

Public Document Pack



Contact Officer:
Maureen Potter 01352 702322
maureen.potter@flintshire.gov.uk

To: Cllr Ron Hampson (Chairman)

Councillors: 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

10 March 2016

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, 16th March, 2016 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 - 18)

Purpose: To confirm as a correct record the minutes of the meetings held on 17 December 2015, 15 January and 10 February 2016.

4 REGIONAL ECONOMY (Pages 19 - 24)

Report of Chief Officer (Community and Enterprise) - Cabinet Member for Housing

Purpose: To update on work being undertaken to strengthen the regional economy

5 **QUARTER 3 IMPROVEMENT PLAN MONITORING REPORTS** (Pages 25 - 68)

Report of Housing and Learning Overview and Scrutiny Facilitator

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

6 **FORWARD WORK PROGRAMME** (Pages 69 - 76)

Report of Housing and Learning Overview and Scrutiny Facilitator

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

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC

The following items are considered to be exempt by virtue of Paragraph(s) 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

It is not good employment practice or in the public interest for matters the subject of consultation with employees affected and other unions to be discussed in public at this stage of the process

7 **COUNCIL HOUSING SERVICE - HOUSING MANAGEMENT RESTRUCTURE** (Pages 77 - 86)

Report of Chief Officer (Community and Enterprise) - Cabinet Member for Housing

Purpose: To seek Committee support and recommend to Cabinet the proposed Housing Management staffing structure

8 **HOUSING PROGRAMMES RESTRUCTURE** (Pages 87 - 96)

Report of Chief Officer (Community and Enterprise) - Cabinet Member for Housing

Purpose: To seek Committee support and recommend to Cabinet the proposed Housing Programmes staffing structure

Yours faithfully



Peter Evans

Democracy & Governance Manager

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE **17 DECEMBER 2015**

Minutes of the meeting of the Community & Enterprise Overview & Scrutiny Committee of Flintshire County Council held at County Hall, Mold on Thursday, 17th December, 2015

PRESENT: Councillor Ron Hampson (Chairman)

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

APOLOGIES: Councillors: Amanda Bragg, Peter Curtis and George Hardcastle

ALSO PRESENT: Councillor: Bernie Attridge, Kevin Jones and Richard Jones

CONTRIBUTORS: Councillor Aaron Shotton, Leader and Cabinet Member for Finance, Councillor Helen Brown, Cabinet Member for Housing, Councillor Derek Butler, Cabinet Member for Economic Development, Chief Executive, Chief Officer (Community & Enterprise), Corporate Finance Manager, Benefits Manager, Income Manager and Service Manager Customer Support

IN ATTENDANCE: Housing & Learning Overview & Scrutiny Facilitator and Overview & Scrutiny Support Officer

58. DECLARATIONS OF INTEREST

No declarations of interest were made.

59. BUDGET CONSULTATION FOR 2015/16

The Chairman welcomed the contributors to the meeting.

The Chief Executive and Corporate Finance Manager began the presentation which covered the following areas:-

- Purpose of today's meeting
- Corporate Overview

The Chief Officer (Community & Enterprise) continued the detailed presentation which covered the following areas:-

- Service Business Plan Proposals
- Local Pressures – Community and Enterprise

The Chief Executive concluded the presentation through outlining the National Timetable and Local Timetable.

Councillor Mike Reece thanked the Leader of the Council, Chief Executive and Chief Officers for their hard work in lobbying for Flintshire.

RESOLVED:

That the presentation be noted.

60. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the public and press in attendance.

(The meeting started at 2.00 pm and finished at 2.50 pm)

.....
Chairman

2016/17 Budget Consultation

Community & Enterprise Overview & Scrutiny Committee – 17th December, 2015

Member Comment/Question	Response
<p>The Welfare Rights Team provide a vital service to reduce pressure on residence. The Team do a wonderful job and it is nice to see them going out into the Community.</p>	<p>The business plan efficiencies do not propose a further reduction in staffing levels within the Welfare Rights Team. The proposal is to train staff within the Connect centres to deal with lower level welfare reform enquiries.</p> <p>Share similar concerns given that changes to welfare reform are yet to be fully implemented. The Council has been working to bring together advocacy agencies to provide joint working to reach all residents affected by welfare reform. The service will continue to be treated as a priority and all staff should be thanked for their hard work and commitment to this service.</p>
<p>Concerned to see a review of Flintshire Connects budget on the list of business planning efficiencies given how successful these centres have been. How will efficiencies be made without having a negative impact on the service provided?</p> <p>Please be mindful when reviewing opening times of Connects centres, that tenants/residents will be able to pay their council tax and rent at the centres from April, 2016, and many may be working and will need this centre available on a Saturday.</p>	<p>Understand the concerns but all aspects of the Community & Enterprise budget have to be reviewed to ensure all possible efficiencies are found. We recognise the positive impact connects centres have had in delivering services. In future years we may have to consider reviewing the opening times and admin costs of the centres, through learning from the experiences of those centres which have been open for some time.</p> <p>Noted.</p>
<p>Does the Council still use Bed and Breakfast accommodation and also continue to lease properties.</p>	<p>The Council recently introduced a small charge to tenants using Bed and Breakfast accommodation and the annual target has been reduced to £120,000 for the use of this accommodation which is a significant reduction in this budget. The Council also lease a small number of private properties which is much more cost effective than placing people in Bed and Breakfast accommodation, with a plan to stop using this</p>

	accommodation altogether in the future.
The recent Cabinet decision to delay the implementation of service charges for the gardening service should be shown as a budget pressure. Why is this not included in the list of 2016/17 proposals?	This budget pressure will be shown within the Housing Revenue Account, which will be presented to the Committee in January, 2016.
Concerned with the recent changes to the switchboard and the difficulties in connecting to, and being directed to, the right members of staff by telephone.	<p>Following the closure of the switchboard in September, 2015, recent feedback has shown an improvement in the current telephone service. If Members have specific examples where this is not working as it should, please contact the Chief Officer (Community & Enterprise) who can look into this.</p> <p>If a member of staff has been supplied with a works mobile phone, this number should be made available to Members. Members Services can provide this information, which is also available on the internal infonet phone directory. We will check that this information is up to date.</p>
Concerned that the Council may see additional budget pressures during the 2016/17 financial year, given the financial challenges affecting private landlords as part of the Chancellors Autumn Statement, and the possible increase in people contacting the Council for support in finding suitable accommodation in the future.	The Council will have to continue to watch closely whether the changes from UK Government will have a negative impact. The Welsh Government have announced their increased support for the housing development programme through the Social Housing Grant.
With regard to the proposal for a staff restructure within the revenues and benefits service, could you explain how the possible financial risks will be minimised?	The proposal is to reduce staffing levels in line with the decreasing subsidy administration grant from DWP in order to have a cost neutral service. There is a possible risk to the service, as there is a higher chance of mistakes with a smaller staff team which could have a negative financial impact in the future. Detailed work is currently being undertaken to assess how this can be achieved and risks mitigated to protect the service.
Apart from the Welfare Reform Team, will the reduction in Families First Grant impact any other part of the service?	There has been a significant cut in the Families First Grant and it is currently unclear if funding to the Welfare Reform Team will be reduced as a result. A review of 3 rd sector funding to identify risks to funding reductions is being carried out and we will have greater clarity around this in January 2016.

<p>How confident are you in receiving the proposed income from the Energy Efficiency and SHARP Frameworks?</p>	<p>Confident in receiving the proposed income from the SHARP Framework. Negotiations with WG are continuing around the Council's Energy Efficiency Framework which could be used to assist with the National Procurement Service Strategy.</p>
<p>With regard to the proposals for the Regeneration Service, have these been fully costed and what will the impact be?</p>	<p>The proposals will have an impact on the scale of work that can be carried out in town centres but the Council will continue to work to improve town centres through external funding streams.</p>
<p>With regard to the Response Service for older people, what is the proposed alternative model?</p>	<p>There is currently 2 Warden Support Staff with an annual cost of £22,000. During the current year there have only been 55 calls with the majority being for repair and maintenance issues. The proposal is to work closely with colleagues in social services to ensure that repairs and maintenance issues are directed to the right staff and Galw Gofal who can ascertain what the issues are and whether a member of staff needs to visit the person. A small budget has been retained to support a member of staff making a personal visit if needed.</p>

This page is intentionally left blank

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE
15 JANUARY 2016

Minutes of the meeting of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held at County Hall, Mold on Friday, 15 January 2016.

PRESENT: Councillor Ron Hampson (Chair)

Councillors: David Cox, Paul Cunningham, Rosetta Dolphin, Ian Dunbar, George Hardcastle, Mike Reece and Gareth Roberts

SUBSTITUTE: Councillor Paul Shotton (for Ron Davies)

APOLOGIES: Councillor Alison Halford

CONTRIBUTORS: Councillor Aaron Shotton, Leader and Cabinet Member for Finance, Chief Officer (Community & Enterprise), Senior Manager Council Housing Services, Capital Works Team Manager, and Contract Surveyor.

Mrs Mavis Croft (Representative of the Tenants Association)

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

67. DECLARATIONS OF INTEREST

No declarations of interest were made.

