

# Public Document Pack



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

To: Cllr Ian Dunbar (Chairman)

Councillors: Helen Brown, Geoff Collett, David Cox, Ron Davies, Adele Davies-Cooke, Mared Eastwood, Veronica Gay, Ray Hughes, Dennis Hutchinson, Brian Lloyd and Kevin Rush

10 December 2020

Dear Sir/Madam

**NOTICE OF REMOTE MEETING**  
**COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE**  
**WEDNESDAY, 16 DECEMBER, 2020 at 10.00 AM**

Yours faithfully

Robert Robins  
Democratic Services Manager

Please note: Due to the current restrictions on travel and the requirement for physical distancing, this meeting will not be held at its usual location. This will be a remote meeting and 'attendance' will be restricted to Committee Members. The meeting will be recorded.

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

## 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 5 - 10)

**Purpose:** To approve as a correct record the minutes of the meeting held on 4 November 2020.

### 4 **EMERGENCY SITUATION BRIEFING (VERBAL)**

**Purpose:** To update on the latest position and the risks and implications for Flintshire and service and business continuity.

### 5 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 11 - 20)

Report of Community and Enterprise Overview & Scrutiny Facilitator

**Purpose:** To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

### 6 **STRATEGIC HOUSING AND REGENERATION PROGRAMME - COMMUNITY BENEFITS** (Pages 21 - 44)

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

**Purpose:** To provide information on the Community Benefit being delivered through the SHARP Programme.

### 7 **WELFARE REFORM UPDATE** (Pages 45 - 58)

Report of Chief Officer (Housing and Assets) - Cabinet Member for Corporate Management and Assets

**Purpose:** To provide an update on the impact of Welfare Reform on Flintshire residents.

8 **HOUSING RENT INCOME** (Pages 59 - 64)

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

**Purpose:** To provide an operational update on rent collection and current arrear levels.

9 **ANTI-SOCIAL BEHAVIOUR POLICY** (Pages 65 - 94)

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

**Purpose:** To consider the Anti-Social Behaviour Policy and provide observations and comments for further consideration.

10 **RECOVERY STRATEGY UPDATE** (Pages 95 - 116)

Report of Chief Officer (Housing and Assets) - Cabinet Member for Housing, Cabinet Member for Corporate Management and Assets

**Purpose:** To provide oversight on the recovery planning for the Committee's respective portfolio(s).

11 **MID-YEAR PERFORMANCE INDICATORS FOR RECOVERY, PORTFOLIO AND PUBLIC ACCOUNTABILITY MEASURES** (Pages 117 - 132)

Report of Chief Officer (Housing and Assets) - Cabinet Member for Housing, Cabinet Member for Corporate Management and Assets

**Purpose:** To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.

This page is intentionally left blank



## **COMMUNITY HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE** **4 NOVEMBER 2020**

Minutes of the meeting of the Community, Housing & Assets Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Wednesday, 4 November 2020

### **PRESENT: Councillor Ian Dunbar (Chairman)**

Councillors: Helen Brown, Geoff Collett, Ron Davies, Adele Davies-Cooke, Mared Eastwood, Veronica Gay, Dennis Hutchinson, Brian Lloyd and Kevin Rush

**APOLOGY:** Councillor: Bernie Attridge

**SUBSTITUTE:** Councillor Ted Palmer (for Ray Hughes)

**ALSO PRESENT:** Councillor Patrick Heesom attended as an observer

**CONTRIBUTORS:** Councillor Dave Hughes, Cabinet Member for Housing; Councillor Billy Mullin, Cabinet Member for Corporate Management; Chief Executive; Chief Officer (Housing & Assets), Housing & Assets Senior Manager, Housing Strategy Manager, Housing & Prevention Senior Manager, Benefits Manager, Corporate Finance Manager, Principal Accountant, Strategic Finance Manager – Commercial & Housing and Business Performance Team Manager

**IN ATTENDANCE:** Community & Education Overview & Scrutiny Facilitator and Electoral Services Officer

### **9. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECALRATIONS)**

Councillor Ted Palmer declared a personal interest as a Council tenant.

### **10. MINUTES**

The minutes of the meeting held on 25 September, 2020 were approved, and moved and seconded by Councillors Ron Davies and Kevin Rush.

### **RESOLVED:**

That the minutes be approved as a correct record and signed by the Chairman.

### **11. EMERGENCY SITUATION BRIEFING (VERBAL)**

The Chief Executive provided a short update on the emergency situation. He advised that it would take around 3 weeks from the start of the firebreak to see a full impact trend and it was hoped that the overall picture for Wales would be much improved. The First Minister had indicated that a review of the position would be taken two weeks after the end of the firebreak in order to see if the figures remained stable and avoid another intervention until the New Year at the earliest.

The Council were on track to double Test, Trace and Protect capacity, and all affected services were on track to resume on 9 November as planned. All attention was currently on the resilience of health and social care across the winter months and a vaccination plan for North Wales was in place in readiness for one of more vaccines as they became available. A further Member briefing paper would be circulated later in the week.

**RESOLVED:**

That the verbal update be noted.

**12. FORWARD WORK PROGRAMME & ACTION TRACKING**

The Facilitator presented the latest Forward Work Programme. In line with the recommendation made at the last meeting, whilst considering the Recovery Strategy, the Forward Work Programme had been populated, as shown at Appendix 1 of the report. On Action Tracking, all actions arising from the previous meeting had been completed.

The recommendations outlined within the report were moved by Councillor Ron Davies and seconded by Councillor Kevin Rush.

**RESOLVED:**

- (a) That the Forward Work Programme be noted;
- (b) That the Facilitator, in consultation with the Chair of the Committee, be authorised to vary the Forward Work Programme between meetings, as the need arises; and
- (c) That the progress made in completing the outstanding actions be noted.

**13. BUDGET 2021/22 – STAGE 1**

The Chief Executive and Corporate Finance Manager introduced the first budget stage report which detailed the forecast and the cost pressures which would make-up the total budget requirement.

A report to Cabinet in October had provided an update on the financial forecast for 2021/22 and the following two financial years. A full review of the forecast had been undertaken to build an accurate and robust baseline of cost pressure which needed to be funded. The review had taken into account the ongoing impacts of the emergency situation including the speed of recovery of income against set targets.

This report set out the limited solutions available to fund the cost pressures with the funding strategy highly dependent on sufficient national funding for local government. The details of the cost pressures for Housing and Assets were included in the report.

The Chief Executive and Corporate Finance Manager gave a detailed presentation which covered the following areas:-

- Financial Forecast for 2021/22;
- The Future – What we advised back in February;
- Summary Totals of Cost Pressures;
- Three Part Solutions and Risk-Taking;
- National Position and Funding;
- Potential Funding Scenarios;
- Budget Timetable;
- Support and Challenge Today

Additional details around specific Housing and Assets cost pressures were provided by the Chief Officer (Housing & Assets) as part of the presentation.

In response to a question from Councillor Brown, the Chief Officer advised that a list of commercial units available to rent was available on the Council's website and work was being undertaken to make them more visible.

In response to a question from the Chairman around financial assistance from Welsh Government, the Chief Executive explained that the provisional budget settlement would be received on 22 December and a briefing was planned for 23 December in order to provide an update to all Members.

The Committee were asked to consider the recommendations detailed within the report and outlined within the presentation, which were moved by Councillor Kevin Rush and seconded by Councillor Ron Davies.

#### **RESOLVED:**

- (a) That the Committee support the overall budget strategy;
- (b) That the Committee re-affirm the Council's position on local taxation policy;
- (c) That the Committee support the Council's expectations of Governments, as outlined within the presentation provided;
- (d) That the Community, Housing and Assets cost pressures, as outlined within the report, be noted; and
- (e) That no further cost efficiency areas be proposed by the Committee to be explored further.

#### **14. RECOVERY STRATEGY UPDATE**

The Chief Officer (Housing & Assets) introduced the Recovery Strategy update and advised of the risks which had been amended since the last meeting. The risk around Personal Protective Equipment (PPE) had been downgraded as it was now more readily available, and critical work was still being undertaken on DFG's providing tenants were comfortable with the work taking place. With regards to the Welsh

Housing Quality Standard (WHQS) programme which had previously been halted, careful risk assessments had now been undertaken and the WHQS has commenced again with a careful approach and improvements taking place safely for tenants and contractors.

Cllr Brown raised concerns on tenancy enforcement matters and the recovery of overpaid Housing Benefit. The Chief Officer (Housing & Assets) commented that it was not the courts current priority to deal with enforcements and that it had created many challenges which would take some time to resolve. The Benefits Manger commented with regards to the over payment of Housing Benefits and informed the committee that a soft recovery was in process and was being conducted sensitively and carefully.

The recommendation outlined within the report was moved by Councillor Ted Palmer and seconded by Councillor Ron Davies.

**RESOLVED:**

That the updated Risk Register & Risk Mitigation Actions, as outlined within the report be noted.

**15. PHASE 2 HOMELESSNESS – COVID 19 RESPONSE**

The Housing & Preventions Service Manager introduced the support and approach which had been taken around homelessness during the emergency situation and outlined the future approaches, in line with guidance issued by Welsh Government (WG).

A detailed presentation was provided which covered the following areas:-

- Guidance issued from Welsh Government & Funding
- Focus on supporting people to avoid a return to the streets
- Moving people from emergency homes
- Access to long term settled housing
- Help to sustain tenancies
- Returning to family and friends
- Social Housing
- Private Renting
- Supported Housing.

The Housing & Preventions Service Manager also outlined the Phase 3 approach which would commence in January 2021. He commented that Phase 3 would focus more on prevention, building more affordable homes, improving the emergency housing offer and resource implications on how to maximise opportunities & partnership working.

Councillor Helen Brown whilst welcoming the homeless hub, raised concerns on issues arising in the vicinity and asked that representatives of Wallich be invited to a future meeting of the Committee. The Housing & Preventions Service Manager suggested that he speak to Councillor Brown following the meeting to provide her with assurances around the services being provided at the homeless hub and the work

being undertaken in conjunction with North Wales Police. It was agreed that Councillor Brown's suggestion could be considered further prior to the Committee receiving a further report on homelessness in March 2021.

In response to a further question from Councillor Brown around the services being provided at the homeless hub, it was agreed that a list of services be provided following the meeting.

In response to a question from Councillor Ted Palmer around the use of existing housing stock as part of the project in Holywell, the Housing & Preventions Service Manager advised that all housing stock would be considered.

In response to a question from Councillor Veronica Gay, the Housing & Preventions Service Manager outlined the benefits of Houses of Multiple Occupancy (HMO) for younger people. He said he was not aware of many empty HMO's across the County but welcomed feedback from Councillors if they were aware of any properties.

The recommendations outlined within the report were moved by Councillor Ted Palmer and seconded by Councillor Kevin Rush.

**RESOLVED:**

- (a) That the Committee support the approach taken to date through Phase 1 "Crisis Management"; and
- (b) That the Committee support the Phase 2 "Response" approach, which includes a temporary variation to the Common Allocations Policy, as outlined in the report.

**16. SHELTERED HOUSING REVIEW UPDATE**

The Housing & Assets Senior Manager introduced the Sheltered Housing Review update following the first stage review which had been considered by Cabinet in February, 2019.

He commented that the range of requirements & compliance continued to increase with a third of housing stock being classed as sheltered housing and the need to ensure a 30 year life span going forward. They were currently reviewing all sheltered stock for Holywell, Buckley & Flint, and hoped to have the review complete by March 2021. The review was expected to reveal what stock was working well and to identify those which required work to be undertaken. All housing stock needed to be fit for purpose and vibrant and viable and work was currently being undertaken to identify possible grant funding.

Councillor Helen Brown questioned the need for a review given the review carried out only a few years earlier. The Chief Officer (Housing & Assets) acknowledged Councillor Brown's comments and advised that the current review would outline which opportunities were available to get the best solution for tenants and once all information had been gathered, further reports would be provided to the Committee for consideration.

The Chief Officer also noted the suggestion from Councillor Brown that the Tenants Federation and Cabinet Member should be involved in the consultation process adding that the work undertaken to date was in its early stages of development, he noted the value of engaging with the tenants federation and confirmed that this would be undertaken.

The recommendations outlined within the report were moved by Councillor Ron Davies and seconded by Councillor Ted Palmer.

**RESOLVED:**

- (a) That the work involved in the Sheltered Housing Review Stage 2 process be noted;
- (b) That regular update reports be submitted to the Committee for consideration and comments, when appropriate; and
- (c) That the proposed Terms of Reference for the Stage 2 review, as detailed within the report, be supported.

**17. MEMBERS OF THE PRESS IN ATTENDANCE**

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 12.07 p.m.)

.....  
**Chairman**



## COMMUNITY HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 16 <sup>th</sup> December, 2020
<b>Report Subject</b>	Forward Work Programme and Action Tracking
<b>Report Author</b>	Community Housing & Assets Overview & Scrutiny Facilitator
<b>Type of Report</b>	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 Housing & Assets Overview & Scrutiny Committee.

The report also shows actions arising from previous meetings of the Community Housing & Assets Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

### 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 of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.
3	That the Committee notes the progress made in completing the outstanding actions.

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING</b>
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"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li><li>6. Is the issue of public or Member concern?</li></ol>
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	In some cases, action owners have been contacted to provide an update on their actions.



<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Community Housing & Assets OSC.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2.  <b>Contact Officer:</b> Ceri Shotton Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702305 <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> 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

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
<p><b>Wednesday 20<sup>th</sup> January 2021 10am</b></p> <p><b>Briefing session at 9am - Housing First</b></p> <p style="text-align: center;">Page 15</p>	<p><b>Council Plan 2020/21</b></p> <p><b>Housing Revenue Account (HRA)</b></p> <p><b>Housing Strategy Update</b></p> <p><b>NEW Homes Business Plan</b></p>	<p>To consider the proposed Council Plan for 2020/21 with specific focus on the Committee's respective portfolio(s).</p> <p>To consider the proposed Housing Revenue Account (HRA) Budget for 2020/21 and the HRA Business Plan.</p> <p>To provide an update on the Housing Strategy</p> <p>To consider the NEW Homes Business Plan</p>	<p>Consultation</p> <p>Consultation</p> <p>Information Sharing</p> <p>Consultation</p>	<p>Chief Officer (Housing &amp; Assets)</p> <p>Chief Officer (Housing &amp; Assets)</p> <p>Housing Strategy Manager</p> <p>Housing Strategy Manager</p>	
<p><b>Tuesday 23<sup>rd</sup> February, 2021 10am</b></p>	<p><b>Flintshire Food Enterprise and the Food Poverty Response</b></p>	<p>To outline the work of the Flintshire Food Enterprise and its response to Food Poverty</p>	<p>Information Sharing</p>	<p>Benefits Manager</p>	

## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<p><b>Wednesday 10<sup>th</sup> March 2021</b></p>	<p><b>Homelessness</b></p> <p><b>Regeneration of Existing Stock</b></p> <p><b>Disabled Facilities Grant (DFG)</b></p>	<p>To provide an update on the work undertaken to prevent homelessness across Flintshire.</p> <p>To outline the work being undertaken in regenerating the Council's existing housing stock</p> <p>To provide an update on the ongoing work to improve the service</p>	<p>Assurance Monitoring</p> <p>Information Sharing</p> <p>Assurance Monitoring</p>	<p>Housing and Prevention Senior Manager</p> <p>Housing &amp; Assets Senior Manager</p> <p>Benefits Manager</p>	
<p><b>Wednesday 28<sup>th</sup> April 2021</b></p> <p>Page 16</p>	<p><b>Empty Homes</b></p> <p><b>Community Asset Transfer Programme</b></p> <p><b>NEWydd Cleaning and Catering</b></p>	<p>To provide an overview of the work undertaken by the Empty Homes Service, and outline the new approach Welsh Government is promoting in respect of this area</p> <p>To provide an update on the Community Asset Transfer Programme</p> <p>To provide an update on the Business Plan for NEWydd Cleaning and Catering Services</p>	<p>Information Sharing</p> <p>Assurance Monitoring</p> <p>Assurance Monitoring</p>	<p>Public Protection Manager – Community</p> <p>Chief Officer (Housing &amp; Assets)</p> <p>Facilities Services Operations Manager</p>	
<p><b>Wednesday 19<sup>th</sup> May 2021 10am</b></p>					

## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<b>Wednesday 16<sup>th</sup> June 2021</b>	<b>Housing Rent Income - Year end outturn and latest position for 2021/22</b>	To provide the Year end outturn for 2020/21 and an operational update on rent collection and current arrear levels for 2021/22.	Monitoring Assurance	Revenues Manager	
	<b>Welfare Reform Update</b>	To provide an update on the impact of Welfare Reform on Flintshire Residents.	Monitoring Assurance	Benefits Manager	
	<b>Renting Homes (Wales) Act 2016</b>	To provide an update on the Renting Homes (Wales) Act 2016 following it becoming fully enacted.	Information Sharing	Chief Officer (Housing & Assets)	

### Items to be scheduled

**Sheltered Housing Review** – Reports to be submitted to Committee meetings as appropriate and agreed at the Committee meeting held on 4<sup>th</sup> November, 2020.

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME  
**REGULAR ITEMS**

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual	<b>Performance Reporting</b>	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Housing and Assets)  Chief Officer (Planning, Environment and Economy)
Six monthly	<b>Welfare Reform Update – including Universal Credit</b>	To update Members on the impact of Welfare Reform and the cost to the Council.	Benefits Manager
Six monthly	<b>Update on North East Wales Homes &amp; Property Management</b>	To update Members on the work of the North East Wales Homes & Property Management	Housing Strategy Manager
Annually – September	<b>WHQS Capital Programme – Delivery review update</b>	To provide an update on progress of the Welsh Housing Quality Standards (WHQS), that the Council is delivering through its Capital Investment Programme. Report to include information around the use of local labour and number of apprentices and school leavers.	Chief Officer (Housing and Assets)
Quarterly	<b>Update on Housing Rent Income</b>	To provide an update on rent collection and current arrear levels	Revenues Manager

**ACTION TRACKING FOR THE COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE**

<b>Meeting Date</b>	<b>Agenda item</b>	<b>Action Required</b>	<b>Action Officer(s)</b>	<b>Action taken</b>	<b>Timescale</b>
04.11.2020	8. Phase 2 – Homelessness – Covid 19 Response	Cllr Helen Brown whilst welcoming the homeless hub, raised concerns on issues arising in the vicinity and asked that representatives of Wallich be invited to a future meeting of the Committee. Martin Cooil agreed to speak to Cllr Brown following the meeting to provide assurance and that Cllr Brown's suggestion could be considered further prior to the Committee receiving a further report on homelessness in March 2021.	Martin Cooil	E-mail sent to Cllr Helen Brown from Martin Cooil on 10.11.20.	Completed
04.11.2020	8. Phase 2 – Homelessness – Covid 19 Response	Cllr Helen Brown asked that a list of services offered at the homeless hub be provided to her following the meeting.	Martin Cooil	E-mail sent to Cllr Helen Brown from Martin Cooil on 10.11.20.	Completed
04.11.2020	8. Phase 2 – Homelessness – Covid 19 Response	Cllr Dennis Hutchinson asked Martin Cooil and Mel Evans to contact him following the meeting regarding issues within his ward.	Martin Cooil	Martin Cooil made contact with Cllr Hutchinson on 04.11.20 to discuss an issues which has since been progressed.	Completed

## ACTION TRACKING

## APPENDIX 2

				Mel Evans spoke to Cllr Hutchinson following the meeting.	Completed
04.11.2020	9. Sheltered Housing Review Update	In line with recommendation (b), that future reports be included in the FWP to be submitted to future meetings when appropriate.	Peter McHugh / Ceri Shotton	Forward Work Programme has been amended to include future reports under 'Items to be scheduled'.	Completed





## COMMUNITY, HOUSING AND ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 16 December 2020
<b>Report Subject</b>	Strategic Housing and Regeneration Programme – Community Benefits
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Strategic Housing and Regeneration Programme (SHARP) places a requirement to deliver community benefits on Wates, the contractors appointed to develop new social and affordable homes in Flintshire. The purpose of this report is to provide Cabinet with an update on community benefits delivered up to 30<sup>th</sup> April 2020.

### RECOMMENDATIONS

1	Scrutiny endorses the contents of the Community Benefits Performance Summary produced by Wates for the period April 2019 to March 2020.
---	---

### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE STRATEGIC HOUSING AND REGENERATION PROGRAMME – COMMUNITY BENEFITS</b>
1.01	Flintshire's Strategic Housing And Regeneration programme (SHARP) was approved by Cabinet in September 2014 with the aim of delivering 500

	new Council Social Rented (303) and Affordable Rented (197) properties over a five year period, along with a number of broader economic and regeneration strategic priorities. The Council is working with Wates Construction under the strategic partnership relationship as defined within the Overarching Agreement for the SHARP dated 29 <sup>th</sup> April 2016.
1.02	Within the SHARP contract, a series of contractual community benefits are included relating to quality, time and costs which are monitored by Key performance Information (KPI) on a scheme by scheme basis. Targets have also been agreed on the percentage of local construction build spent in Flintshire, local sub-contractor employment and apprentices and work placement arrangements.
1.03	Wates has produced a Community Benefits Performance Summary Report which highlights the contribution to community benefits during the period April 2019 to March 2020 as a result of SHARP. The report is attached at Appendix 1.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no resource implications relating to this report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Community benefits have a positive impact on the local community through local economic and social benefits. In addition to the much needed increase in social and affordable homes, there is an increase in local spend and employment and Wates have been proactive in supporting community events.  There are no specific risks identified in relation to this report.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	There is no requirement for consultations.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Community Benefit

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Not applicable to this report.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Melville Evans, Housing Programmes Service Manager, Housing and Assets  <b>Telephone:</b> 01352 701436  <b>E-mail:</b> <a href="mailto:melville.evans@flintshire.gov.uk">melville.evans@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Strategic Housing And Regeneration Programme (SHARP)</b> – Flintshire County Council House Building Programme which will build 500 new homes 303 (Council) and 197 (affordable).</p>

This page is intentionally left blank

# STRATEGIC HOUSING AND REGENERATION PROGRAMME (SHARP)

## COMMUNITY BENEFITS PERFORMANCE SUMMARY

APRIL 2019 - MARCH 2020



“At Wates Construction we are committed to delivering the highest quality for our customers, and we always promise to make a lasting difference to the communities in which we work. This report has been put together to provide a breakdown of the activities undertaken throughout the last year and demonstrates how we remain committed to keeping our promises.

I hope you enjoy reading about all the great work our project teams have undertaken - from engagement with schools and providing training for young people, through to supporting residents into employment and prioritising the use of local businesses and social enterprises. As Business Unit Director for the North West, it makes me extremely proud to see the positive impact of the work we do together.

We are delighted with the completion of Llys Dewi – the most recent housing scheme in the programme - which was successfully handed over in November and is another step towards reducing the need for affordable housing across Flintshire.

Wates have undertaken quite the journey with Flintshire County Council, since we started work on Custom House back in 2016. This report will give you an insight into that journey, and how Flintshire and the surrounding community have developed over the duration of the Strategic Housing and Redevelopment Programme.”



Dave Saville  
Business Unit Director  
March 2020





## PURPOSE OF REPORT / PROJECT UPDATE

This report has been produced to highlight the contribution to community benefits that have been achieved in the 12 months period as a result of the Strategic Housing and Regeneration Programme (SHARP).

### BACKGROUND

The Strategic Housing and Regeneration Programme with Flintshire County Council began in 2016 with the aim of delivering a projected 500 affordable and council homes over a period of five years. In doing this, the focus was also on regeneration and benefits that would be achieved for the community, throughout the life of the programme and into the future.

