

Public Document Pack



Contact Officer: Sharon Thomas
01352 702324
sharon.thomas@flintshire.gov.uk

To: Cllr Ron Hampson (Chairman)

Councillors: Amanda Bragg, David Cox, Paul Cunningham, Peter Curtis, Ron Davies, Rosetta Dolphin, Ian Dunbar, Jim Falshaw, Alison Halford, George Hardcastle, Ray Hughes, Brian Lloyd, Mike Reece and Gareth Roberts

3 December 2015

Dear Councillor

You are invited to attend a meeting of the Community and Enterprise Overview & Scrutiny Committee which will be held at 2.00 pm on Wednesday, 9th December, 2015 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 3 - 8)

Purpose: To confirm as a correct record the minutes of the meeting held on 4 November 2015 (copy enclosed).

4 SERVICE CHARGES (Pages 9 - 18)

Report of Chief Officer (Community and Enterprise) enclosed.

Purpose: To consider the outcomes and next steps following the consultation exercise completed about proposals to introduce service charges for existing council tenants

5 **APPROVAL TO APPLY TO WELSH GOVERNMENT FOR SUSPENSION OF THE RIGHT TO BUY IN FLINTSHIRE** (Pages 19 - 26)

Report of Chief Officer (Community and Enterprise) enclosed.

Purpose: To consult on the proposal to apply to the Welsh Government to suspend the Right to Buy in Flintshire

6 **QUARTER 2 IMPROVEMENT PLAN MONITORING REPORTS** (Pages 27 - 56)

Report of Housing and Learning Overview and Scrutiny Facilitator enclosed.


Purpose: To enable Members to fulfil their scrutiny role in relation to performance monitoring.

7 **FORWARD WORK PROGRAMME** (Pages 57 - 66)

Report of Housing and Learning Overview and Scrutiny Facilitator enclosed.

Purpose: To consider the Forward Work Programme of the Community & Enterprise Overview & Scrutiny Committee.

Yours faithfully



Peter Evans
Democracy & Governance Manager

Agenda Item 3

COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE **4 NOVEMBER 2015**

Minutes of the meeting of the Community and Enterprise Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Wednesday, 4 November 2015

PRESENT: Councillor Ron Hampson (Chairman)

Councillors: Amanda Bragg, David Cox, Paul Cunningham, Ron Davies, Rosetta Dolphin, Alison Halford, Brian Lloyd, Mike Reece and Gareth Roberts

SUBSTITUTES: Councillors: Haydn Bateman (for George Hardcastle), Andy Dunbobbin (for Peter Curtis) and Paul Shotton (for Ian Dunbar)

APOLOGIES: Councillor Ray Hughes and Councillor Derek Butler, Cabinet Member for Economic Development

ALSO PRESENT: Councillor: Bernie Attridge

CONTRIBUTORS: Councillor Aaron Shotton, Leader and Cabinet Member for Finance; Councillor Helen Brown, Cabinet Member for Housing; Chief Officer (Community & Enterprise); Service Manager for Council Housing; Service Manager for Enterprise & Regeneration and Housing Manager

IN ATTENDANCE: Community and Enterprise Overview & Scrutiny Facilitator and Committee Officer

43. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillor Andy Dunbobbin declared a personal interest in Agenda Item 6: Framework for the implementation of Local Lettings Policies, as he was a Council tenant.

44. MINUTES

The minutes of the meeting held on 7 October 2015 were submitted.

Accuracy

Minute number 41: Council House Allocations Service - Councillor Ron Davies said that it was he who had initially stated confidence in officers' approach to the case.

RESOLVED:

That, subject to the amendment, the minutes be approved as a correct record and signed by the Chairman.

45. DELIVERY AND OUTCOMES OF RECENT REGENERATION PROGRAMMES

The Service Manager for Enterprise and Regeneration introduced an overview of the strategy for regeneration in Flintshire and a brief summary of the main regeneration programmes and projects delivered in Flintshire since 2010. The report set out the current and anticipated changes to the main regeneration programmes and the future direction of travel for regeneration activity.

The Service Manager provided explanation on the programmes of work focussing mainly on the priority to strengthen the rural economy through encouraging diversification and revitalising towns by developing them as successful local centres. In recognising the continuing pressures on smaller town centres across the UK, the report included progress on the main strands of activity within the Flintshire Town Action Plan. An update on changes to the different funding streams was also included.

Councillor Paul Shotton welcomed various programmes of work including the energy efficiency improvements to Council homes (which had been recognised at ministerial level), the work experience programme and successful outcomes from the Jobs Fair and Dragon's Den. He also welcomed ministerial discussions on the potential link between the Mersey Dee Alliance and the Northern Powerhouse. The Chief Officer reassured Members that every opportunity was taken to explore additional funding sources. She spoke about forthcoming changes to funding for solar PV schemes, the focus on bungalows where gains from the schemes could be maximised and the decline of a number of high value energy schemes.

In the absence of the Cabinet Member for Economic Development, Councillor Aaron Shotton welcomed the update report. He reported on recently published statistics for the percentage of 16-18 year olds not in education, employment or training where Flintshire was the best overall in Wales at 1.3% in comparison to the Welsh average of 9.1% and UK average of 8.3%. He said that this was due to a number of factors including Communities First activities and Flintshire's selection as a pilot area for the LIFT programme which helped to support unemployed people into employment or learning.

Following comments from Councillor Ron Davies on the environmental improvement scheme on Shotton High Street, the Service Manager provided clarification on the work which was shortly due to take place, with notification of the start date to be given to the Town Council and Local Members.

Councillor Rosetta Dolphin requested information on the areas applicable to Communities First funding, details of the more deprived areas of the county and further detail on the Communities 4 Work programme. The Service Manager agreed to provide an update at a future meeting.

The Chairman and Councillor Mike Reece commented on the need for other areas of the county to benefit from external funding schemes. The Chief Officer advised that once the anticipated next programme of Vibrant and Viable Places (VVP) funding had been confirmed, all options would be considered based on the priorities for schemes, and proposals would be brought forward. However it was noted that although Flintshire had been successful in the last

application, the allocation had been impacted by a change in criteria partway through the process.

Councillor Aaron Shotton stressed the reliance on meeting the criteria for external grant funding schemes and spoke about the importance of getting the balance right. He pointed out the availability of funding for Communities First schemes for cluster areas and said that the Council had been successful in securing Rural Development Programme funding of £744K to carry out improvements in Mold, Holywell, Talacre and Gronant.

RESOLVED:

That the Committee is reassured that the Council is maximising opportunities for regeneration in Flintshire and notes the outcomes of recent programmes and is supportive of the future priorities identified in the report.

46. GROWING THE LOCAL ECONOMY

The Service Manager for Enterprise and Regeneration presented the report which set out key areas of work to maintain the economic success of Flintshire which also served to benefit the North Wales and North West England sub-regions.

The background to the report detailed the significant and ongoing investment and high quality job growth in key sectors within the county, particularly in manufacturing which equated to 31.2% of the workforce. An update was given on job creation on the Deeside Enterprise Zone, which was a Welsh Government (WG) programme, with the development of the Northern Gateway site aiming to add to this. A ministerial announcement was awaited on the next stage for the proposed Deeside Advanced Manufacturing Centre.

The Chief Officer spoke about Flintshire's role in regional and sub-regional partnerships and the benefits from potential involvement in the Cheshire and Warrington LEP growth bid if this proved successful. She went on to refer to discussions with Manchester City Council on supporting the growth of the Northern Powerhouse and the need to maximise what Flintshire had to offer over the longer term with links to job creation.

Councillor Aaron Shotton referred to the high level of complex activities and negotiations which he felt deserved a greater understanding and the potential contributions by Flintshire to the economic sub-region of North West England which was of significant scale. He went on to speak about positive relationships with Cheshire West and Wirral Councils through the work of the Mersey Dee Alliance and the need for rail electrification in North Wales which would encourage economic growth across the sub-regions. In relation to the rollout by WG of superfast broadband, Councillor Shotton highlighted concerns raised about connectivity in areas such as the Deeside Industrial Park. He advised that the newly appointed Director of BT Cymru Wales, Alwen Williams, had offered to deliver a presentation to the Corporate Resources Overview & Scrutiny Committee and suggested that this could also benefit this Committee.

Councillor Paul Shotton welcomed the flood alleviation work on the Dee banks but remained concerned about the pace of progress from WG. He highlighted the importance of involvement by the education sector in recognising skills required and asked what was being done to address this. The Chief Officer referred to linking the skills plan of the North Wales Economic Ambition Board with that of the Mersey Dee Alliance and said that a more detailed report on skills needed to support the growth bid and Northern Powerhouse could be shared early in the New Year. In response to comments on European funding sought to improve the A55, she provided clarification on successful bids to improve two roundabouts which would help to improve the road infrastructure.

