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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

4 March 2021

Dear Sir/Madam

NOTICE OF REMOTE MEETING
COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY, 10 MARCH, 2021 at 10.00 AM

Yours faithfully

Robert Robins
Democratic Services Manager

Please note: This will be a remote meeting and 'attendance' will be restricted to Committee Members and those Members of Council who have asked the Head of Democratic Services for an invitation. Such attendees may only speak at the Chair's discretion.

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 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 3 - 10)

Report of Community and Education 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.

4 **REGENERATION OF EXISTING STOCK** (Pages 11 - 98)

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

Purpose: To outline the work being undertaken in regenerating the Council's existing housing stock

5 **HOMELESSNESS UPDATE REPORT** (Pages 99 - 132)

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

Purpose: To provide an update on the work undertaken to prevent homelessness across Flintshire.

6 **RECOVERY STRATEGY UPDATE** (Pages 133 - 154)

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).

Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours



COMMUNITY HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 10 th March 2021
Report Subject	Forward Work Programme and Action Tracking
Report Author	Community Housing & Assets Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

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

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Community 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

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?6. Is the issue of public or Member concern?
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.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

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

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

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

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

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

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COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
<p>Wednesday 19th May 2021 10am</p>	<p>Empty Homes</p> <p>NEWydd Cleaning and Catering</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 Business Plan for NEWydd Cleaning and Catering Services</p>	<p>Information Sharing</p> <p>Assurance Monitoring</p>	<p>Public Protection Manager – Community</p> <p>Facilities Services Operations Manager</p>	
<p>Wednesday 16th June 2021 9am</p>	<p>Housing Rent Income - Year end outturn and latest position for 2021/22</p> <p>Disabled Facilities Grant (DFG)</p> <p>Welfare Reform Update</p> <p>Renting Homes (Wales) Act 2016</p>	<p>To provide the Year end outturn for 2020/21 and an operational update on rent collection and current arrear levels for 2021/22.</p> <p>To provide an update on the ongoing work to improve the service</p> <p>To provide an update on the impact of Welfare Reform on Flintshire Residents.</p> <p>To provide an update on the Renting Homes (Wales) Act 2016 following it becoming fully enacted.</p>	<p>Monitoring Assurance</p> <p>Assurance Monitoring</p> <p>Monitoring Assurance</p> <p>Information Sharing</p>	<p>Revenues Manager</p> <p>Benefits Manager</p> <p>Benefits Manager</p> <p>Chief Officer (Housing & Assets)</p>	

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Items to be scheduled

- **Sheltered Housing Review** – Reports to be submitted to Committee meetings as appropriate and agreed at the Committee meeting held on 4th November, 2020.
- **Dynamic Resource Scheduler (DRS) System Update** – Update reports to be submitted annually to the Committee starting September 2022 following implementation on the new system, as agreed at the Committee meeting held on 23rd February, 2021

REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Housing and Assets)
Six monthly	Welfare Reform Update – including Universal Credit	To update Members on the impact of Welfare Reform and the cost to the Council.	Benefits Manager
Six monthly	Update on North East Wales Homes & Property Management	To update Members on the work of the North East Wales Homes & Property Management	Housing Strategy Manager
Annually – September	WHQS Capital Programme – Delivery review update	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	Update on Housing Rent Income	To provide an update on rent collection and current arrear levels	Revenues Manager

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

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
23.02.2021	5. Housing Repairs Service Procurement of a Dynamic Resource Scheduling System and Review of the Team Leader Job Profile	The Committee agreed that an annual update report should be included in the Forward Work Programme.	Peter McHugh / Ceri Shotton	Item added under 'Items to be Scheduled' on the FWP.	Completed

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COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 10 th March 2021
Report Subject	Regeneration of Existing Stock
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing and Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to provide an update on the delivery of the Welsh Housing Quality Standard (WHQS) the council is delivering through its Capital Investment Programme.

The report focuses on achievements to date and maps the journey thus far.

The WHQS Programme of Works would have reached the final year (2020-2021) of the six year Capital Programme, however, this has been extended by a further year due to the impact of Covid on the work programme.

The report focuses on what has been delivered to date and what is left to be completed before the extended December 2021 deadline.

RECOMMENDATIONS

1	Scrutiny notes the progress made in delivering the WHQS programme and supports the Capital Investment Programme in its final year.
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REPORT DETAILS

1.00	EXPLAINING THE WELSH HOUSING QUALITY STANDARD
1.01	<p>The Welsh Housing Quality Standard (WHQS) is a national quality standard for public sector homes in Wales as set out by the Welsh Government.</p> <p>All tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of each household. The Housing Capital Works Team is responsible for delivering Internal & External upgrades to all Council owned properties and for compliance with the WHQS.</p>
1.02	<p>At the commencement of the WHQS programme the Capital Works Team were tasked with delivering a major investment programme covering a number of years to upgrade its housing, this has involved the following:-</p> <ul style="list-style-type: none"> • Agreeing the HRA Business Plan with Welsh Government. • Completing an independent Stock Condition Survey. • Consulting with Members and holding Member Workshops in 2014 • Conducting Tenant Federation Workshops. • Conducting Tenant Consultation Workshops in our local Connects Centres. • Sending over 7,200 Tenant Questionnaires asking for feedback and comments on the proposed Capital Programme. • Determining the various work streams and the New District Areas for Project Delivery as a result of consultation feedback. • Packaging the work streams into Years based upon Manageable Numbers & Geographical Locations. • Tendering each work stream separately. • Completing over 50 interviews with Contractors utilising Tenants & Volunteers. • Awarding the contracts, commencing and managing the works onsite.
1.03	<p>The WHQS Capital Programme has been created to ensure all Flintshire County Council properties will comply with the WHQS as required by Welsh Government.</p> <p>Each year we are required to report progress to the Housing Asset Management Team, Housing Project Board Members and Welsh Government.</p> <p>Our annual returns to Welsh Government track our progress in terms of how many components are WHQS compliant and how many properties achieve the WHQS status overall.</p>

	<p>In order to assist our wider understanding of stock condition we have recently procured software and begun to pilot in-house Stock Condition Surveys. This will mean we will be able to update our housing asset components remotely and update our future investment plans. This will involve surveys of all HRA council owned properties both internally and externally to confirm the asset data we currently hold. This information on a property by property basis will also inform discussions with those tenants on the housing waiting list by more accurately matching the home to their specific needs and in doing so hopefully reduce the number of refusals.</p> <p>During the past three years we have completed a major data cleansing exercise of all asset and component data. This has resulted in our overall WHQS compliancy figure increasing as below:</p> <ul style="list-style-type: none"> • 2017 = <u>0.3%</u> • 2018 = <u>27.9%</u> • 2019 = <u>63.15%</u> • 2020 = <u>80%</u> (yet to be reported to Welsh Government) <p>From our 7,200 Housing Stock, we are currently reporting:</p> <ul style="list-style-type: none"> • WHQS Compliant Kitchens: <u>100%</u> • WHQS Compliant Bathrooms: <u>100%</u> • WHQS Compliant Roofing & Associated Components: <u>87%</u> • WHQS Compliant Windows / Doors: <u>92%</u> • WHQS Customer Satisfaction Average: <u>96%</u> <p>Internal Work Streams (Kitchens & Bathrooms) have now been completed the remaining properties are proving to either be Tenant Refusals or No Access (Acceptable Fails). Welsh Government classes any property subject to an Acceptable Fail as compliant in terms of achieving the WHQS.</p> <p>The Capital Works Team have allowed for a <u>20%</u> Acceptable Fail scenario within the Capital Programme and we are currently reporting <u>19%</u> as our highest Acceptable Fail component (Bathrooms) which was previously <u>29%</u> last year.</p> <p>Acceptable fails will be addressed in future years.</p>
1.04	<p>The main WHQS Contracts of the Capital Programme were procured in 2017-2018 to ensure the Council would meet the previous December 2020 deadline (now extended to December 2021).</p> <p>Due to the COVID-19 pandemic and following government guidance the Council were instructed to delay all WHQS work contracts until Quarter 2 2020. As a result Welsh Government agreed to extend the December 2020 deadline by a further 12 months to December 2021. This extension is to be reviewed again based on the impacts of ongoing Covid control activity.</p> <p>From the 23rd March 2020 all Welsh Housing Quality Standard (WHQS) works to council properties and communal areas ceased with the resource</p>

being concentrated on properties being closed/ completed safely, ensuring all tenants and works were left in a safe manner etc. Compliance Works continued, such as Gas & Oil heating servicing and legionella, asbestos checks and fire risk assessments. This decision is in line with government guidance on social distancing measures and to reduce social interaction between people in order to reduce the transmission of coronavirus (COVID-19).

With the easing of lockdown restrictions, and further guidance published on 14th of June 2020 'Working safely during Covid19 in construction and other outdoor work', a number of actions were taken:

- Meetings held with all service providers, contractors, suppliers etc.
- Construction Phase Plans, RAMS, Briefing Papers, proposed Toolbox Talk Agendas, Contractor Programmes & Resources were all approved through a robust audit process (Contract Surveyor, WHQS Team Leader, Capital Works Team Manager, CDM Principal Designer and External H&S Advisor).
- Our suppliers have also confirmed that any warehousing and manufacturing is also compliant.
- Contractor Site Rules, FCC Team Site Rules, FCC Lone Working and Remote Working Assessments all approved and shared with the teams.
- COVID 19 Return to Work toolkits completed to ensure all Capital Works Team staff comply and meet the current requirements (Government Guidance, Shielding, Travelling, Symptoms, PPE etc.)
- All tenants on our WHQS Programmes have been contacted and any vulnerable or shielding tenants etc. have been removed from any programmed works etc.

Flintshire County Council have also been in contact with other Council authorities to ascertain their current positions and thought processes along with Welsh Government who are reassured with the plans and proposals we currently have in place and the works we are currently delivering.

In order for the Council to have safely implement WHQS works to Council properties and restart many of the large WHQS Contracts the Capital Works Team needed to also ensure the below criteria and considerations were met:

- Monitoring of Contractors COVID compliance
- Split work streams into smaller work bubbles
- Remove Sheltered stock from all programmes of works due to vulnerability and risk
- Remove Blocks of Flats with Communal areas from all programme of works
- Cease bathroom upgrades
- Carefully Plan materials and deliveries to site (minimising travel where possible)
- PPE for staff issued and monitored weekly
- Strict COVID screening of tenants and contactors
- Constant review of guidance and work
- Zero snags to minimise travel and visits to tenants homes

1.05	<p>The Welsh Audit Office (WAO) Report (2017/2018) - Flintshire County Council had received notification from the WAO that they proposed to undertake a review.</p> <p>The review focused on the experience of council tenants in the degree of choice experienced within the delivery of WHQS both before, during, and after the work was commissioned. It also reviewed how tenants have been consulted on the future plans of the council to achieve WHQS by the deadline.</p> <p>From the audit and final report, the Council received no recommendations and the below comment was passed to the Council.</p> <p><i>“Overall, we found that the Council is making good progress towards achieving the Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes.”</i></p>
1.06	<p>Internal Audit Review (2018/2019) - Our Internal Audit Team were scheduled to review the Capital Works Team prior and in preparation for the WAO visit. The final version of the audit report along with its recommendations have now all been agreed, accepted and implemented within the agreed timescales. The Audit took place in late Quarter 3 of December 2018.</p> <p>Audit Objective: To evaluate the adequacy of the arrangements in place to deliver the WHQS, obtain assurance that the identified risks are being managed appropriately and to deliver the objectives of the service.</p> <p>Scope of review: The audit will review and consider the adequacy and effectiveness of the operating controls in relation to WHQS and focus will be placed upon:</p> <p><i>The project management of the WHQS. The business planning arrangements in place.</i></p> <p>Rating:- Amber/Green – Reasonable Amber - 3 Recommendations Green - 4 Recommendations</p>
1.07	<p>The team have set a new target level of 96% for our annual WHQS Tenant Satisfaction Surveys. Our intervention level is set at 94%.</p> <p>Year 5 (2019-2020) finalised at <u>96%</u> which is one of the highest scores to date.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>Staff - There are always concerns that staff retention may be difficult to maintain. Given that the Construction Industry is an ever changing sector, staff may seek opportunities elsewhere i.e. New Build, Private Sector etc.</p>

	The Capital Works Team has made adjustments to the team's structure to incorporate a degree resilience and robustness to the delivery model.
2.02	Budgets - When creating our delivery programme, budget estimates were made for the required upgrade works to our existing properties with contingency sums included for unforeseen work such as Structural Repairs etc.
2.03	<p>Procurement – Procuring the various WHQS works can be challenging. The Council must ensure that all contracts are measured not only by cost but by quality. Quality forms an important part of the assessment process where the Capital Works Team interviews all its Contractors and assesses Quality Submission Papers before any contracts are awarded. The team have been able to secure further efficiencies by merging some contracts so that internal and external resources can be shared.</p> <p>There is a risk that many Contractors are opting for New Build contracts rather than Refurbishment contracts. Engaging with our supply chain early on and sharing our Capital Investment Programme aspirations with our Contract Framework Partners assists us to procure longer term contracts and therefore reduces risk of inflated costs based on long term contract arrangements.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The Welsh Government has committed to achieving a carbon neutral public sector by 2030 and to coordinating action to help other areas of the economy to make a decisive shift away from fossil fuels. The Environment (Wales) Act 2016 requires the Welsh Government to reduce emissions of greenhouse gases (GHGs) in Wales by at least 80% for the year 2050 with a system of interim emissions targets and carbon budgets.</p> <p>The Welsh housing stock is older than the UK housing stock as a whole, with only a smaller proportion built in recent years.</p> <p>Approximately:</p> <ul style="list-style-type: none"> • 32% of the Welsh housing stock was built before 1919, when there were no construction standards in terms of thermal performance. • 10% of Welsh homes were built in the last 18 years, during which time performance requirements have changed dramatically. • 0.1% levels of demolition. <p>A further priority has been to maintain, sustain and build on the improvements delivered through the WHQS programme, particularly to improve the energy efficiency of our homes. We aim to continue to improve our asset base, while developing an understanding of what measures can be implemented to ensure our current assets achieve a high energy rating.</p>

As a Council, we will be required to ensure our homes meet the highest possible thermal efficiency and energy performance (EPC level A) by 2030. Currently as part of the WHQS our properties are required to meet a minimum of SAP 65 (EPC level D).