68. HOUSING REVENUE ACCOUNT (HRA) DRAFT BUDGET AND RENT INCREASE

The Chief Officer (Community & Enterprise) introduced a report on the draft HRA Budget for 2016/17 and HRA Business Plan. She gave a joint presentation with the Senior Manager Council Housing Services on the 2016/17 HRA Revenue Budget which covered the following areas:

- Self financing
- 30 year business plan
- Housing Revenue Account
- other income
- service charges 2016/17
- future phasing of service charges
- principles underpinning efficiencies
- HRA efficiency proposals
- HRA pressures
- funding for HRA Capital Programme 2016/17
- council house building programme

The Chair thanked the Chief Officer and Senior Manager Council Housing Services for the presentation and the verbal updates which had been given to Members. The Chief Officer thanked the Finance Manager, Community Services and Accountant for their hard work in assisting in the preparation of the report.

Councillor George Hardcastle asked that his thanks be passed to the members of staff, for their hard work and efficiency when dealing with the installation of solar panels within his ward. Councillor Mike Reece also thanked officers for dealing with the off-street parking issues within his ward and also welcomed the solar panel scheme.

The comments and questions which were raised by Members of the Committee on the presentation, together with the responses given, are detailed in Appendix 1 (attached).

RESOLVED:

- (a) That the Committee supports and recommends to the Cabinet and Council the HRA budget for 2016/17;
- (b) That the Committee supports a rent increase of 1.4% (plus up to or minus £2) as set out in the business plan with target rents applied for new tenancies, and with the introduction of service charges for communal area cleaning, digital services and aerial maintenance for existing tenancies; and
- (c) That the proposed HRA Capital programme for 2016/17, as set out in Appendix C, be supported.

69. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the public or the press in attendance.

(The meeting started at 10.00 am and ended at 11.10 pm)

.....
Chair

2016/17 Budget Consultation – Housing Revenue Account (HRA) draft budget and rent increase

Community & Enterprise Overview & Scrutiny Committee – 15th January, 2016

Member Comment/Question	Response
<p>Concerned with the proposed rent increase of 1.4%, which doesn't seem much, but when combined with the proposed service charges may have a negative impact on tenants already struggling with the effect of welfare reform.</p>	<p>The rent increase proposed is 1.4% plus up to £2 per week, to work towards rent convergence. Where rents are above target, then the rent will be reduced by £2 until the weekly rent falls within the target rent band. This works towards ensuring consistent rent levels across all property types in Flintshire.</p>
<p>What steps are being taken to monitor the effect of service charges on tenants to ensure that they do not add additional pressure to tenants already struggling financially?</p>	<p>The Council is required by the Welsh Government (WG) to implement service charges and has taken a prudent approach in implementing these charges. Tenants in receipt of housing benefit will have their service charges covered by this benefit.</p> <p>Cabinet agreed in December, 2015 to 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.</p> <p>The introduction of service charges aims to achieve greater transparency and fairness for tenants, to ensure that tenants not receiving a service are not subsidising the service.</p>
<p>Could you provide an update on the proposed suspension of the Right to Buy scheme.</p>	<p>Following Cabinet approval, an application to the WG to seek to suspend the Right to Buy scheme in Flintshire, is currently being finalised. It is hoped to submit the application to the WG prior to the purdah period.</p>
<p>Why are the risk statuses for the HRA pressures showing as Green, should they not be red if they are a pressure?</p>	<p>The risk statuses are shown as green because the additional cost pressures will not affect the Council's ability to deliver on its promises to build council houses and meet the Welsh Housing Quality Standard (WHQS) for council tenants.</p>
<p>Have you seen an increase in inspection times following the previous decision to reduce the Inspection Team from 5 to 2.</p>	<p>The reduction within the Inspection Team is working very well with the Council continuing to respond to repairs within 11/12 days.</p>

<p>Could information on the benefits of solar panels be provided to tenants, who have had solar panels installed but do not understand the financial benefit to them.</p>	<p>We recognise the need to re-visit tenants who had received solar panels to provide them with the necessary information on the financial benefit to them.</p> <p>The average savings to each tenant is around £370 per annum. There are also financial benefits to the Council with savings being ring-fenced to be used on further energy efficiency programmes in the future.</p>
<p>Is the proposed introduction of a Health and Safety Officer a new post?</p>	<p>This will be a new post to ensure legislative requirements are being adhered to as part of the increased WHQS programme.</p>
<p>Are repairs to garages being considered given the rent paid for garages by some tenants?</p>	<p>Following the garage site review the garages have been listed within a number of categories; some have development opportunities, some have a high demand with a considerable waiting list which need investment to repair and others are of low demand which could be addressed through the environmental programme, looking at providing off-street parking for tenants.</p>

COMMUNITY AND ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE
10 FEBRUARY 2016

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, 10 February 2016

PRESENT: Councillor Ron Hampson (Chairman)

Councillors: Paul Cunningham, Peter Curtis, Ron Davies, Alison Halford, George Hardcastle, Ray Hughes, Brian Lloyd, Mike Reece, and Gareth Roberts

SUBSTITUTION: Councillor: Paul Shotton (for Ian Dunbar)

APOLOGIES: Councillors: Derek Butler, Cabinet Member for Economic Development, Billy Mullin, Cabinet Member for Corporate Management, David Cox, Rosetta Dolphin, and Jim Falshaw

ALSO PRESENT: Councillors Bernie Attridge and Kevin Jones

CONTRIBUTORS: Councillor Aaron Shotton, Leader and Cabinet Member for Finance; Councillor Helen Brown, Cabinet Member for Housing; Chief Officer, Community & Enterprise; Revenues Manager, Housing Programmes Manager, and Customer Support Manager

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

70. DECLARATIONS OF INTEREST

Councillors Helen Brown, Paul Cunningham and George Hardcastle declared a personal interest in the following item:

Item 5 – Council Tax and Business Rate Statutory Policies

71. MINUTES

The minutes of the meeting held on 12 January 2016 were submitted.

RESOLVED:

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

72. INTRODUCTION OF COUNCIL TAX PREMIUM FOR LONG TERM EMPTY AND SECOND HOMES

The Chief Officer (Community and Enterprise) introduced a report to seek the introduction of a local scheme to charge council tax premiums for long term empty property and second homes. She commented on the need to bring long term empty property and second homes back into use to address local housing need by increasing the supply of housing in the County. She reported that Council records indicated that there were currently 888 properties identified as being long term empty or second homes in Flintshire. The Chief Officer advised that if the proposal to introduce the Council Tax Premium from April 2017 was approved at Council, an effective communication strategy would need to be developed to communicate more widely with taxpayers throughout 2016, particularly with those who might be affected from April 2017. She explained that full information would also be provided to all homeowners to signpost them to the services available from the Council to assist them to bring their properties back into use and minimise the impact of the introduction of the premium.

The Chief Officer invited the Revenues Manager to give an overview of the proposals to introduce the Council Tax Premium. The Revenues Manager explained that the introduction of the Housing (Wales) Act 2014 gave local authorities in Wales the discretion to charge a council tax premium of up to a 100% on long term empty properties and properties that were second homes/holiday homes from April 2017. The proposal was to adopt a 50% premium for the first year of implementation which would be consistent with other local authorities across the region. The Revenues Manager reported on the key considerations as detailed in the report and advised that the earliest a premium may be charged was from 1 April 2017. In the case of long term empty homes the premium may only be imposed after the property had been empty and substantially unfurnished continuously for a period of 12 months or longer. The Council Tax system already provided a number of specific exemptions for unoccupied properties which were not impacted by the introduction of the premium so not all empty homes would be automatically subject to a premium. In addition the Council Tax (Exceptions to Higher Amounts Wales) Regulations also sets out the circumstances where it is not possible for local authorities to charge a premium on long term empty property or second homes.

Councillor Aaron Shotton commented on the need to do everything possible to increase the level of affordable homes within the County. He referred to the number of applicants on the social housing waiting list and the high number of long term empty properties within Flintshire and said it was appropriate for the Authority to undertake the interventions available to it to encourage homeowners to bring those empty properties back into use to fulfil the need for affordable housing within the County. He referred to the continuing exemptions in place to safeguard homeowners who had genuine reasons for retaining an empty property. Councillor Shotton also referred to the linkages with other strategies within the County, citing North East Wales Homes as an example, to address the impact of the possible introduction of a premium and provide practical help to owners of long term empty homes.

Councillor Paul Shotton supported the proposal which he said would help address the housing shortage in Flintshire and was consistent with the stance adopted by other local authorities.

In response to a question from Councillor Alison Halford concerning the additional safeguards and resources to be put in place to mitigate tax avoidance or evasion, the Revenues Manager explained that the intention was to utilise a person from within the existing workforce.

Councillor Peter Curtis asked if the proposal could be extended to include commercial properties to regenerate economic growth in local communities.

Councillor Gareth Roberts also spoke in support of the proposals and commented on the blight and nuisance caused to neighbouring properties by empty properties in the community.

RESOLVED:

That the Committee supports the proposals to introduce the Council Tax Premium set at a level of 50%.

73. COUNCIL TAX & BUSINESS RATE STATUTORY POLICIES 2016-17

The Chief Officer introduced a report to consider annual policies for the financial year 2016-17 that determined discount schemes and administrative arrangements. She invited the Revenues Manager to give an overview of the main considerations.

The Revenues Manager provided background information and reported on the key considerations, as detailed in the report, around council tax on second and long term empty homes, council tax discretionary discounts, and business rates discretionary rate relief and business rates 'top up' discretionary rate reliefs to small businesses.

During discussion the Revenues Manager responded to the concerns raised by Councillor Gareth Roberts concerning the variation in business rates between the large out-of-town shopping parks and local high street small businesses.