Whilst Councillor Alison Halford welcomed the findings of the report, she emphasised the need for a viable infrastructure to be in place and effective broadband facilities to cope with the vision for growth. The Chief Officer spoke about the aim to improve various elements of the infrastructure but felt that any uncertainty around this should not prevent ambition. In terms of broadband, she clarified that the Superfast programme was generally aimed at homes and small businesses whereas the more costly 'Ultrafast' broadband, already available in Deeside, would benefit larger businesses. In response to concerns about the lack of progress on proposed red/blue routes along the A494, she advised that work was currently underway to look at this.

Councillor Aaron Shotton shared some frustrations about the pace of progress, particularly on land ownership of the Northern Gateway site, but said that the Council would provide support where possible. He referred to the absence of Council Member representation on the Deeside Enterprise Zone Board and said it was important to recognise the responsibilities of WG and to gain the support of the wider network in lobbying WG for improvements to North Wales.

In response, Councillor Halford called for more action by WG to develop Flintshire and to shift the focus on improvements to North Wales as opposed to South Wales. Councillor Gareth Roberts also spoke in support of this and the potential for improvements to the A548 which would boost local industries.

RESOLVED:

That the ongoing activity to sustain a vibrant and strong economy in Flintshire be supported and recognised.

47. FRAMEWORK FOR THE IMPLEMENTATION OF LOCAL LETTINGS POLICIES

The Service Manager for Council Housing detailed changes to the recommendations in the report prior to its submission to Cabinet for approval.

The Committee was introduced to Jacqueline Perry, the Housing Manager, who presented an overview of the framework for the implementation of local lettings policies by setting out the approach and procedure that could be adopted by the Council to respond to and address local housing issues. She detailed the key points of the report, explaining that if introduced, local letting policies would

apply to specific geographical areas for a percentage of the lettings and would fit within legal requirements.

Councillor Rosetta Dolphin commented that the consultation process with local Members could raise issues between wards. The Chief Officer explained that the intention was to introduce more flexibility and allow discretion on the allocation of properties, particularly for new housing developments to help create sustainable communities. Whilst the current Allocations Policy was entirely needs-based, the proposed approach would strike a balance in meeting the needs of individuals who could make a contribution to their communities. Use of local lettings policies in other areas had demonstrated positive outcomes and if approved in Flintshire, would be reviewed annually.

Councillor Aaron Shotton explained that this was not a new initiative and was regarded as a useful tool which was available to Councils within the legislation. He said that if approved by Cabinet, the Council would need to consider options for implementation and he gave examples where other Authorities had used local lettings policies to positive effect.

The proposals were supported by Councillor Paul Shotton who particularly welcomed the objective to improve aspects of community safety. Councillor Andy Dunbobbin also spoke in support, particularly in providing a solution for overcrowded households.

Councillor Alison Halford sought clarification on the wording in paragraph 1.13 of the report. The Chief Officer explained that the report was seeking views on the principle of implementing local lettings policies, to be determined on a case by case basis, with consultation undertaken in line with the agreed framework. The views of the Committee would be shared with Cabinet when seeking approval to the proposals. When asked for further clarity, officers said that the process was a tool to complement the current Allocations Policy and would be applied to all new build Council house developments, with consideration also given to some existing stock, based on the evidence gathered and consultation process.

RESOLVED:

- (a) That the proposed framework for the implementation of local lettings policies be supported; and
- (b) That, subject to approval by Cabinet, an annual report is produced for the Committee to monitor and review the overall effectiveness and outcomes of any local lettings policies that have been implemented. The annual report would be presented to the Committee 12 months after the implementation of the first local lettings policy.

48. ALTERNATIVE SITES FOR THE EXTRA CARE FACILITY IN HOLYWELL

The Chief Officer reported that there were a number of sites to be evaluated as alternative options to the original site. She agreed to update the Committee when a preferred site had been identified.

RESOLVED:

That the update be noted.

49. FORWARD WORK PROGRAMME

The Facilitator introduced the current Forward Work Programme for consideration by the Committee. She advised that the update on the Strategic Housing and Regeneration Programme (SHARP) had been deferred from this meeting to the next meeting on 9 December 2015.

Agreement was sought to the suggestion for a separate meeting of the Committee on 15 January 2016 to consult on the Community & Enterprise budget including the Housing Revenue Account draft budget and rent increase. This would enable the meeting on 12 January 2016 to concentrate on the Supporting People Local Commissioning Plan and Council Tax and Business Rate Statutory Policies. The Committee supported these changes.

RESOLVED:

That, subject to the changes, the Forward Work Programme be noted.

50. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There was one member of the press and one member of the public in attendance.

(The meeting started at 10.00 am and ended at 11.50 am)

.....
Chairman



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE	
Date of Meeting	Wednesday, 9 December 2015
Report Subject	Service Charges
Cabinet Member	Cabinet Member, Housing
Report Author	Chief Officer - Community & Enterprise
Type of Report	Strategic

EXECUTIVE SUMMARY

This report updates the committee on the Councils progress in implementing service charges, following the expectation from Welsh Government (WG) that all Local Authorities (from April 2015) must separate service charges from rents and recover the cost of services, in addition to the rent charged.

The report summarises the feedback from the Information and Consultation Events undertaken across the county during June and July 2015. These were aimed at informing tenants about the requirements to introduce service charges and to obtain views on the standard of the services currently being provided. The report sets out the outcomes and the next phase of work to be undertaken as part of the ongoing implementation of service charges.

RECOMMENDATIONS

1	That committee notes the progress made to date with regard to the introduction of service charges and the feedback from the tenant's consultation.
2	That committee supports the delivery of an action plan as described in 1.25 that focuses on achieving value for money for tenant services.

REPORT DETAILS

1.00	EXPLAINING SERVICE CHARGES
1.01	From April 2015, the Welsh Government expected all social landlords to separate services from rents and introduce charges, to recover the cost of services in addition to rent. Prior to this the cost of these services were spread across all tenancies. Through the separation of service charges from rents, tenants are able to see how much they pay for the rent of their home and how much they pay for any additional services that they receive e.g. aerials, laundry services, window cleaning and communal cleaning.
1.02	The introduction of service charges aims to achieve greater transparency and fairness for tenants, providing greater accountability whilst helping to improve both the efficiency and quality of services being delivered.
1.03	The Council is currently working in collaboration and sharing best practice with three other North Wales stock retaining Councils. These being Wrexham, Denbighshire and Isle of Anglesey.
1.04	At the Cabinet meeting held on 17 February 2015, approval was given for the implementation of service charges on a phased basis for existing/ongoing tenancies from April 2016 and for service charges to be introduced fully for new tenancies from April 2015.
1.05	<p>The phased schedule for the introduction of service charges is:</p> <p>April 2015/16 New tenants service charges</p> <p>April 2016/17 Communal area cleaning - £2.75 p/w Aerial maintenance, digital services & power - £0.88 p/w</p> <p>April 2017/18 Laundry facilities & cleaning – subject to review Window cleaning – subject to review</p> <p>April 2018/19 Caretaking – subject to review Communal gardening – subject to review</p>
1.06	With the exception of services provided for the benefit of individuals, the service charges outlined above are all currently 'housing benefit eligible'. At the beginning of this financial year, 63% of all Council Housing tenants were in receipt of full or partial housing benefit.
1.07	<p>It was agreed that the total cost of each chargeable service would be shared equally amongst all tenants receiving that type of service. For example, all flats that receive a service for the cleaning of communal areas would be charged the same.</p> <p>It is recognised that the costs for providing some services are not value for money and the quality needs to be improved. In view of this, it is agreed, that the communal aerial and communal cleaning charge be subsidised whilst a comprehensive review of these services is undertaken as outlined in 1.20.</p>

	Cost to provide service per annum 2014/15	Actual cost Per week	Adjusted cost Per week
Communal Aerial	£123,438.75	£1.43	£0.88
Communal cleaning	£129,675.81	£3.11	£2.75

1.08	Service charges are based on fixed costs and the Council aims to charge an amount which accurately reflects the cost of providing the service. Service charges will be reviewed annually based on actual costs of providing services and tenants notified of the service charge as part of their annual rent setting notification in March each year.
1.09	At the Cabinet meeting held on 17 February 2015 approval was given to deliver Information and Consultation events to existing tenants who would be affected by service charges. The purpose of the events was to provide information about the changes and obtain feedback on the standard of services being delivered.
1.10	Initial consultation around the principles and the phased implementation of service charges took place with the Tenant's Federation and customers who attended the Tenants Conference in February 2015.
1.11	In the second phase all tenants living in accommodation affected by the introduction of service charges and the local Elected Member were invited to attend one of eighty-one Information and Consultation events held during the period 8 June to 31 July 2015. This provided an opportunity for tenants to discuss the proposed charges, quality of service provision and tenant expectations around service frequency. A total of 1,851 invites were sent and 235 tenants attended, resulting in a 12.7% turnout. Housing Officers and Accommodation Support Officers undertook home visits to further encourage attendance and/or feedback.
1.12	Along with the invitation, an information pack was sent to all tenants, which included a questionnaire, enabling those tenants who did not wish to attend the event the opportunity to feedback and return in a pre-paid envelope. The closing date for the return was 29 th August 2015. There was a 23.5% response rate to the questionnaires. Similarly, a minimal number of telephone enquiries were received and it is felt that this was a reflection of the detailed information provided to tenants, prior to the events.
1.13	At each event, a presentation was delivered on the proposed service charges. The presentation provided information on why the Council is required to implement service charges and when charges will be introduced. Following the presentation, tenants took part in an interactive group exercise to discuss the quality and standards of the services which they will be charged for and also to discuss wider Housing service standards.