Wates are currently working on year three of the five-year Flintshire SHARP programme (£50m framework) for Flintshire County Council, and have completed nine projects so far, consisting of 180 units and worth £24.1m, with three more currently live on site:



#### LLYS DEWI, PEN-Y-FFORDD

**27** houses and apartments for affordable and market rent

Value: **£3.9m**

Duration: Sep 2018- Nov 2019



#### FORMER COUNCIL DEPOT, DOBSHILL

**24** houses, apartments and bungalows for affordable market rent

Value: **£3.5m**

Duration: Mar 2019- currently on site, due to complete 2020



#### MAES GWERN, MOLD

**160** houses and apartments for open market sale and affordable rent

Value: **£22.4m**

Duration: Sep 2018- currently on site, due to complete 2022

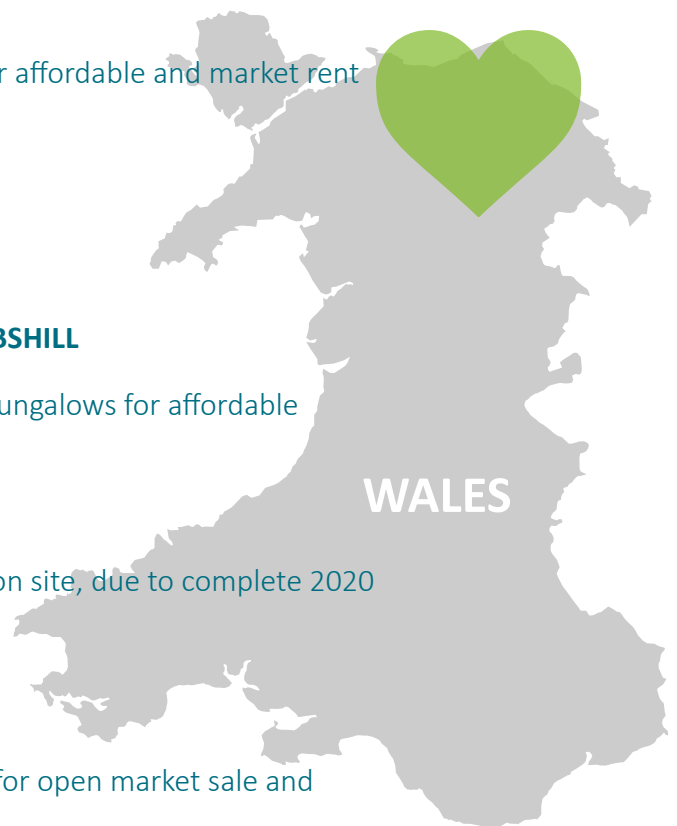


#### SEALAND AVENUE, GARDEN CITY

**12** timber frame apartments in Deeside

Value: **£2.1m**

Duration: Jun 2019 – currently on site, due to complete 2020



## MEET THE CONSTRUCTION MANAGER

Relationships between Wates and Flintshire County Council have been key in ensuring the scheme runs as smoothly as possible.

### A PERSONAL NOTE FROM CONSTRUCTION MANAGER, KEITH HARRIS:



“As 2019 passes and we hand over yet another 27 houses and apartments, Wates’ journey with Flintshire County Council continues into 2020, with stronger local relationships than ever. With 41 units due to go to site in Nant Y Gro, and two housing developments in Mostyn in the pipeline, the team and I are very excited about what the next year will bring for Flintshire. We are keen to keep communicating with subcontractors in the area and to grow our local supply chain partnerships even further. As a company, and as individual site teams, we always prioritise buying local and the lasting affect our projects can have on their surrounding communities.”





# KEY COMMUNITY INVESTMENT HIGHLIGHTS

We focus on initiatives where we can make a real difference and can strengthen our relationships with customers, supply chain partners and the local community. We are really proud of the added value we have delivered on this project. Key achievements from day one of our project include:

## Work Placement - persons

- 8nr completed Maes Gwern
- November 2019 – Flintshire Firm Foundations delivered with Flintshire with the Communities For Work Plus team (Nia, Janiene and Sharon)
- 14 candidates referred
- 8 candidates started
- 8 candidates offered paid work exp
- 2 completed work exp (Aidan & Jordan)
- 1 additional unpaid P&D Josh



## Jobs created

- 16nr additional Jobs Created
- 2 x Gateman
- 1 x Business Admin Apprentice
- 1 x Project Manager
- 1 x Document Controller
- 1 x Site Manager
- 7 x General Labourer
- 2 x Tele Handler Drivers
- 1 x Quantity Surveyor



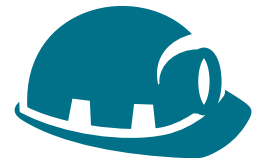
## Construction Careers Information, Advice & Guidance (CCIAG) Events

- 4nr completed
- Deeside leisure centre – Jobs fair April 2019
- Firm Foundations November 2019
- CITB Drop In – October 2019
- Social Enterprise Info Session – September 2019



## Training Weeks on Site

- 892 weeks
- Apprentices
- 1 x Commercial Management Trainee
- 2 x Production Management Trainee
- 1 x Apprentice Administrator
- 6 x Bricklaying Apprentices
- 8 x Scaffolding Apprentices
- 7 x Electrical Apprentices
- 4 x Joinery Apprentices
- 4 x Plastering Apprentices
- 3 x Tiling Apprentices
- 2 x Painting & Decorating Apprentices
- 1 x Landscape Apprentice



## Qualifying the Workplace - project workforce

Qualifications gained (equiv. NVQ2 and above)  
Industry certification gained

- 19 x Manual Handling
- 2 x Fire marshalling
- 4 x First Aid at Work
- 29 x NVQ L2
- 7 x NVQ L3
- 3 x NVQ L4



## Social Enterprise Engagement

- Recycling Lives
- CafGas CIC
- Commercial Foundations
- Cabinz CIC



## Community Activity

- April 2019 Charity Football – raised £1,800 Hope House
- Santa Dash support £335 Total – Dec 2019 / Donated 2 x Banners & Printing
- Defibrillator donated to community near to Dobshill site - £900
- Marquee purchased for Leeswood Carnival £810
- Wates Giving Cabinz CIC £7,500
- Wates Giving CARMEL VILLAGE HALL Roof Repairs £5,000
- Overnight stay at Hope Mountain B&B voucher donated to local charity raffle

# EMPLOYMENT AND TRAINING

A key part of our approach to sustainable working within the community has been to create meaningful and We are Investors in People accredited and have been awarded both the National Council for Work Experience Quality Mark and Committed to Equality Award. We take a balanced approach and provide all employees and trainees with in-depth support through high quality training programmes.

## SUPPORT FOR LOCAL JOBSEEKERS INTO TRAINING AND WORK EXPERIENCE



### FLINTSHIRE FIRM FOUNDATIONS NOVEMBER 2019.

- 7** Candidates completed
- 57%** successful destinations
- 4** Jobs (Adain – Landscaping, Jordan – regular labouring work with O’ Neill & Brennan, Ashley – working with family construction company, David – working for a welding company)
- 3** are continuing to work with their mentors to move forward into training/employment

Sam who was referred to FF found work at Landstruction Ltd before he started the programme.



### TRAINING

- 7** completed Health & Safety Level 1 in construction
- 6** have passed their CSCS test (one is due to take)





# WATES SECTION MANAGER

## SPOTLIGHT ON... JACK KELLY



### Job Title Section Manager

**Qualifications** Working towards BSc Construction Management (Liverpool Jon Moors)

**HNC Level 4** - Construction and Built Environment (Sheffield College)

**NVQ Level 4** - Construction and Built Environment (Sheffield College)

**10 GCSE's**

**3 A Levels**

### Who are you?

Jack Kelly, Section Manager for Wates construction north, I was new to the industry when I first came to Wates in September 2017, 2 and a half years ago. I am currently working on a residential site Maes Gwern, consisting of 160 new build properties.

### Describe your job as a Section Manager

I spend my day to day on site managing all aspects around the job including, Health and safety, programme and materials. I build relationships with the workforce on site which helps me implement the safety standards Wates desire. This also allows me to gain a better knowledge and experience in how the job is built correctly and efficiently. In addition to this I work with a large team involving, planning, design and commercial members, learning about all aspects of the project from start to finish of the project, ensuring a project of a high quality and commercial standard is produced.

### What do you enjoy most about your job?

The thing I enjoy most is how different each day can be on the job. I get to meet and work with new people every day and watch a project develop by building effective relationships. I come across new challenges day in, day out which need to be solved to keep the project moving, and also keeping me on my toes and alert throughout the day.

### How did you get into the industry?

I have always enjoyed making things and learning about buildings and how they are created, with DIY being at the top of the list of my greatest hobby. I knew this was the industry I wanted to be in. My grandad was in the industry with various jobs which also helped me gain knowledge about the industry. After finishing my A levels, I found the scheme Wates had on offer which promoted an option to be a part of the construction progress from start to finish which seemed perfect for me to get myself into the industry and where I am today.

### What's the most memorable experience of your career?

To date a key experience in my career was handing over the final block of houses at The Walks project in Flintshire, it was good to see the last building go over the line with a happy client after a long challenging experience on my first job with Wates.

What subjects did you enjoy at school? In school my favourite subjects were Product Design and Electronics as these involved hands on skills whilst making different tasks and products.

### Three words that describe you:

Positive, Confident, Effective

### Jack's advice

Don't be afraid to ask questions or ask for help. Everyone has to learn, and more heads are better than one.



# FLINTSHIRE IN BUSINESS AWARDS, 2019

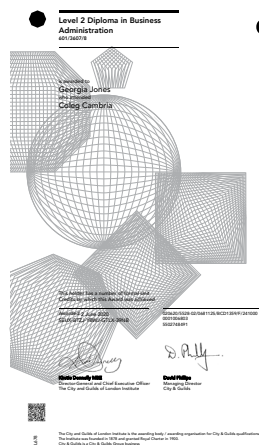


At the 13th annual Flintshire in Business Awards, held at Soughton Hall, our very own Georgia Jones won the Apprentice of the Year Award. Georgia is a Business Administration Apprentice working towards her NVQ Level 2 and works hard at daily administration and commercial tasks, whilst also helping new apprentices and getting involved in Community Investment activities. Georgia says:

“My story starts after finishing high school, when I returned to start sixth form. I didn’t take to college; full time education didn’t suit me or provide me with any sense of fulfilment. I took on a hospitality job instead for a while but couldn’t see a way to reach the kind of future I wanted through working in a restaurant. As a result, I became Not in Education, Employment, or Training (NEET) for two months, which left me hungry for a challenge where I could learn to balance work, life and study. This is when I applied for the apprenticeship with Wates Construction. I felt that nothing compared to real-life experience, and by gaining a qualification alongside new skills and experience each day, I could really hit the ground running with a career.

Since April 2019 (seven months into my job with Wates) I have been working towards my NVQ Level 2 in Business Administration, which is due to finish in April 2020. I have been based on site at Maes Gwern in Mold on the Strategic Housing and Regeneration Programme (SHARP) since November 2018 and thoroughly enjoy the variety and on-the-job learning that my apprenticeship provides, in both administration and sales/ handover side of the

## Awards Ceremony Attendees:



### Wates

Angie Eardley, Sarah Seabright, David Ibbotson, Georgia Jones.



### Communities For Work

Nia Parry, Janiene Davies, Sharon Jones



### Flintshire County Council

Amy Dutton





# INVESTING IN THE LOCAL ECONOMY

Wates is committed to the responsible sourcing of our supply chain and materials to ensure we are using a local workforce where possible and stimulating the local economy. We outline below how we have worked alongside Wolverhampton to strengthen our relationship with local subcontractors, suppliers and social enterprises and contribute to long-term local sustainable business and economic investment.

## SOCIAL ENTERPRISE ENGAGEMENT

A social enterprise is a business that trades for a social and/or environmental purpose. It generates income by selling goods or services, and reinvests the majority of profits to further the social and/or environmental mission. Trading with social enterprises is a key priority for Wates. By 2020 we aim to have traded £20m with social enterprises and by to have at least one social enterprise on every contract.

We have exceeded this target on this contract by been working with three local social enterprises below:

### 30 MINUTES AND A BREW BREAK WITH JAMES HUNT...

James Hunt from Cavgas, a local plumbing contractor, attended Wates' Social Enterprise Meet the Buyer Event in September 2019, and explained to Angie and Andy that he wanted to be a supply chain partner for Wates but needed help to obtain the necessary requirements. Wates Supply Chain Manager Andy Trowell worked with James and Cavgas to assist and support with this registration, and the company have now successfully obtained Constructionline Gold Accreditation. They are able to work with Wates as a Tier 2 subcontractor.

Angie Eardley is also working with James on his community development ideas for his Social Enterprise (Community Interest Company, CIC) 'Nanny Biscuit'.

## JAMES, TELL US ABOUT CAFGAS AND NANNY BISCUIT ..

In 2016, I set up my own domestic gas service business, CAFGas which has been successfully providing an excellent service to the public. In 2018, I decided to set up a community group to help the vulnerable and elderly within our local community. This group was named 'Nanny Biscuit' after my late grandmother. The vision for this group was to bring the community together, however funding for events heavily relied on donations from the public. In 2019, I decided to turn CAFGas into a community interest company (CIC), a non-profit business which would become the funding arm of the Nanny Biscuit group.

CAFGas was registered with Companies House in September 2019 to become a CIC, with lots planned for Nanny Biscuit 2020. Unfortunately, due to the current situation with the coronavirus pandemic we currently find ourselves in, all plans have had to be put on hold. However, this has given Nanny Biscuit the opportunity to carry on helping individuals through organized community effort.

We currently have an amazing Nanny Biscuit team and a large base of volunteers providing various services to individuals in our community whom are self isolating, vulnerable and elderly. We are liaising with the local authority and expert volunteers to ensure volunteers in contact with the public are DBS checked and have provision for safeguarding if needed. Due to the uncertainty of how long current restrictions due to the virus will be in place, Nanny Biscuit is continually adapting to situation to support the community.





## HOW DID YOU GET INVOLVED WITH WATES CONSTRUCTION?

Following an introduction from Flintshire Council's Social Enterprise representative Mike Dodd, to Wates during a Social Enterprise Supply Chain event in September 2019, I have been working with Wates Supply Chain Manager, Andy Trowell. I'm pleased to say that following Andy's advice, CafGas now hold Constructionline Gold and are ready to trade on Wates sites!

We have plans in 2020 to coordinate some of our community activity alongside Angie Eardley and the Community Investment team.

## WHAT IS YOUR DAY JOB?

Running Cafgas CIC

## WHAT COMMUNITY ACTIVITIES HAVE YOU DELIVERED IN THE LAST 12 MONTHS.

Christmas Dinner for 60 residents

In December 2019 we held a Nanny Biscuit Xmas party. The Nanny Biscuit Christmas party went really well, in total we fed around 60 people including 30 from a homeless hostel and an elderly lady who literally had no visitors at all over Christmas! We made a difference to quite a few people.

## FREE HOLISTIC THERAPIES

We were in the process of launching our free holistic health care to the most, vulnerable in our community with over 30 therapists ranging from chiropractors to reiki and everything in between.

## D.I.Y SOS

We now have a great bunch of trades volunteers who will once the pandemic is over be running this service to the public

## COVID-19 SUPPORT SERVICE FOR VULNERABLE RESIDENTS

Most recently, I have gone from Gas Engineer to warehouse manager in response to community need as we face the Coronavirus pandemic. As explained earlier Nanny Biscuit is currently helping individuals in the community self isolating, vulnerable and elderly. In order to ensure we are able to get much needed supplies to the community we have our own warehouse set up with food and essential supplies and have also just currently secured a large donation of non-perishable good from Airbus.

## WHAT ARE YOUR PLANS FOR THE FUTURE?

To continue this covid 19 project until no longer required and then my plans for the future are to grow CAFGAS CIC into one of the largest Gas companies in our local area with a view to further expand once the infrastructure is in place, taking Nanny Biscuit into the areas and communities where we work

Once the social distancing ban is lifted, we have an agreement with a local Swimming pool to offer sponsorship for children to access swimming lessons.

For more information about CafGas CIC and the work of Nanny Biscuit

James Hunt / [james@cafgas.co.uk](mailto:james@cafgas.co.uk) / Mobile 07739 929 591



# ENGAGEMENT WITH LOCAL BUSINESSES

We have employed a number of local small to medium sized enterprises (SMEs) on this scheme, ensuring money spent gets invested back into the local community.

## MEET THE BUYER



In partnership with Flintshire in Business, Wates recently sponsored and hosted a Meet the Buyer Event. The exhibition offered easy access to procurement professionals ensuring that businesses could learn more about future project requirements and meet their needs. Suppliers also had the opportunity to hear about the new developments in detail and had the opportunity to engage with commercial, procurement and client teams.

**“It was the best MTB event I’ve attended. We had a great number of trades to the stand and we’re now collating their contacts to review against our current supply chain.” Andy Trowell**

## TARGETS AND COMMITMENTS

Wates have a reputation for leaving a positive legacy for the communities in which we work, and we aim to continue this valuable impact across Wales, with a focus on ‘buying local.’ Wates is committed to engaging at least one Social Enterprise on every project - an effective route to delivering social change and improving diversity. We had a group five-year plan for SE spend of £20m by 2020, which we achieved by October 2019, and recently exceeded by delivering £21.5m by 2020.

Our North Wales supply chain already includes the following Small to Medium-sized Enterprises and Micro Businesses, all based within 50 miles of a Wates site in Flintshire:

Total Boilers	John Cothliff
A&M Energy Solutions	Thomas Contracting
Brickworks (NW) Ltd	Rooms and Views
PK Joinery	BRGP
Sterling Plastering Ltd	AllRend
Cambrian Doors Ltd	
WJD Flooring	
Mottram Decorators	



On 10th February 2020, Andy Trowell (Wates' Supply Chain Manager) held a meeting at our Mold office with some of the key supply chain partners noted above, as well as other local suppliers, to discuss the alignment to Wates' core values and their own.

## SUPPLY CHAIN DIVERSITY

**CITB Meetings** - We recently welcomed Ceri Rush-Jones from CITB along with her colleague Emrys Roberts to our Mold office with a view to reviewing training needs and skills shortage in North Wales. They have attended a number of meetings so far to inform and support local trainees and employees and have since worked with our local supply chain to support training and grant submissions. As part of our ongoing support of CITB activities, Wates are also attending an event at Deeside Sixth for International Women's Day on 13th March 2020.

**Effective Communication** - Welsh speakers are a great asset to Wates. Wherever possible we consider linguistic ability as part of a skills set when assessing for posts in Wales and when advertising externally, we will issue a bilingual advert. Welsh is particularly important in posts with a high degree of contact with the local community i.e. Resident Liaison officer.

### Delivering Opportunities for Hard to Reach Groups

Flintshire Firm Foundations is a sector-based work academy which allows us to provide training for people identified through the local authorities' employment and skills team. Successful candidates receive entry level qualifications and a CSCS card. We recently completed a Flintshire Firm Foundation Course where all six leavers were offered work (see photo).

Wates are in discussions with Melville Evans, Service Manager (Housing Programmes for Flintshire County Council) to meet with local prisons and discuss the possibility of inmates working on modern methods of construction, in order to help support ex-offenders back into work after their release.

## SUPPLY CHAIN SPEND APRIL 2019- MARCH 2020

	Total spend	Spend within 50 miles	Social Enterprise Spend	Total Wates investment into local charities / community causes (inc support hours)	Staff time supporting Community Activities
<b>Dobshill</b>	1,838,121	1,777,090.00	24,732	3,835	32
<b>Maes Gwern</b>	5,199,973	4,300,906	23,579	1050	2
<b>Garden City</b>	1,692,151	1,392,789.00	28,264	24,857	174





# INVESTING IN EDUCATION

We commit to leaving a lasting legacy in all communities we work in by supporting young people to raise their aspiration and skills. Supporting education provides a pipeline of future talent and enhances the curriculum to improve student wellbeing and overall employability. We detail below how we have invested in education on this project through engagement with students from primary school to university age.

## UNIVERSITY ENGAGEMENT

### INDUSTRIAL ENGAGEMENT STUDENT CONFERENCE

In December 2019, Wates Production Management Trainee, Peter Glasgow and Wates Customer Care Manager, Mark Richardson attended the Wrexham Glyndwr University to take part in their Industrial Engagement Student Conference.

Throughout the day, there were two principal student engagement activities of one hour's duration each.

4x 15 minute discussions with small groups of students at employer tables/stands

3x 20 minute 'mock-interviews' of individual students

Wates staff talked to a range of students from architecture, construction management and design backgrounds about what construction careers can offer for them. The day involved a range of activities, including 20 minute 'mock-interviews' with individual students, as well as offering to assist the University in the development of an Industrial Liaison Board, to ensure that future academic provision remains relevant and appropriate to the needs of a rapidly changing and evolving industrial sector (see photo of Mark Richardson at event)

**'We really appreciate Wates getting involved in the conference, it's invaluable for students to get advice and guidance from Industry experts.'**

Gareth Carr , Senior Lecturer, Registered Architect





## ANNUAL JOB SKILLS AND TRAINING EVENT

In April 2019, the Wates team attended the Careers Fair, where over 800 attendees with 76 stands which included employers and organisations, along with parents, unemployed residents and local people of all ages and interests. The aim was to inform attendees about the endless opportunities within construction, and the varying career paths that are available in our industry.

We provided useful documents to those interested and discussed with them what various roles involved, advising on the CSCS card Scheme and offering guidance on CV-writing. Following the event, we put several jobseekers in touch with local sub-contractors who could potentially offer work experience as an entry-level prospect, hopefully contributing to the reduction of unemployment levels in the Flintshire community.

## SUPPORTING LOCAL JOB SEEKERS

Rolands is an experienced joiner from Latvia and was working as a labourer for Wates.

He asked Jenny & Simon for help regarding a CSCS Advanced craft card but he needs an NVQ to trigger this. <https://www.cscs.uk.com/card-type/advanced-craft/>

Following a discussion with Coleg Cambria, and a meeting with the NVQ Assessor, he is now registered to complete a Joinery NVQ through OSAT, On site assessment and training.



# INVESTING IN THE COMMUNITY

## FUNDRAISING, WATES

### CONSTRUCTION NORTH WEST

#### Pretty Muddy

Our Northern girls ran in memory of loved ones we've lost, and those still fighting!

#raceforlife #letsbeatcancertogether

Assistant Design Manager, Danielle Meredith from The Flintshire Sharp Team.



#### Tough Mudder

On 27th July Lewis Hough from The Flintshire Sharp Team. took on the 10 mile, 25-obstacle challenge in Skipton. He chose to raise money for Mind Charity which works towards helping people who suffer with Mental Health Illness. Construction News recently published that there were more suicides in construction than in any other profession, and Lewis said "this is something I feel very passionate about and more needs to be done to help people who suffer in silence. The statistics of suicide caused by mental health in the UK is staggering". He is battered and bruised but has raised £500 to help towards reducing these statistics, with Wates Giving to match this amount.



#### 3 Peaks

On June 29th Victoria Taylor climbed the Yorkshire 3 Peaks in memory of her dad, who she sadly lost last year after his 10 year battle with Alzheimer's. The 26-mile walk included Pen-y-Ghent, Whernside and Ingleborough mountains, which Vicky completed with my mum and sister in 15 hours. The Alzheimer's Society provide valuable support to families going through their own battles with this terrible disease. They also fund an innovative program of medical and social research in to the cause, cure and prevention of dementia and the care people receive. Vicky raised £755 for the charity, with a team total of over £2k.

**"I want to say a big thank you to all that sponsored me! It was hard, it was hot, I'm sunburnt, covered in bites and blisters and aching from top to toe, but I'm happy to report that we did it! A lot longer than anticipated, but in almost 30 degree heat I'm just glad we finished!"**



#### Iron Man

In order to raise money for two fantastic charities, Colum McHugh from The Flintshire Sharp Team. completed the Iron Man challenge, which consists of a 2.4 mile swim, 112 mile bicycle ride (with some serious hills!) and finally a 26.22 mile marathon run, all in one day! Colum managed to raise £1455 for a charity that supports people with multiple sclerosis, and another whose staff provide care and support for local people with terminal or life-limiting illnesses and their families, in the hospice and at home. Wates Giving have also agreed to match the money raised.





# INVESTING IN THE COMMUNITY

## Triathlon

Five more good people raised lots of money for TCV when they competed in the Cholmondeley Castle Triathlon event on 22nd June.

**Team One:** Luke Smith (swimming and running) and Josh Steiner (cycling).

**Team Two:** Colum McHugh (swimming), John Diskin (cycling) and Kerry Barkworth (running).

Between them, and with the help of Wates Giving, they raised £573 for The Conservation Volunteers.

## Hadrians Wall 2019, Construction North West

As part of our commitment to The Conservation Volunteers as our chosen charity, Wates organised a Hadrian's Wall hike Against our North East colleagues. The event took place 11th – 14th September and consisted of two teams ('Westlife' and 'East 17') racing each other to the midway point and walking 44 miles each. Day one consisted of rain, wind and more rain for 20 of the 22 miles, and the team set off for the second day feeling very sore (from both the trekking and the wine). Sadly, the easterners reached Sycamore Gap hours before Westlife did, but the second day was filled with sunshine and beautiful views, and most importantly, a total of £10,918 was raised after match funding (£20k across both Northern regions)!