Councillor Ray Hughes referred to the discretionary relief for charitable, voluntary and 'not for profit' organisations and asked if checks were carried out to determine how much income such organisations received. The Revenues Manager referred to the Charity Commission and the automatic discount of 80% Mandatory Rate Relief for Registered Charities provided in law to such organisations. It was agreed that an item to outline proposals for the discretionary relief for charitable, voluntary and not for profit organisation policy for 2017/18 be added to the Forward Work Programme.

RESOLVED:

- (a) The Committee recommends to Cabinet the continuation of all existing policies prior to final approval in February 2016; and
- (b) That a further report, outlining proposals for the discretionary relief for charitable, voluntary and not for profit organisation policy for 2017/18 be submitted to a future meeting of the Committee.

74. FLINTSHIRE SOCIAL AND AFFORDABLE HOUSING DELIVERY

The Housing Programmes Manager introduced a report to provide an update on the provision of new social and affordable housing schemes in Flintshire. He provided background information and referred to the key considerations in the report around policy framework including the Flintshire Unitary Development Plan (FUDP), Local Housing Market Assessment, Single Access Route to Housing (SARTH) and Flintshire Affordable Housing Register. He also reported on the primary mechanisms for delivering new social and affordable housing in Flintshire including the Council's Strategic Housing and Regeneration Programme (SHARP), Social Housing Grant (SHG) Programme and affordable housing secured through Section 106 Planning Agreements with private developers. The Housing Programmes Manager commented on future policy development and initiatives to maximise the number of affordable units secured by the Council for Flintshire residents.

The Chairman thanked the Housing Programmes Manager for a detailed and informative report and invited Members to raise questions.

Councillor Paul Shotton commented on the need for affordable home ownership and referred to Grwp Cynefin and sought further information around the equity share scheme. The Housing Programmes Manager explained that the scheme helps first time buyers into home ownership. The subsidy is not a loan that needs to be repaid and there is no rent payable. The Council owns an equity share in the property and when the purchaser decides to sell it the Council gets back its equity share and recycles it to the next household eligible on the register to buy a home.

Councillor Alison Halford asked how many 'hits' did the Council get on its website with regard to social and affordable housing. The Housing Programmes Manager explained that he would provide this information to Councillor Halford following the meeting.

Referring to Appendix 1 of the report Councillor Ron Davies advised that Clarence Street and Nelson Street were located in Shotton not Connah's Quay. The Housing Programmes Manager agreed to amend this.

RESOLVED:

That the Committee supports the overall approach in the delivery of new social and affordable housing in Flintshire, including:

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

75. FLINTSHIRE SUPPORTING PEOPLE COMMISSIONING PLAN

The Customer Support Manager presented a report on the Supporting People Local Commissioning Plan 2016-18. She provided background information and referred to the strategic priorities. She also reported on the key considerations as detailed in the report and advised that the programme had been subject to significant reductions in the last three years but that the grant had been protected in 2016/17. The Customer Support Manager advised that it was proposed to move ahead with planned reductions to services that are not deemed a priority to fund and that any savings would be used to provide short term support emerging pressures as a result of the Housing (Wales) Act 2014 and Social Services & Well Being (Wales) Act 2014.

Councillor Alison Halford commented on the identified gap in provision for males fleeing domestic abuse across the North Wales region. The Customer Support Manager explained that whilst the majority of cases of domestic abuse reported were concerning females there was an increasing number of male cases occurring and the nearest refuge centre was based in Monmouthshire.

Councillor Paul Shotton wished to thank the Supporting People Team for their hard work and support in assisting two vulnerable people who had approached him.

Following a suggestion from Councillor George Hardcastle, the Committee asked the Chief Officer (Community & Enterprise) and Councillor Helen Brown to thank the team who had worked tirelessly to resolve a case in Sealand.

RESOLVED:

- (a) That the Committee supports the Local Commissioning Plan 2016-18 for the Support People Programme Grant; and
- (b) That the Committee supports the spend plan for 2016-17.

76. FORWARD WORK PROGRAMME

In presenting the current Forward Work Programme for consideration, the Facilitator reminded Members of the additional meeting to be held on 1 March 2016.

The Committee agreed that the following item listed under 'items to be scheduled' be incorporated into the Welsh Housing Quality Standard report scheduled for 16th March meeting:-

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

RESOLVED:

- (a) That the Forward Work Programme be noted;
- (b) That the Facilitator, in consultation with the Chair and Vice-Chair be authorised to vary the Forward Work Programme between meetings, as the need arises.

77. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was one member of the press in attendance.

(The meeting started at 10.00 am and ended at 11.25 am)

.....
Chairman



COMMUNITY & ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 16 th March 2016
Report Subject	Regional Economy
Cabinet Member	Cabinet Member, Economic Development
Report Author	Chief Officer, (Community & Enterprise)
Type of Report	Strategic

EXECUTIVE SUMMARY

To share with Committee the progress at local, regional and sub-regional level to grow the economy and increase prosperity (for Flintshire).

RECOMMENDATIONS

1	<p>Committee is asked to note the work being undertaken to grow the Flintshire economy and in particular to:</p> <ol style="list-style-type: none">1. Support the ongoing work to ensure that Flintshire can both, contribute to and gain from the Mersey Dee spatial part of the Cheshire and Warrington Local Enterprise growth proposal.2. Support the work to influence and develop the contribution North Wales can make to the Northern Powerhouse
---	---

REPORT DETAILS

1.00	EXPLAINING THE REGIONAL ECONOMY
1.01	Flintshire has a relatively buoyant economy with 1.0% of the population claiming JSA compared to 1.9% across Wales, and with average gross weekly pay of £528 against a Wales average of £484. However when compared to the South East of England, the economy in the North is some way off in terms of GVA, productivity etc.
1.02	Flintshire is a member of a number of regional and sub-regional partnerships which are all aiming to ensure (by joint working) that economic growth in the medium term can outstrip growth in recent years. These include the Economic Ambition Board and the Mersey Dee Alliance. This report describes current priorities, opportunities and challenges for each of these Partnerships.
1.03	More recently, Flintshire has been working closely with colleagues in Cheshire West and Chester to develop a growth bid for the Mersey Dee Area as part of the Cheshire and Warrington Local Enterprise Partnership (LEP) growth bid to the UK Government. North Wales (EAB) councils have also been meeting with LEPs, and officers and elected members from across the North of England, who are developing the Northern Powerhouse, to discuss the contribution that North Wales could make to economic growth. This report describes the discussions to date, key risks and next steps.
1.04	Finally, Flintshire has an Enterprise Zone at Deeside which is a geographically focussed area for delivering economic growth with financial incentives and capital investment support funded by Welsh Government. The DEZ has been the most successful in Wales to date. This report describes outputs to date.
1.05	Economic Ambition Board
1.06	The Economic Ambition Board comprises the 6 North Wales Councils, education establishments, and private sector business representatives, and is chaired by the Leader of Conwy. It has received regional collaboration funding from WG for the last 2 years to help fund the costs of its growth objectives and currently has a bid in with WG for continuation funding from April 2016.
1.07	<p>The priority areas of focus, which are each led by an assigned officer from across the region are:</p> <ul style="list-style-type: none"> • Skills (to ensure that North Wales has a labour market with the right skills to meet the future comic growth areas) • Supply Chain (to ensure that local and often smaller businesses can benefit from the key strategic growth projects such as Wylfa Newydd, Prison etc. by growing themselves to meet supplier needs. • Infrastructure- (to ensure that road, rail, and port infrastructure can meet current and future needs to promote economic growth and to ensure that the right type of premises are provided in the right

	<p>locations for new investors and those wishing to grow and remain in North Wales).</p> <ul style="list-style-type: none"> • Destination management- work to market and promote (North Wales as a great place to do business and invest). • European Funding- to make sure that European funding is maximised to promote and support economic growth. • Cross Border work- to work with UK Local Authorities and the Growth areas of the North of England to ensure that North Wales can contribute to, and gain from economic growth and investment opportunities taking place across the region and can advocate well for the contribution North Wales is already making. This work stream is led by Flintshire.
1.08	<p>The EAB has provided the opportunity to develop a single narrative for the economic priorities for North Wales. Continuation funding for 2016 has been identified and is subject to final approval by WG. The Assembly elections provide a period of uncertainty for the next few months about the economic priorities and respective roles of local and national Government in supporting economic growth.</p>
1.09	<p>Mersey Dee Alliance</p>
	<p>The MDA board comprises Flintshire, Wrexham, Cheshire West and Cheshire, and Wirral councils, and education establishments. It recognises the porous nature of the Welsh/English border for business and for people and that growth potential will be best achieved by collaboration. It is funded by a small (7k) annual contributions from each of the partners. This provides for a part time Programme Manager, Skills officer and administration resource. The MDA has a prospectus document which describes its ambitions, growth opportunities and investment requirements (mainly transport infrastructure) to achieve its growth potential.</p>
1.10	<p>The key challenges at the moment include, securing annual funding contributions from some partners (all partners are under considerable financial pressure), but more importantly, ensuring that the Welsh geography of the MDA area can make the full potential contribution to economic growth in the cross border growth bid and gain the investments needed in infrastructure to support that growth.</p>
1.11	<p>LEP Growth Bid</p>
1.12	<p>Local Enterprise Partnerships are quangos established to support economic growth with budgets set to support achievement of these objectives. They have staff Teams to deliver their priorities and boards to lead their governance. Cheshire and Warrington LEP has submitted a tier 2 growth bid to the UK Government.</p>
1.13	<p>The LEP has asked for the devolution of powers such as business support functions, establishment of an urban development corporation, local tax raising (keeping new business rate tax growth), the creation of a Public Assets Investment board to manage Government and LA owned land and recycle growth in value locally, support to deliver transformation of health commissioning, payment by results for reducing worklessness and</p>