1.14	<p><u>Summary of Feedback</u></p> <p>Feedback from the Tenant Information and Consultation events indicates that tenants are aware of and understand their responsibility to pay service charges for services they receive. Some tenants when completing the questionnaire took the opportunity to provide comments and suggestions on how services can be improved.</p> <p>In summary, window cleaning and communal cleaning are the services which tenants have identified as priorities for improvement and will be the focus of service improvement reviews. Over 50% of tenants who responded rated both the aerial/digital services and laundry services as either good or excellent.</p> <p>A summary of the results are attached as an appendix to this report.</p>
1.15	<p>The key issues for tenants are:</p> <ul style="list-style-type: none"> • The standard and quality of service provided must be good. • Tenants need to be aware of what the service standard and specification is e.g. how often, when and what. • That the service provided be monitored and poor performance addressed in a timely manner.
1.16	<p>Individual scheme reports have been collated and provide detailed information on the quality and standard of the services delivered at each scheme. These will provide the focus for where standards need to improve in specific areas. It is evident from the reports that standards do vary across the county and each scheme has been assessed on an individual basis.</p>
1.17	<p>Since April 2015 service charges have been introduced fully for all new tenancies. To date out of 357 new tenancies, a total of 131 tenants have been subject to service charges during 2015/16. The Neighbourhood Housing team have not reported any concerns from these tenants, (partly due to the information being provided to the potential tenant at the point of being offered a property).</p> <p>The process of implementing a sub accounts to monitor service charge payments is still being developed. This will enable the amount of arrears attributed solely to service charges to be identified. In the meantime, the Income team have not reported any increase in rent arrears attributable to Service Charges.</p>
1.18	<p>Tenants will shortly be sent a letter thanking them for their feedback along with a summary update on the outcomes following the consultation events.</p>
1.19	<p>A full time Service Charge Officer was appointed in September on a 12 month temporary contract. The role will focus on using the feedback raised by tenants to undertake a comprehensive review of all the services being charged for. The review will be carried out over the next twelve months to look specifically at the quality and standard of the services delivered to ensure value for money. An action plan to support this is being developed.</p>

1.20	<p>In line with the phased implementation of service charges the review will initially focus on window and communal area cleaning and address any issues of under-performance. A clear SLA will be introduced for the communal cleaning contract with the internal providers ahead of the service charge being introduced in April 2016. In addition to this, clear information will be displayed at each scheme identifying the areas that are to be cleaned and also the expected standard and frequency of the cleaning. This will allow for more effective monitoring to take place and to be measurable against agreed standards. The communal cleaning service will continue to be charged at a adjusted cost to tenants whilst service level agreements are embedded with a view to receiving full cost recovery for this service when standards have been improved.</p>
1.21	<p>A failure to improve the standard of cleaning, may result in the re-tendering of contracts where appropriate. However, whilst the service charge for window cleaning is not due to be introduced until 2017, due to the specific issues raised about the standard, officers are currently working with the contractor to address some of the immediate issues.</p>
1.22	<p>Taking in to account the feedback about the laundry service, further consultation will be carried out with tenants throughout 2016 to establish how the laundry service will need to be delivered to meet tenant's needs and requirements. This may include reviewing the laundry equipment provided e.g. token machines.</p>
1.23	<p>At the Housing Overview & Scrutiny Committee meeting held on 26 November 2014, the proposal to re-introduce charging for the Assisted Gardening Service in 2016, following full and detailed customer consultation was agreed. This was on the basis that there should only be two charges for grass cutting and one for hedges, and that payments could be made weekly.</p> <p>However, during 2015 it has become apparent that there are issues with the service specification, standard and contractual performance, which need to be addressed. In view of this, it is felt that the Council is not currently in a position to re-introduce service charges for the assisted gardening scheme in 2016/17.</p> <p>A full review is currently being undertaken and service improvements introduced with the Service Charges Officer and Streetscene monitoring and managing the contract. By delaying the charging it will give the Council the opportunity to build customer confidence in this service and carry out more meaningful consultation towards the end of Summer 2016. Further recommendations regarding the introduction of service charges for the assisted gardening scheme will be presented in December 2016.</p>
1.24	<p>A quality assurance system is currently being developed to objectively measure key performance indicators which will ensure effective monitoring, action and review of performance standards. This may include displaying the service standard and specification on scheme notice boards and sign off by tenants on site to improve local accountability.</p>
1.25	<p>In summary, the action plan being developed to review the chargeable services, will focus on the following outcomes to help achieve value for money:</p>

	<ol style="list-style-type: none"> 1. Tendering the window cleaning contract during 2016/17. 2. Review the cleaning contract with the internal providers to establish a clear service level agreement (SLA) and monitoring framework, with a view to charging adjusted costs until 2017/18. 3. Review of laundry facilities at individual schemes, including the equipment provided and access arrangements during 2016/17. 4. Continue with the aerial contract which expires in 2020 and consider options for re-tendering following expiration. 5. Delay by a further year the re-introduction of service charges for the assisted gardening scheme to enable a review of the service specification and for consultation with tenants. 6. Publishing and promoting to tenants the service standards and specifications, helping to improve local accountability and quality in line with the phased introduction of service charges.
--	---

2.00	RESOURCE IMPLICATIONS
2.01	A full time Service Charge Officer is now in post on a temporary 12 month contract to carry out work in implementing these service charges and working with contractors to ensure good standards of service, value for money and the introduction of Service Level Agreements with internal service providers.
2.03	For those on lower incomes, all charges, for “shared” services are eligible for housing benefit.
2.04	The projected HRA income from service charges for 2016/17 is £190k against a business plan figure of £260k. This shortfall is due to the delayed introduction of the Assisted Garden Scheme and will be included as an additional area of expenditure in the draft 2016/17 budget.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Full consultation has been carried out on the implementation of the service charges, as detailed in paragraph 1.10 above. Further consultation with tenants will be carried out during 2016 to support the review of specific services.

4.00	RISK MANAGEMENT
4.01	An equality impact screening assessment has been carried out and no adverse impact has been identified on the equality groups. Whilst some tenants may experience increased rents in the longer term, charges being de-pooled are eligible for housing benefit under current regulations.