## McMillan Coffee Morning





# INVESTING IN THE COMMUNITY



Total donated for community and charitable projects - £26,188.00

Details of Activity	Location	Planning Hours	Planning Days	How Many Staff. Supply Chain. Partners Involved?	How many people from the community were engaged in activities?	Value of Planning Time	Did you spend any money on the activity or donate any £Cash?
Timber Classroom	Golftyn Primary School, Connahs Quay	15	2.00	8	4	£825.00	£9,000.00
Jobs Fair	Deeside Leisure Centre	2	0.27	4	4	£110.00	£200.00
Charity Football Tournament	Deeside Leisure Centre	2	0.27	15	15	£110.00	£1,200.00
Support for Santa Dash - request from Andrea Howitt	Penyffordd Flintshire	4	0.53	1	0	£220.00	£342.00
Open door event	Maes Gwern	6	0.80	10	30	£330.00	£200.00
Virtual Meet The Buyer	Virtual	10	1.33	5	40	£550.00	£0.00
Gazebo - Leeswood Carnival	Leeswood	2	0.27	2	50	£110.00	£810.00
Defibrillator donated to Dobshell site	Dobshell	10	1.33	2	1	£550.00	£1,800.00
Wates Giving Grant awarded to CABINZ (CIC)	Flintshire	5	0.67	1	1	£275.00	£7,500.00
Wates Giving Grant awarded to Carmel Village Hall	Flintshire	10	1.33	1	1	£550.00	£5,000.00
McMillan Coffee Morning	Maes Gwern	2	0.27	5	0	£110.00	£136.00





April 2019 Charity Football – raised £1200 Hope House





## Pilates

As part of our 'Fitness Fortnight' initiative – which coincided with Mental Health Awareness week - Paul Dodsworth suggested we do some fitness sessions across the North. Sara from Saz Media (a social enterprise we're working with) introduced us to Danielle, a local Pilates Instructor, and we set a couple of days in May for a 'Pilates Road Trip'. On 21st and 22nd May 2019, Angie and Danielle visited six sites and offices across the North, including Maes Gwern, Flintshire. We had a fantastic welcome at each site and, combined with dress-down days, we raised £114 for Fitness Fortnight.







**Wates Construction**

4th Floor  
The Royals  
353 Altrincham Road  
Sharston  
Manchester  
M22 4BJ

[wates.co.uk](http://wates.co.uk)

REPORT CREATED AUGUST 2020







## COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday, 16 December 2020
<b>Report Subject</b>	Welfare Reform Update
<b>Cabinet Member</b>	Cabinet Member for Corporate Management and Assets
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Flintshire County Council, together with its partners, have been working to mitigate the full impacts of welfare reforms from falling upon vulnerable Flintshire residents, this report considers how we will continue to manage the impacts of reforms introduced under the provisions of the Welfare Reform and Work Act 2016.

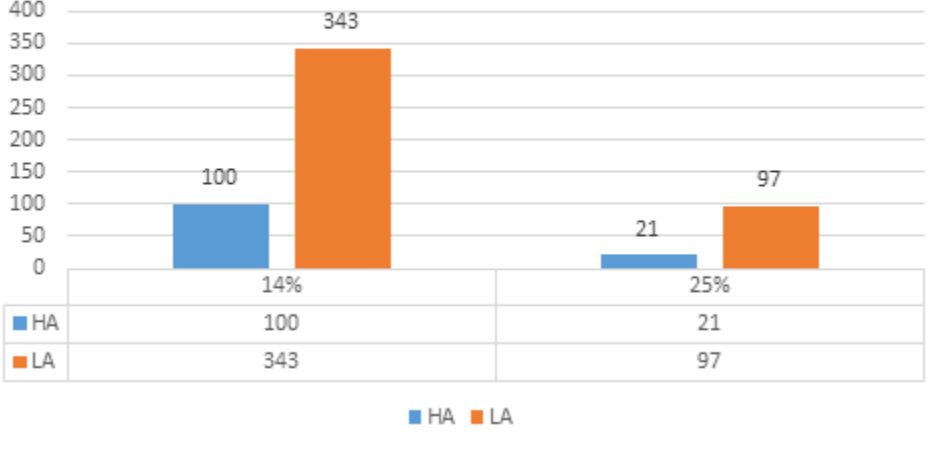
This report provides an update on the impacts that Welfare reforms continue to have on Flintshire residents and the work that is ongoing to mitigate this and support these households.

Vulnerable households have been impacted significantly by COVID-19, the report also provides information around a range of measures that have been developed to help those affected by the current pandemic. Plans to support residents help mitigate the negative impacts.

### RECOMMENDATIONS

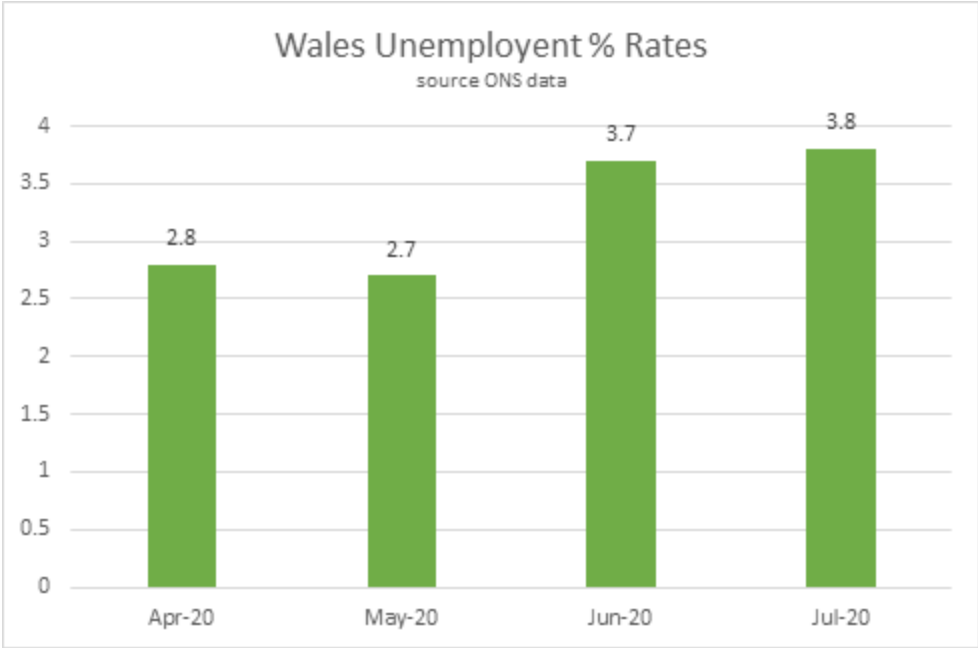
1	Support for the report and the ongoing work to manage the impacts that Welfare Reforms has and will continue to have upon Flintshire's most vulnerable households.
---	--

## REPORT DETAILS

1.00	<b>EXPLAINING THE WELFARE REFORM UPDATE</b>									
1.01	<p><b>Removal of the Spare Room Subsidy</b>– More commonly referred to as the <b>Bedroom Tax</b>, this reform relates to restrictions to Housing Benefit or Universal Credit where the claimant is under occupying the property. The restrictions are:</p> <p>14% reduction to the eligible rent where a person living in a social landlord property, has one or more “spare bedroom”          25% reduction to the eligible rent where a person living in a social landlord property, has two or more “spare bedrooms”</p>									
1.02	<p>According to statistics provided by the Department for Work &amp; Pensions (DWP) as at May 2020 163,064 recipients of Housing Benefit in Wales had a reduction to their weekly award. No equivalent data is currently published for Universal Credit customers.</p>									
1.03	<p>80% of Housing Benefit recipients in Wales were deemed to be under-occupying their property by one room.</p>									
<p><b>Impact in Flintshire</b></p>										
1.04	<p>At September 2020, a total of 561 households in Flintshire were subject to a reduction in their housing benefit payments as a result of the Bedroom Tax.</p>									
1.05	<p style="text-align: center;"><b>Residents subject to Under Occupancy Reduction September 2020</b></p>  <table border="1" data-bbox="363 1597 1297 1709"> <thead> <tr> <th></th> <th>14%</th> <th>25%</th> </tr> </thead> <tbody> <tr> <td>HA</td> <td>100</td> <td>21</td> </tr> <tr> <td>LA</td> <td>343</td> <td>97</td> </tr> </tbody> </table>		14%	25%	HA	100	21	LA	343	97
	14%	25%								
HA	100	21								
LA	343	97								
1.06	<p>118 households in Flintshire are subject to a 25% reduction in their weekly housing benefit payments and 443 households are subject to a 14% reduction in their weekly housing benefit payments.</p>									
1.07	<p>The reduction in Housing Benefit for people who are subject to the Bedroom Tax in Flintshire is around £9,500 per week which is just under £500,000 per year.</p>									

1.08	This means that tenants affected by this restriction have to find this extra money to pay their rent.
1.09	The data here is limited to those tenants who still claim housing benefit. The Bedroom Tax is a restriction that also is applied to Universal Credit (UC), however the council does not have access to this data to be able to report the position.
1.10	An indication of the number of tenants affected in UC can be shown by the number that have been supported via a Discretionary Housing Payment, which was 272 in September 2020 compared to 215 in September 2019.
	<b>Benefit Cap</b>
1.11	The total amount of annual 'out of work' benefit income which a 'working-age' household can receive is set at (figures for households outside of greater London): <ul style="list-style-type: none"> <li>▪ £20,000<sup>1</sup> for couples and lone parents (£383.56pw)</li> <li>▪ £13,400 for single claimants (£256.99pw)</li> </ul>
1.12	At May 2020 1,486 households in Wales were subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied.
	<b>Impact in Flintshire</b>
1.13	At September 2020 there were 39 households in Flintshire are subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied. This is a total loss of income for these residents of around £2,500 per year.
	<b>Universal Credit</b>
1.14	At August 13 2020 the DWP confirmed 268,317 customers in Wales were in receipt of UC of which 32% were working, this is comparable to the percentages for the rest of the United Kingdom.
	<b>Impact in Flintshire</b>
1.15	At October 2020 the caseload for Flintshire customers in receipt of UC has increased from 7,137 to 11,991 in a 10 month period. This represents an 68% increase.
1.16	In Flintshire the current UC caseload confirms 42% of those customers (2986) are working which is above the average in Wales which is 32%
1.17	The Housing Benefit caseload has reduced by around 10% compared from October 2019 which is likely to reflect customers moving onto UC.

<sup>1</sup> For information - in Greater London area the benefit cap is set at £23,000 for couples/lone parents and £15,410 for single claimants.

	<b>Unemployment in Wales</b>										
1.18	<p>The latest Labour Market Statistics, published October, show that Wales' unemployment rate rose significantly between April to July:</p>  <table border="1"> <caption>Wales Unemployment % Rates</caption> <thead> <tr> <th>Month</th> <th>Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Apr-20</td> <td>2.8</td> </tr> <tr> <td>May-20</td> <td>2.7</td> </tr> <tr> <td>Jun-20</td> <td>3.7</td> </tr> <tr> <td>Jul-20</td> <td>3.8</td> </tr> </tbody> </table>	Month	Rate (%)	Apr-20	2.8	May-20	2.7	Jun-20	3.7	Jul-20	3.8
Month	Rate (%)										
Apr-20	2.8										
May-20	2.7										
Jun-20	3.7										
Jul-20	3.8										
	<b>Unemployment in Flintshire</b>										
1.19	Latest stats from Welsh Government (WG) Statistics for Wales advise that unemployment rates in Flintshire remain static at 2.7%										
1.20	DWP confirm that as at September 2020 there are approximately 4,300 customers seeking employment in Flintshire. There are no comparative figures available for September 2019.										
	<b>Help to Claim Service</b>										
1.21	From 1 <sup>st</sup> April 2019 DWP withdrew funding to Local Authorities to provide Universal Support (which consisted of personal budgeting and digital assistance) but instead Citizens Advice (England and Wales) and Citizens Advice Scotland have taken on the responsibility for delivering the replacement service which is called "help to claim process".										
1.22	As the Help to Claim model does not include the personal budgeting support element and is only available to a limited group of customers up to the date they receive their first full UC payment. The council continues to provide this support to our residents via the Welfare Reform Team.										
1.23	Since April 2020 the provision has shifted to a national call centre which operates a telephone service.										
1.24	Since the start of UC, the council has seen high demand for services in relation to managing household finances, navigating the UC online systems and supporting customers to understand their claims and challenge where necessary.										

<b>UC “Managed Migration”</b>																																																																																											
1.25	Managed migration describes the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a ‘natural’ transfer to Universal Credit.																																																																																										
1.26	<p>In March 2019 DWP announced that Harrogate was going to be the pilot area for a major trial of ‘managed migration’ due to its diverse range of customers.</p> <p>Being part of the pilot is optional for customers and only those who consent to moving to UC are being included.</p> <p>Harrogate was selected as it was one of the first areas to implement UC. The pilot will run for a minimum of 12 months so at the earliest this was due to end in July 2020. Due to the pandemic the pilot remains paused.</p>																																																																																										
1.27	It is anticipated that the learning and evaluation once this pilot is reinstated will be shared in advance of ‘managed migration’ being introduced in Wales so that the Council can be prepared to support those customers in readiness for the move to Universal Credit. An update can be provided once the findings are released.																																																																																										
<b>Council Tax Reduction Scheme (CTRS)</b>																																																																																											
1.28	Welsh Government have recognised that there has been a national trend in reducing caseloads and expenditure for CTRS in recent years.																																																																																										
1.29	<p>However this is not the case so far in this year as the table below shows:</p> <p>The chart displays weekly expenditure for the Council Tax Reduction Scheme (CTRS) across three financial years and the 20/21 Base Budget. The Y-axis represents expenditure in £, ranging from 9,000,000 to 12,000,000. The X-axis represents the Week Number, from 1 to 49. The 18/19 weekly expenditure (yellow line) starts at approximately 10,400,000 and gradually decreases to about 10,100,000 by week 49. The 19/20 weekly expenditure (green line) starts at approximately 10,900,000 and gradually decreases to about 10,700,000 by week 49. The 20/21 weekly expenditure (red line) starts at approximately 11,300,000 and increases to 11,487,478 by week 25. The 20/21 Base Budget (orange line) is constant at approximately 11,175,226.</p> <table border="1"> <caption>Weekly CTRS Expenditure Data</caption> <thead> <tr> <th>Week Number</th> <th>18/19 weekly expenditure (£)</th> <th>19/20 weekly expenditure (£)</th> <th>20/21 weekly expenditure (£)</th> <th>20/21 Base Budget (£)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>4</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>7</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>10</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>13</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>16</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>19</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>22</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,300,000</td> <td>11,175,226</td> </tr> <tr> <td>25</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>28</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>31</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>34</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>37</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>40</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>43</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>46</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> <tr> <td>49</td> <td>10,400,000</td> <td>10,900,000</td> <td>11,487,478</td> <td>11,175,226</td> </tr> </tbody> </table>	Week Number	18/19 weekly expenditure (£)	19/20 weekly expenditure (£)	20/21 weekly expenditure (£)	20/21 Base Budget (£)	1	10,400,000	10,900,000	11,300,000	11,175,226	4	10,400,000	10,900,000	11,300,000	11,175,226	7	10,400,000	10,900,000	11,300,000	11,175,226	10	10,400,000	10,900,000	11,300,000	11,175,226	13	10,400,000	10,900,000	11,300,000	11,175,226	16	10,400,000	10,900,000	11,300,000	11,175,226	19	10,400,000	10,900,000	11,300,000	11,175,226	22	10,400,000	10,900,000	11,300,000	11,175,226	25	10,400,000	10,900,000	11,487,478	11,175,226	28	10,400,000	10,900,000	11,487,478	11,175,226	31	10,400,000	10,900,000	11,487,478	11,175,226	34	10,400,000	10,900,000	11,487,478	11,175,226	37	10,400,000	10,900,000	11,487,478	11,175,226	40	10,400,000	10,900,000	11,487,478	11,175,226	43	10,400,000	10,900,000	11,487,478	11,175,226	46	10,400,000	10,900,000	11,487,478	11,175,226	49	10,400,000	10,900,000	11,487,478	11,175,226
Week Number	18/19 weekly expenditure (£)	19/20 weekly expenditure (£)	20/21 weekly expenditure (£)	20/21 Base Budget (£)																																																																																							
1	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
4	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
7	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
10	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
13	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
16	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
19	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
22	10,400,000	10,900,000	11,300,000	11,175,226																																																																																							
25	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
28	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
31	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
34	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
37	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
40	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
43	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
46	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
49	10,400,000	10,900,000	11,487,478	11,175,226																																																																																							
1.30	There may be longer term impacts due to further lockdowns or tightening of restrictions with consequent economic impacts and potential job losses which could lead to more residents needing to claim CTRS.																																																																																										

	Aside of the current situation, we are aware that the introduction of UC has likely impacted the previously declining caseloads on the basis that there is a requirement to claim CTRS separately to UC rather than in one claim.						
1.31	The council has been actively promoting the scheme and to remind people of its aim to support residents who are finding making payments to their council tax a struggle based on low income or receiving benefits (including UC).						
1.32	Work is being undertaken through a combination of proactive and reactive methods with the aim of helping as many residents as possible for example there is ongoing work linking with Council Tax records to ensure we support residents at the earliest opportunity, with the introduction of signposting to support with reminder notices.						
1.33	A new service has been introduced extending an offer of financial and welfare support working with the business community for those affected by Job Retention Scheme and redundancy – A new partnership arrangement with DWP and Business Wales has resulted in direct referral systems with Airbus to the team for anyone wanting support.						
1.34	<p>This model was the first of its type to be created and is anticipated to be used as a model of good practice going forward to support those working in related supply chains who generally in lower paid employment facing financial changes, and other residents and organisations facing the same challenges.</p> <p>This model is currently being offered and delivered to other organisations within Flintshire and will continue to monitor the success of this.</p>						
	<b>Job Retention Scheme</b>						
1.35	<p>The Job Retention Scheme was initially due to end 31<sup>st</sup> October 2020 but following a recent announcement it has been extended to 31<sup>st</sup> March 2021.</p> <p>As at July 2020, according to HM Revenue &amp; Customs the number of Job Retention Scheme in Flintshire are as follows:-</p> <table border="1" data-bbox="319 1523 1385 1635"> <thead> <tr> <th>Employment Scheme</th> <th>Job Retention</th> <th>Take-Up rate</th> </tr> </thead> <tbody> <tr> <td>26,000</td> <td></td> <td>35%</td> </tr> </tbody> </table> <p>It is expected that ongoing financial support and welfare advice will continue for those who may face redundancy or subject to reduced income through the Job Support Scheme.</p>	Employment Scheme	Job Retention	Take-Up rate	26,000		35%
Employment Scheme	Job Retention	Take-Up rate					
26,000		35%					
	<b>NHS Track and Trace Isolation Support Grant Payment</b>						
1.36	From 16 <sup>th</sup> November 2020, the Test and Trace Self-isolation support grant payment will be available. This £500 payment will be for residents on low income who are unable to work because they must self-isolate. The scheme runs until 31 <sup>st</sup> January 2021.						

	<p>In order to get the £500 payment, residents are required to fulfil all four following criteria's:</p> <ol style="list-style-type: none"> <li>1. Residents are currently receiving Universal Credit, Working Tax Credit, Income-based Employment and Support allowance, Income-Based Jobseeker's Allowance, Income Support, Housing Benefit and/or Pension Credit;</li> <li>2. Are employed or self-employed;</li> <li>3. Are unable to work from home and will lose income as a result ;</li> <li>4. Have been told to self-isolate by NHS Test and Trace, either for 10 or 14 days.</li> </ol>
1.37	<p>The assumption across Wales is that numbers who meet the criteria for payment may initially be low but we expect a high interest of applications.</p> <p>In order to ensure we maximise opportunities to join up services and offer support at the earliest opportunity, this work will be administered by the welfare team who will take the opportunity to identify any wider support that may be required.</p>
	<p><b>Carer's Bonus Payment</b></p>
1.38	<p>On 1<sup>st</sup> May 2020 Welsh Government committed to pay a £500 bonus to care workers for their work during the Covid-19 Pandemic.</p>
1.39	<p>The intention of the scheme is for all eligible carers to receive and benefit from the full £500 payment, however, HMRC confirmed these payments are regarded as earnings and will be liable for tax, national insurance contributions and student loan repayments. They will also be included in welfare benefits calculations.</p>
1.40	<p>As the bonus is to be treated as earned income, this will result in a reduction in HB/CTRS for the period for which it covers. If this is due for a past period will result in an overpayment of HB and CTRS</p> <p>Current volumes are not yet known, however work is in progress to determine any options available to minimise the impacts on our residents.</p>
	<p><b>Support Services</b></p>
1.41	<p>The Welfare Reform Team combines the administration of discretionary housing payment with general financial and holistic support for all customers inclusive of whether or not they are being impacted by Welfare Reforms and their objectives include:</p> <ul style="list-style-type: none"> <li>• Support the Poverty and vulnerability agenda</li> <li>• Contribute to building community and financial resilience</li> <li>• Provide interventions to residents with financial, fuel and child poverty concerns</li> <li>• Provide a range of supportive measures to mitigate the impacts of poverty and vulnerability.</li> </ul>

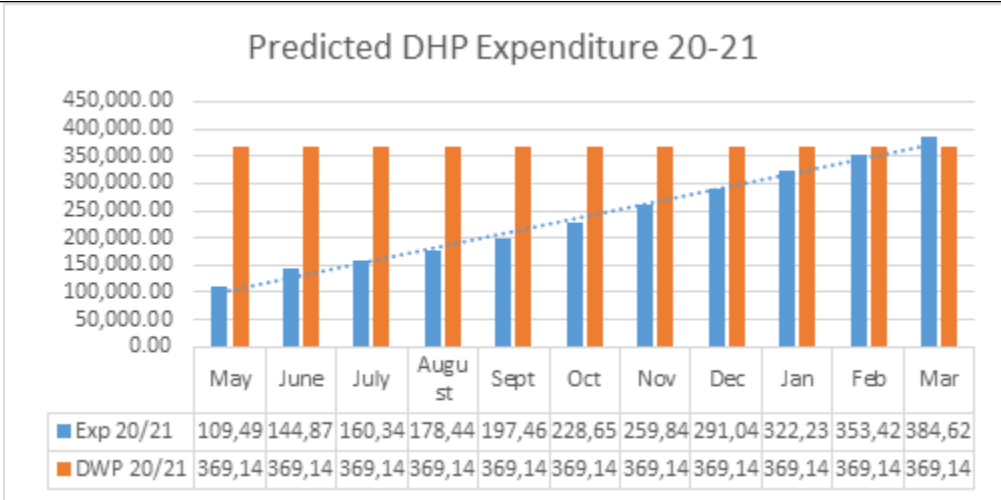
1.42	<p>Assistance is offered and provided to residents who may be struggling to re-align their finances, e.g. assistance to navigate which benefits they could claim and help to access other support that may be available.</p> <p>As part of the drive for the holistic approach to supporting residents, partnership and collective working arrangements have been created with organisations such as; Warm Wales; and Flintshire Local Voluntary Council (FLVC)</p> <p>Working with and developing partnerships is key to successful outcomes for our residents.</p>
1.43	<p>This work is critical now and will provide an opportunity to reflect on the effectiveness of support and partnerships which will enable these services to be available to flexibly respond to emerging issues in the future</p>
1.44	<p>Flintshire, are represented and play an active role in the Welsh Governments Regional Advice Network. North Wales Regional Advice Network priorities for 2021 are:-</p> <ul style="list-style-type: none"> <li>• Provider mapping, directory and awareness for referral</li> <li>• Shared approach for referrals and referral portal</li> <li>• Understanding and overcoming rural barriers</li> <li>• Shared training for providers</li> </ul> <p>The network aims to provide links between Welsh Government and local services which will support the development of a strategic approach to the provision of social welfare advice and information services across the region, by working collaboratively with other providers, funders and relevant stakeholders.</p>
1.45	<p>Flintshire manage and coordinate the work of the Tackling Poverty Partnership, this group has representatives from all sectors and its aim is to coordinate, influence and where possible align advice provision in the county in order to mitigate the negative impacts of Welfare Reform, identify need from within the communities and support our residents by tackling poverty and promoting well-being</p>
1.46	<p>The Bevan Foundation's latest work on the Welsh Benefits System finds that schemes such as Free School Meals, Council Tax Reduction Scheme and Discretionary Assistance Fund require review to ensure accessibility and simplifying of benefits to help more families out of poverty (attached as link further in report)</p>
1.47	<p>The Pandemic has highlighted and resulted in more residents experiencing negative impacts on their financial situation.</p> <p>The service has been adapted to provide welfare support over the telephone which has meant that the service has been able to respond promptly to the increased volume of referrals. Additionally, due to limited availability of front line face to face services, the team provides assistance to residents to make online applications for various benefit claims.</p>



1.48	Welfare Reform Team data confirms a 60% increase in referrals when compared with the same period in 2019-20. However, it is worth noting, that even though the volumes have increased the reasons for contact remain the same.
	<b>Discretionary Housing Payments (DHP)</b>
1.49	Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (Housing Element), but who may still need further financial help with their housing costs.
1.50	<p>In the first half of 2020/2021 594 DHP applications have been received.</p> <ul style="list-style-type: none"> <li>399 Universal Credit customers compared to the same point in 2019/20 was 383</li> <li>195 Housing Benefit customers compared to the same point in 2019/20 was 238</li> </ul> <p>Data shows that Bedroom Tax – under-occupancy is still the most common reason for DHP applications which indicates that finding available suitable accommodation remains difficult for customers.</p>
1.51	<p>As at September 2020, based on current expenditure the forecast is that the Council will exceed the Discretionary Housing Payment (DHP) funding provided by the Government</p> <p>Current projections indicate an approx. £11,000 overspend due to more residents accessing DHP support and longer awards of DHP have been granted during the early and ongoing pandemic to create a period of stability for those experiencing financial difficulties.</p>
1.52	<p>This projected overspend is less than 2019/20, which was around £30,000.</p> <p>However, it should be noted that the baseline funding from DWP for 2020/21 increased by £82,885. This shows that demands for DHP support have increased by around £60,000.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The DHP budget for 2020/21 is £369,149 and as at the end of September expenditure was £224,770.00 which equates to 61% of the DWP funding allocation.