	providing GVA growth and reductions in welfare costs. The bid will require the establishment of a combined authority to manage the programme. Work is ongoing to establish the detail of the governance structure.
1.14	There are three geographic parts to the growth bid, Crewe (linked to HS2), Warrington (completion of the new town growth in housing and jobs to achieve "city" status and the Mersey Dee Area.
1.15	The Mersey Dee area encompasses Chester, Wrexham, Wirral and Flintshire alongside a cross cutting theme of energy related growth which stretches across North Wales. For Flintshire, key priorities for growth are to ensure Warren Hall is brought forward alongside other areas of land within Deeside which as yet are undeveloped. To achieve the potential of these areas infrastructure investment in road and rail is needed.
1.16	Key risks at the moment are that the border creates a barrier to involvement in delivery of the growth bid. This could be a barrier in achieving match funding, or a legislative barrier or a devolved powers issue which provides difference in operating environment and could negatively impact on achieving Flintshire's growth potential.
1.17	The governance arrangements for the growth bid are under development. The MDA North Wales Councils will need to negotiate this in the coming months.
1.18	Northern Powerhouse
1.19	<p>The Northern Powerhouse is a concept which is achieving a lot of media and political interest across the UK. It's origins exist in a need for a number of North of England councils to collaborate to build a strong case around the need for infrastructure improvements in predominantly rail and road as key drivers for economic growth and conversely key inhibitors should it not be provided. As a result of the need to build a strong case for a Transport for the North submission to the UK Government by March 2016, consultants have been appointed to gather data on areas of economic strength (at the moment) and areas of potential future economic growth. There is synergy with the North Wales economy in a number of areas but predominantly advanced manufacturing, energy sciences and a key offer around quality of life. U.K. Government may wish to see growth projections which match the South East to create a strong case for prioritisation of capital investment funding.</p> <p>North Wales can add to the planned increase in GVA and is currently seeking support for Wales to be considered a formal part of the "Northern Powerhouse".</p>
1.20	The risks of not being involved are that North Wales could fail to maximise economic growth opportunities and not gain the traction needed for infrastructure investment funding which requires cross border solutions to be prioritised appropriately.
1.21	Deeside Enterprise Zone
1.22	On 2 nd April 2012, Deeside Enterprise Zone (DEZ) was officially launched

	as Wales' designated area for Advanced Manufacturing and Materials. DEZ had the ambition to create and safeguard 5,000 sustainable jobs, to grow Welsh GDP, to drive the economy of North Wales and to deliver an advanced manufacturing hub to underpin economic renewal in the area. DEZ is attracting established business expansion and new investment interest from local, national and overseas sources.
1.23	Of the seven such zones in Wales, Deeside leads the way. In the four years since its designation, DEZ has seen 2,728 new jobs created and a further 1,946 safeguarded (total 4,674), with a conversion rate of 63% of business enquiries into actual investment.
1.24	Development at the Northern Gateway site (200 hectares in total) is well under way with flood defence mitigation completed and the road infrastructure, facilitated and co-funded by Welsh Government, is due to be completed by 2020. Between now and 2030 the ambition is for the creation of 7,000 new permanent jobs and investments in both new housing and the improvement of existing social housing in the surrounding residential areas. £85m of private and £10m of public investment is forecast for the Northern Gateway, and £98m of private and £22m of public investment for the DE.
1.25	The proposed Deeside Advanced Manufacturing Centre (DAMC) will be pivotal. Now at an advanced stage for Ministerial approval and public sector investment, and with a partnership with Swansea University emerging, the University having just opened its considerable new engineering and technology faculty, the prospects for the vision becoming a reality are positive. DAMC will be a centre of excellence for advanced and sustainable manufacturing and technology, built upon a unique partnership of industry, education and government with access to research and development facilities. The centre will build and retain a high value skills base and develop an enterprise culture where all businesses are valued and supported with opportunities for new starts, rapid commercialisation and inward investment.
1.26	Next steps
1.27	Continue with this work to develop a role and influence in both LEP and Northern Powerhouse and work collaboratively across North Wales to achieve mutually beneficial economic growth.

2.00	RESOURCE IMPLICATIONS
2.01	Flintshire Council contributes £7k per year to fund the Mersey Dee Alliance and £30k for the EAB.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	There is no immediate consultation requirements

4.00	RISK MANAGEMENT
4.01	Key risks are identified throughout each section of this report.
5.00	APPENDICES
5.01	None.
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. Contact Officer: Clare Budden Chief Officer (Community & Enterprise) Telephone: 01352 703800 E-mail: clare.budden@flintshire.gov.uk
7.00	GLOSSARY OF TERMS
7.01	EAB – North Wales Economic Ambition Board
7.02	MDA – Mersey Dee Alliance
7.03	GVA – gross value added, a term for measuring economic growth
7.04	LEP – Local Enterprise Partnership, (England)



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 16 th March, 2016
Report Subject	Quarter 3 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 third 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 3 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 3 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 – 3 are in a new format, which has been generated from the new performance management solution, CAMMS.
1.03	CAMMS has been purchased to provide benefits which include: <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	Analysis of performance against the Improvement Plan measures is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:- <u>Performance</u> <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. <u>Outcome</u> <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: Housing (Appropriate and Affordable Homes) PI: The average number of calendar days taken to deliver a Disabled Facilities Grant (DFG) for Children. Q3 Target 316 – Q3 Actual 0</p> <p>Whilst no children’s DFG’s have been completed during this quarter, a particularly complex DFG completed in quarter one, taking a total of 660 days, has resulted in an average of 433 days for the year to date position and therefore a ‘red’ RAG status.</p>
1.05.2	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital Works Target – Heating Upgrades Q3 Target 102 – Q3 Actual 55</p> <p>It was anticipated that the installation of new heating systems in Treuddyn would have commenced during this quarter. The off gas infrastructure has now been installed and the heating installations will be undertaken during quarter four. Overall delivery against target is behind by 70 properties due to this delay. However, the number of installations will be increased in the final quarter to address this.</p>
1.05.3	<p>Priority: Housing (Modern, Efficient and Adapted Homes) PI: Capital Works Target – Smoke Detectors Q3 Target 200 – Q3 Actual 153</p> <p>Although performance did not meet the target for the quarter, it is expected the overall target for the year will be achieved, with the shortfall being made up during quarter four. Additional resources has been allocated to this programme to ensure full delivery.</p>
1.05.4	<p>Priority: Economy and Enterprise (Town and Rural Regeneration) PI: Number of business grants offered to high street businesses Q3 Target 2 – Q3 Actual 0</p> <p>Nine businesses have formally signed up to the Deeside Shop Front grant scheme but none have reached the offer stage.</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 3 and the detail is included in the reports at Appendix 1 – 3.

5.00	APPENDICES
5.01	Appendix 1 – Quarter 3 Improvement Plan Progress Report – Housing.
5.02	Appendix 2 – Quarter 3 Improvement Plan Progress Report – Economy and Enterprise.
5.03	Appendix 3 – Quarter 3 Improvement Plan Progress Report – Poverty.

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 May; focusing initially on the Council’s Improvement Plan and the Portfolio of Social Services. The following link provides further information about CAMMS. http://cammsgroup.com/
7.03	Disabled Facility Grant (DFG) – a grant available for larger adaptations to a person’s home.
7.04	Deeside Shop Front Grant Scheme – a scheme to better inform the public of the nature of the business whilst improving the visual impact of the building and wider appearance of the street.

Appendix 1 - Quarter 3 Improvement Plan Progress Report – Housing

Flintshire County Council

Page 29

Actions

1 Housing

1.1 Improving the choice and quality of local housing

1.1.1 Appropriate and Affordable Homes

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.1 Meet the new homeless prevention duties of the new Wales Housing Act 2014	Pam Davies - Housing Options Team Leader	In Progress	01-Apr-2015	31-Mar-2016	70.00%		
<p>ACTION PROGRESS COMMENTS: To fulfil the duties specified in the Housing (Wales) Act 2014 (prevent or relieve homelessness), the local authority must assess the housing and support needs of households who are homeless or threatened with homelessness within 56 days. Reasonable steps are taken to help clients to either remain in their current accommodation or find an alternative housing solution. However, there is also a duty to provide free housing advice for anyone with a housing related problem and provide them with such advice which prevents them from accessing the formal homeless route. This quarter the service received a total of 218 referrals from the housing triage teams, of those only 178 went on to make a formal presentation in accordance with the legislation, the remainder were helped at an early stage resulting in a positive outcome for the customer. The new configuration of the service means some clients are helped by the triage team at first point of contact and not referred to the housing solutions service. These outcomes are currently not recorded but will be included as a requirement for 2016/17. The figures reported in this document are based on the number of outcomes reached during the quarter (73) and of those the number of cases where prevention or relief failed and the household became homeless. Failed prevention includes all those who become homeless whether they are owed a duty or not. In instances where a household withdraws an application or fails to co-operate, the figures are not included as a successful outcomes or a failed outcome.</p> <p>Last Updated: 03-Feb-2016</p>							

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

The work is overseen by fortnightly meetings the SHARP Design Team which included representatives from Wates (the development partner), Planning, Highways, Housing, Streetscene, Building Control and Design and Consultancy Team.