Discussions with Welsh Government are continuing, but it is clear that there will be a requirement to procure and deliver a large retrofit programme comprising of:

- Internal & External wall insulation
- Floor insulation
- Air Source & Ground Source Heating Systems
- Solar Photovoltaic Panels
- Solar Thermal Panels
- Triple Glazing
- Heat recovery units
- Improved Ventilation systems such as positive input ventilation
- Improved Heating controls such as intelligent heating programmers
- LED lighting

Over the next 12 months officers will work up plans as part of the wider asset management and decarbonisation programme for members to consider which shall encapsulate the investment challenges and options for consideration.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	<p>Prior to the Capital Investment Programme commencing, the team held Member Workshops in 2014 where the majority of Members attended and were actively involved in the design and delivery of the current Capital Programme.</p> <p>We also held Tenant Federation Workshops where we engaged with the federation with regards to what priority and which order the works should be completed along with discussing the potential to merge certain work streams, i.e. Internal Works were prioritised first with both the Kitchen and Bathroom Upgrade works merging into one work stream.</p> <p>We also held Tenant Consultation Workshops in our FCC Connects Centres and community centres engaging with our tenants and discussing the Capital Programme along with ascertaining what order tenants would prefer to have components of their home upgraded first.</p> <p>We also sent over 7,200 Tenant Questionnaires asking for feedback and comments on the proposed Capital Programme and initially completed circa 50 interviews with Contractors utilising Tenants & Volunteers. This has increased year on year when new contracts are awarded.</p> <p>Moving forwards and as part of the next phase of the Capital Programme and retrofit programme the Capital Works Team will again be consulting</p>

	with Members, tenants and tenant groups to ensure that each is engaged with and to ensure their preferences and concerns with regards to this next phase are considered and implemented as we have previously.
4.02	<p>In addition to the work detailed within this report, there is a wider issue that needs to be considered around the potential to undertake regeneration schemes on some of our estates rather than continue to commit funding to assets that will be expensive to continue to maintain and run, have high numbers of voids and which are expensive to heat and run for the tenant</p> <p>Consultations will need to be held with members and tenants as the Council progresses with its investment plans and this will be completed prior to any works being procured and delivered.</p>

5.00	APPENDICES
5.01	<p>Appendix 1 - WHQS Consultation Document Appendix 2 - WHQS Delivery District Areas Appendix 3 - WAO Final Audit Report Appendix 4 - WAO Reply Letter to Draft Report Appendix 5 - Internal Audit Final Report Appendix 6 - WHQS Post Works Questionnaire</p>

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	https://www.flintshire.gov.uk/en/Resident/Housing/Welsh-Housing-Quality-Standard-WHQS.aspx
6.02	https://gov.wales/decarbonisation-homes-wales-advisory-group#content

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Sean O'Donnell, Capital Works Manager Telephone: 01352 701642 E-mail: Sean.O'Donnell@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	Capital Programme: The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.
8.02	The Welsh Housing Quality Standard (WHQS): is a national standard of quality for homes. This is set by the Welsh Government.

	It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household.
8.03	<p>Acceptable Fail: Welsh Government understand that some homes cannot receive the WHQS works due to 4 reasons, listed below:</p> <ol style="list-style-type: none"> 1. Works are physically impossible carry out, 2. It is not cost effective to do the works, 3. Timing (works due in near future already) 4. Tenant refuses the improvements. <p>These are called 'Acceptable Fails' and the Welsh Government will accept that 20% of our properties will be in this group.</p>
8.04	Wales Audit Office: works to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.
8.05	Financial Year: the period of 12 months commencing on 1 April
8.06	Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.
8.07	PDA Solution: Mobile hand held device used for capturing stock data directly linked to our asset database.
8.08	<p>Contract Framework: A Contract Framework is an agreement between one or more contracting authorities and one or more economic operators. These frameworks have Contractors, Consultants and Suppliers that have been successful in joining the specific work categories.</p> <p>The Council often uses these frameworks to procure works that have already gone through a tender process in line with OJEU and can be utilised to procure works or services.</p> <p>They are often the most economic advantage in terms of value for money and local training provision.</p>
8.09	HRA: The Housing Revenue Account
8.10	Open Housing System: An electronic database system which is used by the Housing Assets Team where its assets are recorded along with tenant details, components, works tickets and tenant requests for works or inspections and other services.
8.11	Components: A part or element such as an assets amenities (Kitchen Bathroom, Boiler, Roof, Windows, Doors etc.).

8.12	RAMS: Risk and Method Statements used in construction works to enable a Contractor to safely plan and identify how any risks will be mitigated or complied with.
8.13	PPE: Personal Protective Equipment
8.14	Decarbonisation: Referring in this instance to Welsh Governments requirement for all Local Authorities in Wales to reduce its Carbon emissions and usage.
8.15	EPC: Energy Performance Certificate
8.16	SAP: Standard Assessment Procedure



WHQS 2020 Programme

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**Housing Asset Management
Flintshire County Council**

Staff Copy

WHQS – Interpretation

- The Welsh Housing Quality Standard (WHQS) is a national standard of quality for homes. This is set by the Welsh Government.
- It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household.
- The Capital Works Team is responsible for delivering Internal & External upgrades to all Council owned properties, complying with the WHQS by the year 2020.

WHQS – The Journey So Far...

- Agreed the 2020 Business Plan with Welsh Government.
- Completed the independent Stock Condition Survey.
- Consulted with Members.
- Conducted Tenant Federation Workshops.
- Conducted Tenant Consultation Workshops.
- Sent & Received Tenant Questionnaires.

WHQS – The Journey So Far...

- Determined the various Work Streams and the New District Areas for Project Delivery as a result of consultation feedback.
- Packaged the Work Streams into Years based upon Manageable Numbers & Geographical Locations.
- Tendered each Work Stream.
- Conducted Interviews with Contractors utilising Tenants & Volunteers.

WHQS – Work Streams

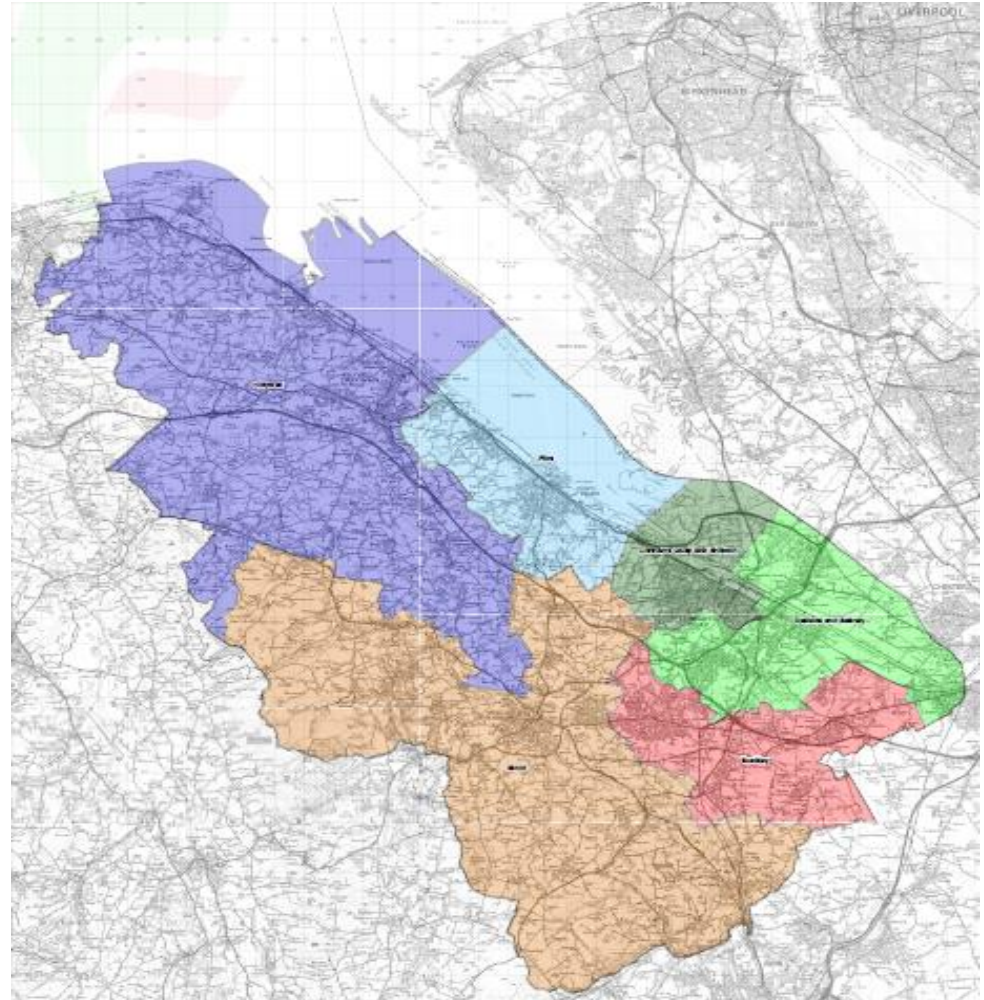
- The Internal Works will comprise of Kitchens, Bathroom and Heating Upgrades.
- The Envelope Works will consist of the following elements; Roofing, Chimney Repairs, Rain Water Goods, Rendering/ Pointing, Windows/ Doors etc.
- The External Works will consist of Footpaths and Fencing etc. within the curtilage of the properties.
- The Environmental Work Stream is set to target issues that affect the community such as parking and communal walk ways etc. The Garage Review will form part of the Planning Process and Survey Work will commence in 2015.

WHQS – New District Areas

- The New District Areas were created to allow the works to be split into Six Manageable Areas of the County as apposed to One Area.
- From this exercise the Six New Districts were formed as:-
 - Buckley
 - Connahs Quay & Shotton
 - Deeside & Saltney
 - Flint
 - Holywell
 - Mold

WHQS – New District Area Map

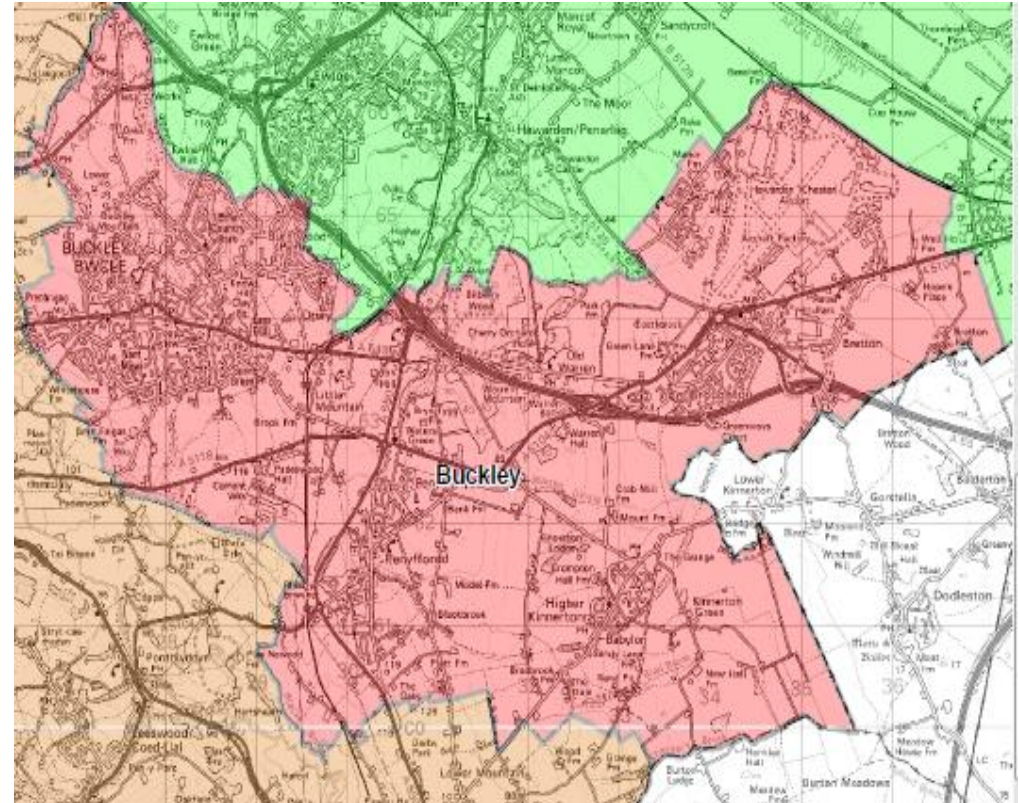
- *Buckley*
- *Connahs Quay & Shotton*
- *Deeside & Saltney*
- *Flint*
- *Holywell*
- *Mold*