2.02



2.03

It is worth noting that expenditure in the first half of the year is less than previous years both within Flintshire and across Wales. This trend is likely due to the effect of Covid-19 and we assume that the changes introduced to the eviction process has also positively influenced this.

This expenditure trend is monitored in year to highlight any potential pressures which will be reported through budget monitoring processes.

2.04

Delivery of Personal Budgeting Support is no longer funded by DWP. However, Welfare and budgeting support will continue to be provided by the Welfare Reform Team due to the extra resources that have been secured for the next two years and a further financial pressure has been highlighted for year three.

2.05

Since inception, the team's main focus was to support those residents who were negatively impacted by Welfare Reform changes. However since April it has become clear the wider community requires support and in view of the ongoing uncertainty the demand is expected to continue.

2.06

Since April 2020 to meet the demands of new and existing customer needs the support has been adapted. There has been a significant increase in the volumes of customers requiring support which as at September 2020 was an approx. 60% increase compared to September 2019.

2.07

The team will, with additional resources, be able to identify, plan support and undertake pro-active activities to assist residents in order to mitigate welfare reforms and the impacts that the ongoing situation will have upon residents.

2.08

The future caseload customer base looks like it will change as COVID-19 impacts more and more types of households. The Social Research Council as part of UK Research and Innovation's response to COVID-19 have provided a report of their findings which suggest that there will be new cohort of benefit claimants.

2.09

The approach of the team has been really clear in terms of support being focused on the customer and their needs to move forward into a better position both financially and with their general well-being.

2.10	Since April, the Team have provided 252 residents with budgeting and money advice. Our understanding is that there are long lead times to access debt advice which can exacerbate an already challenging financial situation. Therefore, we recommend additional resources are considered to fund a specialist debt advisor within the Housing Benefits Service. The team have a good understanding of any emerging trends which could potentially put a customer at risk of losing their home or reaching crisis point and are able to share any such observations amongst other organisations both internal and externally.
	<b>FINANCIAL IMPLICATIONS</b>
2.11	Since April 2019, the DWP have not provided funding for the Council to provide support to Universal Credit customers with Personal Budgeting Support and Assisted Digital Support.
2.12	Demand for budgeting support continues to increase and will continue to be provided by the Welfare Reform Team to all residents who are affected by any Welfare Reform not just those receiving Universal Credit.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>	
3.01	Under the five delivery principles of the Well-being of Future Generations Act the Welfare Reform Team can have the following impacts:	
	Long-term	Positive impact on longer term solutions to help people manage their financial commitment and sustaining their homes.
	Prevention	Positive impact by supporting people out of poverty.
	Integration	Positive impact by working with other organisations to promote positive changes.
	Collaboration	As above
	Involvement	As above
	Well-being Goals Impact	
	Prosperous Wales	Positive impact – support residents to address poverty and improve life chances particularly those most adversely impacted by Welfare Reforms.
	Resilient Wales	No impact

	Healthier Wales	Positive – supporting residents with skills and knowledge that influence better choices which promote better health and wellbeing.
	More equal Wales	Positive - By supporting residents to move out of poverty this also contributes to enabling residents to fulfil their potential no matter what their background.
	Cohesive Wales	No impact
	Vibrant Wales	No impact
	Globally responsible Wales	Positive –support residents to make simple changes such as reviewing energy providers and bank processes - such as the promotion of local credit unions.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None

<b>5.00</b>	<b>APPENDICES</b>
5.01	None

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<a href="https://www.gov.uk/government/news/citizens-advice-to-provide-support-to-universal-credit-claimants?utm_source=4f4a9ae5-2d1e-4c58-acad-f05b19d5849e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate">https://www.gov.uk/government/news/citizens-advice-to-provide-support-to-universal-credit-claimants?utm_source=4f4a9ae5-2d1e-4c58-acad-f05b19d5849e&amp;utm_medium=email&amp;utm_campaign=govuk-notifications&amp;utm_content=immediate</a>
6.02	<a href="https://stat-xplore.dwp.gov.uk/webapi/jsf/dataCatalogueExplorer.xhtml">https://stat-xplore.dwp.gov.uk/webapi/jsf/dataCatalogueExplorer.xhtml</a>
6.03	<a href="https://www.bevanfoundation.org/wp-content/uploads/2020/09/Welsh-Benefits-System-Final-Report-1.pdf">https://www.bevanfoundation.org/wp-content/uploads/2020/09/Welsh-Benefits-System-Final-Report-1.pdf</a>
6.04	<a href="https://gov.wales/sites/default/files/statistics-and-research/2020-07/regional-economic-and-labour-market-profiles-july-2020-208.pdf">https://gov.wales/sites/default/files/statistics-and-research/2020-07/regional-economic-and-labour-market-profiles-july-2020-208.pdf</a>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer: Jen Griffiths</b>  <b>Telephone:</b> 01352 – 702929  <b>E-mail:</b> <a href="mailto:Jen.Griffiths@flintshire.gov.uk">Jen.Griffiths@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Discretionary Housing Payment (DHP)</b> Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (Housing Element), but who may still need further financial help with their housing costs.
8.02	<b>Eligible Rent</b> – this is the amount of rent (net of any ineligible services) that a claim for housing benefit or universal credit is calculated from.
8.03	<b>Housing Benefit</b> - helps tenants pay all, or part of their rent if they have a low income. Housing Benefit is administered by Local Authorities.
8.04	<b>Ineligible Services</b> – These are charges that may be included in rent that are not eligible for support through either housing benefit or universal credit. Such as: heating; lighting; hot water; meals.
8.05	<b>Registered Social Landlord (RSL)</b> - RSLs are not-for-profit organisations that aim to provide good, low cost accommodation.
8.06	<b>Spare Bedroom</b> – in the context of the spare room subsidy (or bedroom tax) this is where there are more bedrooms in the property than the household need. For example, a single person living in a two bedroom house would be deemed as having one “spare” bedroom.
8.07	<b>Universal Credit (UC)</b> – is an integrated means-tested benefit for people of working age whose income is below a specified minimum amount. UC can be claimed by working age people in and out of employment.
8.08	<b>UC Managed Migration</b> – Managed migration describes the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a ‘natural’ transfer to Universal Credit.
8.09	<b>Working Age</b> – for social security benefits ‘working age’ ends for both men and women at the female statutory retirement pension age. In May 2016 this is 63 years old. The female statutory retirement age is gradually increasing to equalise with men (65 year old) in October 2018. The pension age for both men and women will then increase to 66 in 2020.
8.10	<b>Welfare Reforms</b> – changes introduced to a range of social security benefits and tax credits, which aim to ensure that the United Kingdom has an affordable benefit system.

This page is intentionally left blank



## COMMUNITY, HOUSING AND ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 16 December 2020
<b>Report Subject</b>	Housing Rent Income
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing & Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides Members with a further operational update on rent collection and arrears for 2020/21.

Total Rent Arrears, as at week 34 (up to Monday 23<sup>rd</sup> November), were £2.49m, compared to £2.31m at the same point in 2019/20 – a rise of £184k.

The Rent Income service continues to fully support tenants and ensure intervention and regular communication is maintained to prevent further legal action being taken and to ensure tenants meet their payment obligations.

The Covid-19 has impacted on the ability of some tenants to pay on time. However, in cases where tenants do not engage or pay, despite all the offers of help and support, the service is now re-activating rent recovery, including through the courts where necessary, to ensure tenants keep to the terms of their tenancy agreements.

### RECOMMENDATIONS

1	Note the latest financial position for rent collection in 2020/21 as set out in the report.
---	---

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE LATEST RENT ARREARS POSITION</b>
1.01	The Rent Income service continues to collect rent from around 7,309 properties with an in-year collection yield of £39.9m in 2020/21.
1.02	The 2019/20 year end position showed rent arrears had started to stabilise and even fall by £65k – a position last seen in 2017/18. Since then, and due to the Covid situation, the financial challenges to maintain rent income levels remains a risk for the Council HRA.
1.03	<p>The current position for 2020/21 can be illustrated using the chart below.</p> <p style="text-align: center;">Arrears Comparisons (2015/16 - 2020/21)</p>
1.04	The trend in 20/21 shows that rent arrears have gradually increased since the start of the Covid situation. Total Rent Arrears, specifically at week 34, (up to Monday 23 <sup>rd</sup> November), were £2.49m, compared to £2.31m at the same point in 2019/20 – a rise of £184k
1.05	The impacts of the current Covid situation have had a negative effect on rent collections, as some tenants have struggled to meet their payment obligations as a result of reduced working hours, losing their employment or being placed on ‘furlough’. Other social landlords are facing the same challenges too.
1.06	The UK and Welsh governments also introduced additional measures, enacting these through the Coronavirus Act, some of which were aimed at protecting tenants from eviction and legal action. The measures, up to September 2020, also ensured that anyone struggling with payment of rent was not subject to court action which could ultimately lead to an eviction.
1.07	Whilst the moratorium of legal action and evictions offered ‘breathing space’ to tenants, there are ongoing risks that some tenants have also built up significant levels of unpaid rent which will be difficult or impossible



	to pay back quickly. In turn, this presents a financial 'cash-flow' risk for the Council, in the same way it does for other social and commercial landlords.																																												
1.08	A decision was made to re-commence with rent recovery at the end of August, effectively the first available opportunity. Initially this work started with 'soft' recovery letters being sent to tenants who were not responding to telephone calls or text messages and who are at risk of falling behind with their payments.																																												
1.09	The recovery strategy throughout 20/21 has focused been on encouraging engagement with tenants who are experiencing problems with paying their rent and discussing any changes in their personal circumstances, particularly any Covid related impacts.																																												
1.10	Evidentially, the pandemic has hindered the ability of some tenants to pay their rent. This though does not mean that tenants should have stopped paying rent over this period. In a small number of cases, especially with tenants who previously had a poor record of payment prior to the pandemic, the concern is also that a small number of tenants have exploited the situation in the knowledge that legal action could not be taken.																																												
1.11	Legal action is now being considered on a case-by-case basis to remedy some of the more complex and challenging cases. This is being done by a Reviewing Panel of consisting of the Chief Officer for Housing & Assets and other senior managers in the Housing service.																																												
1.12	Prior to the UK lockdown in March there were five cases that were due to move to warrants of eviction. The cases have now been re-authorized by the reviewing panel but delays in bringing these cases to a final conclusion and which will result in eviction is also exacerbating the overall financial position and continues to impact on the rising rent arrears position. Rent arrears alone in these five serious cases equates to a total of £26k.																																												
1.13	<p>The current levels of arrears can also be illustrated in the table below. This helps to highlight the bulk of the increase in arrears equating to £184k as at week 34 is mainly attributable to a small number of tenancies where new or existing tenancy enforcement action through the courts has been delayed.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th rowspan="2">Banded Arrears (£)</th> <th colspan="2">Apr-20</th> <th colspan="2">Nov-20</th> </tr> <tr> <th>No. Tenancies</th> <th>Arrears</th> <th>No. Tenancies</th> <th>Arrears</th> </tr> </thead> <tbody> <tr> <td>250 - 500</td> <td>504</td> <td>185,702</td> <td>603</td> <td>218,371</td> </tr> <tr> <td>500 - 750</td> <td>334</td> <td>206,413</td> <td>327</td> <td>200,747</td> </tr> <tr> <td>750 - 1,000</td> <td>197</td> <td>171,180</td> <td>201</td> <td>174,160</td> </tr> <tr> <td>1,000 - 2,500</td> <td>489</td> <td>768,287</td> <td>481</td> <td>754,234</td> </tr> <tr> <td>2,500 - 5,000</td> <td>134</td> <td>444,175</td> <td>156</td> <td>530,271</td> </tr> <tr> <td>5000+</td> <td>8</td> <td>44,787</td> <td>21</td> <td>126,509</td> </tr> <tr> <td>Totals</td> <td>1,666</td> <td>1,820,544</td> <td>1,789</td> <td>2,004,292</td> </tr> </tbody> </table>	Banded Arrears (£)	Apr-20		Nov-20		No. Tenancies	Arrears	No. Tenancies	Arrears	250 - 500	504	185,702	603	218,371	500 - 750	334	206,413	327	200,747	750 - 1,000	197	171,180	201	174,160	1,000 - 2,500	489	768,287	481	754,234	2,500 - 5,000	134	444,175	156	530,271	5000+	8	44,787	21	126,509	Totals	1,666	1,820,544	1,789	2,004,292
Banded Arrears (£)	Apr-20		Nov-20																																										
	No. Tenancies	Arrears	No. Tenancies	Arrears																																									
250 - 500	504	185,702	603	218,371																																									
500 - 750	334	206,413	327	200,747																																									
750 - 1,000	197	171,180	201	174,160																																									
1,000 - 2,500	489	768,287	481	754,234																																									
2,500 - 5,000	134	444,175	156	530,271																																									
5000+	8	44,787	21	126,509																																									
Totals	1,666	1,820,544	1,789	2,004,292																																									

1.14	Even though the County Courts have re-opened at a local and national level from September 2020, there are significant backlogs of cases in the County Court system. Case progression and listings for court hearings are expected to be very slow for the foreseeable future. In turn, this will inevitably impact on the rent arrears position and the ability of the Rent Income service to resolve many of the cases, leading to further deterioration in the overall rent income position.
1.15	In addition to this, there is also a new requirement from September 2020 for landlords to provide six months' notice on "notice of seeking possession" letters. In other words, the regulations now extend eviction notice periods granted under the Housing Act 1988 to six months in most cases, as opposed to the usual three months' notice for notices served in respect of secure tenancies and introductory tenancies.
1.16	The purpose of these temporary alterations is to ensure landlords give increased notice to tenants facing eviction from rented properties before landlords can issue proceedings for possession. The effect will be to further delay evictions during the ongoing public health emergency; fewer people will face eviction into homelessness at a time when local authorities are less able to respond to these situations; those renting their homes will benefit from increased security and reduced anxiety; and individuals at risk of eviction will be provided with increased time to seek support to resolve any problems.
1.17	The Council applauds all measures to protect tenants and which allow for additional 'breathing space' but conversely such measures also hinder the Council from taking timely remedial action to end tenancies and mitigate rising rent arrears for those tenants who, despite all reasonable attempts, refuse to pay and do not engage.
1.18	Despite the challenges that lie ahead, the Rent Income service will continue to work with all tenants through the continuing Covid situation to ensure they receive maximum help and support to sustain tenancies. The service will also continue to strike the right balance by also taking legal action quickly, but only as a last resort, against tenants who fail to pay and fail to engage.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Despite the ongoing challenges, the Rent Income service continues to deploy sufficient resources when combined with the ongoing use of the Mobysoft 'Rent Sense' software. This is data analytical software that helps to identify tenants at risk of falling further into arrears.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	To mitigate the financial risks of rent arrears, losses in collections and increased bad debt impairment, the continued investment in specialised software is designed to ensure financial risks are minimised as far as

	possible during the current situation. Cases are progressing through the legal system as quickly as possible.
3.02	Each year there is a HRA bad debt provision (BDP) revenue budget set aside to meet the cost of potential bad debts and this is used to fund the 'in-year' write offs of non-recoverable debts and to increase the provision in the balance sheet for any increase in arrears based on the bad debt provision criteria.
3.03	Senior Officers in Revenues and Finance continue to track and monitor the rent arrear levels to ensure there is sufficient capacity and resilience in the HRA. There is sufficient bad debt provision set aside in the 20/21 and 21/22 HRA business plan to meet the cost of any bad debts. Although write offs are only considered as a last resort, the current provision also provides with sufficient headroom to meet the cost of increased losses in collection and write offs.
3.04	Further reviews will take place to assess the ongoing impact of rent arrears and the Covid situation before final sign off of the HRA 2021/22 business plan in January 2021.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None.

<b>5.00</b>	<b>APPENDICES</b>
5.01	<a href="https://gov.wales/written-statement-use-powers-under-coronavirus-act-2020">https://gov.wales/written-statement-use-powers-under-coronavirus-act-2020</a>

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<ul style="list-style-type: none"> <li>• Housing (Wales) Act 2014</li> <li>• Welfare Reform Act 2012</li> <li>• The Coronavirus Act 2020</li> <li>• Residential Tenancies (Protection from Eviction) (Wales) Regulations 2020</li> </ul>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> David Barnes, Revenues Manager <b>Telephone:</b> 01352 703652 <b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a>

8.00	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Housing Revenue Account (HRA):</b> The Council is required to keep a HRA to record all income and expenditure relating to the provision of local authority housing. All rental income, including arrears, must be held within a ring fenced HRA account. This means that income can only be used for council housing purposes and not general council expenditure. This also allows the rental income to be invested locally to help improve and maintain council owned homes and also build new council homes.</p> <p><b>Bad Debt Provision (BDP):</b> is a reserve to cover financial losses for rents that may be uncollectable in the future. BDP is sometimes also referred to as 'impairment allowances for doubtful debts'.</p>



## COMMUNITY, HOUSING AND ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 16 December 2020
<b>Report Subject</b>	Anti-Social Behaviour Policy
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Anti-Social Behaviour Policy fulfils the legal requirement of the Housing Act 1996 and is designed to give a clear statement of the approach of Flintshire County Council (the Council) as a landlord will take to address anti-social behaviour within the remit of the Housing Management Team.

The aim of the policy seeks to ensure that effective systems are adopted to prevent and minimise instances of anti-social behaviour and to resolve them as early as possible through timely and appropriate intervention.

We work with other internal departments and external agencies, such as North Wales Police to take any appropriate action. We will also link in with other council strategies – such as People are Safe and also external, such as Multi-Agency Risk Assessment Conference (MARAC) and Crime and Disorder Reduction Partnerships (CDRP's).

### RECOMMENDATIONS

1	That Community, Housing and Assets Overview and Scrutiny Committee note the Anti-Social Behaviour Policy and provide its observations and comments for further consideration by Officers.
---	---

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE ANTI-SOCIAL BEHAVIOUR POLICY</b>
1.01	This report and attached policy document covers tenancy enforcement and our approach in tackling anti-social behaviour as part of an ongoing review and development of a suite of Housing Service policies and operational procedures, to ensure that there is a consistent, robust and equitable approach to managing our properties and estates.
1.02	Flintshire County Council manages 7,372 homes and is committed to providing an effective and efficient tenancy management service that reflects best practice, complies with legislation and protects the rights of tenants as well as minimising risk to the Council.
1.03	As a provider of social housing, we are required by section 218A of the Housing Act 1996 to publish policies and procedures for dealing with anti-social behaviour. We are committed to tackling anti-social behaviour as we know that it can impact on the lives of our customers in the communities in which we work. Anti-social behaviour covers the range of behaviours from low-level nuisance to serious harassment, which can damage the quality of life and interfere with the ability of people to use and enjoy their home and/or community.
1.04	The housing tenancy management teams are located in Flint. All low-level anti-social behaviour such as general neighbour disputes, noise etc are dealt with by Neighbourhood Housing Officers in the first instance, however, should a breach of tenancy be determined the case is escalated to Tenancy Enforcement Officers for enforcement action to be taken.
1.05	The Tenancy Enforcement Officers deal with all high level cases of anti-social behaviour, such as drugs, assault and a number of other tenancy breaches which cannot be resolved by the relevant neighbourhood officer following a review of the case to ensure all early intervention actions have been exhausted. The team also act as a link between the housing management team and other Council departments and external agencies.
1.06	Flintshire County Council is committed to preventing incidents of anti-social behaviour occurring in the first instance and will use a range of preventative actions to achieve this for example, challenging the behaviour causing a nuisance, mediation etc. Where incidents have occurred we recognise that early intervention is the key to avoid escalation. However, we will take legal action to resolve the situation, if it is deemed necessary and appropriate.
1.07	The Tenancy Agreement clearly sets out the obligations of our tenants and has a number of clauses which can be relied upon when dealing with complaints of anti-social behaviour. These agreements make it clear that tenants are responsible for the behaviour of everyone (including children) living in or visiting their home. The conditions of tenancy are explained by the Housing Officer at sign up and when challenging any reports of anti-social behaviour.