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

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

Last Updated: 10-Feb-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.3 Meet the duties of the Wales Housing Act 2014 for the Traveller Community	Denise Naylor - Customer Services Manager	In Progress	01-Apr-2015	31-Mar-2016	80.00%		

ACTION PROGRESS COMMENTS:

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

Last Updated: 10-Feb-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.4 Develop our extra care provision to provide units in Flint and Holywell	Craig Macleod - Development & Resources Manager	In Progress	01-Apr-2015	31-Mar-2016	50.00%		

ACTION PROGRESS COMMENTS:

Quarter 3:

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

Outline planning permission was refused for the Holywell Extra Care scheme in April 2015 as a result of concerns regarding the site chosen and the impact of the loss of parking to the town. Alternative sites and designs are being reconsidered with the scheme partner Wales & West, to ensure that a quality and viable scheme can be developed within the Holywell area. There will be close consultations and information sharing with local members, town councillors and residents prior to formal planning applications being submitted.

Q2 Update:

The scope of the archaeology work has been expanded as a result of the excavations to date, which have revealed areas of regional and national archaeological importance. A build

start date on site of February 2016 is now expected. With approximately an 18 month build, the scheme would be opened approximately November 2017.

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

Quarter 1: Full planning permission was granted for the Flint Extra Care scheme in April 2015. The design was signed off by Social Services in May. The service model will be agreed in partnership with Pennaf. The build is scheduled to commence in October 2015, subject to the movement of utilities and completion of the archaeology surveys. It will be an 18 month build and completion is aimed for April 2017.

Last Updated: 02-Feb-2016

1.1.2 Modern, Efficient and Adapted Homes

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

ACTION PROGRESS COMMENTS:

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

Last Updated: 10-Feb-2016

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

ACTION PROGRESS COMMENTS:

Performance in the first three quarters has been strong with 32 long term vacant properties returned to use against a target of 30. This is as a result of additional funds through Vibrant & Viable Places being made available for the Living Over The Shops initiative and the high demand for Houses into Homes loan funding.

Last Updated: 10-Feb-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE	PROGRESS	OUTCOME
--------	--------------	--------	------------	----------	----------	----------	---------

					%	RAG	RAG
1.1.2.3 Deliver the six year asset management strategy to meet the Welsh Housing Quality Standard across all Flintshire Council homes	Sean O'Donnell - Contract Surveyor	In Progress	01-Apr-2015	31-Mar-2016	15.00%		
<p>ACTION PROGRESS COMMENTS: The strategy has been developed and approved. The capital works team have completed all the main tendering exercises and are currently delivering the projects on site.</p> <p>Approximately 5% reflects the progress made with the tendering processes and a further 10% commencing onsite with the new Contractors.</p> <p>Additional Contractors have been procured to assist on work streams where Contractor performance has been an issue. One Contractor has experienced difficulties on their project and although this has improved; the Contractor will not fulfil their original target.</p> <p>100% will only be achieved once the whole six year plan is delivered.</p> <p>Last Updated: 08-Feb-2016</p>							

Performance Indicators

1 Housing

1.1 Improving the choice and quality of local housing

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

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Pam Davies - Housing Options Team Leader

Aspirational Target:

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

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

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Pam Davies - Housing Options Team Leader

Aspirational Target:

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

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

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.1M04 The number of gifted new homes realised through Section 106 Planning Agreement between the Council, NEW Homes and the developers	No Data	2	2			4	6	
<p>Lead Officer: Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager Reporting Officer: - Aspirational Target: Progress Comment: 2 properties in St Mary's Drive, Northop Hall were transferred to NEW Homes Quarter 3. A further 2 properties are scheduled to be transferred to NEW Homes at Overleigh Drive, Hawarden during Quarter 4.</p>								

1.1.2 Modern, Efficient and Adapted Homes

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

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

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

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

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

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

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

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP1.1.2M13 (IPH3M1) - Capital Programme expenditure on improvement work streams (Managing expenditure within or below budget to maximise available financial resources - Capital works budget)	No Data	7,638,886	8,000,000			12,897,757	14,750,000	

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

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

RISKS

1.1 Improving the choice and quality of local housing

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

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

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

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

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

Potential Effect: Insufficient capacity within existing extra care provision

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

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

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

Potential Effect:

Management Controls: Continue to ensure that affordable housing is achieved on all sites where Local Planning Guidance No.9 is in force. Appoint to the vacant Affordable Housing Officer post.

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

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

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

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

This is in addition to the SHARP which will deliver 500 new affordable (300) and Council (200) homes over the next five years across the county. The plan has been approved by Council Cabinet and NEW Homes Board and will also see the purchase of 8 additional affordable homes and the delivery of a further 13 new build units are due to be transferred to NEW Homes during 2015/16 from 3 schemes across the county, with 3 final properties in 2016/17, providing a total of 31 homes.

NEW Homes aims to borrow against its existing assets to secure new affordable housing units. Initial plans included in the financial modelling will see NEW Homes acquire 8 properties to let at affordable rents.

1.1.2 Modern, Efficient and Adapted Homes

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The increased work programme to deliver the WHQS will not be met due to the scale of the programme	Clare Budden - Chief Officer - Community and Enterprise	Nikki Evans - Senior Manager Council Housing Services				Open

Potential Effect:

Management Controls: Ensure sufficient staffing resource and effective procurement practices

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

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Council funding for adaptations and home loans will not be sufficient to meet demand	Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager				Open

Potential Effect:

Management Controls: Strong budgetary control of council and Welsh Government resources to ensure as far as possible that demand, particularly statutory demand in the case of adaptations can be met.

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

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

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

homes is not taken up by residents	Officer - Community and Enterprise	Regeneration & Strategy Manager				
<p>Potential Effect:</p> <p>Management Controls: Ensure that the availability of financial support to homeowners is widely promoted.</p> <p>Progress Comment: Quarter 3 commentary is the same as for quarter 2.</p> <p>There has generally been an increase in interest due to the launch of the national loan scheme and publicity associated with that. Local publicity was commissioned in Q1 through a local trade magazine and therefore confidence is currently high that applications will meet the resources available.</p> <p>Interest in Q2 has increased due to marketing through Inside Flintshire and direct mailings to landlords associated with the Bond Scheme. The risk is that without the additional staffing required it will be difficult to process all the applications and applicants lose interest or applicants get delayed.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Customer expectations for the timeliness of adaptations undertaken through disabled facilities grants will not be met due to competing demands on resources	Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager				Open
<p>Potential Effect:</p> <p>Management Controls: Recruit to currently vacant posts and continue to streamline processes and procedures. Introduces a complete electronic document management system</p> <p>Progress Comment: Quarter 3 commentary is the same as for quarter 2.</p> <p>The recruitment of three posts is progressing as planned.</p> <p>The recruitment of two posts directly linked to the adaptations function is now underway. Further recruitment is planned to address the capacity gap caused by the increased WG resources of Home Improvement Loans, Houses into Homes Loans and Vibrant & Viable Places Energy works.</p>						

This page is intentionally left blank

Appendix 2 - Quarter 3 Improvement Plan Progress Report – Economy and Enterprise

Flintshire County Council

Page 43

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	75.00%		

ACTION PROGRESS COMMENTS:

Quarter 3 has resulted in 19 new business enquiries of which 7 have converted to investment with an additional 16 enquiry conversions from previous periods, resulting in 381 new jobs throughout the county. Expansions from existing businesses and new investment have all contributed to job creation.

Last Updated: 13-Jan-2016

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	75.00%		

ACTION PROGRESS COMMENTS:

Quarter 3 shows increased activity relating to business expansion and growth potential. FBW 2015, attended by 2,625 delegates was delivered during Q3 as a dedicated Council event positively promoting the public, private and third sectors within the county and wider region through delivery of:-

- FBW seminars – including the regional economy; manufacturing industries; academia; apprenticeships and workforce training;
- Regional Business Exhibition – featuring 60 business stands from across the region to promote networking and trading opportunities;
- Flintshire Business Awards – showcasing Flintshire business excellence and the best in class in ten award categories;
- Development of Flintshire In Business website and Year Book 2015/16;
- Flintshire Industry Awareness 2 day event – raising awareness of the manufacturing sector with school aged students

Last Updated: 13-Jan-2016

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%		
<p>ACTION PROGRESS COMMENTS: Welsh Government reported 1,530 premises enabled in quarter 3, resulting in 22,363 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. Airband are one of the three supplier options, appointed by Welsh Government and will rollout their wireless solution to business parks and industrial estates by June 2016.</p> <p>Last Updated: 13-Jan-2016</p>							

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	75.00%		
<p>ACTION PROGRESS COMMENTS: The Vibrant and Viable Places programme is now in its second year of delivery. The projects for this year are all underway and the programme is forecast to draw down all of the funding for this financial year. Projects include: 1) Shop front grants and grants to convert space over shops into accommodation 2) Environmental improvements 3) Energy efficiency improvements to housing 4) Group repair scheme to improve private housing stock</p> <p>Last Updated: 10-Feb-2016</p>							

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	75.00%		
<p>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 future approach is under review with local stakeholders in Buckley, Holywell and Mold. In Flint the programme of regeneration centered around the replacement of the maisonettes is being delivered according to plan.</p>							

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%		

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.

Alternative methods of distribution for promotional materials by Autumn 2015-Alternative methods of distribution for promotional materials by Autumn 2015.