Buckley Wards

- **Broughton North & East**
- **Broughton South**
- **Buckley Bistre East**
- **Buckley Bistre West**
- **Buckley Mountain**
- **Buckley Pentrobin**
- **Higher Kinnerton**
- **Penyffordd**

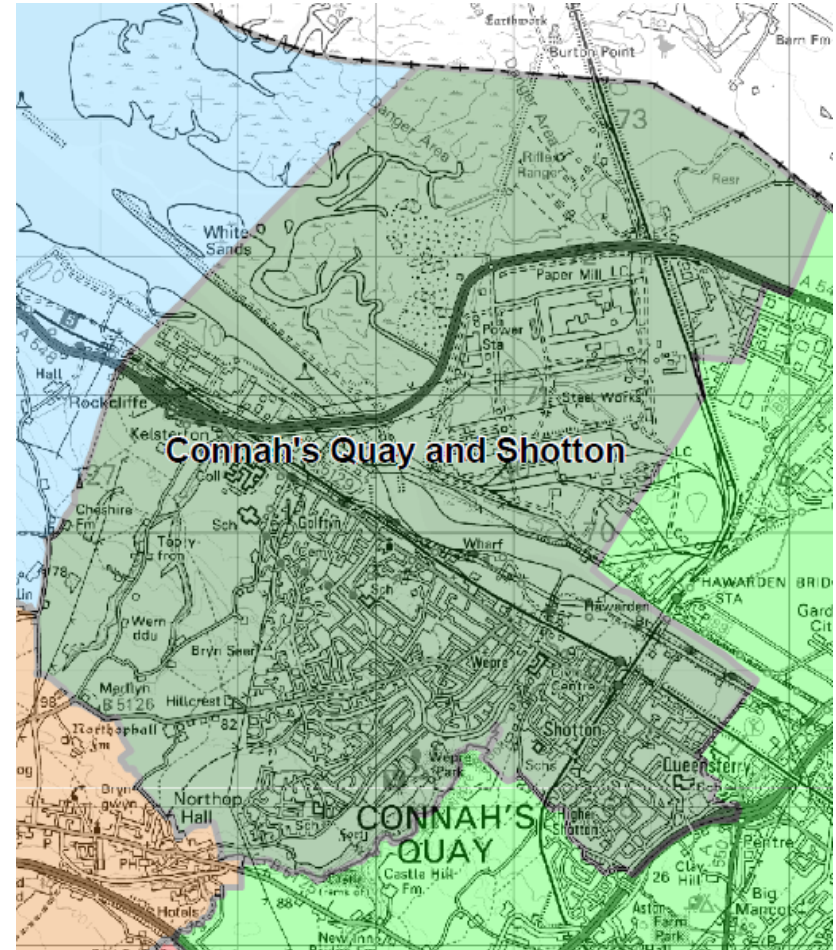




Connahs Quay & Shotton Wards

- Connahs Quay Central
- Connahs Quay Golftyn
- Connahs Quay South
- Connahs Quay Wepre
- Shotton East
- Shotton Higher
- Shotton West

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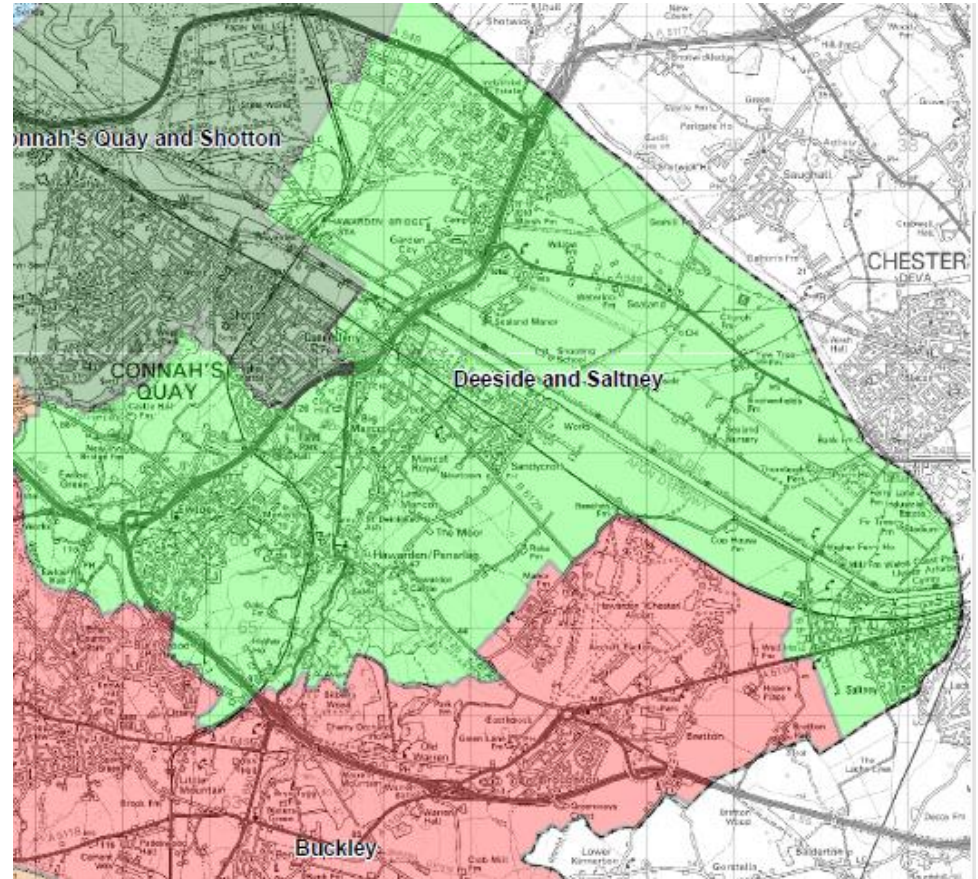




Deeside & Saltney Wards

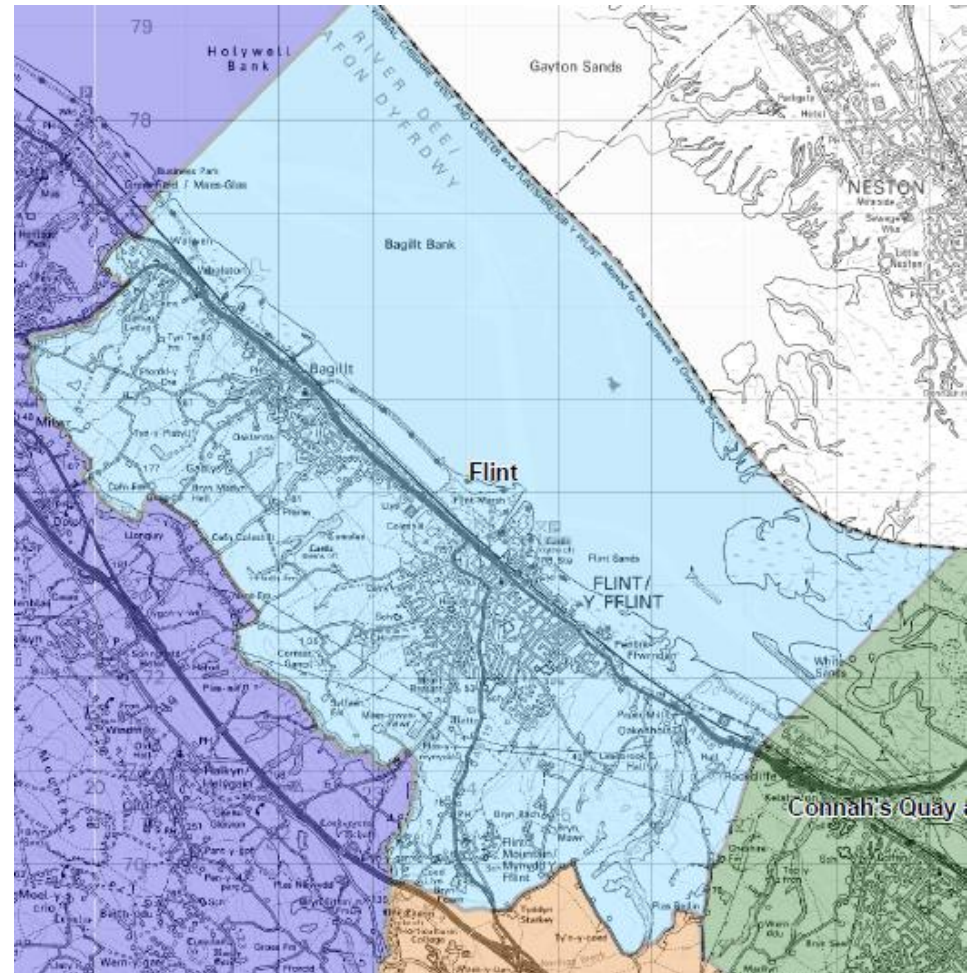
- **Aston**
- **Hawarden**
- **Mancot**
- **Queensferry**
- **Saltney Mold Junction**
- **Saltney Stonebridge**
- **Sealand**

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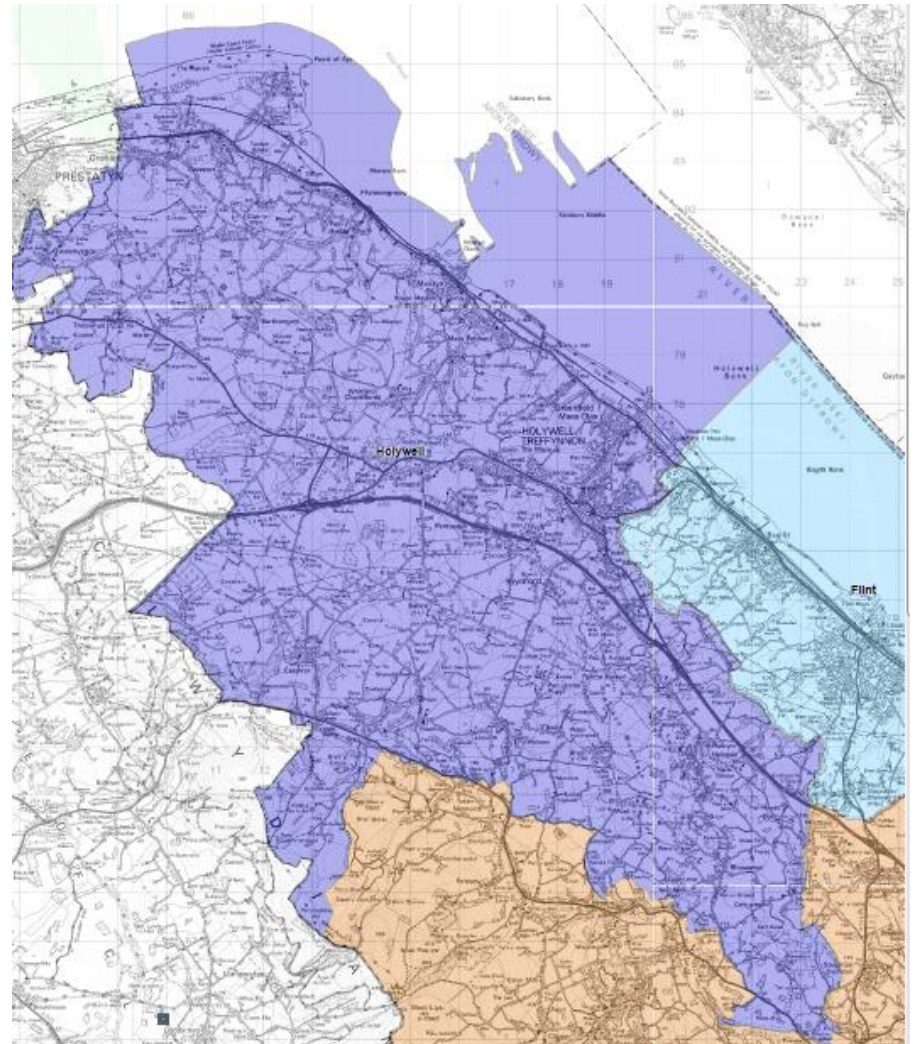
Flint Wards

- Bagillt East
- Bagillt West
- Flint Castle
- Flint Coleshill
- Flint Oakenholt
- Flint Trelawny



Holywell Wards

- Brynford
- Caerwys
- Ffynnongroew
- Greenfield
- Gronant
- Halkyn
- Holywell Central
- Holywell East
- Holywell West
- Mostyn
- Trelawnydd & Gwaenysgor
- Whitford