1.08	<p>The highest number of complaints reported relate to low-level cases involving noise complaints or neighbour disputes. In such cases, it is important to distinguish between what can be classed as anti-social behaviour or a case of two neighbours who do not get on as landlord involvement may actually escalate an issue between neighbours.</p>																									
	<table border="1"> <thead> <tr> <th data-bbox="323 349 379 416"></th> <th data-bbox="379 349 624 416">Apr 20 – to date</th> <th data-bbox="624 349 890 416">Apr 19 – Mar 20</th> <th data-bbox="890 349 1157 416">Apr 18 – Mar 19</th> <th data-bbox="1157 349 1394 416">Apr 17 – Mar 18</th> </tr> </thead> <tbody> <tr> <td data-bbox="323 416 379 562">1.</td> <td data-bbox="379 416 624 562">Verbal/threats - 40 cases</td> <td data-bbox="624 416 890 562">Verbal/threats - 46 cases</td> <td data-bbox="890 416 1157 562">Verbal/threats - 28 cases</td> <td data-bbox="1157 416 1394 562">Verbal/threats-36 cases</td> </tr> <tr> <td data-bbox="323 562 379 685">2.</td> <td data-bbox="379 562 624 685">Noise – 32 cases</td> <td data-bbox="624 562 890 685">Garden – 46 cases</td> <td data-bbox="890 562 1157 685">Noise – 24 cases</td> <td data-bbox="1157 562 1394 685">Noise – 28 cases</td> </tr> <tr> <td data-bbox="323 685 379 808">3.</td> <td data-bbox="379 685 624 808">Garden – 9 cases</td> <td data-bbox="624 685 890 808">Noise – 38 cases</td> <td data-bbox="890 685 1157 808">Garden – 13 cases</td> <td data-bbox="1157 685 1394 808">Garden – 19 cases</td> </tr> <tr> <td data-bbox="323 808 379 927"></td> <td data-bbox="379 808 624 927">(Drugs – 9 cases)</td> <td data-bbox="624 808 890 927">(Drugs – 29 cases)</td> <td data-bbox="890 808 1157 927">(Drugs – 14 cases)</td> <td data-bbox="1157 808 1394 927">(Drugs – 19 cases)</td> </tr> </tbody> </table>		Apr 20 – to date	Apr 19 – Mar 20	Apr 18 – Mar 19	Apr 17 – Mar 18	1.	Verbal/threats - 40 cases	Verbal/threats - 46 cases	Verbal/threats - 28 cases	Verbal/threats-36 cases	2.	Noise – 32 cases	Garden – 46 cases	Noise – 24 cases	Noise – 28 cases	3.	Garden – 9 cases	Noise – 38 cases	Garden – 13 cases	Garden – 19 cases		(Drugs – 9 cases)	(Drugs – 29 cases)	(Drugs – 14 cases)	(Drugs – 19 cases)
	Apr 20 – to date	Apr 19 – Mar 20	Apr 18 – Mar 19	Apr 17 – Mar 18																						
1.	Verbal/threats - 40 cases	Verbal/threats - 46 cases	Verbal/threats - 28 cases	Verbal/threats-36 cases																						
2.	Noise – 32 cases	Garden – 46 cases	Noise – 24 cases	Noise – 28 cases																						
3.	Garden – 9 cases	Noise – 38 cases	Garden – 13 cases	Garden – 19 cases																						
	(Drugs – 9 cases)	(Drugs – 29 cases)	(Drugs – 14 cases)	(Drugs – 19 cases)																						
1.09	<p>The ASB Policy provides a definition of what is anti-social behaviour and gives examples of what is not. Not every complaint received will constitute anti-social behaviour and where this is the case, no further action will be taken but advice will be given. This can be subject to review if there is a change or escalation in the circumstances.</p>																									
1.10	<p>Where a report of anti-social behaviour has been made, we will take a victim centred approach and ensure that appropriate support is provided to victims, witnesses and their households at every stage of the case.</p>																									
1.11	<p>The number of reported cases has risen year on year with the highest recorded number during the recent lockdown restrictions. However, the number of cases which are closed as unresolved has significantly reduced which demonstrates more effective management of anti-social behaviour cases.</p> <table border="1"> <thead> <tr> <th data-bbox="323 1599 667 1644"></th> <th data-bbox="667 1599 837 1644">2017 - 2018</th> <th data-bbox="837 1599 1008 1644">2018 - 2019</th> <th data-bbox="1008 1599 1195 1644">2019 - 2020</th> <th data-bbox="1195 1599 1394 1644">2020 to date</th> </tr> </thead> <tbody> <tr> <td data-bbox="323 1644 667 1688">ASB Cases received</td> <td data-bbox="667 1644 837 1688">152</td> <td data-bbox="837 1644 1008 1688">106</td> <td data-bbox="1008 1644 1195 1688">202</td> <td data-bbox="1195 1644 1394 1688">115</td> </tr> <tr> <td data-bbox="323 1688 667 1733">No of closed cases</td> <td data-bbox="667 1688 837 1733">156</td> <td data-bbox="837 1688 1008 1733">112</td> <td data-bbox="1008 1688 1195 1733">156</td> <td data-bbox="1195 1688 1394 1733">101</td> </tr> <tr> <td data-bbox="323 1733 667 1778">No of cases (resolved)</td> <td data-bbox="667 1733 837 1778">109</td> <td data-bbox="837 1733 1008 1778">92</td> <td data-bbox="1008 1733 1195 1778">147</td> <td data-bbox="1195 1733 1394 1778">99</td> </tr> <tr> <td data-bbox="323 1778 667 1823">No of cases (unresolved)</td> <td data-bbox="667 1778 837 1823">47</td> <td data-bbox="837 1778 1008 1823">20</td> <td data-bbox="1008 1778 1195 1823">9</td> <td data-bbox="1195 1778 1394 1823">2</td> </tr> </tbody> </table>		2017 - 2018	2018 - 2019	2019 - 2020	2020 to date	ASB Cases received	152	106	202	115	No of closed cases	156	112	156	101	No of cases (resolved)	109	92	147	99	No of cases (unresolved)	47	20	9	2
	2017 - 2018	2018 - 2019	2019 - 2020	2020 to date																						
ASB Cases received	152	106	202	115																						
No of closed cases	156	112	156	101																						
No of cases (resolved)	109	92	147	99																						
No of cases (unresolved)	47	20	9	2																						
1.12	<p>We will adopt a multi-agency approach when dealing with cases and will work with partner agencies such as the Police, Social Services, Education and our Community Safety teams and will share information with appropriate partners and work within existing information sharing frameworks.</p>																									

1.13	<p>There are a range of tools available including carrying out warning interviews, issuing formal/final warnings and Acceptable Behaviour Contracts (ABC's) which can be issued as appropriate. As well as linking in with external partners such as North Wales Police in relation to Community Protection Notices and Closure Orders and providing supporting evidence for their own actions involving our tenants.</p>
1.14	<p>This approach has proved effective and can deliver positive outcomes, as demonstrated at Richard and Bolingbroke Heights which are high-rise blocks located in Flint.</p> <p>In December 2019, the Housing Service and police were receiving extensive reports of high-level anti-social behaviour ranging from drug use to vulnerable tenants being 'cuckooed' within the block. Through intensive work and linking in with Crime and Disorder Reduction Partnerships (CDPR's) the problem was tackled and perpetrators were dealt with through both criminal and housing-related interventions. Continued support has been provided to the tenants who have been adversely affected to ensure that they feel safe and secure within their home and community. (Appendix 2 – Case Study)</p>
1.15	<p>As the number of reported cases show (para 1.08) the majority of incidents are low-level and dealt with either through mediation or warning letters. We will however, seek to evict perpetrators when all other actions to tackle the anti-social behaviour have been exhausted or where the incident is so serious there has been a danger to life or property. Where applicable and appropriate, we will apply to court for a possession order.</p>
1.16	<p>Number of tenancies terminated due to Eviction for ASB:</p> <p>Apr 2017 – Mar 2018 – 2  Apr 2018 – Mar 2019 – 1  Apr 2019 – Mar 2020 – 4</p> <p>It should be noted that the above terminations are where an eviction has taken place, however, there will be cases whereby the tenant has left prior to the eviction and the termination reason will be recorded as another reason.</p>
1.17	<p>The Anti-Social Behaviour Policy contains a number of sections which usefully explain the following:</p> <ul style="list-style-type: none"> <li>• Definition of anti-social behaviour (what is and what isn't)</li> <li>• General Policy Statement on Anti-Social Behaviour</li> <li>• Strategic and Legislative Context</li> <li>• Preventing Anti-Social Behaviour and Nuisance</li> <li>• Tenant and Landlord Responsibilities</li> <li>• Tackling Anti-Social Behaviour</li> <li>• Victim Centred Approach</li> </ul>



1.18	There will be occasions when the Council can find no evidence to support an anti-social behaviour complaint and/or all reasonable efforts to resolve an issue in these circumstances, the case will be closed and will not be re-opened unless there is new information/evidence to support this.
------	---

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>There is a dedicated team of Housing Officers responsible for delivering Housing Services. Currently the team is divided into three areas:</p> <ul style="list-style-type: none"> <li>• New Customer team – responsible for pre-tenancy assessments, allocations and managing introductory tenancies</li> <li>• Neighbourhood team – responsible for managing neighbourhoods and secure tenancies</li> <li>• Tenancy Enforcement team – responsible for managing a number of different breaches of tenancies including anti-social behaviour</li> </ul>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>Anti-social behaviour can be a destructive force within communities and the lives of a significant number of people within those communities can be negatively affected by the behaviour of an unreasonable minority.</p> <p>Anti-social behaviour can also damage the sustainability of communities and adversely affect the Council's ability to let our properties due to poor reputation and lead to poor customer satisfaction.</p>
3.02	All Housing Officers have received case management training to enable them to effectively manage all reports of anti-social behaviour, domestic abuse and hate crime.
3.03	During the initial investigation, a risk assessment will be completed assessing any vulnerabilities and safeguarding issues. Safeguarding issues will be dealt with in accordance with the Council's Safeguarding Policy and Procedures.
3.04	<p>On closure of a case, satisfaction surveys are carried out and cases are reviewed where low satisfaction is reported. Performance is monitored against annual targets for:</p> <ul style="list-style-type: none"> <li>• Satisfaction with the way the case has been dealt with</li> <li>• Days taken to close a case</li> <li>• ASB terminations as a percentage of all termination reason</li> <li>• Actions completed within target time</li> <li>• Percentage of cases closed as resolved</li> </ul>

3.05	<b>Ways of Working (Sustainable Development) Principles Impact</b>	
	Long-term	Positive – Providing sustainable tenancies in safer, cleaner neighbourhoods.
	Prevention	Positive - Preventing homelessness through ensuring there is adequate support and accommodation to cater for a range of needs.
	Integration	Positive – Increased integration between services and partner organisations.
	Collaboration	Positive – Increased collaboration between services and partner organisations.
	Involvement	Positive – Service user involvement to help shape effective services so that support is timely and person centred
	<b>Well-being Goals Impact</b>	
	Prosperous Wales	Positive – providing good quality and affordable homes & sustainable communities
	Resilient Wales	Positive – Creating services that are prevention focused and build resilience to avoid households becoming homeless specifically vulnerable persons
	Healthier Wales	Positive – Reduction in homelessness and increase in targeted support for mental health
	More equal Wales	Housing service is delivered in a way that is inclusive for all
	Cohesive Wales	Positive – Safer and well-connected neighbourhoods
	Vibrant Wales	Positive – encourages tenants to be more involved in their community
	Globally responsible Wales	Neutral

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft ASB Policy Appendix 2 – Case Study – Richard and Bolingbroke Heights, Flint

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Dawn Kent – Housing Manager <b>Telephone:</b> 01352 703526 <b>E-mail:</b> <a href="mailto:dawn.kent@flintshire.gov.uk">dawn.kent@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Crime and Disorder Reduction Partnership (CDRP):</b> statutory local partnership established by the Crime and Disorder Act 1998 to co-ordinate action on crime and disorder. CDPR partners include the police, local authorities, probation service, health authorities</p> <p><b>Multi-Agency Risk Assessment Conference (MARAC):</b> information sharing and risk management meeting attended by all key agencies</p> <p><b>Cuckooing:</b> a form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person in order to use it as a base for county lines drug trafficking</p> <p><b>Tenancy Agreement:</b> legal document between tenant and landlord</p> <p><b>Community Protection Notices (CPN’s):</b> issued by the police against a perpetrator of persistent anti-social behaviour. Failure to comply can lead to a fixed penalty notice, remedial action or a court order.</p> <p><b>Closure Notice:</b> Prohibits access to the premises for the period specified in the notice and a breach of the order is a criminal offence punishable with imprisonment and/or a fine.</p>

This page is intentionally left blank



## **Anti-Social Behaviour Policy**

For Approval

## Table of Contents

### 1. Management Information

#### 1. MANAGEMENT INFORMATION

Date Policy approved by THE COUNCIL Cabinet / Scrutiny	
Replacing / Updating	ASB Policy 2011
Next Review Date	TBC – (to include any legislative changes i.e. Renting Homes (Wales) Act 2016 implementation)
Drafted By:	Dawn Kent
Responsible Senior Officer	Neal Cockerton
Circulation list	Available on Flintshire County Council website



## **1. Introduction**

- 1.1 Purpose of the Document
- 1.2 Definition of Anti-Social Behaviour
- 1.3 General Policy Statement on Anti-Social Behaviour
- 1.4 Strategic and Legislative Context
- 1.5 Preventing Anti-Social Behaviour and Nuisance

## **2. Tenant and Landlord Responsibilities**

- 2.1 Tenant Responsibilities
  - 2.1.1 Tenancy Agreement
  - 2.1.2 Tenancy Types
- 2.2 Landlord Responsibilities
  - 2.2.1 Approach to Dealing with Anti-Social Behaviour
  - 2.2.2 Working with Perpetrators
  - 2.2.3 Supporting Staff
  - 2.2.4 Confidentiality and Sharing Information

## **3. Tackling Anti-Social Behaviour**

- 3.1 Reporting Anti-Social Behaviour
- 3.2 Dealing with Anti-Social Behaviour
- 3.3 Remedies to Tackle Anti-Social Behaviour
- 3.4 Hate Incidents, Harassment and Discrimination
- 3.5 Illegal Drugs
- 3.6 Assault, Violence & Threatening Behaviour
- 3.7 Neighbour & Noise Nuisance

#### **4. Victim Centred Approach**

4.1 Supporting Victims of Anti-Social Behaviour

4.2 Supporting Witnesses of Anti-Social Behaviour

#### **5. Measuring Our Success**

5.1 Performance Management

5.2 Equality and Diversity

5.3 Complaints

5.4 Data Protection

5.5 Policy Review

For Approval

# 1. Introduction

## 1.1 Purpose of the Document

Section 218A of Housing Act 1996 requires social landlords to publish a statement of policy in relation to anti-social behaviour (ASB) and procedures for dealing with occurrences of anti-social behaviour.

This document fulfils this legal requirement and is designed to give a clear statement of the approach of Flintshire County Council (the Council) as a landlord to tackle anti-social behaviour within the remit of the Housing Management Team. The Council will take a victim centered approach, taking action quickly, decisively and using a harm/risk based approach. Dealing with all matters professionally and sensitively placing a strong emphasis on early intervention and positive communication. As a landlord we may work with other agencies, such as the police to take any appropriate action.

## 1.2 Definition of Anti-Social Behaviour

*Section 2 of the Anti-Social Behaviour, Crime and Policing Act 2014 defines anti-social behaviour as:*

- (a) Conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,*
- (b) Conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or*
- (c) Conduct capable of causing housing-related nuisance or annoyance to any person.*

For the purposes of ASB cases reviews (the community trigger) ASB is defined as behaviour causing harassment, alarm or distress to members or any member of the public.

Anti-Social Behaviour can include the following examples:

- Drug related offences
- Violence or threats of violence and actual assault
- Intimidation and harassment
- Aggressive and threatening language and behaviour
- Hate crime or behaviour
- Noise and other neighbour nuisance
- Local environmental quality issues such as fly-tipping, vandalism and graffiti
- Illegal or immoral use of residential premises.

The Council recognises that anti-social behaviour means different things to different people, and what might appear to be acceptable behaviour for one resident, may not be acceptable to another. Such behaviour may happen over a sustained and/or long period of time, making life very difficult for residents, or there might be one very serious incident of anti-social behavior which requires immediate intervention.

Not every complaint received will constitute anti-social behaviour and where this is the case no further action will be taken but advice will be given. This can be subject to review if there is a change or escalation in the circumstances.

Our approach focuses on tackling ASB that either affects or is carried out by people living within our properties and the communities we serve. This includes tenants and complainants, their family members (including children) or friends, owner-occupiers, lodgers or private tenants.

The intentions of the person/s carrying out the behavior will also be taken into account, as well as any disability and/or support needs they may have. Anti-social behaviour will not be tolerated.

Anti-Social Behaviour is not:

- Children playing in the street or local parks.
- Young people gathering socially.
- Being unable to park outside your home.
- One off parties/Celebrations , DIY works at reasonable hours etc.

### **1.3 General Policy Statement on Anti-Social Behaviour**

Anti-social behaviour is unacceptable in our neighbourhoods and we will:

- Not tolerate anti-social behaviour by or against our tenants and their families.
- Provide guidance to our tenants around and how to report any anti-social behaviour.
- To provide a strong victim focused approach.
- Treat reports all anti-social behaviour seriously.
- Carry out a careful and thorough investigation.
- Provide realistic expectations.
- Support perpetrators to change their behaviour.
- Take appropriate relevant action at the right time.
- Work closely with other agencies and professionals where necessary.

## **1.4 Strategic and Legislative Context**

This document is designed to meet our statutory obligations that impact on the way we deal with cases of anti-social behaviour and our duties as a Council.

Our Policy Objectives are:

- To work with the local police and other relevant agencies in sharing information to ensure most appropriate action is taken against a perpetrator.
- To work in partnership with other Registered Social Landlords and Private Landlords/tenants to resolve any issues of anti-social behaviour in our communities.
- To adopt a multi-agency approach to resolve anti-social behaviour on our estates and take a lead role in coordinating this approach.
- To ensure good working relationships with those service areas and agencies facilitating support.

## **1.5 Preventing Anti-Social Behaviour**

We will work with other agencies in relation to diversionary measures as well as stopping anti-social behaviour, criminal and/or nuisance behaviour and preventing reoccurrence.

We will, in some cases, consider mediation, acceptable behaviour contracts, restorative justice and the use of other non-legal measures in the first instance where appropriate.

In certain cases of anti-social behaviour, for example, serious or cases which are not able to be resolved with early intervention consideration will be given to legal remedies as deemed appropriate.

## 2. Tenant and Landlord Responsibilities

### 2.1 Tenant Responsibilities

The Council's tenants are subject to the terms of the Tenancy Agreement, which sets out the behaviour expected of them, and anyone else living at or visiting the property. All tenants are provided with the Tenancy Agreement at the outset of their tenancies and the clauses relating to anti-social behaviour are explained to them.

### 2.2 Tenancy Agreement

The Tenancy Agreement has a number of clauses which can be relied upon when dealing with complaints of ASB, relating to tenant responsibilities and anti-social behaviour below are some examples:

#### Section 7 sub paragraph 3

You (or anyone living with you or visiting the property) must not act in any way which is anti-social or is likely to cause a nuisance or annoyance to any other person. Examples of nuisance include, but are not limited to:

- Throwing items from windows, balconies or walkways.
- Loud music or loud noise from a TV, radio, hi-fi or musical instruments.
- Loud arguing and shouting and frequent door slamming.
- Dog barking and fouling.
- Offensive, abusive and threatening behavior.
- Annoying car maintenance or broken down vehicles.
- Offensive intoxication.
- DIY work at unsociable hours.

#### Section 7 sub paragraph 4

You (or anyone living with you or visiting the property) must not commit or threaten any form of harassment against any other person. This includes harassment on the grounds of sex, gender, age, religion, race, colour, sexual orientation and disability. Examples include, but are not limited to:

- Racist behaviour or language.
- Using or threatening to use violence, including domestic violence or abuse.
- Repeatedly using abusive language.
- Damaging or threatening to damage another person's home or possession.
- Writing threatening or abusive graffiti or letters.
- Intimidation.
- Targeting abuse at someone because they have a disability, or because of a perceived or real 'difference'.

### Section 7 sub paragraph 5

You (or anyone living with you or visiting the property) must not use, or allow the property and communal parts of the building to be used, for any illegal or immoral activity. Examples of such activities include but are limited to:

- Prostitution.
- Storing, producing or selling drugs.
- Storing or selling stolen goods.
- The use of dangerous weapons such as any type of gun or rifle, catapult or crossbow.  
Human Trafficking.

### **2.3 Tenancy Types**

Flintshire County Council tenants normally have two types of tenancy – introductory and secure. In some instances secure tenants may have their tenancies demoted by the courts and would therefore hold a demoted tenancy. Tenants have different rights depending on which type of tenancy they hold (our Tenancy Agreement states what those rights are). Should possession proceedings be required to bring the tenancy to an end there are a number of differences in the process utilised in order to bring these tenancy types to an end.

#### Introductory Tenancy

Some tenants will be subject to an introductory tenancy. Introductory tenants have fewer rights than a secure tenant, such as

- The right to mutual exchange
- The right to improve the property
- The right to an alternative landlord

Introductory tenant/s will normally become secure automatically at the end of the introductory period, provided none of the conditions contained in s.125 (5) of the Housing Act 1985 happen, possession proceedings have begun or the tenancy is extended.

To bring an introductory tenancy to an end the Council has to:

- Serve a *Notice of proceedings for Possession* on the tenant/s
- Carry out a Review of the decision if the tenant requests one, and
- Start court proceedings to end the tenancy and obtain a possession order, which is subsequently enforced.



## Secure Tenancy

A secure tenant has the most rights of these tenancy types. If possession proceedings are necessary to end a secure tenancy then the Council has to consider whether to rely on mandatory or discretionary grounds, but in all cases should.

Discretionary grounds:

- Serve a *Notice of Seeking Possession* on the tenant
- The Council then has to apply to Court for possession
- Obtain a court order for possession and enforce.

Absolute/Mandatory ASB ground for possession

There is an additional option, in some cases, for the Council to pursue absolute/Mandatory grounds for possession, to do this

- Serve a *Notice for Seeking Possession on Absolute Grounds*
- Carry out a Review of the decision if the tenant requests one, and
- Obtain a court order for possession and enforce.

Demoted Tenancy

- Serve a *Notice of Possession Proceedings*
- Carry out a review of the decision if the tenant requests one
- Obtain a court order for possession and enforce

## **2.4 Landlord Responsibilities**

### Approach to Dealing with Anti-Social Behaviour

We are committed to taking a victim centered approach in tackling anti-social behavior. With an emphasis on risk assessment, early intervention and regular contact/support with victims and witnesses

Our approach will be proportionate and fair, depending on the facts of each case. For example, in appropriate cases we will consider early intervention methods such as mediation and acceptable behaviour contracts, to provide opportunities for unacceptable behaviour to be rectified.

We work closely with North Wales Police to deal with serious cases of anti-social behaviour. We share relevant information and based on evidence gathered, and in conjunction with our legal team and relevant legislation and will decide in all cases upon the most appropriate action in any given cases.

## Working with Perpetrators

We recognise that vulnerable people living in the community are no more likely to cause anti-social behaviour than someone who is not vulnerable.

When dealing with perpetrators our response will depend on the nature of the offending behaviour. In many cases of there may be underlying causes such as:

- Drug addiction
- Alcohol addiction
- Mental health issues
- Learning difficulties
- Family or relationship breakdown
- Adverse Childhood Experiences [ACE's]

Individuals whose anti-social behaviour is a consequence of one or more of the issues listed above may sometimes require support in maintaining their tenancies and addressing their behaviour. When dealing with vulnerable individuals we will consider the factors which may be contributing to neighbour nuisance before deciding on an appropriate course of action.

We may refer perpetrators for support, however we may take enforcement action, including possession actions where this is proportionate and reasonable

## Supporting Staff

We will provide effective and regular training and support to ensure staff are competent and confident to tackle anti-social behaviour, to include any changes to current legislation.

We will ensure relevant training and systems are in place to maintain the safety and wellbeing of staff and will not tolerate threats or violence against council employees or their agents. Where such behaviour can be proved to the satisfaction of the County Court an injunction may be obtained, consideration will also be given to alternatives such as a claim for possession in the most serious or persistent cases

Our Policy objectives and standards around supporting staff which will ensure:

- That perpetrators of verbal threats, intimidation or violence against staff may face appropriate legal action
- That staff are trained to ensure compliance with legislation and policies including health and safety and the lone working policy.
- Staff are required to report all incidents of verbal abuse, threats and assaults to the appropriate manager.
- Preventative and protective action will be taken depending on risk assessment of task or where perpetrator is known or perceived to be a risk. Risk assessments are to be maintained and updated regularly.

## Partnership working

Sharing information is an integral part of dealing with anti-social behaviour. We will share information with other organisations as part of a strategy to reduce crime and disorder. We will do this in compliance with the law and with any protocols or agreements in place.

### **3. TACKLING ANTI-SOCIAL BEHAVIOUR**

#### **3.1 Reporting Anti-Social Behaviour**

We will assist in taking action against tenants who are behaving or are affected by anti-social behaviour which can be reported to us by contacting the Housing Management Team or by contacting a Local Connects Office which are located in Mold, Buckley, Flint, Holywell or Connahs Quay this will then be directed to the relevant Neighbourhood/Tenancy Enforcement Officer.

**If the anti-social behaviour also constitutes as a crime it should be reported to the police by phoning 101, or in an emergency, by phoning 999.**

#### **3.2 Dealing with Anti-Social Behaviour**

When a report of anti-social behaviour is received if it requires an urgent response, for example, hate incidents, harassment, violence or criminal behaviour, the Council will aim to contact the victim within one working day. Complainants should also be encouraged to report such incidents to North Wales Police

In less serious cases the relevant Neighbourhood Housing Officer is responsible for managing cases of lower level anti-social behaviour, such as noise from visitors, animal nuisance etc. It should be noted that in cases relating to noise, the complainant may also be encouraged to report the issue to Noise Pollution, Environmental Health as they have statutory powers to deal with Noise related cases.

In instances where complaints of ASB are not able to be resolved and require a more specialist approach the case is referred to the Tenancy Enforcement Team. If there is a serious breach of anti-social behaviour such as drugs or the impact on the victim is severe then the Tenancy Enforcement Team will immediately become involved.

The Council will also:

- Treat the information you provide to us as confidential under the GDPR guidelines.
- Take all complaints seriously and investigate them thoroughly.
- Making your safety our primary focus.
- Consider how best to support you;

- Provide you with regular updates.
- Work as part of a multi-agency partnership e.g. with Police and other relevant agencies.
- Use informal and legal remedies to solve the problem.

For Approval

### **3.3 Remedies to Tackle Anti-Social Behaviour**

We may decide to use a variety of early, informal remedies and legal remedies to resolve anti-social behaviour which can include the following listed below, (please note this is not an exhaustive list of the options available).