Jan 2016

- Mold Connects Office officially opened late December 2015. Work on-going with the Connects team to enhance the provision of visitor information at first at this facility and then other centres across the County.
- Flintshire's Destination Management Partnership reformed. A key action the Partnership wishes to address is the provision/ accessibility of visitor information locally and regionally. What, Where and How? - the Destination Management Partnership agreed to meet towards the end of February to action this point.
- Development of new electronic promotion and communication tools e.g. website by May 2015-New Explore Flintshire website (www.exploreflintshire.co.uk) launched March 2015. On-going content management.
- Production and circulation of e-newsletter in collaboration with North East Wales Partnership i.e. Denbighshire and Wrexham Councils.
- Flintshire Connects will be offering customers the option of self-service via digital methods such a tablets. This will allow customers to access the Explore Flintshire website to see things to do, see and where to stay etc.

Looking into the possibility of QR codes on the external of all Flintshire Connects buildings to allow customers to Explore Flintshire outside of office opening times. The QR code will link direct to the Explore Flintshire website. Now in situ at the Mold Connects office. To be rolled out to all other Connects offices in Flintshire - Jan 2016 onwards.

North East Wales Year of Adventure film - underway. Designed to show North East Wales from a different perspective with a modern, fresh appeal to visitors. The film will be used heavily throughout 2016 on the new North East Wales website, social media channels and other marketing linked in with Visit Wales national 'Year of Adventure' campaign. Target for completion Mid-late March 2016.

North East Wales Marketing Material to support Visit Wales Campaigns. Activity planned is:

- Redesign of 2015 NE Wales brochure into a 2016 digital version promoting the Year of Adventure.
- Promotion/ distribution of digital brochure
- Social Media campaign (attracting circa 10-14,000 new followers to NE Wales social media portals & e-brochure)
- Year of Adventure logo for NE Wales
- Adventure branding of NE Wales website & improving back office functions

Performance Indicators

3 Economy and Enterprise

3.1.1 Business Sector Growth

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.1M01 Percentage of enquiries converted to investment in Flintshire	No Data	121.05	63			72.62	63	

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Rachael Byrne - Enterprise Manager

Aspirational Target:

Progress Comment: 19 new enquiries in Q3. 23 enquiry conversions equating to 66% conversion rate (a total of 35 enquiries with 16 from previous quarters) 7 from Q3; 15 from Q2; 1 from Q4 last year.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.1M02 Number of jobs created in Flintshire	No Data	381	300			1222	900	

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Rachael Byrne - Enterprise Manager

Aspirational Target:

Progress Comment: 381 new jobs created in Flintshire of which 198 are within Deeside Enterprise Zone

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.1M03 Number of jobs safeguarded in Flintshire	No Data	No Data	50			No Data	150	

Lead Officer: Niall Waller - Enterprise and Regeneration Manager

Reporting Officer: Rachael Byrne - Enterprise Manager

Aspirational Target:

Progress Comment: No redundancies have been announced this quarter that require safeguarding support.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.1M04 Number of jobs created as a result of large capital programmes (Welsh Housing Quality Standard)	No Data	27	9			43	27	

Lead Officer: Tony Jones - Capital Works Team Manager

Reporting Officer: Sean O'Donnell - Contract Surveyor

Aspirational Target:

Progress Comment: All contractors are continuing to utilise local subcontractors and several contractors are now engaging local labour direct due to the longevity of the contracts.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.1M05 Number of jobs created as a result of large capital programmes (Strategic Housing and Regeneration Programme)	No Data	No Data	2			No Data	2	

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. Recruitment for employment opportunities will commence for The Walks, Flint and Custom House School, Connah's Quay in Quarter 4.

3.1.2 Town and Rural Regeneration

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.2M07 Number of business grants offered to high street businesses	No Data	0	2			3	6	
<p>Lead Officer: Niall Waller - Enterprise and Regeneration Manager Reporting Officer: Niall Waller - Enterprise and Regeneration Manager Aspirational Target: Progress Comment: 9 businesses have formally signed up to the Deeside Shop Front grant scheme but none has yet reached the offer stage.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP3.1.2M08 Number of trainees recruited	No Data	16	10			29	30	
<p>Lead Officer: Niall Waller - Enterprise and Regeneration Manager Reporting Officer: Niall Waller - Enterprise and Regeneration Manager Aspirational Target: Progress Comment: The next tranche of trainees have been recruited to the Deeside Green Team programme and their package of work experience and training is underway.</p>								

RISKS

3 Economy and Enterprise

3.1.1 Business Sector Growth

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	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.	Clare Budden - Chief Officer - Community and Enterprise	Rachael Byrne - Enterprise Manager				Open
<p>Potential Effect: Some areas within Flintshire will not be covered by superfast broadband which may have an adverse effect on encouraging business growth and investment.</p> <p>Management Controls: 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.</p> <p>Progress Comment: Roll-out of Superfast Broadband is outside of FCC control. Monitoring of BT roll-out is provided through quarterly Welsh Government progress reports.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	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.	Clare Budden - Chief Officer - Community and Enterprise	Rachael Byrne - Enterprise Manager				Open
<p>Potential Effect: FCC contract outside of the County and are seen as not supporting local businesses (reputational risk).</p> <p>Management Controls:</p> <p>Progress Comment: FBW 2015, attended by 2,625 delegates was delivered during Q3 as a dedicated Council event positively promoting the public, private and third sectors within the county and wider region through delivery of:-</p> <ul style="list-style-type: none"> - FBW seminars – including the regional economy; manufacturing industries; academia; apprenticeships and workforce training; supply chain development with major projects - Regional Business Exhibition – featuring 60 business stands from across the region to promote networking and trading opportunities; - Flintshire Business Awards – showcasing Flintshire business excellence and the best in class in ten award categories; - Development of Flintshire In Business website and Year Book 2015/16; - Flintshire Industry Awareness 2 day event – raising awareness of the manufacturing sector with school aged students 						

3.1.2 Town and Rural Regeneration

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	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.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager				Open
<p>Potential Effect: Council will not secure sufficient external funding to invest in urban and rural areas adversely affecting the Council's reputation.</p> <p>Management Controls: 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.</p> <p>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.</p> <p>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 although the criteria have been changed by WG and are now more restrictive which will reduce the number of projects submitted.</p> <p>The Council has helped the Big Lottery to raise awareness of the new Creating your Space funding programme which applies across Flintshire. A number of community groups are considering applications.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Opportunities to access funding to invest in the promotion of tourism are not maximised	Clare Budden - Chief Officer - Community and Enterprise	Richard Jones - Regeneration Project Officer				Open
<p>Potential Effect: Reduced number of initiatives to promote tourism across Flintshire.</p> <p>Management Controls:</p> <p>Progress Comment: Regional Tourism Engagement Fund - source Welsh Government (Visit Wales). Funding round opens 1st April 2016. Ideas for projects being discussed with Destination Management Partnerships. Rural Community Development Plan Programme/ Leader Funding - working with partners to explore opportunities for bids. Big Lottery Fund - exploring possibility of a tourism mentoring/ grants programme.</p>						

RISK	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK	CURRENT RISK	TREND	RISK
------	--------------	---------------------	--------------	--------------	-------	------

TITLE			RATING	RATING	ARROW	STATUS
External funding sources are often weighted towards urban regeneration with funding for rural regeneration being limited.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager				Open
<p>Potential Effect: Rural locations will not receive the funding required to effectively regenerate them.</p> <p>Management Controls: 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. The Council has also helped the Big Lottery to promote the new Creating your Space programme which applies to both rural and urban areas. The Council has also helped to promote the RWE wind farm grant funding which applies to the rural north of the County.</p> <p>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 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. The Council has also helped to promote the RWE wind farm grant funding to rural communities.</p>						