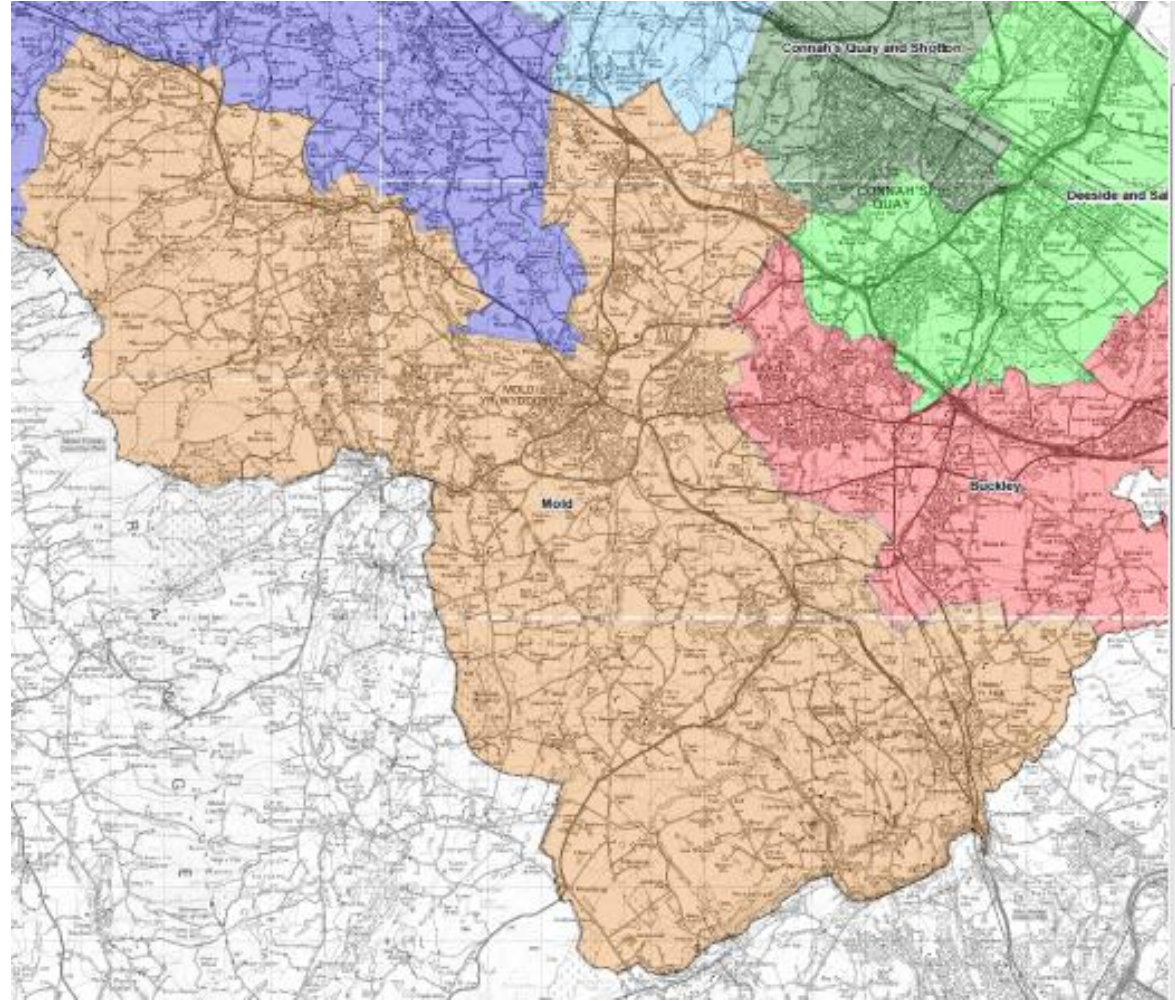




Mold Wards

- Argoed
- Caergwrle
- Cilcain
- Gwernaffield
- Gwernymynydd
- Hope
- Leeswood
- Llanfynnydd
- Mold Broncoed
- Mold East
- Mold West
- New Brighton
- Northop
- Northop Hall
- Treuddyn

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WHQS – Investment Programme

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Year	Total planned spend (£M)
15/16	19
16/17	20
17/18	19
18/19	14
19/20	17
20/21	14
TOTAL	103

Sir y Fflint Flintshire
COUNTY COUNCIL

**HOUSING ASSET MANAGEMENT
CAPITAL WORKS TEAM**
Upgrading your home to the WHQS
(Welsh Housing Quality Standard)

Going further to improve your home

- Kitchens
- Bathrooms
- Heating
- Roofing
- Windows & Doors
- Fencing

capitalworks@flintshire.gov.uk
INTERNAL - ENVELOPE - EXTERNAL - ENVIRONMENTAL

HOUSING ASSET MANAGEMENT WHQS 2020 PLAN



	<u>WORK STREAM</u>	<u>DISTRICT</u>	<u>PROPERTIES</u>	<u>TOTALS</u>		<u>WORK STREAM</u>	<u>DISTRICT</u>	<u>PROPERTIES</u>	<u>TOTALS</u>		
YEAR 1 2015-2016	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Buckley Holywell	124 451	575	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	C'Quay & Shotton Deeside & Saltney	181 373			554	Bathrooms & Heating	Holywell Flint	285 104	389
		Bathrooms & Heating	Flint Mold	105 223				328			
	<i>Envelope Works</i>	WHOLE HOUSE	Holywell	317	317	<i>Envelope Works</i>	WHOLE HOUSE		Deeside & Saltney	282	282
		Gutter Line & Above Works	-	-			Gutter Line & Above Works		Buckley Mold	253 107	
		Gutter Line & Below Works	-	-			Gutter Line & Below Works	C'Quay & Shotton Flint	56 162		
YEAR 2 2016-2017	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Deeside & Saltney Mold	275 306	581	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	Holywell Flint	276 173			449	Kitchens & Bathrooms		0	
		Bathrooms & Heating	C'Quay & Shotton	368				368	Bathrooms & Heating		0
	<i>Envelope Works</i>	WHOLE HOUSE	Flint	209	209	<i>Envelope Works</i>	WHOLE HOUSE		Mold	479	479
		Gutter Line & Above Works	-	-			Gutter Line & Above Works		Flint Mold	279 106	
		Gutter Line & Below Works	-	-			Gutter Line & Below Works	Holywell	323		
YEAR 3 2017-2018	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	C'Quay & Shotton Flint	335 255	590	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	Buckley Mold	236 222			458	Kitchens & Bathrooms		0	
		Bathrooms & Heating	Buckley Deeside & Saltney	232 208				440	Bathrooms & Heating		0
	<i>Envelope Works</i>	WHOLE HOUSE	C'Quay & Shotton	287	287	<i>Envelope Works</i>	WHOLE HOUSE		Buckley	282	282
		Gutter Line & Above Works	Holywell	371			Gutter Line & Above Works		C'Quay & Shotton Deeside & Saltney	162 255	
		Gutter Line & Below Works	-	-			Gutter Line & Below Works	Deeside & Saltney Buckley Mold	94 89 87		
YEAR 4 2018-2019	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Buckley Holywell	124 451	575	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	C'Quay & Shotton Deeside & Saltney	181 373			554	Bathrooms & Heating	Holywell Flint	285 104	389
		Bathrooms & Heating	Flint Mold	105 223				328			
	<i>Envelope Works</i>	WHOLE HOUSE	Holywell	317	317	<i>Envelope Works</i>	WHOLE HOUSE		Deeside & Saltney	282	282
		Gutter Line & Above Works	-	-			Gutter Line & Above Works		Buckley Mold	253 107	
		Gutter Line & Below Works	-	-			Gutter Line & Below Works	C'Quay & Shotton Flint	56 162		
YEAR 5 2019-2020	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Deeside & Saltney Mold	275 306	581	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	Holywell Flint	276 173			449	Kitchens & Bathrooms		0	
		Bathrooms & Heating	C'Quay & Shotton	368				368	Bathrooms & Heating		0
	<i>Envelope Works</i>	WHOLE HOUSE	Flint	209	209	<i>Envelope Works</i>	WHOLE HOUSE		Mold	479	479
		Gutter Line & Above Works	-	-			Gutter Line & Above Works		Flint Mold	279 106	
		Gutter Line & Below Works	-	-			Gutter Line & Below Works	Holywell	323		
YEAR 6 2020-2021	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	C'Quay & Shotton Flint	335 255	590	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	Buckley Mold	236 222			458	Kitchens & Bathrooms		0	
		Bathrooms & Heating	Buckley Deeside & Saltney	232 208				440	Bathrooms & Heating		0
	<i>Envelope Works</i>	WHOLE HOUSE	C'Quay & Shotton	287	287	<i>Envelope Works</i>	WHOLE HOUSE		Buckley	282	282
		Gutter Line & Above Works	Holywell	371			Gutter Line & Above Works		C'Quay & Shotton Deeside & Saltney	162 255	
		Gutter Line & Below Works	-	-			Gutter Line & Below Works	Deeside & Saltney Buckley Mold	94 89 87		

WHQS Programme – Key

- The below key identifies the coding of each work stream on the WHQS Programme:-

WHQS CAPITAL WORKS PROGRAMME 2015-2020	Location Details
WHP = WHOLE HOUSE PROGRAMME	Kitchen, Bathroom & Heating Upgraded
K&B = Kitchen & Bathroom	Kitchen & Bathroom Upgraded
B&H = Bathroom & Heating	Bathroom & Heating Upgraded
WHP EXT = WHOLE HOUSE PROGRAMME	Chimney, Roof, Gutters, Pointing, Rendering, Windows & Doors Upgraded

WHQS Programme - *Buckley District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year	
AGRICULTURAL COTTAGES	BUCKLEY	Penyffordd	1	N/A	-		N/A	-	N/A	-
ALYN ROAD	BUCKLEY	Buckley Bistre West	57	2015/16	1	87	2017/18	12	2017/18	2
ARNOLDS CRESCENT	BUCKLEY	Broughton South	5	2015/16	1	17	2017/18	2	N/A	-
BEESTON ROAD	BUCKLEY	Broughton South	2	N/A	-		2017/18	2	N/A	-
BELMONT CRESCENT	BUCKLEY	Buckley Mountain	6	N/A	-		2017/18	6	N/A	-
BENNETTS LANE	BUCKLEY	Higher Kinnerton	12	N/A	-		2017/18	9	N/A	-
BISTRE CLOSE	BUCKLEY	Buckley Mountain	11	N/A	-		2017/18	2	N/A	-
BROAD OAK AVENUE	BUCKLEY	Broughton South	8	N/A	-		N/A	-	2017/18	2
BROOKES AVENUE	BUCKLEY	Broughton South	6	N/A	-		N/A	-	2017/18	1
BROUGHTON HALL ROAD	BUCKLEY	Broughton South	18	2015/16	3	22,22a,36	2017/18	11	N/A	-
BROUGHTON HALL ROAD	BUCKLEY	Broughton North & East	4	N/A	-		2017/18	2	N/A	-
BURNWOOD COURT	BUCKLEY	Buckley Pentrobin	28	N/A	-		2017/18	14	N/A	-
BURNWOOD ROAD	BUCKLEY	Buckley Pentrobin	2	N/A	-		N/A	-	N/A	-
CAE FAWNOG	BUCKLEY	Penyffordd	6	N/A	-		2017/18	2	N/A	-
CHESTER ROAD	BUCKLEY	Buckley Bistre East	10	2015/16	1	56	2017/18	4	2017/18	1
CLWYD GROVE	BUCKLEY	Buckley Bistre West	3	2015/16	1	6	N/A	-	N/A	-
COLINWOOD AVE	BUCKLEY	Broughton South	5	N/A	-		2017/18	1	2017/18	1
COPPA VIEW	BUCKLEY	Buckley Bistre East	24	2015/16	5	6,10,13,20,23	2017/18	3	N/A	-
CORWEN WAY	BUCKLEY	Penyffordd	9	2015/16	2	7,29,	N/A	-	2017/18	4
CROMPTON CLOSE	BUCKLEY	Higher Kinnerton	1	N/A	-		N/A	-	N/A	-
CROSSWAYS	BUCKLEY	Penyffordd	8	2015/16	1	10	2017/18	4	N/A	-
ELM GROVE	BUCKLEY	Buckley Bistre West	37	2015/16	4	3,7,44,47	2017/18	5	2017/18	11
FAIRFIELD ROAD	BUCKLEY	Broughton North & East	7	2015/16	1	1	2017/18	1	N/A	-
FRASER DRIVE	BUCKLEY	Buckley Bistre West	22	2015/16	1	10	2017/18	5	2017/18	2
GLADSTONE ROAD	BUCKLEY	Broughton North & East	10	2015/16	1	22	N/A	-	2017/18	1
HAWARDEN ROAD	BUCKLEY	Penyffordd	8	N/A	-		2017/18	1	N/A	-
HERON CLOSE	BUCKLEY	Broughton North & East	24	N/A	-		N/A	-	2017/18	2
HILLARY GROVE	BUCKLEY	Buckley Bistre West	3	2015/16	1	7	2017/18	1	N/A	-