#### Mediation

Where the anti-social behaviour is low-level and there are no threats of violence, Mediation may be used to quickly resolve any issues before any escalation.

#### Meetings

Relevant Officers may meet with alleged perpetrators to discuss their behaviour and any other concerns this will include any actions that can be taken by the alleged perpetrator and the Officers to resolve the complaint. The Officers will gather relevant evidence and this can be helpful in resolving issues at an early stage.

#### Verbal Warning

A warning advises a person what behaviour is causing the issue, what effect this is having on the victim or the wider community, and the consequences of non-compliance or non-engagement.

#### Acceptable Behaviour Contracts

ABCs are an informal, voluntary agreement between an individual who has committed anti-social behaviour, and a local agency whose role includes protecting victims and communities from such behaviour. Such contracts can be put in place if both parties agree and can stop further escalation of anti-social behaviour.

#### Partnership Visits with Other Relevant Agencies

Relevant Officers may carry out visits with partners within the Council or with outside agencies, such Housing Officers and the police. These visits can stress how serious the matter is, the effect their behaviour is having on the complainant or community, and the consequences if they continue to behave in an anti-social way.

#### Restorative Approach

Restorative Approach focuses on resolving conflicts and supporting people to take responsibility to solve them. It encourages effective communication and working towards positive outcomes.

A Restorative Conference brings all parties of a conflict together including family and friends to talk openly about how they have been affected and what needs to happen to make things better.

#### CCTV for Target Hardening

Installing CCTV can be a useful tool in some cases. It can collect evidence of the anti-social behaviour, reassure the victim and can act as a preventative measure towards any further anti-social behaviour.

### Formal Warning

A formal warning would clearly state which tenancy conditions have been breached, details of the breach and explain the consequences of any further breaches.

### Final Warning

If the anti-social behaviour persists after a formal warning has been issued or if the situation escalates further, then a final warning may be issued, this is often the final stage before starting possession proceedings. A final warning maybe issued before any other interventions due to the severity of the anti-social behaviour.

### Injunction

In certain cases and following appropriate legal advice being obtained it may be appropriate for the Council to seek an injunction to assist with resolving the issues of ASB either against the tenant or anyone else living in the area to stop them behaving in a way which causes nuisance or annoyance to other people living in or visiting the rented property or the area itself.

### Demotion of Tenancy

Demoted tenancies are very similar to introductory tenancies. They give limited rights and less protection from eviction than a secure tenancy.

We have to follow the correct procedure and get a court order if we want to downgrade a tenancy in this way. We have to start by giving you a written notice, giving reasons why they are applying for a demotion order and when court action will begin (we should normally give you at least four weeks' notice).

Once it goes to court, the judge will only agree to demote your tenancy if you (or someone who lives with you, or visits you regularly) have:

- behaved antisocially or caused nuisance in the area, or
- threatened to do so, or
- used your home for illegal activities such as drug dealing.

The judge must also consider whether in all the circumstances it is reasonable to make a demotion order.

If an order is made, the demotion will normally last for one year, unless:

- the council starts possession proceedings against you during the 12 months
- you leave your home (in which case you will lose the tenancy)
- the court overturns the order (for example if the judge believes that it should not have been made in the first place)
- You die and no one is entitled to take on the tenancy

### Possession Notices

Prior to starting possession proceedings the Council must serve a Notice on the tenant informing them that the Council are going to take possession action

### Possession Order [Full and/or Postponed]

In possession proceedings for Council tenancies, a Judge may make the following possession orders:

- A full possession order requiring the tenant to leave the property usually within 14 days or in exceptional circumstances up to 6 weeks;
- A Postponed or suspended possession order which allows the tenant to remain in their home if they behave in accordance with the Order. If they breach the Order the Council can take action to evict them.

### **3.4 Hate Incidents, Harassment and Discrimination**

We will not tolerate any form of hate incident. A hate incident may or may not constitute a criminal offence. A hate incident is perceived by the victim or any other person as being motivated by prejudice or hate. The prejudice may be about the victim's disability, race or ethnicity, religion or belief, age, sexual identity or transgender identity.

Incidents are not only limited to physical attacks on persons and/or damage property but also includes verbal abuse and graffiti or any other behaviour that causes distress or harm to the victim.

Where appropriate we will use legal remedies against anybody found perpetrating this types of behaviour.

### **3.5 Illegal Drugs**

We will not tolerate any form of illegal drug activity by our tenants, anyone living with them or visiting them and will work with the Police and other agencies. Where appropriate we will use legal remedies against anybody found perpetrating these types of crime. Examples of this including growing cannabis, dealing drugs or using illegal drugs.

### **3.6 Violence, Assaults or Threatening Behaviour**

We will not tolerate the use of threatening, abusive or violent behaviour by tenants anyone living with them or visiting them or their visitors towards their neighbours, Council staff, subcontractors, agents or the wider community. The Council will work closely with the police and other agencies and take appropriate action.



### **3.7 Neighbour Nuisance or Disputes**

We recognise that people have different lifestyles and working patterns and that living close to others will sometimes result in noise or activity that a person may find to be annoying. Incidents – such as normal everyday noise, cooking smells as examples are not anti-social behaviour. However, we will not tolerate behaviour which does constitute ASB and will take appropriate action.

## **4. Victim Centred Approach**

### **4.1 Supporting Victims of Anti-Social Behaviour**

We will ensure that it is easy to report anti-social behaviour. We will provide support, where appropriate, to complainants, victims or witnesses. The Council has a strong tenant centred approach and will work with other agencies and professionals that may be able to help when dealing with any problems and if considered necessary offer any appropriate support.

All reports will be dealt with sensitively, if required, in confidence.

*We aim to do this by supporting victims of anti-social behaviour to:*

- To make it easy and accessible for victims to report any anti-social behaviour to ensure that staff keep complainants, witnesses and victims informed.
- To have a sensitive and proactive approach working with other agencies where appropriate to offer support and assistance.
- Ensure that there are discussions and an action plan developed with the person reporting anti-social behaviour.
- To protect the confidentiality of people reporting issues, where possible.
- Maintain regular contact with complainants, victims and witnesses.
- Provide protection measures such as target hardening working alongside The Community Safety Team.

### **4.2 Supporting Witnesses of Anti-Social Behaviour**

We will support witnesses of anti-social behaviour and work with them to secure a successful outcome where anti-social behaviour occurs. We will aim to protect witnesses and work in partnership with the police and other agencies as appropriate to ensure that witnesses feel secure and are supported throughout the process, to alleviate any fears of intimidation. This will include any referrals to victim support, keeping witnessing informed at all stages.

## **5. Measuring Our Success**

### **5.1 Performance Management**

We will monitor tenant satisfaction with our tenancy management services, the results will subsequently feed into our monitoring and review processes.

We will establish a series of monthly and annual key performance indicators for our tenancy management services and report progress against these at monthly managers meetings. We will also make these available to tenants through our various methods of communication and involvement.

We will monitor the cost of our tenancy management services and compare these through formal and informal benchmarking methods.

### **5.2 Equality and Diversity**

We recognise that we operate in a community within which there is wide diversity, we aim to value that diversity and shape our services around the needs of our tenants.

Through the management of our homes and estates we aim to treat all tenants fairly, and with respect and professionalism regardless of their gender, race, age, disability, religion, sexual orientation and marital status. We will gather information on the diverse needs of our tenants to ensure our services meet their needs and are consequently more efficient.

To enable all tenants to have clear information and equal access to our available properties, we will publish clear information in a range of appropriate languages and formats and through a range of media on request. Feedback is also accepted through a variety of different routes to reflect individual tenant's preferences or needs.

### **5.3 Complaints**

Any complaints about how a case of anti-social behaviour has been handled are to be dealt with through the Council complaints procedure or through the community trigger. This information is available on our website or you can visit one of our Connects Offices for further guidance on how to make a complaint.

#### **5.4 Policy Review**

This policy will be reviewed every three years, or where there has been significant changes to regulation or legislation to warrant a further policy review. The policy may also be reviewed sooner where there is a need to address operational issues or where best practice has evolved and there is a need to incorporate this.

Review of the policy will be undertaken in consultation with:

- staff groups;
- Elected members;
- Resident and community groups.

For Approval

This page is intentionally left blank

## Tenancy Enforcement Team – Case Study

### Details of Complaint/Incidents

An incident in our high rise accommodation block relating to youths accessing without authority. Our tenants complained of youths entering the building. They complained that the youths were congregating in the garage areas and in the communal areas, the youths were drinking and smoking and the residents felt concerned and scared. The cleaning and support staff also witnessed the youths coming and going and they were congregating in groups of between six and ten, leaving litter and acting in an anti-social manner towards residents by becoming verbally abusive and intimidating.

### Action Taken

We spoke to the complainants individually and issued incident diaries so they could provide us with dates and times, we took statements and began our investigation. We reassured the residents by keeping in regular contact with them and we arranged to have weekly surgeries for residents to meet us face to face to voice any concerns. After speaking to several residents they identified that the youths were congregating at one address and one of the group was letting the others into the building.

We visited the resident who at first denied their family member was causing any trouble, but at the time we had several eye witness accounts. We challenged the resident and reminded her of the breaches of the tenancy agreement and that she was responsible for her visitors. We then arranged to meet her and her family member and we issued a Formal Warning against her tenancy due to the volume of complaints and the impact that the behavior had had on the residents. The behavior continued and we received further complaints, we liaised with North Wales Police and Youth Justice through the CDRP (Crime and Disorder Reduction Partnership) as police were also receiving calls at the time, we completed joint visits to reassure residents that we were dealing with the situation, we then arranged a further meeting with our tenant and her family member. We issued an Acceptable Behaviour Contract between, police, ourselves and the tenant and her family member. We advised that any further issues would be dealt with swiftly by ourselves and police. The contract stated that our tenant was responsible for the behavior of her visitor and she was issued with her Tenancy Agreement, we advised the family member that this behavior was not acceptable and made him aware of the consequences and the seriousness of the situation. We completed a support referral for the family member to the Youth Justice Service. North Wales Police also added the building on their patrol list to have an increased uniform presence in the area. There was also a new key fob system that was introduced which added extra security to the building with access and egress which is monitored by the Housing department.

### Outcome

We continued the surgeries with the residents and continued to liaise with the complainants on a weekly basis, since the joint meeting with ourselves and police there have been no further incidents. The tenant had stopped her relation from entering the building and started to meet him away from her property. In turn he engaged with the support services and was issued with a yellow card by police, but has engaged with support. We continued to monitor the situation and visited our tenant to ensure that there was no further issues. There have been no further complaints by residents, we felt that working with North Wales Police and other agencies and having the surgeries was a proactive approach to the problem which was resolved quickly and effectively.

This page is intentionally left blank



## COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 16 <sup>th</sup> December, 2020
<b>Report Subject</b>	Recovery Strategy Update
<b>Cabinet Member</b>	Cabinet Member for Corporate Management and Assets and Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Council has developed a corporate Recovery Strategy for the pandemic emergency situation which was endorsed at a special Cabinet meeting on 15 September.

Cabinet requested each of the Overview and Scrutiny Committees to support recovery in their respective portfolio areas, and specifically to have oversight of:-

1. The portfolio risk register(s) and the risk mitigation actions, both live and planned;
2. The objectives for recovery for the portfolio(s);
3. The immediate strategic priorities for recovery for the portfolio(s) extracted from the draft Council Plan for 2020/21; and
4. The set of revised performance indicator targets for the portfolio(s) for 2020/21.

The above were considered by the Committee at its meeting on 28 September, 2020.

This report provides the Committee with an update on the portfolio risk register and risk mitigation actions (shown at Appendix 1 and 2).

### RECOMMENDATIONS

1	That the Committee review the latest updated risk register and risk mitigation actions within the corporate portfolios.
---	---



## REPORT DETAILS

1.00	EMERGENCY RECOVERY
1.01	<p>The Council is developing a corporate Recovery Strategy for the pandemic emergency situation. The Strategy covers:-</p> <ol style="list-style-type: none"> <li>1. The chronology of the emergency response phase and transition to recovery</li> <li>2. The handover arrangements or recovery</li> <li>3. Organisational recovery of the corporate organisation</li> <li>4. Community recovery of the communities we serve</li> <li>5. Strategic priorities and performance for the remainder of 2020/21</li> <li>6. The roles the Council will play in regional recovery</li> <li>7. The democratic governance of recovery</li> </ol>
1.02	<p>The development of the Recovery Strategy been led by the Chief Executive and Leader and overseen by a cross-party Member Recovery Board. The Board, which is an advisory sub-committee of Cabinet, has completed its work and has stood down. The Board has met seven times in quick succession and has received multiple reports and presentations. Cabinet is due to endorse the Recovery Strategy at a special meeting on 15 September.</p>
1.03	<p>Cabinet will be inviting each of the Overview and Scrutiny Committees to support recovery in their respective portfolio areas, and specifically to have oversight of:-</p> <ol style="list-style-type: none"> <li>1. The portfolio risk register(s) and the risk mitigation actions both live and planned;</li> <li>2. The objectives for recovery for the portfolio(s);</li> <li>3. The immediate strategic priorities for recovery for the portfolio(s) extracted from the draft Council Plan for 2020/21; and</li> <li>4. The set of revised performance indicator targets for the portfolio(s) for 2020/21.</li> </ol>
1.04	<p>The latest version of the risk register (Appendix 1) and table of risk mitigations (Appendix 2) for the Corporate Services portfolio are attached.</p>
1.05	<p>The recovery objectives for the service portfolio for this Committee are:-</p> <ul style="list-style-type: none"> <li>• <b>To move from emergency only to wider planned and capital programmed works</b> (the repairs service is undertaking emergency, urgent, compliance and routine responsive repairs, the WHQS capital programme works have recommenced and are progressing well and the service has continued to work on voids which is starting to reduce the backlog of empty properties). It is worth noting that some local authorities stopped working on voids during the lockdown and only undertook emergency or urgent works so the service has performed well when compared to some other local authority landlords.</li> <li>• <b>To move from the response phase which requires accommodation for all rough sleepers and establish settled housing options for those owed duties.</b> The Phase 1 emergency</li> </ul>

housing response saw all rough sleepers and people who became homeless during the health pandemic, offered emergency housing and support. We are now adopting a rapid rehousing approach, which seeks to move people into long term settled housing, offering people additional support to sustain their tenancies to avoid repeat homelessness. We have secured approx. £1.3m of Welsh Government funding to help with delivering Phase 2 of our response. Welsh government have a clear expectation that everyone should be rehoused and nobody should have to return to a life on the streets.

- **To understand and map out the potential impact of Covid19 so that appropriate plans can be developed to try and meet future housing and support needs for those households at increased risk of homelessness** We are liaising with a range of partners to ensure a wide range of support services are available and actively promoted to meet the needs of people in terms of housing related support. Our Support Gateway captures information on support needs and we monitor levels of referrals into our housing register and homeless team in order to monitor levels and types of needs that are developing on the back of Covid. We are due to complete a needs mapping exercise to inform next the Housing Support Grant delivery plan for 2020/2021.
- **To seek to recover rent which has been deferred due to rent holiday.** A letter will be sent to all tenants reminding them that they need to repay deferred rent this financial year and encouraging them to start repayments soon.
- **To move to a position where we do not need to provide for shielded customers.** This area is being monitored alongside the needs of our vulnerable residents who don't fall into the shielded category. A recovery group has been established to track this, identify emerging issues and risk and to ensure that there is adequate service provision in place (either from the council or partner organisations) to meet the needs of our residents.
- **To deal effectively with tenancy enforcement matters and provide assurance to local communities.** To review all housing enforcement cases where legal action has been held up by the Court restrictions to agree the appropriate way forward.
- **To recommence the new build housing programme.** To complete the construction of new build schemes already on site which are being delivered as part of the Council and NEW Homes house building programme.
- **To increase current capacity of trades on site to completed schemes already on site** To develop a pipeline of new build housing schemes for both the Council and NEW Homes.
- **To recommence recovery of overpaid Housing Benefit.** The Department for Work and Pensions has issued direction that this work

can commence. Work is ongoing with our residents to ensure that recovery recommences, but that support is available and provided to those who may be finding this difficult.

- **To reinstate the Disabled Facilities Grant function in line with legislative requirements.** Work has commenced in this area. Risk assessments are completed in all cases to determine safe practice and to ensure residents are comfortable with the process. There are some significant areas of risk around availability of contractors.
- **To complete the works on Riverside in a timely and safe manner.** All works to refurbish Riverside Traveller site were concluded in August despite the restrictions imposed by COVID. There were no issues identified during the programme and the additional safety measures to mitigate the spread of COVID were successful. HSE were aware of the works and likewise had no concerns.
- **To deliver the capital programme to time, budget and quality** The capital programme has recommenced and contractors are currently undertaking internal as well as external works. Assurance is sought regarding the health of customers and that they are not infected by Covid 19 prior to any internal works taking place and contractors are observing strict rules in relation to social distancing and wearing PPE at all times. An extension to the deadline for completion of WHQS works has been provided by Welsh Government in recognition of the significant delays to the capital programme caused through lockdown.
- **To recover domestic housing rent.** We continue to support tenants to make rent payments by offering a range of support to those who are struggling to pay. Recovery processes are also sensitively re-commencing in appropriate cases where it is necessary to protect income streams.
- **To review our current working practices and their modification to reflect working practices.** Working practices are evolving to take account of the challenges we face. Newly developed risk assessments have been implemented and the team is now operating on a more agile and dynamic footing than was ever the case previously.
- **To ensure PPE remains available to deliver front line services.** The repairs service has worked closely with the business performance team manager to identify and source PPE requirements to meet the needs of the service. A recent business continuity planning exercise related to Brexit has also flagged the need for further stocks of PPE to be sourced as a contingency should there be delays with supplies post January 2021.
- **To monitor capital programmes and their delivery and potential impacts on spend.** Regular meetings and discussions take place between Finance and the Housing Assets team to review capital and revenue spend and assess its impact on projects. A Finance Report is submitted to the Monthly Housing Asset Management Team Meeting

	which outlines actual spend against projected spend.
--	--

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications from this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None specific as this report is based on documented response and recovery work.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	This report specifically covers emergency situation risk management.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Updated Recovery Risk Register Appendix 2 – Updated Risk Mitigation Actions

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Neal Cockerton <b>Telephone:</b> 01352 702500 <b>E-mail:</b> <a href="mailto:neal.cockerton@flintshire.gov.uk">neal.cockerton@flintshire.gov.uk</a>

This page is intentionally left blank

Housing and Assets Portfolio Risk Register

Version 06

Published: 30.11.2020

Key		
Underlying Risk Rating	The risk rating before any mitigating actions	
Current Risk Rating	This risk rating following the planned mitigation actions	
Target Risk Rating	The risk rating which is realistically achievable and by when	
Risk Trend	The trend of the risk since the last review date	
Risk Status	Open denotes a live risk	Closed denotes a closed risk
NC ↔	No Change in the risk trend since last reviewed	
*Denotes the risk is specific to the 'Recovery'		
HA	Housing and Assets	

Risk Register - Part 1 (Portfolio Management)

Finance

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*CF14	Increasing rent arrears and Impact on the Housing Revenue Account (HRA) Business Plan	Operational	Neal Cockerton	Rachael Corbelli/Peter McHugh/Dawn Kent/David Barnes	R	R	A Open	NC ↔	Open
HA01	Demand on resources and budgets to complete work backlog of inspections and follow on works caused by carrying out essential repairs only	Operational	Peter McHugh	Sean O Donnell/Kevin Eccles	A	A	G Q4 2021/22	NC ↔	Open
HA02	Impact on Housing Revenue Account (HRA) budget and business plan with increased disrepair claims	Operational	Peter McHugh	Sean O Donnell/Kevin Eccles	A	Y	G Q4 2021/22	NC ↔	Open
HA03	Rent loss and backlog of voids caused by delayed house moves	Operational	Dawn Kent	Janet Martin	A	Y	G Q3 2020/21	NC ↔	Open
HA04	Increased financial risk due to unprecedented and unpredictable increased demand for Council Tax Reduction Scheme (CTRS) due to business closure, unemployment; reduced hours of work.	Strategic	Jen Griffiths	Anna Friend	R	R	A Open	NC ↔	Open
*HA05	Food poverty response continues for a longer period creating financial pressures, impacting on our ability to continue deliveries	Operational	Jen Griffiths	Claire Flint	A	A	A Open	NC ↔	Open
HA06	Impacts on income stream based on delayed/non recovery of housing benefit overpayment	Strategic	Jen Griffiths	Anna Friend	R	R	A Open	NC ↔	Open
HA08	Service unavailability, increased delays, increased costs due to suppliers being unable to provide raw materials i.e. Steel, plaster etc following reduction in production	Operational	Ian Edwards	Howard Parsonage / Adam Foley	A	A	G Q4 2020/21	NC ↔	Open
*HA09 Updated	Increases in Homelessness impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds) Note: risk trend has increased due to an increase in homelessness presentations. Underlying risk rating has been reviewed and updated	Operational	Martin Cooil	Jenni Griffiths / Deb Kenyon	R	A	A Open	R ↑	Open

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*CP01	A reduction in the value/level of capital receipts impacts on the Capital Programme	Strategic	Neal Cockerton	Lisa McLellan	A	A	G Q4 2021/22	NC ↔	Open
*CP02	Impact on income levels due to inability to renegotiate higher rents on lease renewals	Operational	Lisa McLellan	Gill Fairhurst	A	A	G Q4 2021/22	NC ↔	Open
*CP03	Impact on income due to tenants seeking an extension of rent deferrals	Operational	Lisa McLellan	Gill Fairhurst	R	R	A Q4 2021/22	NC ↔	Open
*CP04 Updated	Impact on income due to an increase level of voids within our commercial and industrial estate Note: current risk rating has reduced to green and risk trend is reducing due to no evidence of impact	Operational	Lisa McLellan	Gill Fairhurst	A	G	G Q4 2021/22	G ↓	Open
*CP06	An increase in property costs due to the unsustainability of Community Assets	Strategic	Neal Cockerton	Lisa McLellan/Gill Fairhurst	A	Y	G Q4 2020/21	NC ↔	Open
*CP07	An increase in property costs for the Council due to the unsustainability of Alternative Delivery Models (ADM's)	Strategic	Neal Cockerton	Lisa McLellan	A	G	G Q4 2020/21	NC ↔	Open
CP08	Delays in the Capital Programme due to contractors going into administration	Operational	Neal Cockerton	Ian Edwards/Glyn Garbutt	A	G	G Q4 2020/21	NC ↔	Open
CP11	Costs and complexities with the return and reinstatement of Deeside Leisure Centre (DLC) due to an extended period of use as an emergency hospital	Operational	Colin Everett	Neal Cockerton/Mike Welch	R	A	A Q4 2021/22	NC ↔	Open
*HA18	Reduced house delivery and increased cost ability to spend allocated grant impacts negatively resulting in Welsh Government claw back	Operational	Melville Evans	Gordon Ronald	A	A	G Q4 2021/22	NC ↔	Open
HA19	Increasing rent arrears impacts negatively on North East Wales Homes Business Plan	Operational	Melville Evans	Paula Marshall	A	A	G Q4 2021/22	NC ↔	Open
*HA20	Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource	Operational	Melville Evans	Paula Marshall	A	A	G Q4 2021/22	NC ↔	Open
*HA21 Updated	Backlogged voids impact negatively on the New Homes Business Plan Note: current risk rating has increased to amber and risk trend is increasing due to properties taking longer to let due to available appointments to view and void repair delays.	Operational	Melville Evans	Paula Marshall	A	A	G Q4 2021/22	R ↑	Open
HA22	Increased financial pressures on the Housing Revenue Account (HRA) due to high demand for responsive repairs and planned works	Operational	Peter McHugh	Kevin Eccles/ Sean O'Donnell	A	A	A Q4 2021/22	NC ↔	Open

Workforce

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
-----------	------------	-----------	--------------	---------------------	------------------------	---------------------	--------------------	------------	-------------

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA24	Unable to enforce tenancy conditions due to current legal protections and court legal system backlog	Operational	Dawn Kent	Janet Martin	A	A	G Q4 2020/21	NC ↔	Open
*HA25	Unable to apply to social distancing rules during project delivery putting surveyors, contractors and clients' health at risk	Operational	Jen Griffiths	Rafaela Rice	A	A	G Q4 2020/21	NC ↔	Open
*HA26	Delays in service delivery if there is a shortage/lack of availability of Personal Protective Equipment (PPE) for contractors and Flintshire County Council (FCC) staff	Operational	Jen Griffiths	Rafaela Rice	A	G	G Q4 2020/21	NC ↔	Open