This page is intentionally left blank

Appendix 3 - Quarter 3 Improvement Plan Progress Report – Poverty

Flintshire County Council

Page 55

Actions

6 Poverty

6.1 Protecting people from poverty

6.1.1 Maximising Income

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.1 Help children, young people and families, in or at risk of poverty achieve their potential.	Gail Bennett - Early Intervention Services Manager	In Progress	01-Apr-2015	31-Mar-2016	75.00%		
<p>ACTION PROGRESS COMMENTS:</p> <p>The Early Years and Family Support Service have made several contributions towards this action, through a multi-agency, partnership arrangements. Further information is available in the Joint Education and Youth and Social and Health Overview and Scrutiny Committee Report - 4 June 2015.</p> <p>The main highlights are:</p> <ul style="list-style-type: none"> - Involvement with the Anti-Poverty strategic and sub-groups. - Implementation of Flying Start Guidance and the recruitment of a specialist Speech, Language and Communication Lead and a Safeguarding Clinical Nurse. - Partnership with the national, 'Money Advice Service' (MAS) to conduct some ground breaking research in Wales. The pilot (and accompanying 2 year longitudinal evaluation) will test the effectiveness of programmes designed to improve children's financial capability through working with parents. The aim is to produce rigorous evidence on the impact and cost-effectiveness of parenting programmes. The pilot will raise awareness to parents of the important role they play and equip them with the desire, confidence and ability to develop the next generation of financially capable adults. Financial capability will be weaved into existing parenting programme interventions within Flying Start, some Families First delivery and school delivery of programmes such as Family Links and Incredible Years. Adult financial capability is a direct consequence of what has been seen, experienced and learned throughout childhood and adolescence, so to become financially capable, children need to observe, talk about and experience money on a regular basis. Starting young is key, with financial capability developed from the age of three with many future adult habits set by the age of seven. Parents are likely to be the strongest factor to influence adult financial capability (they are the most trusted messenger in childhood and they provide the environment for children to see, experience and learn about money on a daily basis). Despite this, there is minimal provision to support parents and little evidence about what works and what doesn't. The pilot aligns with Welsh Government requirements and has the approval of programme licence holders. - Social Care Accolades Awards 2015 (National Award), 'Better Outcomes through Working Together'. Particular focus was given to the community engagement programmes, Families and Schools Together and parenting programmes - many of the parents who have been involved in the programme have gained employment or taken up further education due to their involvement in the programme, increased links with school and a reduction in social isolation and an increase in confidence. The programmes are delivered primarily through pooled grant funding from Flying Start, Families First and school Pupil Deprivation Grant. Schools report an increase in attendance and improved behaviour. It is recognised that this forms part of a whole school, whole family approach. <p>Invite as member of Wales delegation to EuroChild Symposium in Galway in December to highlight the parenting work in Flintshire re early intervention and prevention partnership between Flying Start, Families First and primary schools using their Pupil Deprivation Grant.</p> <p>January 2016: Flying Start and Y Teulu Cyfan, Families First funded project/workers were trained in Financial Support for parents - part of the national evaluations to support parents to support their children in the right messages.</p> <p>Last Updated: 12-Jan-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.2 Provide advice and support services to help people protect their income	Paul Neave - Manager - Advice and Homelessness Service	In Progress	01-Apr-2015	31-Mar-2016	75.00%		
<p>ACTION PROGRESS COMMENTS: FCC continues to provide advice and support services that are helping residents to maximise their household income through accessing their correct entitlement of social security benefits and manage their debts as effectively as possible. The combination of the Advice and Support Gateways and the empowering of front line staff with additional social welfare knowledge/skills are helping, as much as possible, to manage the increase demand from residents, impacted by the welfare reforms, for access to advice and support providers.</p> <p>Last Updated: 02-Feb-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.3 Support the implementation of Universal Credit (UC) within Flintshire	Paul Neave - Manager - Advice and Homelessness Service	In Progress	01-Apr-2015	31-Mar-2016	75.00%		
<p>ACTION PROGRESS COMMENTS: Universal Credit (UC) is being delivered by all the Jobcentres throughout Flintshire. However, due to the restrictions placed upon which working age claimants may claim UC (through the imposition of the UC eligibility gateway criteria) the majority of UC claimants within Flintshire are single and without overly complex life situations. In December 2015, the DWP announced the latest timetable for the implementation of UC throughout the United Kingdom. This notes that UC will become accessible to more claimants from May 2016, and predicts that UC will be wholly implemented throughout the United Kingdom by March 2021. However, the inclusion of an increased number of working age claimants onto the UC caseload will be managed via a phased approach. Given the lack a 'Welsh language UC digital claim form' it can be assumed that the roll-out of UC to more claimant groups within Flintshire will not commence until February 2017 – the date at which the DWP aim to have developed the Welsh language on-line claim form. The Delivery Partnership Agreement for 2015/16, funded by the DWP continues to ensure that the Flintshire UC claimants who need support to make an on-line application and/or personal budgeting support, currently, have easy access to appropriate help and support.</p> <p>Last Updated: 02-Feb-2016</p>							

6.1.2 Fuel Poverty

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.1 Help residents to access funding support to improve the thermal efficiency of their homes	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2015	31-Mar-2016	75.00%		
<p>ACTION PROGRESS COMMENTS: This quarter, gas infill works continued in Treuddyn. Rhydymwyn mains laying also continued. The team has been successful in securing Warm Homes Arbed funding for parts of Shotton and Garden City, and contractors have now been appointed, with the first surveys and quotations in. Installations commenced in Q3. Work has also now commenced for the Arbed ERDF project in Deeside and completed in Flint.</p> <p>Last Updated: 18-Feb-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.2 Deliver energy efficiency measures to council homes	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2015	31-Mar-2016	75.00%		
<p>ACTION PROGRESS COMMENTS: Review of remaining off gas and solid walled properties for Housing Asset Management team now complete, and looking into further opportunities for funding remaining council solid walls and off gas solutions. Solar PV project complete and additional off gas and solid wall council properties being considered.</p> <p>Last Updated: 18-Feb-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.3 Develop a best practice procurement solution for energy efficiency and renewable energy across Wales	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2015	31-Mar-2016	60.00%		
<p>ACTION PROGRESS COMMENTS: Further development of framework undertaken with Procurement team. Progress now on hold awaiting outcome of discussions with National Procurement Service and Welsh Government. Positive progress is now being made with the National Procurement Service and Valueworks. Further meet the buyer events are planned to March 2016.</p> <p>Last Updated: 18-Feb-2015</p>							

Performance Indicators

6 Poverty

6.1.1 Maximising Income

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M05 (WEL/001) Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC	No Data	162,500	166,666.67			1,647,886	1,500,000.03	

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Paul Neave - Manager - Advice and Homelessness Service

Aspirational Target:

Progress Comment: During December 2015, the successful outcomes to the interventions by the Welfare Rights Team have helped Flintshire households to access welfare benefits and tax credits with a weekly value of £3,125 (£162,500pa) and, during this month, the team also helped households to access one-off payments totaling £29,234.

Note: in total, during the three quarters of the current financial year the team have helped residents to claim on-going social security income totaling £27,985pw (£1, 455,220pa). The team have also helped residents to claim £282,400 in one -off social security payments.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M06 Speed of processing of Housing Benefit claims - new claims	15.8	16.35	17.5			20.34	17.5	

Lead Officer: Jen Griffiths - Benefits Manager

Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)

Aspirational Target:

Progress Comment: Performance within target for Quarter 3 - working practices have been realigned and dedicated officers have been allocated to new claims processing

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M07 Speed of processing of Housing Benefit claims - change of circumstances	5.4	6.6	9			8.3	9	

Lead Officer: Jen Griffiths - Benefits Manager

Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)

Aspirational Target:

Progress Comment: Performance in target for Quarter 3 - due to realignment of working practices to prioritise changes to minimise overpayments to customers

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M08 Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	No Data	319	Not Set			953	Not Set	

Lead Officer: Katie Clubb - Community Support Services Manager

Reporting Officer: Paul Neave - Manager - Advice and Homelessness Service

Aspirational Target:

Progress Comment: During the period September to December 2015, the Welfare Rights Unit accepted 319 new referrals from Flintshire households and provided these households with advice and support on a total of 312 social security or tax credit claims.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M09 Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes	No Data	75825.24	Not Set			145347.08	Not Set	

Lead Officer: Jen Griffiths - Benefits Manager

Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)

Aspirational Target:

Progress Comment: Expenditure has reached 73% of the government contribution as at the end of Quarter 3, Discretionary Housing payments are continuing to be promoted with internal departments and partner organisations to ensure that the full government contribution is used by the end of quarter 4

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator	YTD Actual	YTD Target	YTD RAG
-----------	-----------------	---------------	---------------	-----------	-----------------	------------	------------	---------

					Trend			
IP6.1.1M10 Number of residents supported to better manage their financial commitments	No Data	34	Not Set			129	Not Set	

Lead Officer: Katie Clubb - Community Support Services Manager
Reporting Officer: Paul Neave - Manager - Advice and Homelessness Service
Aspirational Target:
Progress Comment: During the period September to December 2015, the FCC Money Advice Officer accepted 34 new referrals from Flintshire households who were at risk of homeless, providing these households with specialist advice and support and helping them to better manage their household debts and maintain their contractual housing costs.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M11 Number of Universal Credit claimants referred for Personal Budgeting support	No Data	6	Not Set			20	Not Set	

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: This figure is in line with the agreed amounts in the Delivery Partnership Agreement with Department for Work and Pensions. Work is continuing via communication with colleagues and partner organisations to ensure that claimants who may benefit from this service are referred through for support.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M12 Number of Universal Credit claimants referred for assistance with on-line access	No Data	1	Not Set			3	Not Set	

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: The low take-up of assistance offered for online access is in line with the rest of the year's performance. This is mainly due to the current client group that are accessing Universal Credit.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
-----------	-----------------	---------------	---------------	-----------	-----------------------	------------	------------	---------

IP6.1.1M13 Number of enquiries received from the Universal Service Centre by Flintshire County Council's Housing Benefit Service relating to housing costs	No Data	0	Not Set			34	Not Set	
--	---------	---	---------	--	--	----	---------	--

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: No enquiries were received during Quarter 3

6.1.2 Fuel Poverty

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M14 Number of private homes receiving energy efficiency measures	No Data	32	30			393	345	

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: This figure reflects all non-FCC properties receiving measures, which includes owner occupied, private rented, housing association and shared ownership.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M15 Overall annual fuel bill reduction for residents	No Data	71,730	70,000			174,320	150,000	

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: £9,530.00 annual savings in non-council properties plus £62,200.00 annual council energy bill savings made this quarter. Please see comments on number of homes receiving improvements for more details.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M16 Annual reduction in carbon emissions	No Data	9,838.45	8,000			19,065.45	17,000	

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: This figure is a calculation of the lifetime tonnes carbon dioxide emissions (Itc) saved by completing the measures counted this quarter. It varies by measure based on how much is saved in a typical home using Department for Energy and Climate Change verified savings estimates.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M17 Number of Council homes receiving energy efficiency measures	No Data	379	220			461	285	

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: 293 of 398 completed by end of Q3, remaining properties completed early Q4 (deadline for FIT drop was extended to 14th Jan)

Page 53

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M18 Overall annual fuel bill reduction for tenants in Council homes	No Data	62,200	23,000			76,870	32,000	

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: as above

RISKS

6 Poverty

6.1.1 Maximising Income

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand for advice and support services will not be met.	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service				Open

Potential Effect: Service providers with insufficient resources to meet demand will quickly build up long waiting lists and residents will not be able to access timely advice that prevents problems from escalating to ones that require more costly specialist interventions.