WHQS Programme - *Buckley District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year	
HILLSIDE CRESCENT	BUCKLEY	Buckley Bistre West	18	2015/16	3	13,16,40	2017/18	7	2017/18	2
HILLSVIEW ROAD	BUCKLEY	Buckley Bistre West	25	2015/16	4	5, 7, 22,26	2017/18	5	2017/18	6
HOPE ROAD	BUCKLEY	Broughton South	3	N/A	-		2017/18	1	2017/18	1
JUBILEE COURT	BUCKLEY	Buckley Bistre East	62	N/A	-		2017/18	11	2017/18	1
LAKESIDE CLOSE	BUCKLEY	Buckley Mountain	10	2015/16	1	3	2017/18	8	N/A	-
LANSDOWN ROAD	BUCKLEY	Broughton North & East	33	2015/16	1	8	2017/18	7	2017/18	7
LEESWOOD ROAD	BUCKLEY	Buckley Bistre West	7	N/A	-		N/A	-	2017/18	5
LYME GROVE	BUCKLEY	Buckley Bistre East	43	2015/16	5	48,50A,52,65,76	2017/18	7	2017/18	11
MAIN ROAD	BUCKLEY	Broughton North & East	9	N/A	-		2017/18	2	2017/18	2
MAIN ROAD	BUCKLEY	Broughton South	2	N/A	-		N/A	-	2017/18	1
MEADOW AVENUE	BUCKLEY	Buckley Pentrobin	10	2015/16	4	4a,19,31,34,	2017/18	2	2017/18	1
MEADOW RISE	BUCKLEY	Penyffordd	13	N/A	-		2017/18	7	N/A	-
MEGS LANE	BUCKLEY	Buckley Bistre East	1	N/A	-		2017/18	1	N/A	-
MELBOURNE ROAD	BUCKLEY	Buckley Bistre West	9	N/A	-		2017/18	3	2017/18	1
MOLD ROAD	BUCKLEY	Broughton North & East	6	2015/16	1	13,	2017/18	2	N/A	-
MORNINGTON CRESCENT	BUCKLEY	Buckley Pentrobin	8	N/A	-		N/A	-	2017/18	4
NANT MAWR CRESCENT	BUCKLEY	Buckley Bistre West	49	2015/16	5	11,13,21,49,53	2017/18	2	2017/18	25
PARK AVENUE	BUCKLEY	Higher Kinnerton	7	2015/16	2	16,18,	2017/18	4	N/A	-
PARK CRESCENT	BUCKLEY	Penyffordd	14	2015/16	3	3,8,11	2017/18	5	N/A	-
PEN Y COED ROAD	BUCKLEY	Buckley Pentrobin	6	N/A	-		N/A	-	N/A	-
PENYMYNYDD ROAD	BUCKLEY	Penyffordd	1	N/A	-		N/A	-	N/A	-
PRINCE OF WALES COURT	BUCKLEY	Buckley Bistre East	42	2015/16	4	18,56,76,90	2017/18	2	2017/18	12
PRINCESS AVENUE	BUCKLEY	Buckley Bistre West	50	2015/16	2	123,143,	2017/18	5	2017/18	10
QUEENS DRIVE	BUCKLEY	Buckley Bistre West	11	2015/16	2	13,23	2017/18	6	N/A	-
SANDWOOD AVE	BUCKLEY	Broughton South	1	N/A	-		2017/18	1	N/A	-
SOUTHFIELDS CLOSE	BUCKLEY	Buckley Mountain	19	N/A	-		2017/18	6	N/A	-
ST JOHNS CLOSE	BUCKLEY	Buckley Pentrobin	28	2015/16	1	14 Sheltered Bung	2017/18	22	N/A	-
STANLEY ROAD	BUCKLEY	Buckley Bistre West	10	2015/16	1	17	2017/18	2	2017/18	1

WHQS Programme - *Buckley District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year	
TERRIG CRESCENT	BUCKLEY	Buckley Bistre West	4	2015/16	1	8,	2017/18	1	N/A	-
THE BUNGALOWS BRETTON LANE	BUCKLEY	Broughton North & East	4	N/A	-		N/A	-	2017/18	1
THE PATHWAY	BUCKLEY	Broughton North & East	1	N/A	-		N/A	-	N/A	-
THE WOODLANDS	BUCKLEY	Penyffordd	10	N/A	-		N/A	-	2017/18	7
VICTORIA AVENUE	BUCKLEY	Buckley Pentrobin	24	2015/16	2	1,7	2017/18	3	2017/18	4
VICTORIA ROAD	BUCKLEY	Buckley Pentrobin	1	2015/16	1	35	N/A	-	N/A	-
VOUNOG HILL	BUCKLEY	Penyffordd	5	2015/16	1	22	N/A	-	2017/18	1
WARREN DRIVE	BUCKLEY	Broughton South	41	2015/16	2	28,60	N/A	-	2017/18	21
WATTS ROAD	BUCKLEY	Penyffordd	8	N/A	-		2017/18	2	N/A	-
WELLINGTON ROAD	BUCKLEY	Broughton North & East	37	2015/16	4	2,36,37,65	2017/18	6	2017/18	5
WESTBOURNE CRESCENT	BUCKLEY	Buckley Bistre West	13	N/A	-		2017/18	3	2017/18	1
WESTMINSTER ROAD	BUCKLEY	Broughton South	4	N/A	-		N/A	-	N/A	-
WINDSOR DRIVE	BUCKLEY	Broughton South	21	N/A	-		N/A	-	2017/18	18

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WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
ALLANS CLOSE	C/QUAY & SHOTTON	Shotton Higher	2	N/A	-	2015/16	2	2,11,	N/A	-
ARNOLD GROVE	C/QUAY & SHOTTON	CQ Cent	2	2017/18	1	2015/16	1	4	N/A	-
BANK CHAMBERS	C/QUAY & SHOTTON	CQ Cent	4	N/A	-	2015/16	4	1a,2b,3c,4d	N/A	-
BANK ROAD	C/QUAY & SHOTTON	CQ Golftyn	1	N/A	-	2015/16	1	13 House	N/A	-
BEECHWOOD AVENUE	C/QUAY & SHOTTON	CQ Cent	1	N/A	-	N/A	-		N/A	-
BETHEL PLACE	C/QUAY & SHOTTON	CQ Cent	18	2017/18	7	2015/16	6	1,2,8,10,16,17	2016/17	1
BIRCH COURT	C/QUAY & SHOTTON	CQ Golftyn	19	2017/18	2	2015/16	9	1,5,6,8,12,13,15,16,17,	N/A	-
BRYN ROAD	C/QUAY & SHOTTON	CQ Golftyn	19	N/A	-	N/A	-		2016/17	1
BURTON COURT	C/QUAY & SHOTTON	CQ Cent	7	N/A	-	N/A	-		N/A	-
BUTLE STREET	C/QUAY & SHOTTON	Shotton East	1	N/A	-	N/A	-		N/A	-
CAE LLYS CLOSE	C/QUAY & SHOTTON	CQ South	4	N/A	-	2015/16	1	6	N/A	-
CASTLE HILL STREET	C/QUAY & SHOTTON	Shotton Higher	5	N/A	-	2015/16	3	3,4,7	N/A	-
CEDAR COURT	C/QUAY & SHOTTON	CQ Golftyn	12	N/A	-	2015/16	8	1,2,3,4,7,8,9,11,	2016/17	1
CEFN ROAD	C/QUAY & SHOTTON	CQ Golftyn	4	N/A	-	N/A	-		N/A	-
CELTIC STREET	C/QUAY & SHOTTON	CQ Wepre	8	N/A	-	2015/16	8	1,2,5,6,9,11,15,17 Houses	N/A	-
CENTRAL DRIVE	C/QUAY & SHOTTON	Shotton Higher	20	N/A	-	2015/16	3	41,59,65	N/A	-
CHAPEL COURT	C/QUAY & SHOTTON	CQ Cent	22	N/A	-	N/A	-		N/A	-
CHAPEL STREET	C/QUAY & SHOTTON	CQ Cent	18	N/A	-	N/A	-		2016/17	4
CHESTNUT COURT	C/QUAY & SHOTTON	CQ Golftyn	17	2017/18	4	2015/16	9	2,4,6,8,9,12,15,16,17,	N/A	-
CHEVRONS ROAD	C/QUAY & SHOTTON	Shotton Higher	30	2017/18	3	2015/16	5	41,63,65,82,89	2016/17	11
CHURCH STREET	C/QUAY & SHOTTON	CQ Golftyn	8	2017/18	2	2015/16	1	51,	N/A	-
CLWYD STREET	C/QUAY & SHOTTON	Shotton Higher	35	2017/18	5	2015/16	18	26,30,40,42,1,2,13,17,29,35, 39,45,46,55,72,74,80,90,	2016/17	2
CORNWALL ROAD	C/QUAY & SHOTTON	Shotton Higher	16	N/A	-	N/A	-		2016/17	3
COTTERILL CLOSE	C/QUAY & SHOTTON	CQ South	4	N/A	-	N/A	-		N/A	-
CROSSWAYS	C/QUAY & SHOTTON	Shotton Higher	6	N/A	-	N/A	-		2016/17	2

WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
DEANS AVE	C/QUAY & SHOTTON	CQ Cent	5	N/A	-	N/A	-		2016/17	5
DEE ROAD	C/QUAY & SHOTTON	CQ Wepre	13	2017/18	1	N/A	-		N/A	-
DEE VIEW CRESCENT	C/QUAY & SHOTTON	Shotton Higher	6	2017/18	2	2015/16	4	8, 16,18,20,	N/A	-
DEVA AVENUE	C/QUAY & SHOTTON	CQ Golftyn	12	2017/18	2	2015/16	6	6,7,9,15,21,29,	2016/17	1
DODDS COURT	C/QUAY & SHOTTON	Shotton Higher	30	2017/18	10	N/A	-		2016/17	12
DODDS DRIVE	C/QUAY & SHOTTON	CQ Cent	47	2017/18	2	2015/16	2	3,100	2016/17	24
ELMWOOD CLOSE	C/QUAY & SHOTTON	Shotton Higher	4	N/A	-	2015/16	2	Sheltered Bugalows:3,4,	N/A	-
ENGLEFIELD AVENUE	C/QUAY & SHOTTON	CQ Cent	23	2017/18	15	2015/16	7	9,35,38,41,42,60,66	N/A	-
FERN COURT	C/QUAY & SHOTTON	CQ Golftyn	15	2017/18	6	2015/16	2	9,11	2016/17	2
FRON ROAD	C/QUAY & SHOTTON	CQ Wepre	8	N/A	-	2015/16	7	63,73,86,97,99,100,102	N/A	-
GARRATT CLOSE	C/QUAY & SHOTTON	CQ Cent	25	2017/18	5	2015/16	12	2,4,5,8,11,13,15,17,18, 20,22,,23,	2016/17	1
GLAN Y MORFA COURT	C/QUAY & SHOTTON	CQ Cent	44	2017/18	32	N/A	-		N/A	-
GLYNNE STREET	C/QUAY & SHOTTON	CQ Cent	6	2017/18	2	N/A	-		2016/17	3
GRANGE ROAD	C/QUAY & SHOTTON	Shotton Higher	7	N/A	-	N/A	-		2016/17	1
GREEN LANE	C/QUAY & SHOTTON	Shotton Higher	60	2017/18	11	2015/16	7	11,16,32,54,58,77,95	2016/17	22
GREEN PARK	C/QUAY & SHOTTON	CQ Cent	12	2017/18	1	N/A	-		2016/17	4
GRIFFITHS COURT	C/QUAY & SHOTTON	Shotton West	22	N/A	-	2015/16	19	1,2,3,4,5,7,8,9,10,11,12,13,14, 15,17,19,20,21,22,	N/A	-
HAFAN GLYD	C/QUAY & SHOTTON	Shotton Higher	8	2017/18	4	2015/16	1	6	N/A	-
HAMILTON ROAD	C/QUAY & SHOTTON	CQ Golftyn	17	2017/18	14	2015/16	1	45 House	N/A	-
HILBRE ROAD	C/QUAY & SHOTTON	CQ Golftyn	4	N/A	-	2015/16	1	4 House	2016/17	1
HILLSIDE AVENUE	C/QUAY & SHOTTON	CQ Cent	17	2017/18	2	2015/16	2	24,37, Houses	2016/17	3
HOLLY COURT	C/QUAY & SHOTTON	CQ Golftyn	22	2017/18	11	2015/16	8	6,10,11,13,15,16,19,22	2016/17	1
HOWARD STREET	C/QUAY & SHOTTON	CQ Cent	18	2017/18	1	2015/16	1	42	2016/17	10
ISABELLA COURT	C/QUAY & SHOTTON	CQ Cent	25	2017/18	4	2015/16	3	8,9,22 Sheltered Bung	N/A	-

WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
IVY COURT	C/QUAY & SHOTTON	CQ Golftyn	13	2017/18	2	2015/16	2	1,11	2016/17	5
KENT ROAD	C/QUAY & SHOTTON	CQ Golftyn	7	2017/18	3	N/A	-		2016/17	4
KETLAND CLOSE	C/QUAY & SHOTTON	Shotton East	17	2017/18	1	2015/16	13	2,3,5,7,8,10,11,12,15,17,18,19, 20	N/A	-
KING EDWARD STREET	C/QUAY & SHOTTON	Shotton West	6	N/A	-	N/A	-		2016/17	1
KINGS COURT	C/QUAY & SHOTTON	CQ Golftyn	6	N/A	-	N/A	-		2016/17	1
KINGS ROAD	C/QUAY & SHOTTON	CQ Golftyn	12	N/A	-	N/A	-		2016/17	10
LARCH AVENUE	C/QUAY & SHOTTON	Shotton Higher	2	2017/18	1	N/A	-		N/A	-
LINDEN AVENUE	C/QUAY & SHOTTON	CQ Cent	13	2017/18	3	N/A	-		2016/17	7
LLWYN DRIVE	C/QUAY & SHOTTON	CQ South	11	2017/18	3	2015/16	3	52,66,76 Houses	N/A	-
LOWER BROOK STREET	C/QUAY & SHOTTON	CQ Golftyn	18	2017/18	1	2015/16	1	36, House	2016/17	4
MANLEY COURT	C/QUAY & SHOTTON	Shotton West	25	N/A	-	N/A	-		N/A	-
MARSH VIEW	C/QUAY & SHOTTON	CQ Wepre	3	N/A	-	2015/16	2	6,8 Houses	N/A	-
MCKEOWN CLOSE	C/QUAY & SHOTTON	CQ South	3	N/A	-	N/A	-		N/A	-
MELROSE AVENUE	C/QUAY & SHOTTON	Shotton Higher	7	2017/18	4	2015/16	2	2,4,	2016/17	1
MERLLYN AVENUE	C/QUAY & SHOTTON	CQ Cent	3	N/A	-	N/A	-		2016/17	3
NELSON STREET	C/QUAY & SHOTTON	Shotton East	2	2017/18	2	N/A	-		N/A	-
NEW STREET	C/QUAY & SHOTTON	CQ Cent	1	N/A	-	2015/16	1	13 House	N/A	-
NORMAN STREET	C/QUAY & SHOTTON	Shotton Higher	10	2017/18	3	N/A	-		2016/17	3
NORTH STREET	C/QUAY & SHOTTON	Shotton Higher	53	2017/18	29	2015/16	18	32,61,62,65,66,68, 70,71,77,82,83,90,94,96,98, 99,101,105,	2016/17	2
OAK TREE CLOSE	C/QUAY & SHOTTON	Shotton Higher	7	N/A	-	N/A	-		N/A	-
PEAR TREE CLOSE	C/QUAY & SHOTTON	Shotton Higher	11	N/A	-	N/A	-		N/A	-
PEN Y LLAN STREET	C/QUAY & SHOTTON	CQ Cent	2	N/A	-	N/A	-		N/A	-
PLOUGH LANE	C/QUAY & SHOTTON	Shotton Higher	3	N/A	-	N/A	-		2016/17	2

WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
POPLAR AVENUE	C/QUAY & SHOTTON	Shotton Higher	36	2017/18	4	2015/16	7	Sheltered Bungalows 3,5,23,33,48,52,54,	2016/17	4
PRIMROSE STREET	C/QUAY & SHOTTON	CQ Cent	7	N/A	-	N/A	-		2016/17	3
PRINCES STREET	C/QUAY & SHOTTON	CQ Cent	18	2017/18	2	2015/16	2	34(wardens),44	2016/17	5
QUEENS AVENUE	C/QUAY & SHOTTON	CQ Golftyn	15	2017/18	4	N/A	-		2016/17	6
RIVER VIEW	C/QUAY & SHOTTON	CQ Cent	7	N/A	-	N/A	-		2016/17	6
ROWLEYS DRIVE	C/QUAY & SHOTTON	Shotton East	12	N/A	-	N/A	-		N/A	-
ROYAL COURT	C/QUAY & SHOTTON	CQ Cent	8	N/A	-	N/A	-		N/A	-
RYELAND STREET	C/QUAY & SHOTTON	Shotton West	3	2017/18	3	N/A	-		N/A	-
SALISBURY STREET	C/QUAY & SHOTTON	Shotton West	2	2017/18	2	N/A	-		N/A	-
SANDOWN COURT	C/QUAY & SHOTTON	Shotton Higher	17	2017/18	10	2015/16	1	3	2016/17	1
SANDOWN ROAD	C/QUAY & SHOTTON	Shotton Higher	2	2017/18	1	2015/16	1	4,	N/A	-
SHOTTON LANE	C/QUAY & SHOTTON	Shotton East	6	2017/18	3	N/A	-		2016/17	2
SOUTH BANK	C/QUAY & SHOTTON	Shotton Higher	2	N/A	-	2015/16	1	3,	N/A	-
ST ETHELWOLDS STREET	C/QUAY & SHOTTON	Shotton Higher	4	2017/18	1	2015/16	2	8,16,	2016/17	1
ST MARKS AVENUE	C/QUAY & SHOTTON	CQ Cent	31	2017/18	1	2015/16	3	35,39, 7	2016/17	17
SUMMERSVILLE CLOSE	C/QUAY & SHOTTON	CQ Cent	24	2017/18	18	2015/16	3	7,26,28	N/A	-
TERRIG STREET	C/QUAY & SHOTTON	Shotton Higher	37	2017/18	5	2015/16	6	4,12,33,46,83,16	2016/17	8
THE GROVES	C/QUAY & SHOTTON	Shotton West	8	2017/18	4	2015/16	1	2	2016/17	2
UPLANDS AVENUE	C/QUAY & SHOTTON	CQ South	1	N/A	-	2015/16	1	86, House	N/A	-
UPPER BRYN ROAD	C/QUAY & SHOTTON	CQ Golftyn	22	N/A	-	N/A	-		2016/17	8
WEPRE COURT	C/QUAY & SHOTTON	CQ South	5	N/A	-	N/A	-		2016/17	4
WESTMINSTER CRESCENT	C/QUAY & SHOTTON	Shotton Higher	37	N/A	-	N/A	-		2016/17	26
WILLOW COURT	C/QUAY & SHOTTON	CQ Golftyn	12	N/A	-	N/A	-		2016/17	8
WOODLANDS STREET	C/QUAY & SHOTTON	Shotton West	5	N/A	-	2015/16	5	20,22,24,26,28	N/A	-
YORK ROAD	C/QUAY & SHOTTON	CQ Golftyn	5	2017/18	2	N/A	-		2016/17	1

WHQS Programme – Deeside & Saltney District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
ASH LANE	DEESIDE & SALTNEY	Mancot	5	N/A	-	2015/16	1		N/A	-
ASHLEA CLOSE	DEESIDE & SALTNEY	Mancot	20	N/A	-	2015/16	6	12,13,14,19,20,5,	N/A	-
ASTON ROAD	DEESIDE & SALTNEY	Aston	14	N/A	-	2015/16	6	12,22,40,48,66,70,	N/A	-
BANKS ROAD	DEESIDE & SALTNEY	Mancot	6	N/A	-	N/A	-		N/A	-
BEECHWOOD ROAD	DEESIDE & SALTNEY	Saltney Stonebridge	35	2016/17	3	2015/16	26	50,52,64,66,68,70,2,8,15,16,20, ,21,30,31, 35,38,39, 40,41, 42,45,56,60,63,73,76,	2017/18	1
BELGRAVE AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	7	N/A	-	2015/16	7	5,7,10,15,16,17,20, Houses	N/A	-
BELMONT DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	5	N/A	-	2015/16	3	6,16,18,	N/A	-
BELVEDERE CLOSE	DEESIDE & SALTNEY	Queensferry	15	N/A	-	2015/16	6	1,3,4,8,10,17	N/A	-
BERNSDALE CLOSE	DEESIDE & SALTNEY	Queensferry	6	N/A	-	2015/16	6	6,9,12,15,19,26 Houses	N/A	-
BOUNDARY LANE	DEESIDE & SALTNEY	Saltney Stonebridge	14	N/A	-	2015/16	11	68,72,74,92,98,106,108,134, 140,144,146	N/A	-
BRADSHAW AVENUE	DEESIDE & SALTNEY	Saltney Mold Junction	5	N/A	-	2015/16	4	6,8,22,28, Houses	N/A	-
CEDAR AVENUE	DEESIDE & SALTNEY	Sealand	1	N/A	-	N/A	-		N/A	-
CEDAR CLOSE	DEESIDE & SALTNEY	Sealand	7	N/A	-	2015/16	5	1,2,4,5,7	N/A	-
CHESTER ROAD	DEESIDE & SALTNEY	Mancot	1	N/A	-	2015/16	1	54 House	N/A	-
CROSSWAY	DEESIDE & SALTNEY	Aston	3	2016/17	1	N/A	-		2017/18	2
DEE ROAD	DEESIDE & SALTNEY	Sealand	2	2016/17	1	N/A	-		N/A	-
DEINIOLS ROAD	DEESIDE & SALTNEY	Mancot	16	2016/17	7	2015/16	6	8,13,25,33,35,53	N/A	-
DEVA AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	3	2016/17	2	N/A	-		N/A	-
DOUGLAS PLACE	DEESIDE & SALTNEY	Saltney Stonebridge	22	2016/17	1	2015/16	10	2,4,7,8,10,12,13,14,15,18	N/A	-
EAST GREEN	DEESIDE & SALTNEY	Sealand	10	N/A	-	2015/16	8	3,5,7,8,9,10,13, 16	N/A	-
EATON GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	8	N/A	-	2015/16	4	4,5,7,8,Houses	N/A	-
ELM GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	2	N/A	-	N/A	-		N/A	-
EWART STREET	DEESIDE & SALTNEY	Saltney Mold Junction	75	2016/17	15	2015/16	2	17,64,	2017/18	49

WHQS Programme – Deeside & Saltney District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
FAIRWAY	DEESIDE & SALTNEY	Queensferry	4	2016/17	1	2015/16	3	7,13, 15 Houses	N/A	-
FLINT ROAD	DEESIDE & SALTNEY	Saltney Mold Junction	7	2016/17	1	2015/16	3	16,17,18	N/A	-
GLADSTONE STREET	DEESIDE & SALTNEY	Queensferry	3	N/A	-	N/A	-		N/A	-
HAMILTON AVENUE	DEESIDE & SALTNEY	Queensferry	4	2016/17	1	2015/16	3	13,18,19 Houses	N/A	-
HARRISON GROVE	DEESIDE & SALTNEY	Queensferry	6	2016/17	1	2015/16	4	5,6,8,9,Houses	N/A	-
HAWARDEN WAY	DEESIDE & SALTNEY	Mancot	4	2016/17	1	2015/16	1	43, House	N/A	-
HAWTHORN VIEW	DEESIDE & SALTNEY	Sealand	6	2016/17	1	2015/16	3	6,8,14,Houses	N/A	-
HIGH STREET	DEESIDE & SALTNEY	Saltney Stonebridge	12	N/A	-	N/A	-		2017/18	1
HOLYWELL ROAD	DEESIDE & SALTNEY	Aston	5	N/A	-	N/A	-		2017/18	5
IRVINGS CRESCENT	DEESIDE & SALTNEY	Saltney Stonebridge	12	2016/17	2	2015/16	3	1,10,19	2017/18	3
KYNASTON DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	27	2016/17	7	2015/16	15	13,26, 29,31,32,34,35,39, 40,42, 48,56,62,64,74	N/A	-
LABURNUM GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	6	N/A	-	2015/16	5	7,8,9,10,15	N/A	-
LARCH WAY	DEESIDE & SALTNEY	Saltney Stonebridge	41	2016/17	5	2015/16	21	9,10,19,23,25,27,29,32,33, 34, 35,36,39, 41, 42, 43,45,46,48,54,56	N/A	-
LEACHES CLOSE	DEESIDE & SALTNEY	Mancot	31	2016/17	9	2015/16	13	4,5,6,7,8,9,14, 24, 16,17,19,30,31	2017/18	3
LEACHES LANE	DEESIDE & SALTNEY	Mancot	4	N/A	-	N/A	-		2017/18	3
LEYLAND DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	3	2016/17	1	2015/16	2	31,41 Houses	N/A	-
LIME GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	2	N/A	-	2015/16	1	5, House	2017/18	1
LINDEN GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	25	2016/17	1	2015/16	14	2,3,4,7,8,9,12,14,15,16,17,18, 20,29,	N/A	-
LIVERPOOL ROAD	DEESIDE & SALTNEY	Aston	6	N/A	-	2015/16	1	13,House	N/A	-

WHQS Programme – Deeside & Saltney District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
MAINWARING DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	17	2016/17	7	2015/16	6	38,40,44,46,47,49,	2017/18	2
MANCOT ROYAL CLOSE	DEESIDE & SALTNEY	Mancot	10	N/A	-	2015/16	3	3,5,8	N/A	-
MANCOT WAY	DEESIDE & SALTNEY	Mancot	3	N/A	-	2015/16	1	39 House	2017/18	2
MAPLE GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	4	2016/17	1	2015/16	3	3,6,8	N/A	-
MAPLEWOOD AVENUE	DEESIDE & SALTNEY	Sealand	13	N/A	-	N/A	-		2017/18	2
MEADOW VIEW	DEESIDE & SALTNEY	Sealand	9	N/A	-	2015/16	7	1,8,12,21,23,25, 26 Houses	N/A	-
MECHANICS LANE	DEESIDE & SALTNEY	Mancot	5	N/A	-	N/A	-		N/A	-
MOORFIELD COURT	DEESIDE & SALTNEY	Aston	11	N/A	-	N/A	-		N/A	-
MOSS GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	3	N/A	-	2015/16	2	1,3 Houses	N/A	-
MOUNTAIN VIEW	DEESIDE & SALTNEY	Saltney Stonebridge	2	N/A	-	2015/16	2	1,7,Houses	N/A	-
NORTH GREEN	DEESIDE & SALTNEY	Sealand	18	N/A	-	2015/16	14	2,3,4,5,6,8,9,11,15,16,17, 18,20,21,Houses	N/A	-
NORTH STREET	DEESIDE & SALTNEY	Queensferry	6	2016/17	1	2015/16	1	28	N/A	-
NORTH STREET	DEESIDE & SALTNEY	Saltney Mold Junction	18	2016/17	3	2015/16	13	4,10,13,16,17,18,19,21,23,26, 28,29,30	N/A	-
OAKFIELD ROAD	DEESIDE & SALTNEY	Aston	11	2016/17	7	2015/16	2	7,12, Houses	2017/18	1
OAKLEY ROAD	DEESIDE & SALTNEY	Mancot	3	2016/17	1	2015/16	1	7 Mbung	N/A	-
ORCHARD WAY	DEESIDE & SALTNEY	Sealand	19	2016/17	2	N/A	-		2017/18	10
PARK AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	38	2016/17	22	2015/16	10	1,3,7,11,16,21,32,43,56,93	2017/18	1
PHOENIX COURT	DEESIDE & SALTNEY	Queensferry	4	2016/17	2	2015/16	1	1	N/A	-
PHOENIX STREET	DEESIDE & SALTNEY	Queensferry	27	2016/17	7	2015/16	13	49,51,59,61,65,67,69,73,77, 79,81, 103, 28	N/A	-
PRINCE WILLIAM COURT	DEESIDE & SALTNEY	Aston	22	2016/17	1	2015/16	3	2,17,19 Sheltered Flats	N/A	-
PRINCE WILLIAM GARDEN	DEESIDE & SALTNEY	Mancot	41	2016/17	9	2015/16	24	2,5,6,9,10,15,16,18,19,21, 22,23,24,25, 27, 28, 29,31,32,33,34,35,37,41	N/A	-