Property and Assets

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
HA27	Increasing service demands to respond to HA04	Operational	Jen Griffiths	Anna Friend	R	R	A Open	NC ↔	Open
*CP09	Services remain out of use for longer period suppliers' failure and availability of equipment/materials	Operational	Peter McHugh/Glyn Garbutt	Sean O'Donnell/Philip Paton	A	A	G Q4 2020/21	NC ↔	Open
*HA30	Weak performance and reputational damage as development programmes are slow to commence	Operational	Jen Griffiths	Rafaela Rice	A	R	G Q4 2020/21	NC ↔	Open
*HA31	Delays on project starts dependant on components availability.	Operational	Jen Griffiths	Rafaela Rice	A	A	G Q4 2020/21	NC ↔	Open
*HA32 Updated	Inability to deliver housing adaptations due to the health of the clients and vulnerability Note: current risk rating has reduced to green and risk trend is decreasing due to new control measures being applied. Low volumes of customers refusing to have works commence due to Covid.	Operational	Jen Griffiths	Rafaela Rice	A	G	G Q4 2021/22	G ↓	Open
*HA33	People not having suitably safe and adapted accommodation due to the delay of service reinstatement. Quality of life issues customers and reputational damage	Operational	Jen Griffiths	Rafaela Rice	A	R	G Q4 2020/21	NC ↔	Open
*HA34	Suppliers unable to provide components for critical installations leading to increased delay and service unavailability for long periods of time	Operational	Glyn Garbutt	Philip Parton	A	A	G Q2 2021/22	NC ↔	Open
*HA35 Updated	Construction site controls post lockdown lead to slow construction progress and increased costs. Note: risk trend is reducing due to all sites operating efficiently and to programme, no issues encountered during the last quarter relating to supply of materials or availability of Supply Chain – Continue to monitor	Operational	Ian Edwards	Howard Parsonage/Adam Foley	A	A	G Q4 2020/21	G ↓	Open

Governance and Legal

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
-----------	------------	-----------	--------------	---------------------	------------------------	---------------------	--------------------	------------	-------------



Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA36	Breach of compliance, potential health and safety issue around statutory inspections of declined access due to social distancing and shielding customers	Operational	Peter McHugh	Sean O Donnell/Kevin Eccles	A	A	G Q4 2021/22	NC ↔	Open
*HA37	Property access and restrictions prevent routine and obligatory inspections	Operational	Dawn Kent	Mike Angell	A	A	G Q4 2021/22	NC ↔	Open
*HA38	Increase in anti-social behaviour and breaches of new social distancing rules	Operational	Dawn Kent	Mike Angell	A	A	G Q4 2020/21	NC ↔	Open

## External Regulation

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
HA39	Inability to comply with Gas Safety Regulation (Gas servicing)	Operational	Peter McHugh	Kevin Eccles	A	A	G Q3 2020/21	NC ↔	Open

## ICT &amp; Systems

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
HA40	Unable to deliver key operational services due to lack of support and responsiveness from external system suppliers	Strategic	Neal Cockerton	Service Managers	A	A	A Open	NC ↔	Open

## Risk Register - Part 2 (Portfolio Service &amp; Performance)

## Housing Programmes

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA41	SHARP programme slow to recover impacting negatively on our own house build programme and targets	Strategic	Melville Evans	Gordon Ronald	A	A	G Q4 2021/22	NC ↔	Open

## Housing &amp; Asset Management

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA42	Increased housing void backlog requiring proactive management to ensure properties let quickly and safely	Operational	Peter McHugh	Ian Peters/ Dawn Kent	A	A	A Q4 2020/21	NC ↔	Open

## Homeless Prevention Services

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA43 Updated	Increased demand for Housing Support Grant services and capacity issues create delays and lengthy waits for services Note: Underlying risk rating has been reviewed and updated	Operational	Martin Cooil	Lisa Pearson/Helen Williams	R	A	A Open	NC ↔	Open
*HA44 Updated	SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners) Note: Underlying risk rating has been reviewed and updated	Operational	Martin Cooil	Cheryl Marland	R	A	A Open	NC ↔	Open

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*HA45 Updated	Private landlords face increasing financial pressures leading to instability within the Private Rented Sector, less affordable properties and increased demand and costs for social housing providers and homeless service Note: Underlying risk rating has been reviewed and updated	Operational	Martin Cooil	Jenni Griffiths	R	A	A Open	NC ↔	Open

Closed Risks

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
HA07	Delays in the Capital Programme due to contractors going into administration	Risk removed due to duplication *CP08							
CP05	The level of voids within our commercial and industrial estate increases – due to less demand from prospective new tenants – with an impact on income targets	This risk has been merged with CP04							
*CP10	Increased cost and insurance claims due to Increased levels of vandalism or break-ins (connected to CP04 & CP06)	Operational	Lisa McLellan	Paul Brockley/Gill Fairhurst	A	G	G Q4 2021/22	G ↓	Closed
HA23	Increase costs and reputational damage due to inability to complete Welsh Housing Quality Standards (WHQS) by 2020 Note: this risk is now closed due to 12 months extension on WHQS completion.	Operational	Peter McHugh	Sean O Donnell	R	G	G Q4 2021/22	G ↓	Closed

Risk Matrix

Impact Severity	Catastrophic	Y	A	R	R	B	B
	Critical	Y	A	A	R	R	R
	Significant	G	G	Y	A	A	R
	Marginal	G	G	G	Y	Y	A
		Unlikely	Very Low	Low	High	Very High	Extremely High
Likelihood of risk happening							

This page is intentionally left blank

## Housing and Assets Portfolio Risk Register

Version 06

Published: 30.11.2020

## Risk Register - Part 1 (Portfolio Management)

## Finance

Mitigation Urgency Key	
IM – Immediate	Now
ST – Short Term	Within 1 month
MT – Medium Term	1 month plus
Upward arrow	Risk increasing
Downward arrow	Risk decreasing
Sideways arrow	No change in risk

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*CF14	Increasing rent arrears and Impact on the Housing Revenue Account (HRA) Business Plan	↔	IM	Welsh Government has (26 July 2020) increased the notification period to end a tenancy from three months to six months under the Coronavirus Act 2020 whilst voluntary for Local Authorities the expectation is that they will comply. It is anticipated that this will place further pressure on the rent arrears position and impact on our enforcement activity
Page 02 Page 107	Impact on Housing Revenue Account (HRA) budget and business plan with increased disrepair claims	↔	MT	There is currently no evidence that disrepair claims have increased during the Pandemic as such the risk trend is considered to be stable but the current risk rating has now been moved to yellow to reflect a decreasing risk. We will continue to monitor.
*HA03	Rent loss and backlog of voids caused by delayed house moves	↔	MT	We are currently working through a backlog voids. The new tenant's team is now fully staffed and each team member have been set new performance targets to let empty properties and reduce the voids backlog. The risk is reducing and has been downgraded to Yellow until we have worked through the vast majority of backlog cases
*HA05 Updated	Food poverty response continues for a longer period creating financial pressures, impacting on our ability to continue deliveries	↔	MT	Our food response to residents who were advised to shield by the Welsh Government and our most vulnerable residents who were experiencing hardship and unable to afford food was delivered up to 13 <sup>th</sup> August 2020. After this date the service continued at a smaller scale to deliver food to those households, who, when canvassed, expressed concerns around their ability to manage their food requirements. The number of weekly food parcels has reduced and Well-Fed have and continued to provide food support to these shielded and vulnerable residents; assistance is also being utilised from the voluntary sector to help relieve the pressure on Council services. As the shielding programme has been paused with effect from 16 <sup>th</sup> August 2020, the food donations have now also ceased. Well-Fed have created a new food box which is currently being delivered to residents who expressed concerns on how they were going to purchase food once the shielded programme had been paused. The box is being provided at a reduced cost as the meals on wheels service is being established. We are continuing to utilize the support from the voluntary sector to deliver the food boxes. The Well-Fed enterprise have now launched the meals on wheels service Well Fed at

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
				Home. We are now delivering and promoting full price food boxes to Flintshire residents. Residents who are struggling to purchase food are referred to Well-Fed to discuss the meals we offer as a more sustainable food option for them. Dependent on their circumstances we are able to offer either a fully subsidized/partly subsidized food box for a period of time while we provide them with relevant support.
*HA09 Updated	Increases in Homelessness, impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)	↑	MT	Management continue to monitor demand and capacity for homelessness and housing support services. Demand is increasing and expected to increase further as we move into the New Year. Numbers of homeless households accommodated by the Council is up and funding from Welsh Government mitigates some of the immediate financial risk relating to this financial year. There is however no clarity at the present time as to what additional financial support will be available for the next financial year 2021-2020. Extensions of Notice periods and delays to Court proceedings continue to offer some protection to tenants and delay anticipated increase in demand for service and increased risks of homelessness. It is clear there will be a significant instability in the housing market and increased risk of homelessness with our communities on the back of COVID but it is difficult to project the full extent of this at the present time.
*CP01	A reduction in the value/level of capital receipts impacts on the Capital Programme	↔	MT	This risk is difficult to assess as the market is generally slow to react to such economic shocks. We will mitigate the impacts of this through judicial marketing of available assets so as to maximise receipt levels or, as necessary, withdraw assets from the market in the event of market collapse. We may need to consider alternative funding sources, or work to a reduced Capital Programme in the medium to longer term
*CP02	Impact on income levels due to inability to renegotiate higher rents on lease renewals	↔	MT	It is expected that the rental market will adjust to accommodate customer affordability. This will require, on a case by case basis, consideration of best approach which may involve reducing rentals rather than lose a tenant (which in itself would result in rent loss, and empty property business rates liabilities and ongoing maintenance and security costs falling on the Council). We may also need to consider offering shorter tenancies and more frequent break clauses
*CP03	Impact on income due to tenants seeking an extension of rent deferrals	↔	MT	We will need to adjust our strategy to follow any Government guidance and to help stimulate local economic growth. As CP02 above
*CP04	Impact on income due to an increase level of voids within our commercial and industrial estate	↓	MT	We have not extended the rent deferral period for our tenants beyond the first quarter of 2020/21 and contact is being made to invite all tenants to continue with monthly or quarterly payments from July 2020, and to contact us to agree a repayment plan.
*CP06	An increase in property costs due to the unsustainability of Community Assets	↔	MT	We maintain contact and support with our CATs and where necessary provide limited financial support to ensure that they remain viable and sustainable. There are some signs that, in some cases, numbers of attendances to some facilities are at low levels, this may impact upon projected

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
				income for these organisations creating risks. The Council may need to consider a special recovery grants fund to support financially.
*CP07	An increase in property costs for the Council due to the unsustainability of Alternative Delivery Models (ADM's)	↔	IM	We are maintaining regular contact with our ADM businesses and are providing intensive support as well as ongoing financial support to ensure that they remain viable and sustainable
*CP08	Delays in the Capital Programme due to contractors going into administration	↔	MT	Capital schemes are progressing as planned.
Page 11 of 109	Costs and complexities with the return and reinstatement of Deeside Leisure Centre due to an extended period of use as an emergency hospital	↔	IM	Discussions on reinstatement costs with Welsh Government and the Health Board are at an advanced stage. There has now been agreement with BCUHB around the mechanism for claiming lost revenues due to their occupation although this process needs to be streamlined.
*HA18	Reduced house delivery and increased cost ability to spend allocated grant impacts negatively resulting in Welsh Government claw back	↔	MT	All SHARP schemes are continuing at reduced capacity levels with revised handover dates. Nant y Gro, Gronant pre-start meeting held on 08/06/2020. Scheme will start on site pending discharge of conditions. Planning delays have meant some schemes have not progressed as swiftly as anticipated and has resulted in construction not being started on site as planned. Those schemes that are in construction are experiencing delays with some handover dates are being put back because developers are running out of building materials due to supply shortages across the construction sector. Welsh Government advised of progress at regular intervals
*HA20	Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource	↔	MT	Gas servicing, urgent, routine and emergency works are now being undertaken where access is allowed by tenants. . We are reviewing non-emergency repairs procedures with For You Property Services (FYPS) and revising Service Level Agreements. This remains the same, urgent repairs are permitted. Telephone contact will be made with tenants to provide advice and non-urgent repairs will be rescheduled where possible..

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA21 Updated	Backlogged voids impact negatively on the New Homes Business Plan	↑	MT	Within NEW Homes there remains a low level of void properties currently. House moves are permitted however accompanied viewings of our new build properties are not allowed due to health and safety risks on site and so these are done virtually where possible. Re-let viewings are completed whilst maintaining social distancing guidelines. The NEW Homes team carry out the majority of tenancy preparation virtually and only meet to sign paperwork and hand over keys. This process will be continued, in order to keep face to face contact to a minimum. However, there is a risk that properties may be void for longer as multiple viewings of a property cannot take place on the same day and void repairs are incurring some delays.

## Workforce

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA24 Page 110	Unable to enforce tenancy conditions due to current legal protections and court legal system backlog	↔	MT	The temporary "Ban on Evictions" has been extended to 20 <sup>th</sup> September 2020 and notice periods extended to 6 months. Prescribed forms have been changed to reflect the changes to possession procedures in line with Coronavirus Act 2020. Strategic weekly meetings between Housing Manager and Team leaders and monitoring of KPI's. Whilst this is positive the Courts are dealing with an extensive number of backlogged cases which will impact on progress.
*HA25	Unable to apply to social distancing rules during project delivery putting surveyors, contractors and clients health at risk	↔	ST	Work is continuing with Occupational Therapists, taking specialist advice on a case basis regarding the health and vulnerability of clients. Risk assessments are carried out for all cases prior to any work being completed on the property which include an assessment of the client, surveyor and contractor. No issues have been encountered in relation to being able to maintain social distancing rules. The client has the option to postpone the work if they are not comfortable with having contractors or surveyors in their home.
*HA26	Delays in service delivery if there is a shortage/lack of availability of Personal Protective Equipment (PPE) for contractors and Flintshire County Council (FCC) staff	↔	ST	Since the private sector disabled facilities work adaptation resumed in August, no issues have been encountered in relation to PPE availability. Supply of PPE is monitored and reviewed to ensure continuity of service in line with Welsh Government guidance. Assurance is in place in relation Contractors bidding for DFG in respect of the appropriate levels of PPE to comply with government guidelines



## Property and Assets

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*CP09	Services remain out of use for longer period supplier's failure and availability of equipment/materials	↔	MT	We will identify alternative suppliers or source stock and hold for future use. Areas of particular concern are lift companies, heating installation suppliers, some specialist electronic companies and some raw materials ie plaster. Brexit is now starting to feed through into contractor concerns and contract costs are likely to be negatively impacted. There is now evidence that material supplies are being impacted with delivery times being extended from our suppliers.
*HA30 Updated	Weak performance and reputational damage as development programmes are slow to commence	↔	MT	As the private sector DFG work has resumed, delays have been encountered in the projects starting. This is primarily due to the contractors utilised by the service also being utilised by other local authorities. As work resumed at approximately the same time across North Wales authorities, there has been an impact on start times and allowing for work to be delivered in line with the Welsh Adaptation Service Standards. Work is ongoing to identify alternative options to engage other contractors currently not utilised by the service which may assist with the imminent delivery of the work. Management information has highlighted a number of jobs to be delivered have exceeded the delivery timescales as set out in the Housing Adaptations Service Standards. An action plan has been devised to expedite the delivery of this work.
*HA31 Updated	Delays on project starts dependant on components availability	↔	MT	Continue to work with manufacturers and suppliers to monitor availability Specify components requirements at tender stage. Notice to be put on tendering document stating contractor to ensure availability of materials prior to bidding/ agreeing to complete the work. Surveyors to identify individual case reviews to discuss progress and monitor. Up to 8 weeks delay on upvc windows, doors and shower trays.
*HA32	Inability to deliver housing adaptations due to the health of the clients and vulnerability	↓	MT	These customers are vulnerable due to ill health. This has been reviewed and work is ongoing with occupational therapists to take advice on a case by case basis. Risk assessments are completed prior to commencement of work. The service has resumed on a staged programme which is driven by the individual risk assessments. This risk has not materialized and will continue to be monitored
*HA33	People not having suitably safe and adapted accommodation due to the delay of service reinstatement. Quality of life issues customers and reputational damage	↔	MT	Due to the change in risk trend for risk HA30, this has led to the time period our customers are waiting for their adaptations to increase and exceed the guidance set out by the Welsh Adaptation Service Standards.  Urgent cases are still being reviewed jointly by Occupational Therapist and DFG team to assess risk in delivery of adaptation vs. deterioration of customers' health. Cases identified as being critical/essential will be risk assessed, prioritised and approval gained to conduct the work subject to contractor/material availability.



Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA34	Suppliers unable to provide components for critical installations leading to increased delay and service unavailability for long periods of time	↔	MT	Procurement and supply chains continue to be monitored. No reported difficulties via contacting contractors or suppliers in sourcing materials, parts plant or equipment currently but other issues such as Brexit are also likely to have a significant effect. Contingency plans for Brexit and Business Continuity are being developed to ensure that the service has access to the suppliers and material it requires.
*HA35	Construction site controls post lockdown lead to slow construction progress and increased costs	↓	MT	Contractors report that around 97% of infrastructure and construction sites are currently operating. Productivity is increasing as Companies work to the new Site Operating Guidelines and become familiar with 2m distancing and safer working practices. It is not anticipated that tender prices will fall in 2020, and that they will rise by 0.6% in later quarters. With the end of the Brexit transitional period in December 2020, tender prices are expected to rise by 2.4% in 2021 Risk reduced – all sites are operating efficiently and to programme, no issues encountered during the last quarter relating to supply of materials or availability of Supply Chain – Continue to monitor

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA36	Breach of compliance, potential health and safety issue around statutory inspections of declined access due to social distancing and shielding customers	↔	MT	Managed and monitored access where safe to do so. Good progress is being made in servicing gas and oil fired appliances for tenants whom were previously shielding. As at 16th October 98.6% of stock has received a current gas servicing certificate and a weekly project meeting takes place to co-ordinate servicing for gas and oil servicing in relation to difficult to access properties.
*HA37	Property access and restrictions prevent routine and obligatory inspections	↔	MT	Process introduced for over the phone assessments, with requests for photos
*HA38	Increase in anti-social behaviour and breaches of new social distancing rules	↔	MT	New power under the Coronavirus Act 2020 provides legal basis for dealing with breaches of social distancing and increase in anti-social behavior

## Recovery Risk Register – Part 2 (Portfolio Service &amp; Performance)

## Housing Programmes

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*PA41 Page 113 Updated	SHARP programme slow to recover impacting negatively on our own house build programme and targets	↔	MT	<p><b>SHARP Supply Chain</b></p> <p><b>Mitigation</b> 2020/21 - All SHARP schemes are continuing at Pandemic pace with lower on site productivity levels (circa 50- 75%) and the sourcing of alternative sub-contractors and materials suppliers.</p> <p><b>Impact</b> - 2020/21 SHARP Schemes at Garden City, Sealand (12 units) and Dobshill (Former Depot) – Phase 2 ( 13 units) have now been delivered and handed over. Remaining 26 units at Maes Gwern Site on track for delivery by December 2020. 2 outstanding units at Dobshill (Phase 1) complete but awaiting Planning Discharge conditions.</p> <p><b>SHARP Planning Matters</b></p> <p><b>Mitigation</b> 2021/22 - 2 Major SHARP Scheme’s totaling 71 units currently at Planning Application Stage. Scheme 1 Nant Y Gro LL19 9UA ( 41 units) and Scheme 2 Fford Hiraethog and Pandarus ( 30 units).</p> <p>Dedicated SHARP Design Manager having regular meetings with named Planning Officers to track progress of application and receive feedback.</p> <p>Welsh Government kept informed of planning progress through regular meetings.</p> <p><b>Impact</b> – Anticipated 6 month processing period with Planning decision received Spring 2021 <i>subject</i> to favorable consultation. Enabling lead in and mobilisation with Summer 2021 Start on Site delivery of additional new homes in the County.</p>

## Housing &amp; Asset Management

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA42	Increased housing void backlog requiring proactive management to ensure properties let quickly and safely	↔	MT	Due to lockdown advice from Welsh Government the only rehousing that was taking place involved working with the Homelessness Team to help accommodate a small number of rough sleepers and priority homeless clients. The housing allocations team have started to rehouse a number of applicants who are in financial difficulties or are fleeing domestic violence. The allocations service is resuming to an as normal service.

## Homeless Prevention Services

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA43 Updated Page 114	Increased demand for Housing Support Grant services and capacity issues create delays and lengthy waits for services	↔	MT	We are monitoring demand for support services through Support Gateway Referrals as this will establish levels and types of support service demand. We are liaising with support providers commissioned through our Housing Support Grant to ensure appropriate management of caseloads and oversight for project capacity. Delivery of additional support through the Phase 2 Plan and Welsh Government funding is ongoing and additional services of Specialist Debt Advice and Housing Support have been brought to increase capacity to these work streams.
*HA44 Updated	SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)	↔	MT	Demand for Housing Register and social housing is increasing and likely to increase further due to increased hardship, housing need and potential homelessness. We are closely monitoring the levels of demand for this service. Scrutiny Committee have endorsed the 50% nominations approach for Flintshire which will see the current Homeless Cohort being allocated 50% of all available social housing in Flintshire. This will relieve pressures on Homeless Services as outlined in risk HA09. However the high demand property type is 1 bed general needs for the Homeless Cohort and there are very few of these available. All Housing Partners in Flintshire are noting a slowing down of terminations of general tenancies which is having an impact on availability of social housing for relet. This alongside the increased demand is creating additional pressure on the Housing Register as more applicants qualify for social housing and join the Register, but fewer people are leaving the register as less properties are available.
*HA45 Updated	Private landlords face increasing financial pressures leading to instability within the Private Rented Sector, less affordable properties and increased demand and costs for social	↔	MT	We continue to receive requests for support and presentations to the Homeless Team from tenants within the Private Rented Sector. We are closely monitoring levels of service demand and continue to deliver support and refer to other agencies through the Support Gateway. Delays with court proceedings and extended notice periods (now 6 months) provide an opportunity to engage with landlords and tenants to stabilize tenancies at risk of failure. Welsh Government have announced a Private Renting Rent arrears Loan Scheme to offer interest free loans to renters who have fallen behind on rent as a direct result of COVID and we await further information on this scheme and the impact it is having on preventing tenancy failure within the private rented sector. The risk trend is

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
	housing providers and homelessness services			increasing based on consideration of the current local economic position and instability within the jobs market potentially which is anticipated to place further pressure on housing support and homelessness services and social housing stock demand if poor households are struggling with their housing costs..

## Previously Closed Risks

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
HA07	Delays in the Capital Programme due to contractors going into administration	-	-	-
P05	The level of voids within our commercial and industrial estate increases – due to less demand from prospective new tenants – with an impact on income targets	-	-	-
*CP10	Increased cost and insurance claims due to Increased levels of vandalism or break-ins	-	-	-
*HA23	Increase costs and reputational damage due to inability to complete Welsh Housing Quality Standards (WHQS) by 2020	-	-	-

This page is intentionally left blank



## COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 16 <sup>th</sup> December, 2020
<b>Report Subject</b>	Mid-year Performance Indicators for Recovery, Portfolio and Public Accountability Measures
<b>Cabinet Member</b>	Cabinet Member for Housing; and Cabinet Member for Corporate Management and Assets
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Flintshire County Council Reporting Measures 2020/21 were identified by portfolios and approved by Cabinet in September 2020. This report presents a summary of performance at the mid-year point relevant to the Community, Housing & Assets Overview & Scrutiny Committee.

This mid-year performance monitoring report for the 2020/21 Reporting Measures shows that 69% of the performance indicators have met or exceeded their targets. Where performance can be measured against last year there has been a 64% downturn in trend, with 31% of measures improving on last year's performance and 5% maintaining stable performance.

This report is an exception-based report and concentrates on under-performance against target.

### RECOMMENDATION

1. That the Committee consider the Mid-Year Performance Indicators for Recovery, Portfolio and Public Accountability Measures to monitor areas of under performance and request further information as appropriate.



## REPORT DETAILS

1.00	<b>EXPLAINING THE PERFORMANCE AT MID YEAR 2020/2021</b>
1.01	<p>The mid-year performance monitoring reports provide explanation of the progress being made toward the agreed measures set out in the Flintshire County Council Reporting Measures 2020/21.</p> <p>These measures were approved by Cabinet after targets for 2020/21 were re-assessed for forecasted performance due to the disruptions caused during the response phase of the pandemic.</p>
1.02	<p>This report is an exception-based report and concentrates on under-performance against in-year targets.</p>
1.03	<p><b>Monitoring our Performance</b></p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> <li>• RED - under-performance against target.</li> <li>• AMBER - where improvement may have been made but performance has missed the target.</li> <li>• GREEN - positive performance against target.</li> </ul>
1.04	<p>Analysis of current levels of performance against target shows the following:</p> <ul style="list-style-type: none"> <li>• 33 (69%) have achieved a green RAG status</li> <li>• 1 (2%) have an amber RAG status</li> <li>• 14 (29%) have a red RAG status</li> </ul>
1.05	<p>The performance indicators (PIs) which show a red RAG status for current performance against target, relevant to the Community, Housing &amp; Assets Overview &amp; Scrutiny Committee are:-</p> <p><b>Housing and Assets</b>  <b>Average number of working days taken to deliver a DFG (medium adaptations)</b></p> <p>Following the lockdown restrictions being lifted, three medium size adaptations have been delivered. Management information has been introduced by the newly appointed management team to oversee the work in progress and delivery timescales. A full review of these cases has been completed and an action plan has been put in place to address areas of delay. Additional resource is being sourced on a temporary basis to assist with the backlog of work. Management information has now been developed to provide oversight of the Disabled Facilities Grant work to be delivered. A large number of the adaptations has exceeded the delivery timescales set out within the Housing Adaptations Service Standards. The service is subject to a root and branch review and we are working on a longer term plan to resolve the issues.</p>

	<p><b>The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)</b></p> <p>SHARP Only - New Homes complete and under management:</p> <ul style="list-style-type: none"> <li>• As at September 2020, 29 additional new build properties are now under management (6 New Homes, 23 Flintshire County Council).</li> <li>• 44 additional new properties are under construction and due to be handed over to management by March 2021 (14 New Homes, 10 Flintshire County Council, 22 shared equity).</li> </ul> <p>A further 71 SHARP units are at the planning stage of delivery linked to successful planning determination from the Council.</p> <ul style="list-style-type: none"> <li>• Nant Y Gro, Gronant (LL19): 41 units. Planning approval but waiting on planning to discharge a condition to allow commencement of site.</li> <li>• Ffordd Pandarus, Mostyn (CH8 9PJ): 20 units. Planning Committee approval in November.</li> <li>• Ffordd Hiraethog, Mostyn (CH8 9PT): 10 units. Planning approved under delegated officer powers.</li> </ul> <p><b>The percentage of council houses that meet the Welsh Housing Quality standards within our annual programme</b></p> <p>Due to the ongoing pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard (WHQS) Capital Programme were furloughed. As a result, this delayed the completion of the 2019-2020 financial years' work (year 5 of the Capital Programme) and the commencement of the 2020-2021 financial years' work (year six of the Capital Programme). We have commenced some work on a very restricted number of properties. We have also delayed works to many of our sheltered properties and other vulnerable tenants who may have been shielding at the time.</p> <p>Progress is now gathering some momentum, however our delivery targets for this year will not be achieved. The Council is in regular contact with Welsh Government, who, have now extended the WHQS delivery deadline of December 2020 by 12 months.</p> <p>The Capital Works Team continues to progress with year 6 of the WHQS Capital Programme and is prioritising works and properties accordingly.</p>
--	---

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>						
3.01	<p><b>Ways of Working (Sustainable Development) Principles Impact</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Long-term</td> <td rowspan="5">Throughout all of the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all of the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2020/21.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table>	Long-term	Throughout all of the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all of the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2020/21.	Prevention	Integration	Collaboration	Involvement
Long-term	Throughout all of the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all of the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2020/21.						
Prevention							
Integration							
Collaboration							
Involvement							

<b>Well-being Goals Impact</b>	
Prosperous Wales	Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.
Resilient Wales	
Healthier Wales	
More equal Wales	
Cohesive Wales	
Vibrant Wales	
Globally responsible Wales	
<b>Council's Well-being Objectives</b>	
The Council's Well-being objectives will be included in the Annual Performance Report for 2020/21. We are currently in the process of reviewing our Well-being objectives alongside the development of the Council Plan 2021/22.	

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	The Reporting Measures are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers have contributed towards reporting of relevant information.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Mid-year progress report against 2020/21 Reporting Measures.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Flintshire County Council Reporting Measures 2020/21.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Ceri Shotton, Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702305 <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Reporting Measures:</b> The document which sets out the performance indicators of the Council. This document provides a set of measures to support recovery and selected portfolio measures.

**CAMMS** – An explanation of the report headings.

**Measures (Key Performance Indicators - KPIs)**

New indicator – A new measure that has been identified for reporting against.

Pre. Year Period Actual – The period actual at the same point in the previous year. If the KPI is a new KPI for the year then this will show as 'no data'.

Period Actual – The data for this mid-year point.

Baseline Year – As a new indicator, a target has not been established. This will be monitored and targets established for the following year.

Period Target – The target for this mid-year point as set at the beginning of the year.

Perf. RAG – This measures performance for the period against the target. It is automatically generated according to the data. Red = a position of under performance against target; Amber = a mid-position where improvement may have been made but performance has missed the target; and Green = a position of positive performance against the target.

Perf. Indicator Trend – Trend arrows give an impression of the direction the performance is heading compared to the same period of the previous year:

- A 'downward arrow' always indicates poorer performance regardless of whether a KPI figure means that less is better (e.g. the amount of days to deliver a grant or undertake a review) or if a KPI figure means that more is better (e.g. number of new jobs in Flintshire).
- Similarly an 'upward arrow' always indicates improved performance.

Outcome RAG – The level of confidence of meeting the target by the end of the year. Low – lower level of confidence in the achievement of the target (Red), Medium – uncertain level of confidence in the achievement of the target (Amber) and High - full confidence in the achievement of the target (Green).

This page is intentionally left blank



## Appendix 1

# Performance Progress Report

Flintshire County Council

Page 123

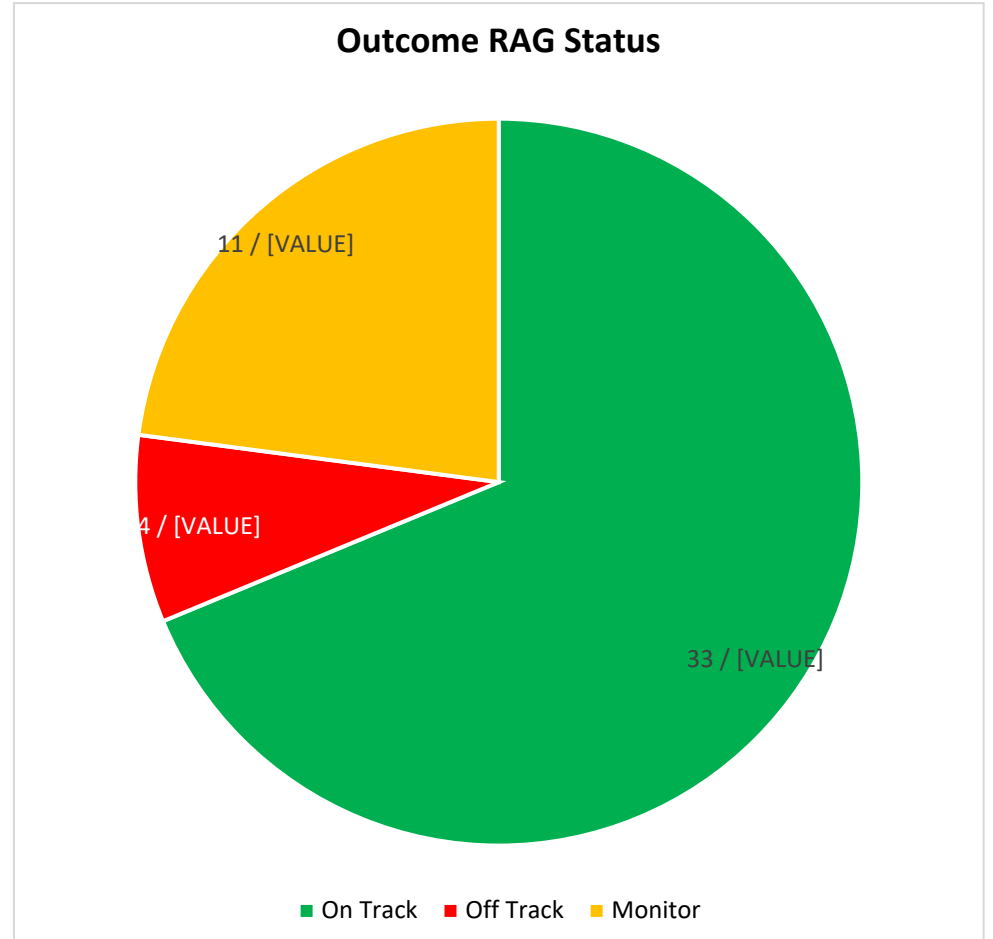
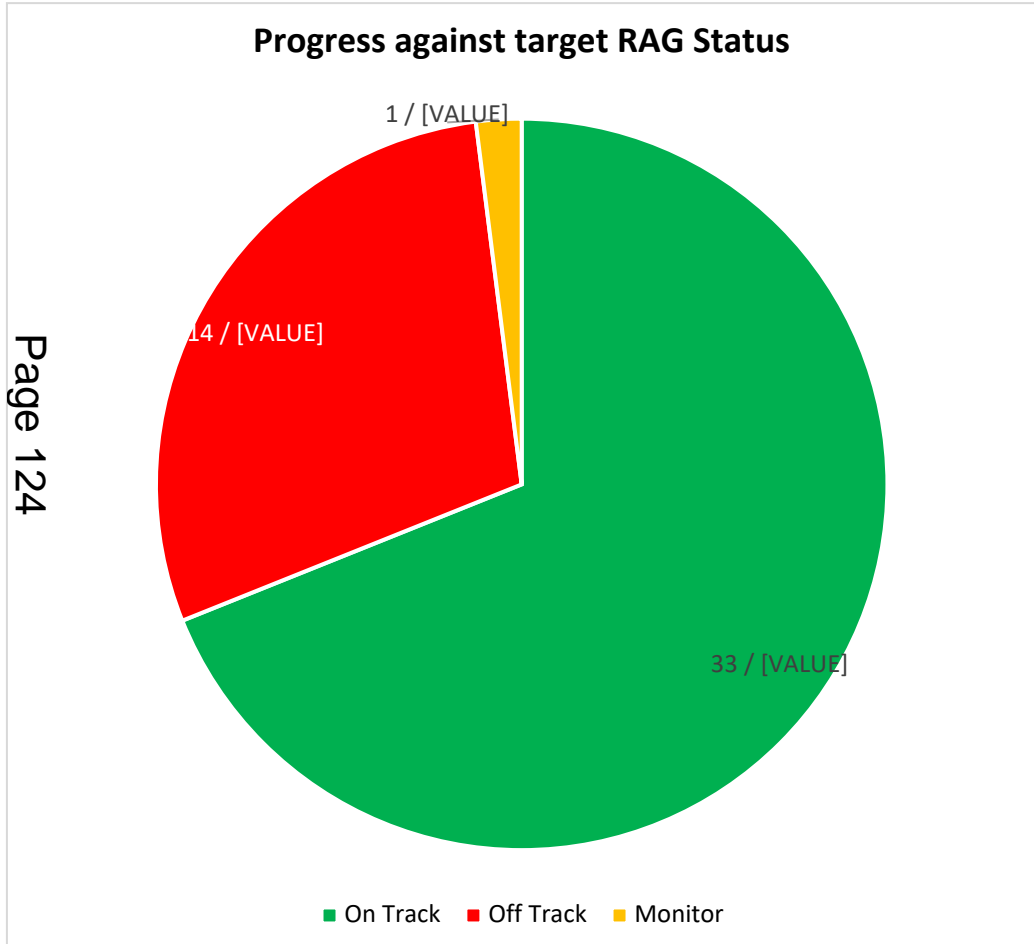


## Mid-Year Reporting Measures 2020/21 Progress Report

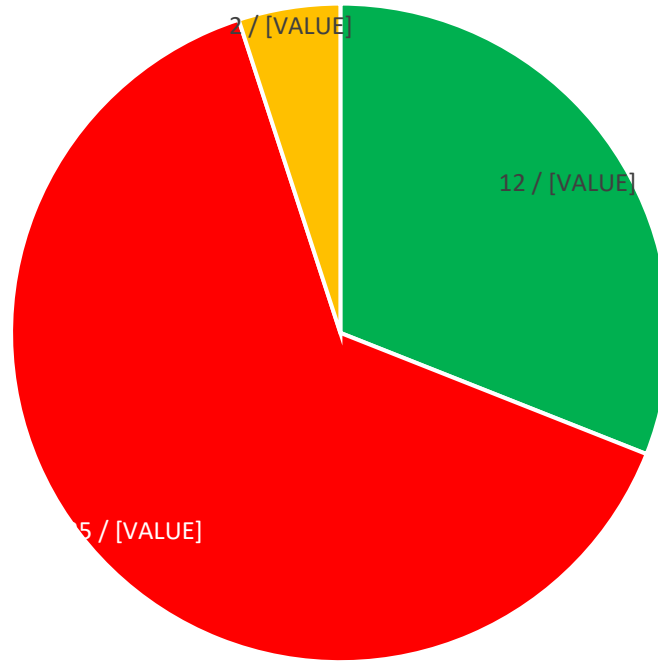


## Performance Analysis

Analysis is only carried out on measures that have targets or previous existing data.







### Performance Indicator Trend



■ Improved ■ Downturned ■ Maintained

## Performance Indicators – Housing

### Recovery Measures

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Average number of working days taken to deliver a DFG (medium adaptations)	New Indicator	181	88	 RED	N/A	 RED
<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Rafaela Rice - Disabled Facilities Manager  <b>Progress Comment:</b> Following the lockdown restrictions being lifted, three medium size adaptations have been delivered. Management information has been introduced by the newly appointed management team to oversee the work in progress and delivery timescales. A full review of these cases has been completed and an action plan has been put in place to address areas of delay. Additional resource is being sourced on a temporary basis to assist with the backlog of work. Management information has now been developed to provide oversight of the Disabled Facilities Grant work to be delivered. A large number of the adaptations has exceeded the delivery timescales set out within the Housing Adaptations Service Standards. The service is subject to a root and branch review and we are working on a longer term plan to resolve the issues.                      Last Updated: 12-Oct-2020</p>						
KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Average number of working days taken to deliver a DFG (Large Adaptations)	New Indicator	321	330	 GREEN	N/A	 RED
<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Rafaela Rice - Disabled Facilities Manager  <b>Progress Comment:</b> Following the lockdown restrictions being lifted, one large adaptation has been delivered during this period within the required timescales. The service is subject to a root and branch review to resolve the issues on the delivery of a long term plan along with contractor resource improvements.                      Last Updated: 09-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Number of applicants on the Common Housing Register	New Indicator	1973	Baseline Year	N/A	N/A	N/A

**Lead Officer:** Martin Cooil - Housing & Prevention Service Manager

**Reporting Officer:** Cheryl Marland - Housing Access and Sarth Team Leader

**Progress Comment:** Across the 1st half of the year there was a significant increase in the number of applicants on the Common Housing Register. Within the quarter one period it was noted that applications were notably down. This allowed the service the opportunity to catch up on a backlog of work and process outstanding applications. Since then demand has steadily increased throughout quarter two and is now in line with pre-COVID levels.

In the early stages of the national lockdown, allocations of social housing was down, as movement of people was restricted to only essential travel. Refurbishment works to vacant properties was also negatively impacted due to the application of social distancing controls. This temporary halt in lettings contributed to the increase in numbers on the Register as people were not moving into social housing so remained on the Common Housing Register.

We shall be monitoring demand for social housing closely. With the challenges that the health pandemic presents in terms of wellbeing and households financial circumstances we will likely see increases in housing needs and demand for social housing grow throughout the course of the year and into next financial year.

Last Updated: 15-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Number of referrals to the Housing Support Gateway	New Indicator	652	Baseline Year	N/A	N/A	N/A

**Lead Officer:** Martin Cooil - Housing & Prevention Service Manager

**Reporting Officer:** Lisa Pearson - Commissioning and Contract Monitoring Officer

**Progress Comment:** This measure seeks to demonstrate the level of demand for housing related support services within Flintshire.

Demand for housing related support is an indication of unmet need across a wide spectrum of housing related hardship. Whilst it is anticipated that hardship and challenges within the home will increase as a result of the current health pandemic (increases in tensions at home, isolation, financial hardship, family breakdown to name just a few), we have not as yet seen a significant increase in demand for housing related support services.

Last Updated: 05-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Number of homelessness presentations	523	438	N/A	N/A	N/A	N/A

**Lead Officer:** Martin Cooil - Housing & Prevention Service Manager

**Reporting Officer:** Jenni Griffiths - Homeless and Advice Manager

**Progress Comment:** There is no target set for this measure as it is an activity measure.

Households who are homeless or at risk of homelessness are eligible for assistance under the Housing Wales Act 2014 (homelessness legislation). Anyone who is homeless or at risk of homelessness within a 56 days period can contact the Council and a homelessness assessment will be undertaken. This measure therefore seeks to demonstrate the levels of demand for statutory homeless services.

Early on in the reporting year, demand for homelessness services was significantly down by approximately 50%; this can be attributed to the pandemic. Since then demand has grown throughout the remainder of the reporting period and is now back to "normal levels".

It is anticipated that demand will increase as interventions such as the furlough scheme end and Courts reopen for possession proceedings. Landlords are still required to serve tenants with 6 months' notice if needing to terminate a tenancy and this offers some additional security for people renting their homes in the short term

When comparing the levels of homelessness assessments undertaken at the half year point this year, there has been a 16% reduction for 2020/2021 compared to the same reporting period in 2019/2020. We have undertaken 438 homeless assessments so far this this year. Last year this figure was 523 at the half year point.

Last Updated: 15-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Number of households in homeless accommodation	New Indicator	26	Baseline Year	N/A	N/A	N/A



**Lead Officer:** Martin Cooil - Housing & Prevention Service Manager

**Reporting Officer:** Jenni Griffiths - Homeless and Advice Manager

**Progress Comment:** This measure shows the number of households who are homeless and accommodated in the Councils temporary accommodation at the end of the reporting period. Guidance from Welsh Government placed additional duties on Councils to support people into accommodation as part of the emergency public health response to the coronavirus health pandemic. This saw a large increase in numbers of households accommodated as rough sleepers and people who became homeless during the period were offered temporary housing. Prior to the national lockdown there were only 11 households in temporary accommodation. At the end of the quarter one period there were 31 households in temporary homeless accommodation. At the end of quarter two there were 26 households in temporary homeless accommodation. A significant proportion of those households in temporary accommodation are single people offered assistance under the emergency housing response for COVID-19. A high proportion of these individuals would not normally qualify for interim housing duties under the Housing Wales Act 2014 (homelessness legislation) but current Welsh Government guidance as part of the emergency public health response, sees these individuals offered temporary accommodation.

At its peak the number of households in temporary housing had been as high as 38 (August 2020). Positive move on accounts for the reductions in numbers as people are assisted into more appropriate long term housing. 50 households have been supported onto other long term housing during the first half of the year, reducing pressures on our limited homeless accommodation portfolio.

Last Updated: 15-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP1.4.1M03 (PAM/012) (RM) Percentage of households successfully prevented from becoming homeless	81.82	80.88	90	 AMBER	↓	 AMBER

**Lead Officer:** Martin Cooil - Housing & Prevention Service Manager

**Reporting Officer:** Jenni Griffiths - Homeless and Advice Manager

**Progress Comment:** The number of homeless prevention outcomes for the half year period is lower than normal. This was expected as during the initial lockdown period there were no lettings going ahead in either Private Rented Sector or social sectors which would normally contribute to positive outcomes.



National interventions such as the closure of courts for possession proceedings, furlough scheme, extended notice periods for those who rent, rental and mortgage holidays, have all been positive protections for residents during the coronavirus health pandemic and have had a direct and positive impact on levels of homelessness.



It is anticipated that levels of presentations and homelessness will increase as the year progresses and these interventions and lockdown measures are eased.

Year to date performance for homeless prevention is standing at approx. 80.88% success. Fewer opportunities for successful prevention through limited move on options during the lockdown period is a significant factor here.



Last Updated: 15-Oct-2020



## Portfolio Measures



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP1.4.4M01 (PM) The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)	54	53	91	 RED	↓	 AMBER
<p><b>Lead Officer:</b> Melville Evans - Senior Manager - Housing Programmes  <b>Reporting Officer:</b> Gordon Ronald - Development Project Manager  <b>Progress Comment:</b> SHARP Only - New Homes complete and under management:</p> <ul style="list-style-type: none"> <li>• As at September 2020, 29 additional new build properties now under Management (6 New Homes, 23 FCC).</li> <li>• 24 additional new Properties are under construction and due to be handed over to Management by March 2021 (14 New Homes, 10 FCC). 71 SHARP units at Planning Stage delivery linked to successful planning determination from Flintshire County Council.</li> <li>• Nant Y Gro, Gronant ( LL19) : 41 units Planning approval but waiting on planning to discharge a condition to allow commencement of site.</li> <li>• Ffordd Pandarus, Mostyn ( CH8 9PJ) : 20 units Going to Planning Committee November.</li> <li>• Fford Hiraethog, Mostyn ( CH8 9PT) : 10 units.</li> </ul> <p>Last Updated: 19-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP1.5.5M01 (PM) Average number of days to process new claims for housing benefit and council tax reduction	16.76	17.41	20	 GREEN	↓	 GREEN
<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Suzanne Jones - Team Manager - Benefits and Council Tax Reduction Assessment  <b>Progress Comment:</b> The target of 20 days to process a new claim has been met. Previous changes of adjustments to working practices and additional resources have allowed us to continue with the level of performance from quarter one.</p> <p>Last Updated: 06-Oct-2020</p>						



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP1.5.5M02 (PM) Average number of days to process change in circumstances for housing benefit and council tax reduction	3.83	4.01	8	 GREEN	↓	 GREEN
<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Suzanne Jones - Team Manager - Benefits and Council Tax Reduction Assessment  <b>Progress Comment:</b> The target of 8 days to process a change of circumstances has been met. Previous changes of adjustments to working practices and additional resources have allowed us to continue improving our level of performance from quarter one.            Last Updated: 06-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP1.4.2M01 (PM) The percentage of council houses that meet the Welsh Housing Quality standards within our annual programme	103.35	82.77	100	 RED	↓	 GREEN
<p><b>Lead Officer:</b> Sean O'Donnell - Contract Surveyor  <b>Reporting Officer:</b> Denise Price - Business Performance Manager  <b>Progress Comment:</b> Due to the ongoing COVID-19 pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard (WHQS) Capital Programme were furloughed. As a result, this delayed the completion of the 2019-2020 financial years' work (Year 5 of the Capital Programme) and the commencement of the 2020-2021 financial years' work (Year six of the Capital Programme). We have commenced with some work to properties, however this is very restricted in terms of the number of properties we are able to work on at any one time. We have also delayed works to many of our sheltered properties and other vulnerable tenants who may have been shielding at the time. Progress is now gathering some momentum, however our delivery targets for this year will not be achieved. The Council is in regular contact with Welsh Government, who, have now extended the WHQS delivery deadline of December 2020 by 12 months.            The Capital Works Team continues to progress with year 6 of the WHQS Capital Programme and is prioritising works and properties accordingly.            Last Updated: 12-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP1.4.2M02 (PM) Tenant satisfaction level (%)	92.81	95.92	95	 GREEN	↑	 GREEN

**Lead Officer:** Sean O'Donnell - Contract Surveyor

**Reporting Officer:** Denise Price - Business Performance Manager

**Progress Comment:** Due to the ongoing COVID-19 pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard Capital Programme were furloughed.

As a result, this delayed the completion of the 2019-2020 financial years' work (Year 5 of the Capital Programme) and the commencement of the 2020-2021 financial years' work (Year 6 of the Capital Programme). We have commenced with some works to properties, however this is very restricted in terms of the number of properties we are able to work on at any one time. We have also delayed works to many of our sheltered properties and other vulnerable tenants who may have been shielding at the time.

This has also impacted on our tenant satisfaction surveys and the ability to complete these with the tenant face to face with our FCC Tenant Liaison Officers.

Our current satisfaction scores are high, however due to the number of delays with works and durations working in and on tenants homes due to the current restrictions, this satisfaction level may change moving forwards.

Last Updated: 15-Oct-2020