5.00	APPENDICES
5.01	Summary of results from consultation.

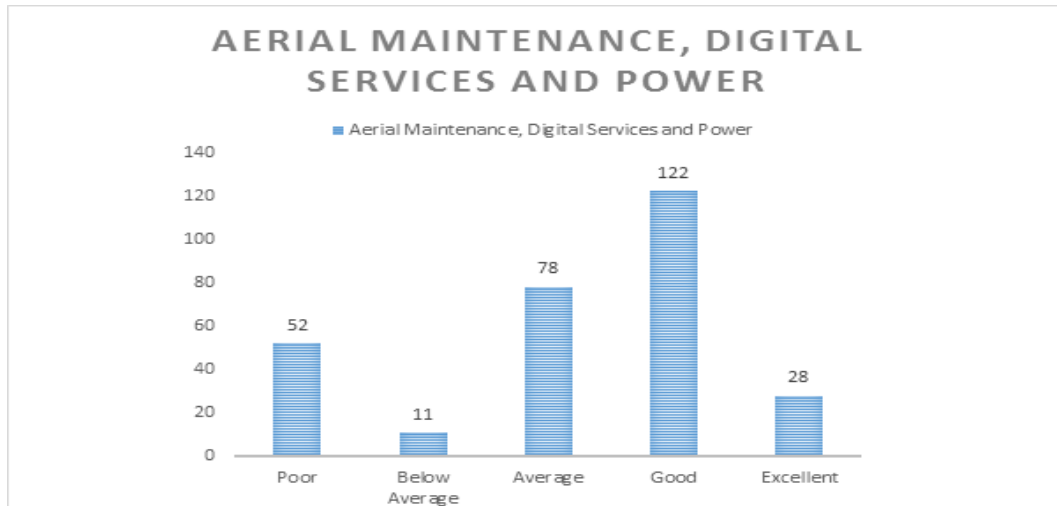
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.0	<p>Consultation Document 'A New Policy for Social Housing Rents' http://wales.gov.uk/docs/desh/consultation/110331housing-social-rent-consultation.pdf</p> <p>Contact Officer: Dawn Kent – Accommodation Support Service Manager Telephone: 01352 703526 E-mail: dawn.kent@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>(1) Housing Revenue Account: Local authorities with housing stock are required to record all income and expenditure in relation to these dwellings in their Housing Revenue Account (HRA).</p> <p>(2) Service Level Agreement: where a service is formally defined. Particular aspects of the service - scope, quality, responsibilities - are agreed between the service provider and the service user.</p> <p>(3) Tenants Federation: an umbrella group which supports tenants and residents in Flintshire to get involved with local and national issues which affect their communities.</p> <p>(4) Tenants Conference: an annual event whereby tenants have the opportunity to meet with Senior Officers and the Head of Housing from the Council and consult on various issues such as the rent increase proposals, the planned works programme and tenant priorities for the coming year.</p> <p>(5) Housing Benefit: is a regular Council payment that helps pay your rent if you are a tenant on a low income. It will not only reduce your rent but also cover some service charges like lifts and communal laundry facilities.</p>

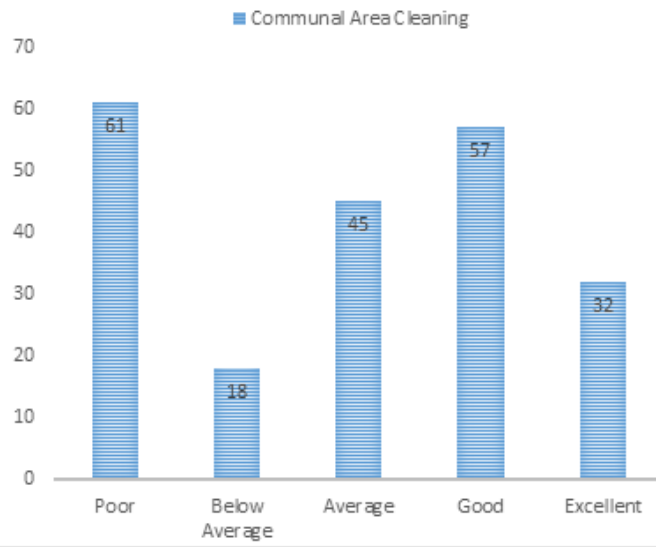
This page is intentionally left blank

Appendix 1 : Summary of results

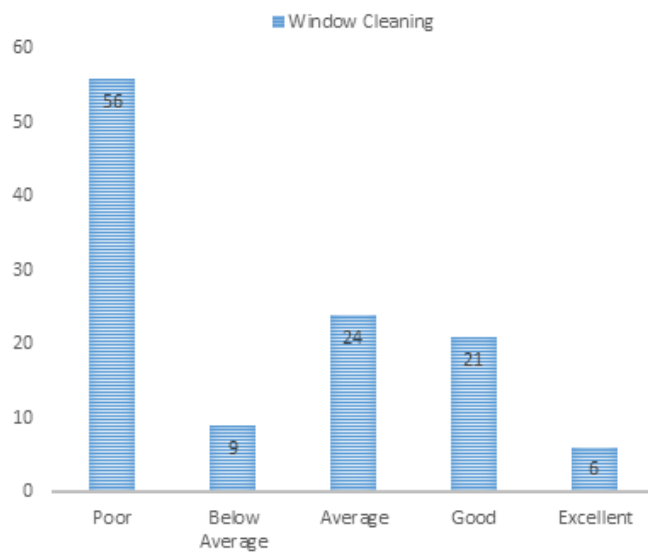
Q: What do you think about the quality of the services you are currently receiving?



COMMUNAL AREA CLEANING



WINDOW CLEANING





COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 9 th December 2015
Report Subject	Approval to apply to Welsh Government for suspension of the Right to Buy in Flintshire
Cabinet Member	Cabinet Member, Housing
Report Author	Chief Officer, Community and Enterprise
Type of Report	Strategic

EXECUTIVE SUMMARY

This report seeks Scrutiny support for an application to Welsh Government [WG] to suspend the Right to Buy [RTB] of Council owned housing in Flintshire.

The suspension of RTB could make a significant contribution to ensuring the continued availability of Council social housing and to maximizing the housing opportunities available to all households living across Flintshire.

This report provides the rationale for undertaking the application to Welsh Government, briefly outlining WG policy regarding RTB and provides information showing the national and local pressures caused by RTB disposals on the supply of social housing dwellings. Finally, the report proposes a suggested time frame for the consultation and application process to be delivered.

RECOMMENDATIONS

1	Scrutiny support an application to Welsh Government to suspend the RTB in Flintshire.
---	---

REPORT DETAILS

1.00	EXPLAINING THE RIGHT TO BUY
1.01	The right of a tenant of a Local Authority to buy their home at a discount has been a feature of social housing for over thirty years. The introduction of the <i>Right to Buy</i> in 1980 was grounded in UK Government policy at that time. Increasing home ownership was one of the main reasons for its introduction although raising money and reducing the cost on the public purse of maintaining and improving Council housing are also thought to have been factors.
1.02	The <i>Right to Buy</i> is contained in the Housing Act 1985. It gives most tenants who have a secure tenancy, usually those who rent from a Local Authority, the <i>right to buy</i> their home at a discount from the market price. It is subject to certain conditions and exceptions. Where the landlord owns the freehold of a house, the tenant has the <i>right to acquire</i> the freehold. Where the landlord does not own the freehold or the home is a flat, the right is to be granted a lease on it.
1.03	The impact on social housing stock in Wales
1.04	<p>The period between 1980 and the middle of 2007 saw considerable <i>Right to Buy</i> activity and as a result, a significant shift from social renting to owner-occupation. In this period, some 134,600 Local Authority homes were sold to tenants under the <i>Right to Buy</i> scheme.</p> <p>In the ten years or so from March 2003 to March 2013, the proportion of dwellings in the social rented sector has fallen from 21 per cent of total housing stock to 16 per cent.</p>
1.05	As a result, there has been a significant reduction in the national social housing stock in Wales. In the current financial climate, for housing, economic and other factors have combined to cause considerable pressure on the supply of homes. The pressures affect many but the effect on people whose needs cannot be met by the housing market is particularly noticeable. Some people cannot afford to buy a home, or to rent a home from a private landlord. They are dependent on social housing or some other form of subsidised provision. Social housing is a particularly important safety net.
1.06	<p>On this basis, a White Paper was published by the Welsh Government in January 2015 setting out its intention to end the Right to Buy and in Wales. The White Paper put forward two proposals for public consultation. Both are aimed at protecting the social housing stock from further reduction:</p> <ul style="list-style-type: none"> • changing existing legislation – which will halve the current maximum discount available to a tenant to who applies to buy their home from their Council or Housing Association landlord • developing new legislation – which, if passed by the National Assembly for Wales, will end the Right to Buy and Right to Acquire for housing associations.