Reduced access to advice and support will result in residents facing legal enforcement action, particularly those with debt problems and residents will be unable to gain entitlement to their legal entitlement of social security income, impacting their ability to maintain their financial commitments, including housing costs.

Increase in demand from residents for access to emergency provision, such as food banks, FCC provision, i.e., section 17 & 21 payments, etc.

Management Controls: FCC is continuing to fund the Flintshire Advice Gateway to complement the Flintshire Support Gateway. Both gateways aim to ensure residents in need of social welfare advice and support are referred to an appropriate service provider in order to, as far as practical, maximise effective use of resources.

Whilst the FTTP is overseeing initiatives that is helping advice and support providers to manage the increased demand from Flintshire households experiencing social welfare problems, the provisions within the Welfare Reform and Work Bill 2015, currently being considered by the UK Parliament, will if enacted, increase the number of Flintshire households, who from April 2016, will face a reduction in their present level of social security/tax credit income. It is to be assumed that these households will seek appropriate advice and support to help resolve the problems that their loss of income will generate.

Progress Comment: The Flintshire Tackling Poverty Partnership is overseeing initiatives, including the Advice and Support Gateways which are helping providers to manage the increased demand from Flintshire households experiencing social welfare problems as a result of the £17 billion reduction in expenditure on working age benefits implemented by the Welfare Reform Act 2012.

However, the provisions within the Welfare Reform and Work Bill 2015, currently being considered by the UK Parliament, will, if enacted, increase the number of Flintshire households who, from April 2016, face a reduction in their present level of social security/tax credit income. (The second phase of welfare reforms is projected to save £12 billion from the working age social security budget by 2019/20).

It is to be assumed that many of the Flintshire households impacted will require appropriate advice and support to help them resolve the problems that their loss of social security income will generate.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Debt levels will rise if tenants are unable to afford to pay their rent	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service				Open

Potential Effect: Rent arrears levels amongst FCC tenants will increase if they are not able to implement strategies to manage the impact generated by the reduction in their Housing Benefit award. Any reduction in income to the Housing Revenue Account negatively affects the Housing Service Business model.

Increase in court action for possession being taken against social housing tenants, particularly those with existing rent arrears which are worsened by the spare room subsidy. This will create additional financial pressures upon the fulfilment of FCC statutory homeless duties.

Management Controls: Continue the proactive response to FCC tenants impacted by the spare room subsidy ensuring they are supported to remain in, or move from their property, lessening the negative impact on the Housing Revenue Account and the risk of homelessness.

FCC funding a personal budgeting support service (delivered by the CAB) for Universal Credit claimants who experience problems managing their single monthly UC payment, including their housing costs.

FCC continuing to provide advice and support services helping Flintshire households maximise their income through accessing social security benefits & better managing their financial commitments.

FCC's effective management of Discretionary Housing Payment budget is enabling target support to households, primarily impacted by the welfare reforms.

Progress Comment: Due to the continued safe and secure implementation of Universal Credit (UC) within Flintshire, the number of UC claimants who are also liable for rent is low. Therefore, the personal budgeting service, delivered by the Citizen Advice Service, is coping with the demand for advice and support from UC claimants. Training has also been delivered by FCC on the UC Alternative Payment Arrangements to internal and external housing staff to raise their awareness of the safeguards that are available within the UC regulations to help tenants, who will struggle to manage their monthly UC payment in readiness for when the larger scale migration of claimants across to UC commences expected to be in the Spring of 2017 in Flintshire. FCC also advises the DWP of issues that arise with the UC Service Centre's processes for dealing with requests from social/private landlords for a UC claimant's housing costs to be paid directly to a landlord.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The local economy will suffer if residents have less income to spend	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service				Open

Potential Effect: Low income households predominately spend their income on local services and business, if these households cannot replace lost social security income with earned income, or have their household income maximised in other ways, there will be less spending power within the Flintshire local economy. It is estimated that an increase of £1 million income pa amongst low income households may result in 12 jobs being created within a local economy – a loss of £1 million pa creates pressures upon the sustainment of such jobs and limits job creation.

Management Controls:

Progress Comment: FCC continues to provide services that assist residents to maximise their household income. This is achieved by supporting residents to access their correct

entitlement to social security benefits and tax credits and/or through helping them to manage their financial commitments more effectively. During the period April to December 2015, the successful outcomes to the interventions by the Welfare Rights Team have helped Flintshire households to access over £1.7 million in additional social security and Tax Credit payments (£1,455,220pa ongoing payments and £282,40 one-off social security payments). This additional income will be boosting spending power within the local economy.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Resources to meet the requirements of the Universal Credit roll-out will not be sufficient	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service				Open

Potential Effect: Additional resources required to enable FCC housing staff to prepare tenants for the new system and help them manage the transition. Increase in rent arrears and negative impact upon the Housing Revenue Account generated by the payment of UC housing cost directly to FCC tenants. Reluctance of Private Landlords to let to tenants in receipt of UC and reducing the expansion of the private rented sector as a housing solution for lower income residents. Increased demands for financial and digital inclusion initiatives to be delivered across the County.

Management Controls: FCC has negotiated a Delivery Partnership Agreement with the DWP for 2015/16. Due to the continued slow progress in the rollout of Universal Credit across Flintshire it is expected that the resources funded within this agreement will be adequate to cope with demand from UC claimants who need help to claim UC and to manage their on-going award.

Progress Comment: FCC has negotiated a Delivery Partnership Agreement with the DWP for 2015/16. Due to the continued slow progress in the rollout of Universal Credit across Flintshire the support resources funded within this agreement will be adequate to cope with demand from UC claimants who need help to claim UC and to manage their on-going award.

FCC is engaging with the DWP on the plans for the development of a support framework that will be needed to ensure that UC continues to be delivered in a safe and secure manner when there is a significant increase in the number of working age people within Flintshire who are claiming UC – expected to be in the Spring of 2017.

6.1.2 Fuel Poverty

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Residents do not take up the energy efficiency measures as we hope	Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager, Leanna Jones - Home Energy Conservation Officer				Open

Potential Effect:

Management Controls: Ensure that the availability of financial support to homeowners is widely promoted.

Progress Comment: Quarter 2 commentary is still relevant for quarter 3.

The external funds received in Q1 are lower than they were in 2014/15, so publicity has been reduced to take account of this fact. Targeted promotion of funds has been carried out in the off gas areas, where there is a shortfall between project cost and external funding, resulting in the need for either a loan from the council or a householder contribution.

Additional funds have been secured through Arbed in Q2, so a targeted promotion in the affected area has begun and we are confident of attracting a sufficient number of households to spend the resource provided.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Available funding falls short of public demand	Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager, Leanna Jones - Home Energy Conservation Officer				Open

Potential Effect:

Management Controls: Ensure that funding opportunities through Welsh Government, Wales European Funding Office (WEFO) and Utility Companies are vigorously pursued.

Progress Comment: Quarter 2 commentary is still relevant for quarter 3.

The council has received the outcome of its bid for Arbed funding and was successfully awarded £860K of funding which has relieved some of the demand pressures. However, demand is always likely to outstrip the resources available.

This page is intentionally left blank



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 16 March, 2016
Report Subject	Forward Work Programme
Cabinet Member	N / A
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 – Current 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
13 April 2016	Strategic Housing and Regeneration Project (SHARP)	To seek Members support on the first phase Housing schemes, tenure, mix size and funding arrangements.	Consultation	Service Manager, Housing Programmes	
	Housing (Wales) Act 2014 – Homelessness	To review the implementation of the Housing (Wales) Act 2014 and how the Council undertakes its new homelessness prevention statutory duty.	Assurance/Monitoring	Service Manager Customer Support	
27 April, 2016	NEW Homes	To review the performance of NEW Homes	Assurance/Monitoring	Service Manager, Housing Programmes	20 April 2016
	The Welsh Housing Quality Standard (WHQS) – Verification in achieving and maintaining the Standard: next Steps	To present the development of a Strategy and approach to verifying achievement of the WHQS. And to provide an update on the suggestion for WHQS improvements to be delayed for tenants with long-term rent arrears.	Consultation	Senior Manager, Council Housing Services	

	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	
	Review of the Fair Debt Policy	To review the impact of the Fair Debt Policy previously approved by Cabinet.	Assurance/Monitoring	Income Manager	
8 June, 2016	Q4 – Year End Improvement Plan Monitoring Reports	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Assurance/Monitoring	Community & Enterprise Facilitator	1 June 2016
	Purchase of ex council stock	To consider proposals and criteria for the repurchase of ex council property	Consultation	Service Manager, Housing Programmes	
	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)	
	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	6 July 2016
----------------------	---	--	----------------------	-------------------------------------	--------------------

Items to be scheduled

- Service Charges for garden service – December 2016
- Business Rates Policy 2017/18 – Discretionary relief for Charitable, Voluntary and not for profit Organisations
- Update report on partnership working between the Council and Travis Perkins

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)

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank