bring Empty properties back into use. Empty property data base identifies approx 500. Works up to £25K, as a repayment loan, the first £10K interest free, the remainder with interest.	Private Sector, WG, Townscape Heritage Initiative	2012/2013	20 homes	300 (FCC) 241 (WG)
Welsh Government ' House to Homes ' interest free loan fund scheme. A fixed term loan of up to £25,000 is offered to turn the property back into a home either for rent or sale.	North Wales Region	2012/2015	20 homes	482
Renewal Area. Renovation & repair and environmental improvements to 1000 homes in a Renewal Area covering 5790 properties at Connah's Quay, Shotton and Queensferry over 10 years 2010/20	Housing Renewal	2011/2012	Group repair to 300 homes. HHSRS Surveys and repair of 20 homes.	1.200
CESP programmes targets 1200 homes across Greenfield and Connah's Quay to lower energy use in an area of lowest ranking average UK income and save carbon emissions of 100,000 tonnes	Private Sector Housing, Npower	2011/2012	1200 homes & save 100,000 tonnes of carbon	3.300
ARBED Projects - Mostyn and Holywell Central , bids submitted with RSL partners. Outcome awaited. Contractors managed directly by WG.	Private Sector Housing Energy Unit WG & ERDF	2011/2013	600 homes	Outcome of bid awaited
North Wales Energy Efficiency partnership (Green Deal) - explore the opportunities for a collaborative approach to housing improvement across all tenures in North Wales	Private Sector Housing Energy Unit, Energy Providers	2012/2017	Subject to agreement with Energy Providers and agreement on prudential borrowing	
Review capacity and structure of the Enforcement Team to promote delivery of White Paper	Private Sector Housing,	2012/2013	New Structure Agreed	Outcome of bid awaited
Introduce a mandatory registration and accreditation scheme for private sector landlords	Private Sector Housing,	2012/2014	Subject to White Paper proposals becoming law	

Objective 3 - Better Services to Improve People's Lives

WNHS priority to make it easier for people to find suitable accommodation

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
Work on a common approach to housing access through the North Wales Access to Housing Group's, SARTH Project (Single Access Route to Housing).	Neighbour'd Housing, DCC, FCC, Conway and Wrexham	2012/2015	Single housing register for all North Wales	49,000
Review incentive scheme to reduce under or over occupation in response to Welfare Reform Act.	Neighbour'd Housing, NE Wales councils	End of 2012	Revised incentive scheme	Capital Programme
Consider Social Lettings Agency options to increase accommodation available by using properties in the private sector & work with Landlords to house more younger people , especially at LHA rates.	Housing Options	2012/2017	Options Appraisal funded by a Private Sector Improvement Support Project grant will report mid 2013	
Develop Gypsy and Traveller provision: <ul style="list-style-type: none"> • Manage Riverside Caravan Site • Manage Unauthorised Encampments • Coordinate Support & Welfare Services to G & T community • Consider the expansion of the current Gypsy Traveller site provision at Riverside, Queensferry to increase the number of residential pitches and provide short-stay transit pitches 	Housing Strategy & Options, SP, NW Police, Betsi Cadwaladr University Health Board	2012/2017	Gypsy & Traveller Strategy 2012 Co-ordinated Gypsy Traveller response service	Gypsy & Traveller Liaison Officer Capital Grant Bid to WAG

Advice, Support and Prevention for Priority Youth Homeless

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
Improve prevention work: <ul style="list-style-type: none"> Implement an integrated young person team, joint assessments and deliver enhanced prevention work with young people at risk of homelessness. 	Housing, Children's Services, SP, External providers	2012/2013	Reduced youth homeless	
SP Homeless and Homeless Prevention objective accommodation projects: <ul style="list-style-type: none"> Develop options for safe and suitable short stay/emergency accommodation 	SP, Housing Options, RSLs	2012/2013	Young people access safe and appropriate housing	Capital Programme

Advice, Support and Prevention for Priority Single Homeless

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
Increase Move-On accommodation for single people with statutory obligations	FCC	2012/2017	Designated Unit	
Investigate possibilities of shared housing for single people under 35	FCC, Clwyd Alyn, Private Sector Housing	2012/2017	Pilot scheme will be evaluated March 2013 and further schemes will be developed to meet demand	
SP Homeless and Homeless Prevention objective projects: <ul style="list-style-type: none"> Undertake a strategic review of accommodation based and floating support provision 	SP, Housing Options, RSLs	2012/2013	Life & Tenancy Skills for tenants	

Advice, Support and Prevention for Homeless with Complex Needs

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
Flintshire Housing First pilot gives all agency coordinated support to the most challenged homeless with the highest demands on health, social and criminal justice services.	Community Support Services, SP, Housing 1st Steering Group	2012/2013	10 individuals supported	Housing First Coordinator

Advice, Support for those fleeing Domestic Violence

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
SP Community Safety: <ul style="list-style-type: none"> • Launch pilot dispersed refuge service, for larger families, large families with children over 16 or pets 	SP, DASU, Hafan Cymru, BAWSO, FCC Housing, CAHA	2012/2013	6 dispersed properties Life & Tenancy Skills for tenants	

Independent Living and Housing for Older People

Flintshire's Priority Projects/Programmes	Service Area Partners	Timescale	Outcome	Resources, Funds £000s/yr
Community Based Accommodation Support Service (Warden) service users have a comprehensive support plan to tailor appropriate level of support to their needs & promote and sustain their independent living.	Community Support Services	2012/13	Two pilots in Shotton and Ewloe - outcomes evaluated July 2012. Phased roll-out of the revised service across County.	Accommodation Support Officers
DFG programme	FCC, Housing Renewal	2011/2012	178 owner occupiers	1500
		2012/2013		1500
		2011/2012	188 council tenants	1000
		2012/2013		800
Complete development of Mold Extra Care Scheme	Housing Strategy Adult Care Service, Wales & West	2013	61 Flats and 2 Bungalows. 15 designed for people living with dementia	9300
Develop additional Extra Care Schemes	Adult Care Service	2017/2020	Further schemes following consultation	To be agreed

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **HOUSING OVERVIEW & SCRUTINY COMMITTEE**

DATE: **TUESDAY, 10 JUNE 2014**

REPORT BY: **HOUSING AND LEARNING OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **FORWARD WORK PROGRAMME**

1.00 PURPOSE OF REPORT

1.01 To consider the Forward Work Programme of the Housing Overview & Scrutiny Committee.

2.00 BACKGROUND

2.01 Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Directors. Other possible items are identified from the Cabinet Work Programme and the Strategic Assessment of Risks & Challenges.

2.02 In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

3.00 CONSIDERATIONS

3.01 Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the Committees of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

4.00 RECOMMENDATIONS

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a result of this report.

6.00 ANTI POVERTY IMPACT

6.01 None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None as a result of this report.

8.00 EQUALITIES IMPACT

8.01 None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

10.01 N/A.

11.00 CONSULTATION UNDERTAKEN

11.01 Publication of this report constitutes consultation.

12.00 APPENDICES

12.01 Appendix 1 – Forward Work Programme

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS**

None.

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CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible / Contact Officer	Submission Deadline
10 July, 2014 at 2pm	<u>Forward Work Planning Workshop</u> To enable the Committee to plan its Forward Work Programme for the period September 2014 to July 2015.				
10 September 2014					2 September 2014
15 October 2014	Quarterly Performance Reporting	To consider Q1 performance outturns for improvement targets.	Performance Reporting	Chief Officer for Community and Enterprise	7 October 2014
26 November, 2014	Quarterly Performance Reporting	To consider Q2 performance outturns for improvement targets.	Performance Reporting	Chief Officer for Community and Enterprise	18 November 2014
14 January, 2015					6 January 2015
24 February, 2015					16 February 2015

24 March 2015	Quarterly Performance Reporting	To consider Q3 performance outturns for improvement targets.			16 March 2015
24 April 2015					16 April 2015
1 June 2015					21 May 2015
8 July, 2015	Quarterly Performance Reporting	To consider Q4/Year End performance outturns for improvement targets.			30 June 2015

Items to be scheduled

- Update on the implementation of SARTH (September, 2014)
- Update on Gas Servicing
- Energy Efficiency
- Review of Garage Sites – possible joint meeting with the Environment OSC
- Assisted Garden Service – report to include feedback from tenants on the changes to the service (October, 2014)
- Update on North East Wales Homes & Property Management
- Asset Management Plan
- New 6 year Business Plan to meet the WHQS

REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Director of Community
Six monthly	Update on Repairs and Improvements	To enable Members to monitor the approach and effectiveness of repairs and improvements to the Council's housing stock, to include void management.	Head of Housing
Six monthly	Private Sector Housing Renewal	To consider progress on the delivery of Flintshire's first Renewal Area, general service development and county wide projects.	Head of Housing
Quarterly	Collaborative Working within Housing Services	To receive and consider current and future collaborative initiatives.	Head of Housing
Six monthly	Anti-Social Behaviour and Neighbourhood Management	To consider progress in delivering the revised Anti-Social Behaviour Strategy	Head of Housing
Annually	Update on Delivery of Choices Document	To receive an update report on the delivery of the Choices Document.	Head of Housing
Six monthly	Welfare Reform Update	To update Members on the impact of Welfare Reform and the cost to the Council.	Head of Housing

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