1.07	Right to Buy in Flintshire
1.08	Flintshire has lost 822 Council housing dwellings since 1996 due to RTB. The cumulative effect on the supply of local social housing in Flintshire is only now being realised with significantly less social housing stock available to allocate to people whose needs cannot be met by the housing market. Increasing open market sale prices, tighter lending mortgage criteria and increasingly unaffordable rent levels in the private rented sector have encouraged reliance on the social housing supply to bridge the affordability gap whilst simultaneously encouraging current incumbents of social housing to purchase their existing homes.
1.09	<p>The recently jointly commissioned Flintshire and Wrexham Local Housing Market Assessment (LHMA) has confirmed that housing need for social housing dwellings is currently outstripping supply and will do so for the foreseeable future:</p> <ul style="list-style-type: none"> • An annual shortfall of 246 affordable dwellings across Flintshire; • The suggested affordable housing tenure split for Flintshire identified by the assessment is for 56% social/affordable rent and 44% intermediate tenure; • The LHMA identifies a clear need for smaller two bedroom properties for under and over 65s; • Around one third of all households in Flintshire can afford an intermediate affordable house priced at £100,000 or less (or the equivalent total housing costs).
1.10	Flintshire Context
1.11	Flintshire County Council is a stock-retaining local authority and currently has approximately 7,200 Council properties within the Housing Revenue Account (HRA) under its direct management. 88% of tenants voted to stay with the Council as their landlord in 2012 as part of the Council's Housing Ballot Project. This was the highest turnout in a housing ballot in Wales with 71% of tenants using their vote.
1.12	Following the outcome of the ballot, the Council has worked proactively with tenants to develop and modernise the housing management and maintenance service, with significant improvements being achieved. The mandate received from tenants has also enabled the Council to develop its ambitious and substantial stock condition investment programme [Welsh Housing Quality Standard] and Strategic Housing And Regeneration Programme (SHARP) respectively.
1.13	Flintshire's Welsh Housing Quality Standard (WHQS)
1.14	From April 2015 Flintshire County Council will be spending £111 million over six years to bring its 7,200 Council homes up to the Welsh Housing Quality Standard (WHQS). This programme of works will create modern, efficient, quality homes for Council tenants across the county. It will be largely funded through the Housing Revenue Account (HRA), with some

	prudential borrowing, to ensure that all Council owned homes meet the WHQS by 2020, which is the date stipulated by Welsh Government.
1.15	Internal improvements to properties will be carried out first, followed by external improvements such as new windows and then improvements to the outside of properties including footpaths and fences. There will also be a large programme of environmental works at locations across the County following extensive consultation with tenants and local members.
1.16	Strategic Housing And Regeneration Programme (SHARP)
1.17	At Cabinet in September 2014, approval was given to the SHARP to undertake a major procurement to appoint a development partner, with the aim of developing 500 houses of which 200 will be new council and 300 will be affordable housing at a range of sites across the county alongside commissioning a range of linked regeneration initiatives and community benefits. The Programme will have an initial period of 5 years. The Programme will be overseen by a Partnership Board whose decisions are subject to approval by Cabinet.
1.18	The first proposed schemes will take place at The Walks, Flint and site of the former Custom House School, Connah's Quay, where a total of 44 new Council properties will be delivered. These scheme are due to start on site early in 2015. In addition, a number of additional sites have been identified by the Council across Flintshire where site assessment and scheme design work is currently being undertaken to enable further new build properties to be included in the SHARP Housing Programme.
1.19	Under existing legislation, Council tenants allocated these in these new-build Council homes would be able to exercise their Right to Buy. These homes and the rental income streams generated by them would be lost to the Council in perpetuity and would potentially require the Council to revise its vision for both the WHQS and SHARP programmes in terms of the level of investment possible in the existing Council stock, along with the vision to deliver 50 new Council homes each year for the next five years to meet local housing need.
1.20	Next Steps
1.21	Given that that primary legislation, to end the <i>Right to Buy</i> will not be introduced following the next Assembly election in 2016, there is the option for all stock-retaining local authorities to apply to the WG to suspend RTB in its area through the 2011 Housing [Wales Measure].
1.22	This suspension can be up for a minimum of 5 years and up to a maximum of 10 years under the current rules. The Authority must consult with all its tenants beforehand and demonstrate that that demand for social housing within the area exceeds or is likely to exceed supply and the imbalance is likely to increase as a result of people exercising their RTB.
1.23	To date 2 Local Authorities, Carmarthenshire and Swansea have applied to suspend RTB and both have been approved by the WG.
1.24	Figure 1 sets out a proposed structured consultation with all Council housing tenants on making an application for the suspension of the RTB in Flintshire. This will also necessitate working closely with local housing

	association partners and all local key stakeholders
--	---

2.00	RESOURCE IMPLICATIONS
2.01	A project team is being established with representatives from Housing, Legal, Finance and Policy and Performance teams to oversee and co-ordinate the delivery of the application and consultation process.
2.02	A Project Plan, Communications Plan and Risk Register is being developed and will be regularly updated during the course of the application and consultation exercise.
2.03	The main resource implication for the process will be the consultation with the tenants. The costs are likely to be c. £25K.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	<p>A key element of the application to suspend RTB is evidence of recorded and structured consultation with both internal and external stakeholders listed below.</p> <ul style="list-style-type: none"> • Existing Council and Housing Association Tenants • Flintshire Tenants Federation • County Council Cabinet • Community and Enterprise Scrutiny Committee • Chief Officer Team • Local Housing Association • Housing Advisory Panel • Housing Maintenance Team • General Public.
3.02	The consultation process be completed by the end of March 2016.

4.00	RISK MANAGEMENT
4.01	The following issues need to be considered and monitored in consulting to suspend the RTB in Flintshire.
4.02	Consultation may trigger a potential short term spike in applications to purchase properties by those eligible to do so.
4.03	THE WG is proposing to develop new primary legislation to end RTB by way of a draft bill for consideration by the new government in the next assembly post May 2016 however there is no guarantee that the future government would be supportive in suspending or ending RTB.
4.04	A Risk Register will be developed and regularly updated throughout the course of the project to identify and manage potential risks.

5.00	APPENDICES
5.01	Appendix 1 - Flintshire Right to Buy– Suspension Application Process

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>http://gov.wales/consultations/housing-and-regeneration/future-of-right-to-buy/?lang=en</p> <p>Contact Officer: Clare Budden Chief Officer Community and Enterprise Telephone: 01352 703800 E-mail: clare.budden@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>The Right to Buy is contained in the Housing Act 1985. It gives most tenants who have a secure tenancy, usually those who rent from a Local Authority, the <i>right to buy</i> their home at a discount from the market price.</p> <p>Preserved Right to Buy - This applies to tenants after a transfer of the ownership of a Local Authority's homes to a new Housing Association.</p> <p>Welsh Housing Quality Standard (WHQS) - Flintshire County Council will be spending £111 million over six years on a major refurbishment and maintenance programme of works bring its 7,200 Council homes up to the Welsh Government's Welsh Housing Quality Standard (WHQS).</p> <p>Strategic Housing And Regeneration Programme (SHARP) – Flintshire County Council House Building Programme which will build 500 new homes (200 Council) and 300 (affordable) new properties across the Council during the next five years.</p>

Appendix 1 Flintshire Right to Buy – Suspension Application Process		
Stage of Process	Details / Comments	Consultation Milestones
Stage 1 – Report to Cabinet	Gain formal approval to develop application and to approach Welsh Government.	17/11/2015
Stage 2 – Report to Community and Enterprise Overview and Scrutiny Committee	Provide opportunity to inform process and raise issues.	09/12/2015
Stage 3 – Initial Meeting with Welsh Government Officials	Receive clarification of the level of detail required within application.	20 /11/2015
Stage 4 – Develop draft application and submit to Welsh Government	Develop Business Case, including Flintshire Housing Market Assessment information / SARTH data / Private Rented Sector date etc.	04/12/2015
Stage 5 – Meeting with Welsh Government to discuss draft application	Receive feedback on initial draft, including clarification on level of information provided. This will also include proposed consultation plan with tenants.	w/c 14/12/2015
Stage 6 – Consultation Exercise with Tenants	Formal consultation with all Council tenants informed by early engagement with Flintshire Tenants Federation. This will include tenant workshops, letter to all Council tenants, housing association consultation etc.	Between 08/12/2015 – 12/01/2016
Stage 7 – Further Meeting with Welsh Government Officials	Receive clarification from Welsh Government on level of consultation undertaken with tenants.	w/c 25/01/2016
Stage 8 – Report to Cabinet / Community and Enterprise Overview and Scrutiny Committee / Flintshire Tenants Federation	Present results of tenants consultation to Cabinet / Community and Enterprise Overview and Scrutiny Committee and agree submission date of application.	16/02/2016
Stage 9 – Submission of Application	This will be signed off by Cabinet prior to submission.	22/02/2016
Stage 10 – Confirmation from Welsh Government application passed to Minister for consideration	Welsh Government will confirm receipt of application and likely date for Ministerial decision.	TBC
Stage 11 – Write to Council and Housing Association tenants submitting RTB / RTA applications after the date the Minister considering the Council's application	Standard letter will be developed to respond to all new applications received.	TBC
Stage 12 – Application approved by Minister	The Council Leader / Chief Executive are directly informed by the Minister of the decision.	TBC
Stage 13 – Write to all tenants to give them details of the suspension period.	Confirmation letter sent out to all tenants advising them of details of the outcome of the Consultation exercise and details of the suspension process.	w/c 28/ 03/2016

This page is intentionally left blank



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY MEETING

Date of Meeting	Wednesday 9 th December, 2015
Report Subject	Quarter 2 Improvement Plan Monitoring Reports
Cabinet Member	Cabinet Member for Corporate Management
Report By	Community & Enterprise Overview & Scrutiny Facilitator
Type of Report	Strategic

EXECUTIVE SUMMARY

The Improvement Plan 2015/16 was adopted by the Council in June 2015. This report presents the monitoring of progress for the second quarter of 2015/16 focusing on the areas of under performance relevant to the Community and Enterprise Overview & Scrutiny Committee.

This report is an exception based report and therefore detail focuses on the areas of under-performance.

RECOMMENDATION

1	That the Committee consider the 2015/16 Quarter 2 Improvement Plan Monitoring Reports, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee which is responsible for the overview and monitoring of performance.
---	---

REPORT DETAILS

1.00	EXPLAINING THE QUARTER 2 IMPROVEMENT PLAN MONITORING REPORTS
1.01	The Improvement Plan monitoring report gives an explanation of the progress being made towards the delivery of the impacts set out in the 2015/16 Improvement Plan. The narrative is supported by performance indicators and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are controlled.
1.02	The detailed sub-priority reports, shown at Appendix 1 and 2, are in a new format, which has been generated from the new performance management solution, CAMMS.
1.03	<p>CAMMS has been purchased to provide benefits which include:</p> <ul style="list-style-type: none"> • efficiencies by reducing duplication and data entry; • a single version of the truth; • improved visibility and accountability for performance and programme / project management objectives; including an audit trail; and • dynamic, exception based reporting with dashboards and standard reports.
1.04	<p>Analysis of performance against the Improvement Plan measures is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-</p> <p><u>Performance</u></p> <ul style="list-style-type: none"> • RED – equates to a position of under-performance against target. • AMBER – equates to a mid-position where improvement may have been made but performance has missed the target. • GREEN – equates to a position of positive performance against target. <p><u>Outcome</u></p> <ul style="list-style-type: none"> • RED – equates to a forecast position of under-performance against target at year end. • AMBER – equates to a forecast mid-position where improvement may have been made but performance will miss target at year end. • GREEN – equates to a forecast position of positive performance against target at year end.
1.05	The high level (RED) risk areas identified for the Community and Enterprise Overview & Scrutiny Committee, are as follows:-
1.05.1	<p>Priority: Appropriate and Affordable Homes <i>PI: The number of gifted new homes realised through Section 106 Planning Agreement between the Council, NEW Homes and the developers.</i> <i>Quarter 2 Target 4 – Quarter 2 Actual 2</i></p>

	<p>During the quarter two properties were transferred to NEW Homes under a Section 106 Agreement. A further 2 properties will be transferred in quarter 3, subject to necessary legal proceedings.</p>
1.05.2	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Repair/improve 40 private sector dwellings through the Council's capital programme and Welsh Government's national Homes Improvement Loan. Quarter 2 Target 10 – Quarter 2 Actual 3</p> <p>Three completions were achieved during the quarter taking the total for the half year position to seven. A further 16 loans are now in progress. Some of these are on site and a number of these have been surveyed and are awaiting a start date, confidence remains high that the target can be reached. Whilst expressions of interest were taken in April as requested by Welsh Government, the resource to deliver the loans was not received until August.</p>
1.05.3	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: The average number of calendar days taken to deliver a Disabled Facilities Grant for Children (PSR009a) Quarter 2 Target 316 days – Quarter 2 Actual 319.5 days</p> <p>Performance for quarter 2 is significantly better than quarter 1 and has narrowly missed target giving an 'amber' RAG status. However, one highly complex case completed during quarter 1 which took a total of 660 days, has resulted in an average of 433 days for the half year position and therefore a 'red' RAG status.</p>
1.05.4	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital works targeted for heating upgrades Quarter 2 Target 73 – Quarter 2 Actual 35</p> <p>Overall delivery against target is slightly behind on this work stream. A significant amount of work has gone into contract meetings with new contractors to ensure that on-site delivery is as efficient and effective as possible. Number of installations have been managed carefully in the early months of delivery on-site to ensure contractors are performing to expected standards and meeting tenants expectations. A number of tenants have been reluctant to change from oil or solid fuel to new installations and the team continue to work with these tenants to highlight the benefits of new systems. As contractors continue to effectively deliver the number of installations these will be increased in line with full delivery of the programme in year.</p>
1.05.5	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital works target for kitchen replacements Quarter 2 Target 279 – Quarter 2 Actual 181</p> <p>PI: Capital works target for bathroom replacements Quarter 2 Target 333 – Quarter 2 Actual 241</p> <p>Overall delivery against target is behind on these work streams. A</p>

	<p>significant amount of work has gone into contract meetings with new contractors to ensure that on-site delivery is as efficient and effective as possible. Numbers of installations have been managed carefully in the early months of delivery on-site to ensure contractors are performing to expected standards and meeting tenants expectations. There have been some performance issues with one contractor which has resulted in fewer replacements being delivered than targeted. These issues are being managed through the appropriate contractor management arrangements. To mitigate the risk of under delivery the service is looking to appoint an additional contractor to deliver the full programme.</p>
1.05.6	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital works target for smoke detectors Quarter 2 Target 200 – Quarter 2 Actual 161</p> <p>The smoke detector replacement programme is being delivered by the in-house workforce. Additional resource has been allocated to this work stream to deliver the full programme. A no access procedure is also in place to ensure that all replacements are undertaken.</p>
1.05.7	<p>Priority: Economy and Enterprise (Town and Rural Regeneration) PI: Number of business grants offered to high street businesses Quarter 2 Target 2 – Quarter 2 Actual 0</p> <p>No further grants were offered during the quarter but 23 businesses have enquired regarding the re-launched shop front grant scheme.</p>
1.05.8	<p>Priority: Economy and Enterprise (Town and Rural Regeneration) PI: Number of trainees recruited Quarter 2 Target 10 – Quarter 2 Actual 0</p> <p>No further trainees were recruited during the quarter whilst the scheme goes through a fresh procurement process, giving a 'red' RAG status for the quarter. However, for the first half of the year a total 13 trainees had been recruited against a target of 20, giving an 'amber' RAG status.</p>
1.05.9	<p>Priority: Appropriate and Affordable Homes Risk: The supply of affordable housing will continue to be insufficient to meet community need</p> <p>The Housing Regeneration & Strategy Service continues to work closely with the Planning Service and Grwp Cynefin for the delivery of affordable housing. Applications to the affordable housing register remain steady and an increasing number of affordable housing units (both gifted and equity share) are being provided through Section 106 Planning Agreements.</p> <p>An Affordable Housing Officer and Private Sector Manager have been appointed and are working together to facilitate the supply of affordable housing requirements within the county.</p> <p>In addition, work continues to progress the NEW Homes business plan which includes the purchase of eight additional affordable homes and the transfer of 13 new build units during 2015/16.</p>

2.00	RESOURCE IMPLICATIONS
2.01	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.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	The Chief Officer Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

4.00	RISK MANAGEMENT
4.01	Progress against the risks identified in the Improvement Plan have been reported on for quarter 2 and the detail is included in the reports at Appendix 1 and 2.

5.00	APPENDICES
5.01	Appendix 1 – Quarter 2 Improvement Plan Progress Report – Housing.
5.02	Appendix 2 – Quarter 2 Improvement Plan Progress Report – Economy and Enterprise

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p><u>Improvement Plan 2015/16</u></p> <p>http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx</p> <p>Contact Officer: Ceri Shotton Overview & Scrutiny Facilitator</p> <p>Telephone: 01352 702305</p> <p>E-mail: ceri.shotton@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan – the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.
7.02	CAMMS – is an integrated planning, risk management and programme/project management and reporting software. It was purchased in April 2015 and work to commence implementation began in Mat;

	<p>focusing initially on the Council's Improvement Plan and the Portfolio of Social Services. The link below provides further information about CAMMS.</p> <p>http://cammsgroup.com/</p>
7.03	<p>Home Improvement Loan – a national loan scheme delivered by Local Authorities that enables short to medium term loans, to be provided to owners of sub-standard properties who meet the affordability criteria.</p>
7.04	<p>Disabled Facility Grant – a grant available for larger adaptations to a person's home.</p>
7.05	<p>Grwp Cynefin – a North Wales Housing Association</p>

Quarter 2 Improvement Plan Progress Monitoring Report - Housing

Flintshire County Council

Page 33

Actions

1 Housing

1.1 Improving the choice and quality of local housing



1.1.1 Appropriate and Affordable Homes

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

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

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

Last Updated: 18-Nov-2015



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

ACTION PROGRESS COMMENTS:

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

Last Updated: 18-Nov-2015

Page 35

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

ACTION PROGRESS COMMENTS:

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

Q2 Update:

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

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

Last Updated: 13-Nov-2015

1.1.2 Modern, Efficient and Adapted Homes

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

ACTION PROGRESS COMMENTS:

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

Last Updated: 30-Oct-2015

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

ACTION PROGRESS COMMENTS:

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

Last Updated: 30-Oct-2015

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

ACTION PROGRESS COMMENTS:

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

Last Updated: 09-Nov-2015

Performance Indicators

1 Housing

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

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Pam Davies - Housing Options Team Leader

Aspirational Target:

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

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

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Pam Davies - Housing Options Team Leader

Aspirational Target:

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

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

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



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
Page 8 IP1.1.1M04 The number of gifted new homes realised through Section 106 Planning Agreement between the Council, NEW Homes and the developers	N/A	4	2		↑	4	2	

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

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

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

received until August.



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

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Aspirational Target: 223.00

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



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

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Aspirational Target: 204.00

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



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

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Aspirational Target:

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

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



Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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

Page 40



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

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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



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

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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



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

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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

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

Lead Officer: Tony Jones - Capital Works Team Manager



Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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



RISKS

1 Housing

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

Progress Comment:

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

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

Progress Comment:

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



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

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

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


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

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

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

Page 43

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

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

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

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

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

Progress Comment:

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

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


Progress Comment:

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

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

Progress Comment:

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



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

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

This page is intentionally left blank

Quarter 2 Improvement Plan Progress Monitoring Report – Economy and Enterprise



Flintshire County Council
Page 47

Actions

3 Economy and Enterprise

3.1 Creating jobs and growing the local economy



3.1.1 Business Sector Growth

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.1 Promote Flintshire as a recognised centre for energy and advanced manufacturing.	Rachael Byrne - Enterprise Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Quarter 2 has resulted in 28 new business enquiries of which 17 have converted to investment, resulting in 404 new jobs throughout the county. Expansions from existing businesses and new developments at Broughton Retail Park have all contributed to job creation.

Last Updated: 05-Oct-2015



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.2 Support the growth of the existing businesses in Flintshire, to maximise opportunities for investment.	Rachael Byrne - Enterprise Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Quarter 2 shows increased activity relating to business expansion and growth potential. Mersey Dee Alliance Innovation forum attracted 150 delegates from across the region to support supply chain opportunities across borders and developing client bases. Dedicated Meet the Buyer events have taken place for transformational programmes across North Wales including Wylfa Power Station and North Wales Prison Project to encourage tier two and three suppliers.

Quarter 2 reported 404 jobs created and no requests for redundancy support.

Last Updated: 05-Oct-2015



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.3 Improve the local broadband infrastructure to encourage investment in economic growth.	Rachael Byrne - Enterprise Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

Welsh Government reported 753 premises enabled in quarter 2, resulting in 20,855 premises enabled to date across the county. With the data available, Welsh Government is unable to differentiate between business and residential premises. Welsh Government has not set BT monthly targets and did not specify to BT which premises they should focus on under Superfast Cymru other than to prioritise Enterprise Zones. Welsh Government has stated that they are on track to deploy the roll-out this year. Flintshire has three Broadband supplier options for commercial enterprises to select from and Business Wales is providing free tailored advice direct to businesses to identify the most appropriate and cost effective solution for connectivity.

Last Updated: 05-Oct-2015

3.1.2 Town and Rural Regeneration



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.2.1 Deliver an integrated programme of regeneration for Deeside	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN

Page 49

ACTION PROGRESS COMMENTS:

The Vibrant and Viable Places programme is now in its second year of delivery. The programme of work has been reviewed with the Deeside Partnership and is underway.



Last Updated: 26-Oct-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.2.2 Develop and implement long-term regeneration plans for Town Centres	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 AMBER

ACTION PROGRESS COMMENTS:

The programme of environmental improvement projects across the towns is largely complete with the ERDF and Welsh Government funding ending in June 2015. The remaining projects will be completed by the end of the financial year. The future approach is under review with local stakeholders in Buckley, Holywell and Mold. In Flint the programme of regeneration centred around the replacement of the maisonettes is being delivered according to plan.

Last Updated: 18-Nov-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.2.3 Increase the economic benefits to Flintshire of visitors coming into the County	Richard Jones - Regeneration Project Officer	In Progress	01-Apr-2015	31-Mar-2016	85.00%	 GREEN	 GREEN



ACTION PROGRESS COMMENTS:

- On a local level the Council piloted a network event in June. Businesses were invited to attend the event and collect promotional print. Feedback from attendees was positive. Similar events to be scheduled March and July 2016 (before key visitor seasons).
 - New Explore Flintshire website (www.exploreflintshire.co.uk) launched March 2015. On-going content management underway.
 - Production and circulation of e-newsletter in collaboration with North East Wales Partnership i.e. Denbighshire and Wrexham Councils.
 - Flintshire's promotional materials (4 Explore Flintshire leaflets) are currently distributed to an agreed schedule at high footfall sites via a distribution company across key sites in North East Wales, Chester, Cheshire and Wirral.
 - Flintshire CC is a member of the Cheshire Gateways Partnership. Distribution of Flintshire promotional materials form part of their circulation programme at key arrival/gateway sites such as M56 Services (Hapsford), Broughton Retail Park, Cheshire Oaks Retail Park, Chester Railways Station.
 - Flintshire CC supported the creation of a new visitor information point at Dangerpoint in Talacre - a key visitor destination.
 - Positive partnership work with Flintshire Tourism Association has realised 10 new visitor information points located within the premises of local businesses. This enhances the network of information provision across the County.
- Work is underway with the Flintshire Connects team to improve information provision across all Connects facilities including familiarisation briefings for staff on key visitor information (Nov/Dec 2015), promotion of the Explore Flintshire / North East Wales brands, digital self-serve information provision via the Explore Flintshire website and QR codes made available on the external of buildings for customers to access information out of office hours via the Explore Flintshire website.

Last Updated: 25-Nov-2015

Performance Indicators

3 Economy and Enterprise



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.1M01 Percentage of enquiries converted to investment in Flintshire	N/A	63	60.71	 AMBER	↑	63	58.46	 AMBER

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Rachael Byrne - Enterprise Manager

Aspirational Target:

Progress Comment: 17 enquiries converted from 28 enquiries equating to 61% conversion rate



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.1M02 Number of jobs created in Flintshire	N/A	300	404	 GREEN	↓	600	841	 GREEN

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Rachael Byrne - Enterprise Manager

Aspirational Target:

Progress Comment: 404 new jobs created in Flintshire of which 67 are with in Deeside Enterprise Zone



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.1M03 Number of jobs safeguarded in Flintshire	N/A	50	0		↔	100	0	

Lead Officer: Niall Waller - Enterprise and Regeneration Manager



Reporting Officer: Rachael Byrne - Enterprise Manager

Aspirational Target:



Progress Comment: The Council liaises closely with Jobcentre Plus and Careers Wales to take a team approach to redundancy announcements. Businesses are proactively supported by this group when they announce redundancies. No redundancies have been announced in this quarter that required safeguarding support.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.1M04 Number of jobs created as a result of large capital programmes (Welsh Housing Quality Standard)	N/A	9	8	 AMBER	↔	18	16	 AMBER



Lead Officer: Tony Jones - Capital Works Team Manager
Reporting Officer: Sean O'Donnell - Contract Surveyor
Aspirational Target:
Progress Comment: A number of jobs have been created with contractors as part of the new WHQS programmes, totaling 16 to date. Opportunities have been created through the various programmes of work and the service continues to work with the contractors to maximise these opportunities and in doing so, ensure they fulfil their contractual obligations. Further job opportunities will be realised in Q3 through the contract for external works which includes 300 roofing replacements.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.1M05 Number of jobs created as a result of large capital programmes (Strategic Housing and Regeneration Programme)	N/A	0	0	 GREEN	↔	0	0	 GREEN

Lead Officer: Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager
Reporting Officer: -
Aspirational Target:
Progress Comment: Works have not yet commenced on the agreed sites.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.2M07 Number of business grants offered to high street businesses	N/A	2	0	 RED	↓	4	3	 AMBER




Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Niall Waller - Enterprise and Regeneration Manager
Aspirational Target:
Progress Comment: No further grants offered this quarter but 23 businesses have enquired regarding the re-launched shop front grant scheme.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP3.1.2M08 Number of trainees recruited	N/A	10	0	 RED	↓	20	13	 AMBER

Lead Officer: Niall Waller - Enterprise and Regeneration Manager
Reporting Officer: Niall Waller - Enterprise and Regeneration Manager
Aspirational Target:
Progress Comment: No further trainees recruited this quarter whilst the Green Team project goes through a fresh procurement process.

RISKS




3 Economy and Enterprise

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Some areas within Flintshire will not be covered by superfast broadband if the joint project between Welsh Government and BT stalls.	Some areas within Flintshire will not be covered by superfast broadband which may have an adverse effect on encouraging business growth and investment.	Clare Budden - Chief Officer - Community and Enterprise	Rachael Byrne - Enterprise Manager	Limited control or influence as this is a joint WG and BT programme. However FCC will receive regular progress updates. FCC are supporting promotional activity regarding the rollout.				Open

Page 54

Progress Comment:

Continued monitoring of BT roll-out is required through Welsh Government progress reports.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Businesses are not sufficiently supported to maximise opportunities presented to them through major transformational projects within Flintshire.	FCC contract outside of the County and are seen as not supporting local businesses (reputational risk).	Clare Budden - Chief Officer - Community and Enterprise	Rachael Byrne - Enterprise Manager					Open

Progress Comment:

Meet the Buyer events and supply chain events are running in Flintshire and across the region for major projects including NW Prison Project; Whellabrator; 21st Century Schools to encourage local businesses to maximise opportunities.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Opportunities to access external funding programmes to invest in our urban and rural areas are not maximised.	Council will not secure sufficient external funding to invest in urban and rural areas adversely affecting the Council's reputation.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager	Close involvement in the North Wales Economic Ambition Board work stream to develop projects and share intelligence regarding the new European funding programmes. Seat secured on the decision-making body for the new Rural Development Plan funding programme. Coastal Communities Fund application submitted and funding approved - £293,135 received.	Amber	Amber	↔	Open

Progress Comment:




The Council, through the North Wales Economic Ambition Board European programme work stream, is working with partners across North Wales to keep abreast of the development of the new European programmes, steer their development where possible and to develop regional projects.

The Council has also secured a seat on the new Local Action Group for Flintshire, the decision-making body for the 2015-20 Rural Development Plan programme in the County. A number of Council teams are considering projects for submission into the new Rural Community Development Fund programme.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Opportunities to access funding to invest in the promotion of tourism are not maximised	Reduced number of initiatives to	Clare Budden - Chief Officer - Community	Richard Jones - Regeneration Project Officer		Amber	Amber	↔	Open

	promote tourism across Flintshire.	and Enterprise						
--	------------------------------------	----------------	--	--	--	--	--	--

Progress Comment:
Regional Tourism Engagement Fund - source Welsh Government (Visit Wales). Funding round opens 1st April 2016.
Rural Development Plan Programme - expressions of interest for projects due Jan 2016.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
External funding sources are often weighted towards urban regeneration with funding for rural regeneration being limited.	Rural locations will not receive the funding required to effectively regenerate them.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager	The Council has secured a seat on the decision-making body for the Rural Development Plan programme and will seek to influence the programme to ensure maximum benefit is derived for Flintshire's rural communities.				Open

Progress Comment:
The 2015-2020 Rural Development Plan programme will provide significant resources to support community services and economic development in rural Flintshire. In addition, the Council has recently secured £293,135 from the Coastal Communities Fund for visitor facility development along the Dee coastline in both rural and urban areas. The LEADER programme under the Rural Development Programme has now started with Cadwyn Clwyd seeking project partners. Welsh Government have also issued an open and competitive call for proposals for the first round of the Rural Community Development Fund.



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 9 th December, 2015
Report Subject	Forward Work Programme
Cabinet Member	Not applicable
Report Author	Community & Enterprise Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee 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.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Community & Enterprise Overview & Scrutiny Committee.

RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair and Vice-Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME
1.01	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 Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>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:</p> <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?
2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.
3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Publication of this report constitutes consultation.
4.00	RISK MANAGEMENT
4.01	None as a result of this report.
5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>None.</p> <p>Contact Officer: Ceri Shotton Overview & Scrutiny Facilitator</p> <p>Telephone: 01352 702305</p> <p>E-mail: ceri.shotton@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

This page is intentionally left blank

CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
17 December, 2015	Budget Consultation 2016/17	To consult the Committee on the proposed budget for 2016/17	Consultation	Chief Officer (Community & Enterprise)	10th December 2015
12 January, 2016	Strategic Housing and Regeneration Project (SHARP)	To seek Members support on the first phase Housing schemes tenure and size mix and funding arrangements	Consultation	Service Manager, Housing Programmes	5th January, 2016
	Supporting People - Local Commissioning Plan	To enable the Committee to consider appropriate measures to manage reductions within the Supporting People Programme Grant to protect service delivery as much as possible.	Consultation	Service Manager Customer Support	
	Council Tax & Business Rate Statutory Policies	To ratify annual policies for the financial year 2016-17 that determine discount schemes and administrative arrangements	Consultation	Income Manager	
	Flintshire Business Week	To report on the outcomes of Flintshire Business Week	Assurance/Monitoring	Service Manager, Enterprise, and Regeneration Programmes	

<p>15 January, 2016</p>	<p>Housing Revenue Account draft budget and Rent Increase</p>	<p>To provide the Committee with the draft HRA budget and proposed rent increase</p>	<p>Consultation</p>	<p>Chief Officer (Community & Enterprise)</p>	<p>8th January, 2016</p>
<p>10 February, 2016</p>	<p>Purchase of ex council stock</p> <p>Introduction of Council Tax Premium for empty and second homes</p> <p>Housing (Wales) Act 2014 – Homelessness</p>	<p>To consider proposals and criteria for the repurchase of ex council property</p> <p>To seek the introduction of a local scheme to charge council tax premiums for long term empty property and second homes.</p> <p>To review the implementation of the Housing (Wales) Act 2014 and how the Council undertakes its new homelessness prevention statutory duty</p>	<p>Consultation</p> <p>Consultation</p> <p>Assurance/Monitoring</p>	<p>Service Manager, Housing Programmes</p> <p>Income Manager</p> <p>Service Manager Customer Support</p>	<p>3rd February, 2016</p>
<p>16 March 2016</p>	<p>Quarter 3 - Improvement Plan Monitoring Report</p>	<p>To enable Members to fulfil their scrutiny role in relation to performance monitoring.</p>	<p>Assurance/Monitoring</p>	<p>Community & Enterprise Facilitator</p>	<p>9th March, 2016</p>

	Review of the Fair Debt Policy	To review the impact of the Fair Debt Policy previously approved by Cabinet.	Assurance/Monitoring	Income Manager	
	Regional Economy	To update on work being undertaken to strengthen the regional economy.	Assurance/Monitoring	Service Manager, Enterprise, and Regeneration Programmes	
27 April, 2016	Improvement Plan 2016/17	To consult with Members on the Improvement Plan 2016/17	Assurance/Monitoring	Chief Officer (Community & Enterprise)	20th April, 2016
	Welfare Reform – Including Universal Credit	To update Members on the impact and risks of Welfare Reform and the cost to the Council.	Assurance/Monitoring	Chief Officer (Community & Enterprise)	
	NEW Homes	To review the performance of NEW Homes	Assurance/Monitoring	Service Manager, Housing Programmes	
	Communities First	To update Members on areas applicable for Communities First funding, the most deprived areas of Flintshire and information on the Communities 4 Work Programme.	Assurance/Monitoring	Service Manager, Enterprise, and Regeneration Programmes	

8 June, 2016	Q4 – Year End Improvement Plan Monitoring Report and Chief Officer Performance Report.	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Assurance/Monitoring	Community & Enterprise Facilitator	1st June, 2016
	Use of Commuted Sums	To enable the Committee to review the use of Commuted Sums	Assurance/Monitoring	Chief Officer (Community & Enterprise)	
13 July, 2016	Strategic Housing and Regeneration Project (SHARP)	To review progress on the Strategic Housing and Regeneration Project (SHARP)	Assurance/Monitoring	Service Manager, Housing Programmes	6th July, 2016

Items to be scheduled

- Update on the suggestion for WHQS improvements to be delayed for tenants with long-term rent arrears.

REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Community and Enterprise)
Six monthly	HRA Business Plan & WHQS	To update Members on progress made in meeting the WHQS and HRA business plan budget efficiencies	Chief Officer (Community and Enterprise)
Six monthly	Welfare Reform Update – including Universal Credit	To update Members on the impact of Welfare Reform and the cost to the Council.	Chief Officer (Community and Enterprise)
Six monthly	Update on North East Wales Homes & Property Management	To update Members on the work of the North East Wales Homes & Property Management	Chief Officer (Community and Enterprise)
Annually	Delivery of the Regeneration Programmes	To seek Member support in the delivery of the Vibrant and Viable Places programme, Communities First programme and how European funding is spent	Chief Officer (Community and Enterprise)
	HRA Efficiencies	To enable the Committee to monitor progress in meeting proposed HRA Efficiencies.	Chief Officer (Community and Enterprise)
	HRA Subsidy Risk Register	To enable the Committee to monitor ongoing risks following the introduction of self-financing for the HRA.	Chief Officer (Community and Enterprise)

This page is intentionally left blank