WHQS Programme – Deeside & Saltney District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
QUEENS ROAD	DEESIDE & SALTNEY	Sealand	11	2016/17	5	2015/16	5	7,9,11,14,15,	N/A	-
REDWOOD CLOSE	DEESIDE & SALTNEY	Saltney Stonebridge	5	2016/17	1	N/A	-		2017/18	3
RIVERSIDE PARK	DEESIDE & SALTNEY	Sealand	60	2016/17	22	2015/16	30	3,4,6,12,15,18,22,23,24,26, 28,29,32,36,37,38, 61,62,68,70,71,72,74,75, 77,85,86,87,89,92	2017/18	2
SALISBURY AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	20	2016/17	6	2015/16	2	56,58, Houses	N/A	-
SALTNEY TERRACE	DEESIDE & SALTNEY	Saltney Mold Junction	4	2016/17	2	2015/16	1	11	N/A	-
SANDY CANE	DEESIDE & SALTNEY	Sealand	28	2016/17	1	2015/16	3	42,77,79,	2017/18	7
SCOTCH CROW	DEESIDE & SALTNEY	Mancot	8	2016/17	1	2015/16	2	2,7	N/A	-
SCOTS ROAD	DEESIDE & SALTNEY	Mancot	17	2016/17	2	2015/16	2	12, 9 , Houses	2017/18	8
SEALAND AVENUE	DEESIDE & SALTNEY	Sealand	1	2016/17	1	N/A	-		N/A	-
SOUTH GREEN	DEESIDE & SALTNEY	Sealand	19	2016/17	3	2015/16	14	1,2,3,5,6,8,9,10,13,14,15,20, 21, 22, Houses	N/A	-
STAFFORD ROAD	DEESIDE & SALTNEY	Sealand	5	2016/17	1	N/A	-		2017/18	1
STATION ROAD	DEESIDE & SALTNEY	Queensferry	1	N/A	-	2015/16	1	70	N/A	-
STONELEIGH CLOSE	DEESIDE & SALTNEY	Sealand	19	2016/17	4	2015/16	1	38 (Wardens Bung)	2017/18	11
SUNNYSIDE	DEESIDE & SALTNEY	Mancot	1	N/A	-	2015/16	1	11,	N/A	-
THE CLOSE	DEESIDE & SALTNEY	Aston	14	2016/17	5	2015/16	7	3,10,13,19,23,25,31,	N/A	-
THE HIGHWAY	DEESIDE & SALTNEY	Aston	9	N/A	-	N/A	-		2017/18	3
THE HIGHWAY	DEESIDE & SALTNEY	Hawarden	8	N/A	-	N/A	-		2017/18	1
THE NOOK	DEESIDE & SALTNEY	Mancot	13	N/A	-	N/A	-		2017/18	6
THE NOOK	DEESIDE & SALTNEY	Saltney Stonebridge	6	N/A	-	N/A	-		N/A	-
THE RIDGEWAY	DEESIDE & SALTNEY	Aston	23	2016/17	2	2015/16	6	9,16,23,26,28,32,Houses	2017/18	6

WHQS Programme – Deeside & Saltney District



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
UPPER ASTON HALL LANE	DEESIDE & SALTNEY	Aston	9	N/A	-	2015/16	1	21, House	2017/18	2
VICTORIA ROAD	DEESIDE & SALTNEY	Saltney Stonebridge	37	2016/17	11	2015/16	5	13,39,93,124,148	2017/18	13
WELSH ROAD	DEESIDE & SALTNEY	Sealand	19	2016/17	3	2015/16	4	39b, 55, 75,93,	2017/18	5
WEST GREEN	DEESIDE & SALTNEY	Sealand	9	2016/17	2	2015/16	6	12,19,23,24,4,8,	N/A	-
WEST WAY	DEESIDE & SALTNEY	Mancot	1	N/A	-	N/A	-		N/A	-
WIRRAL VIEW	DEESIDE & SALTNEY	Aston	10	2016/17	2	2015/16	2	6,11, Houses	2017/18	3
WOOD STREET	DEESIDE & SALTNEY	Queensferry	6	2016/17	1	2015/16	5	1,3 MBung 10,12,14 Houses	N/A	-
WOODSIDE CLOSE	DEESIDE & SALTNEY	Aston	37	2016/17	12	2015/16	1	3	2017/18	15
YOWLEY ROAD	DEESIDE & SALTNEY	Aston	19	2016/17	2	2015/16	3	21,24,38, Houses	2017/18	4

WHQS Programme – *Flint District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
ABER ROAD	FLINT	Flint Coleshill	1	N/A	-	N/A	-	N/A	-	
ALBERT AVENUE	FLINT	Flint Oakenholt	9	N/A	-	2016/17	1	N/A	-	
ANEURIN COTTAGES	FLINT	Bagillt West	1	N/A	-	2016/17	1	N/A	-	
AVONDALE	FLINT	Flint Coleshill	12	2017/18	1	2016/17	5	N/A	-	
BARONS CLOSE	FLINT	Flint Castle	8	N/A	-	2016/17	3	2015/16	1	13 House
BEECHCROFT CLOSE	FLINT	Bagillt West	2	N/A	-	2016/17	2	N/A	-	
BODHYFRYD	FLINT	Flint Castle	1	N/A	-	2016/17	1	N/A	-	
BOLINGBROKE HEIGHTS	FLINT	Flint Coleshill	102	N/A	-	2016/17	77	N/A	-	
BOROUGH GROVE	FLINT	Flint Castle	11	2017/18	1	2016/17	1	2015/16	1	13 House
BRON HALL	FLINT	Bagillt West	17	2017/18	1	2016/17	11	N/A	-	
BRON Y WERN	FLINT	Bagillt East	42	2017/18	1	2016/17	9	2015/16	1	23 House
BRYN ABER	FLINT	Bagillt East	13	N/A	-	2016/17	11	N/A	-	
BRYN DYFRYS	FLINT	Bagillt East	11	N/A	-	2016/17	11	N/A	-	
CAE DEFNW	FLINT	Flint Oakenholt	4	N/A	-	N/A	-	N/A	-	
CAE HIR	FLINT	Flint Oakenholt	4	N/A	-	N/A	-	N/A	-	
CASTLE DYKE STREET	FLINT	Flint Castle	1	N/A	-	2016/17	1	N/A	-	
CASTLE HEIGHTS	FLINT	Flint Castle	84	N/A	-	2016/17	54	N/A	-	
CASTLE ROAD	FLINT	Flint Castle	2	2017/18	1	2016/17	1	N/A	-	
CASTLE STREET	FLINT	Flint Castle	6	N/A	-	N/A	-	2015/16	1	12 House
CILFAN	FLINT	Flint Coleshill	14	N/A	-	2016/17	2	2015/16	4	1, Sheltered House 4,5,13 Sheltered Bung
CORNIST COTTAGES	FLINT	Flint Coleshill	1	N/A	-	N/A	-	N/A	-	
CORPORATION STREET	FLINT	Flint Castle	2	2017/18	2	N/A	-	N/A	-	
DEE COTTAGES	FLINT	Flint Castle	43	N/A	-	N/A	-	2015/16	14	2,4,7,9,11,15,16,22,29,30, 31,41 Sheltered Bung 44,60 Houses
EARL STREET	FLINT	Flint Coleshill	5	N/A	-	2016/17	3	N/A	-	
EVANS STREET	FLINT	Flint Castle	3	N/A	-	N/A	-	2015/16	1	22 House

WHQS Programme – *Flint District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
FFORDD GLYNDWR	FLINT	Flint Oakenholt	8	2017/18	1	2016/17	1	2015/16	2	3,15 Houses
FFORDD LLEWELYN	FLINT	Flint Oakenholt	26	N/A	-	N/A	-	2015/16	8	10,12,16,26,29,32,41,85, Houses
FOURTH AVENUE	FLINT	Flint Trelawny	1	N/A	-	N/A	-	N/A	-	
HAFOD	FLINT	Flint Coleshill	5	2017/18	2	N/A	-	2015/16	1	3 House
HENRY TAYLOR STREET	FLINT	Flint Castle	23	2017/18	5	2016/17	4	2015/16	3	24, 62, 63
HIGHFIELD ROAD	FLINT	Bagillt West	43	2017/18	2	2016/17	2	2015/16	3	4,15,22
KNIGHTS GREEN	FLINT	Flint Castle	50	2017/18	10	2016/17	31	N/A	-	
LLOYD STREET	FLINT	Flint Castle	5	2017/18	1	N/A	-	2015/16	2	6,17 Houses
LON GROES	FLINT	Flint Coleshill	4	N/A	-	N/A	-	2015/16	3	8,9, Flats, 6 House
MAES ABERN	FLINT	Flint Coleshill	22	2017/18	1	2016/17	4	2015/16	8	1, 45 Houses 6,10,30,32,40,42,Flats
MAES GLAS	FLINT	Flint Coleshill	7	2017/18	2	2016/17	4	N/A	-	
MAES GWYN	FLINT	Flint Oakenholt	83	2017/18	37	2016/17	31	2015/16	3	26,63,111 Houses
MAES WALWEN	FLINT	Bagillt West	10	N/A	-	2016/17	1	2015/16	2	2,9, Sheltered Bung
MAES Y COED	FLINT	Flint Coleshill	8	2017/18	1	N/A	-	2015/16	3	4,6,13 Houses
MAES Y DRE AVENUE	FLINT	Flint Castle	38	2017/18	10	2016/17	3	2015/16	12	8,10, 18,26,29,35,40, 42,44,54,58,60
MERLLYN LANE	FLINT	Bagillt East	3	N/A	-	N/A	-	2015/16	1	24 House
NEW ROSKELL SQUARE	FLINT	Flint Castle	12	N/A	-	N/A	-	2015/16	7	15,19,24,38,44,46,48 Houses
NORTHOP ROAD	FLINT	Flint Trelawny	1	N/A	-	N/A	-	N/A	-	
PEN Y GLYN	FLINT	Bagillt West	5	2017/18	3	2016/17	2	N/A	-	
PRINCE OF WALES AVENUE	FLINT	Flint Castle	24	N/A	-	2016/17	3	2015/16	9	144,146,150,154,156 Flats 94,100,112, 142, Houses
QUEENS AVENUE	FLINT	Flint Oakenholt	2	N/A	-	N/A	-	N/A	-	
RICHARD HEIGHTS	FLINT	Flint Coleshill	84	N/A	-	2016/17	58	N/A	-	

WHQS Programme – *Flint District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
RIVERBANK	FLINT	Bagillt West	52	2017/18	5	2016/17	11	2015/16	6	18,22,32,76,88,97, Houses
SALISBURY STREET	FLINT	Flint Castle	17	2017/18	2	2016/17	10	N/A	-	
SIXTH AVENUE	FLINT	Flint Trelawny	2	N/A	-	N/A	-	2015/16	2	9,42 Houses
SUNNYSIDE	FLINT	Bagillt West	2	N/A	-	2016/17	1	N/A	-	
SWINCHIARD WALK	FLINT	Flint Coleshill	1	N/A	-	2016/17	1	N/A	-	
TALBOT TERRACE	FLINT	Bagillt East	1	N/A	-	N/A	-	N/A	-	
THE MEADOWS	FLINT	Flint Coleshill	2	2017/18	1	2016/17	1	N/A	-	
THOMAS STREET	FLINT	Flint Castle	7	N/A	-	N/A	-	2015/16	1	16 House
TRELAWNY AVENUE	FLINT	Flint Castle	10	2017/18	2	2016/17	1	2015/16	2	32, 47 Houses
TREMAEON	FLINT	Bagillt West	4	2017/18	4	N/A	-	N/A	-	
VICARAGE ROAD	FLINT	Bagillt East	1	2017/18	1	N/A	-	N/A	-	
VICTORY ROAD	FLINT	Bagillt West	4	N/A	-	2016/17	1	N/A	-	
WALWENSAF	FLINT	Bagillt West	5	N/A	-	N/A	-	2015/16	1	5 ,House
WALWENUCHAF	FLINT	Bagillt West	2	N/A	-	N/A	-	N/A	-	
WERN AVENUE	FLINT	Bagillt East	4	2017/18	2	2016/17	2	N/A	-	
WERN UCHA	FLINT	Bagillt East	20	2017/18	7	2016/17	8	N/A	-	
WOODFIELD AVENUE	FLINT	Flint Oakenholt	43	N/A	-	N/A	-	2015/16	18	1,2,8,13,20,22,26,48,49,55,59,63, 66,70,78,88,94,96 Houses

WHQS Programme – *Holywell District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
ABBEY COURT	HOLYWELL	Greenfield	38	N/A	-		2016/17	4	2018/19	2	
ABBOTS WALK	HOLYWELL	Holywell East	51	N/A	-		2016/17	17	N/A	-	2015/16
AEL Y FFYNNON	HOLYWELL	Holywell Central	2	N/A	-		2016/17	2	N/A	-	
ALLT Y PLAS	HOLYWELL	Brynford	18	N/A	-		2016/17	3	N/A	-	
BASINGWERK AVENUE	HOLYWELL	Greenfield	14	2015/16	1	9	2016/17	9	N/A	-	
BRON FUL	HOLYWELL	Trelawnydd & Gwaenysgor	24	2015/16	14	3,4,5,8,10,11,12,16, 20,21,22,26,29,30	2016/17	2	2018/19	3	2015/16
BRONANT	HOLYWELL	Caerwys	1	2015/16	1	2 House	N/A	-	N/A	-	
BRYN AWEL	HOLYWELL	Brynford	21	N/A	-		N/A	-	N/A	-	
BRYN AWELON	HOLYWELL	Gronant	2	N/A	-		2016/17	1	N/A	-	
BRYN BLYN	HOLYWELL	Brynford	4	N/A	-		2016/17	3	N/A	-	2015/16
BRYN GARTH	HOLYWELL	Ffynnongroew	16	2015/16	2	5,17	2016/17	12	N/A	-	
BRYN MAWR ROAD	HOLYWELL	Holywell Central	29	N/A	-		2016/17	3	2018/19	1	
BRYN MOR	HOLYWELL	Gronant	16	2015/16	2	13,20	2016/17	8	2018/19	1	2015/16
BRYN RODYN	HOLYWELL	Halkyn	2	2015/16	1	6	N/A	-	2018/19	1	
BRYN TIRION	HOLYWELL	Caerwys	15	2015/16	3	8,11,13 Sheltered	N/A	-	2018/19	1	
BRYN Y COED	HOLYWELL	Holywell Central	17	N/A	-		2016/17	5	2018/19	1	
BRYN Y FELIN	HOLYWELL	Holywell Central	7	N/A	-		N/A	-	N/A	-	
BRYN Y FOEL	HOLYWELL	Halkyn	6	N/A	-		N/A	-	2018/19	2	2015/16
BRYN Y GWYNT	HOLYWELL	Holywell East	7	N/A	-		2016/17	2	2018/19	1	2015/16
BRYN TIRION	HOLYWELL	Mostyn	9	2015/16	5	2,3,6,7,8, M Bung	2016/17	3	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
CAE DELYN	HOLYWELL	Caerwys	12	2015/16	3	1,11,20	2016/17	3	2018/19	3	2015/16
CAER FALLWCH	HOLYWELL	Halkyn	1	2015/16	1	8 House	N/A	-	N/A	-	2015/16
CAER FYNNONN	HOLYWELL	Halkyn	9	N/A	-		2016/17	1	N/A	-	2015/16
CAER RHOS	HOLYWELL	Halkyn	10	N/A	-		2016/17	9	N/A	-	2015/16
CAIRNTON CRESCENT	HOLYWELL	Greenfield	3	N/A	-		2016/17	1	2018/19	1	2015/16
CEINFRYN	HOLYWELL	Gronant	7	2015/16	4	1,4,6,7 MBung	N/A	-	N/A	-	
CHURCH CLOSE	HOLYWELL	Greenfield	10	N/A	-		2016/17	7	N/A	-	
CLYDFAN	HOLYWELL	Whitford	6	N/A	-		2016/17	2	2018/19	2	
COED MOR	HOLYWELL	Ffynnongroew	18	2015/16	3	1,15,17,	N/A	-	2018/19	11	
CRIB Y GWYNT	HOLYWELL	Trelawnydd & Gwaenysgor	12	2015/16	2	7, 15 Sheltered Bung	N/A	-	2018/19	7	
DDOL IFFRYD	HOLYWELL	Gronant	6	2015/16	2	7,16	2016/17	1	2018/19	1	
DEVA AVENUE	HOLYWELL	Holywell Central	12	2015/16	4	3, 4 Houses, 10,11 Bungalows	2016/17	5	2018/19	3	2015/16
ENGLEFIELD ROAD	HOLYWELL	Greenfield	5	2015/16	2	12,19	2016/17	2	N/A	-	2015/16
ERW WEN	HOLYWELL	Gwaenysgor	6	N/A	-		N/A	-	2018/19	5	2015/16
FFORDD DDYFRDWY	HOLYWELL	Mostyn	60	2015/16	13	39,41,43,45,51,61, 69, 71,73, 75, 87,96,102	2016/17	4	2018/19	22	
FFORDD FER	HOLYWELL	Holywell Central	7	N/A	-		N/A	-	2018/19	6	2015/16
FFORDD HIRAETHOG	HOLYWELL	Mostyn	10	2015/16	2	5,11	2016/17	1	2018/19	4	
FFORDD MARIAN	HOLYWELL	Gronant	3	N/A	-		N/A	-	N/A	-	
FFORDD PANDARUS	HOLYWELL	Mostyn	36	2015/16	20	1,4,7,15,18,19, 20, 21, 22, 23,24, 25, 26, 28, 31, 35,36,39,41, 51,	2016/17	6	2018/19	6	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
FFORDD PENNANT	HOLYWELL	Mostyn	64	N/A	-		N/A	-	2018/19	7	
FFORDD WYN	HOLYWELL	Gronant	9	N/A	-		2016/17	5	N/A	-	
FFORDD Y FFYNNON	HOLYWELL	Mostyn	10	N/A	-		N/A	-	2018/19	2	
FULBROOKE	HOLYWELL	Greenfield	17	2015/16	5	6,18,22,24,30,	2016/17	10	2018/19	1	
GROESFFORDD	HOLYWELL	Greenfield	21	2015/16	1	17	2016/17	12	N/A	-	
HAFOD Y BRYN	HOLYWELL	Brynford	36	N/A	-		2016/17	7	2018/19	7	2015/16
HAFOD Y COED	HOLYWELL	Whitford	2	2015/16	1	5	N/A	-	N/A	-	
HAFOD Y DDOL	HOLYWELL	Mostyn	11	N/A	-		N/A	-	2018/19	3	
HEOL Y BRENIN	HOLYWELL	Holywell Central	13	2015/16	4	3,13,17,19, Houses	2016/17	9	N/A	-	
HOLWAY ROAD	HOLYWELL	Holywell West	1	N/A	-		N/A	-	N/A	-	
LLWYN ALED	HOLYWELL	Holywell Central	41	2015/16	29	1,2,7,8,9,12,13,14, 16,17, 18,19 ,20, 21,22,23,24, 25, 27, 28,29,33,32, 36,37, 38,39,40,41	N/A	-	N/A	-	
LLWYN BEUNO	HOLYWELL	Holywell Central	33	2015/16	22	1,2,5,6,7,10,13, 14,16,17, 18,19, 20,21,23,24,26,28,3 0, 31,32,33,	N/A	-	N/A	-	
LLWYN ONN	HOLYWELL	Gwaenysgor	13	2015/16	4	1,18,21,22	N/A	-	2018/19	5	2015/16
LLYS EDWARD	HOLYWELL	Gronant	17	2015/16	3	3,14,17	2016/17	6	N/A	-	
LLYS ENFYS	HOLYWELL	Halkyn	14	2015/16	3	5,9,11, Sheltered	N/A	-	2018/19	6	2015/16
LLYS IWAN	HOLYWELL	Gronant	8	2015/16	2	1, 5	2016/17	1	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
LLYS MOSTYN	HOLYWELL	Trelawnydd & Gwaenysgor	13	2015/16	9	1,4,6,7,8,10,11,12,13	2016/17	1	2018/19	1	
LLYS OWEN	HOLYWELL	Ffynnongroew	5	N/A	-		N/A	-	2018/19	5	
LLYS Y GORON	HOLYWELL	Caerwys	14	2015/16	12	2,3,4,5,6,7,8,10,11,12,13,14,	N/A	-	N/A	-	
MAES EMLYN	HOLYWELL	Ffynnongroew	26	2015/16	9	12,16,18,20,22,28,38,40,48	N/A	-	2018/19	11	2015/16
MAES GWYNFRYN	HOLYWELL	Gronant	10	2015/16	8	3,4,5,10,14,17,18,28	N/A	-	N/A	-	
MAES OSGAN	HOLYWELL	Brynford	8	N/A	-		N/A	-	2018/19	5	2015/16
MAES RHYDWEN	HOLYWELL	Whitford	4	2015/16	1	3	2016/17	1	2018/19	2	
MAES Y BERTH	HOLYWELL	Trelawnydd & Gwaenysgor	1	N/A	-		N/A	-	N/A	-	2015/16
MAES Y DRE	HOLYWELL	Caerwys	22	N/A	-		N/A	-	2018/19	13	2015/16
MAES Y DRE	HOLYWELL	Gronant	5	N/A	-		N/A	-	N/A	-	2015/16
MEADOW BANK	HOLYWELL	Holywell West	21	2015/16	5	43,49, 51,63,65	2016/17	11	2018/19	1	2015/16
MOOR AVENUE	HOLYWELL	Holywell West	13	N/A	-		2016/17	1	2018/19	5	2015/16
MOOR LANE	HOLYWELL	Holywell West	11	2015/16	1	25	N/A	-	2018/19	5	2015/16
MOORFIELDS	HOLYWELL	Holywell West	71	2015/16	31	3,7,8,10,11,13,15,18,23,26,32,38,42,44,45, 46,47,49,50, 51, 53,54,59,61,63,73,75,77,79,80,81	2016/17	24	2018/19	5	2015/16
NANT Y COED	HOLYWELL	Holywell East	72	N/A	-		N/A	-	2018/19	13	2015/16
NANT Y GRO	HOLYWELL	Gronant	26	2015/16	4	14,24,67,73, Sheltered Bung	2016/17	14	2018/19	3	

WHQS Programme – *Holywell District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
OLD CHESTER ROAD	HOLYWELL	Holywell West	4	N/A	-		N/A	-	2018/19	1	
PANTON PLACE	HOLYWELL	Holywell Central	29	2015/16	24	1 Wardens House 2,3,4,5, 8, 10- 22,24,25,26,27,28	N/A	-	N/A	-	
PARK HALL ROAD	HOLYWELL	Greenfield	5	2015/16	3	5,7,9	2016/17	2	N/A	-	
PEN Y BALL STREET	HOLYWELL	Holywell Central	1	N/A	-		2016/17	1	N/A	-	
PLAS DEWI	HOLYWELL	Holywell Central	14	2015/16	2	1,3,	2016/17	10	N/A	-	2015/16
QUEENS ROAD	HOLYWELL	Greenfield	32	2015/16	3	4,28,39	2016/17	3	2018/19	1	2015/16
RHYDYRNYDD	HOLYWELL	Brynford	3	N/A	-		N/A	-	N/A	-	2015/16
SCHOOL LANE	HOLYWELL	Greenfield	4	2015/16	3	24,25,27,	2016/17	1	N/A	-	
SPRING FIELDS	HOLYWELL	Holywell West	10	2015/16	4	8,12,14,16	2016/17	5	N/A	-	
STRAND CLOSE	HOLYWELL	Holywell Central	14	2015/16	3	6,7,10,	2016/17	1	2018/19	4	2015/16
STRAND CRESCENT	HOLYWELL	Holywell Central	15	2015/16	7	53,59,62,67,75,79, 87, Houses	2016/17	4	N/A	-	
STRAND PARK	HOLYWELL	Holywell Central	14	N/A	-		N/A	-	2018/19	9	2015/16
STRAND WALK	HOLYWELL	Holywell Central	34	2015/16	10	10,13,14,15,21,33, 51,53,79,89, Houses	2016/17	9	2018/19	7	2015/16
SUNDAWN AVENUE	HOLYWELL	Holywell East	5	N/A	-		2016/17	1	2018/19	1	
SWAN COTTAGES	HOLYWELL	Caerwys	2	2015/16	2	2,3 Houses	N/A	-	N/A	-	
TAN Y BRYN	HOLYWELL	Greenfield	20	2015/16	4	4,11,18,40,	2016/17	11	2018/19	2	
THE CLOSE	HOLYWELL	Greenfield	20	2015/16	3	9,11,12a,	2016/17	14	2018/19	1	
TREM Y FOEL	HOLYWELL	Halkyn	5	2015/16	4	5,House 13,14,15	N/A	-	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
TRINITY ROAD	HOLYWELL	Greenfield	15	2015/16	7	9,12,15,23,25,29, 33,	2016/17	5	2018/19	3	
WATS DYKE AVENUE	HOLYWELL	Holywell Central	20	2015/16	6	6,9,12,16,17,20	2016/17	14	N/A	-	
WIRRAL VIEW	HOLYWELL	Mostyn	8	2015/16	7	2,8,9,10,11,20,21	N/A	-	2018/19	1	2015/16
Y BERTHLOG	HOLYWELL	Trelawnydd & Gwaenysgor	23	2015/16	5	2,9,11,22,33	2016/17	1	2018/19	15	2015/16
Y DREFLAN	HOLYWELL	Mostyn	9	N/A	-		N/A	-	2018/19	2	2015/16
Y GERDD	HOLYWELL	Mostyn	6	2015/16	3	3,7,12,	2016/17	1	N/A	-	2015/16
Y WERN	HOLYWELL	Ffynnongroew	1	2015/16	1	Glan, Coast Road	N/A	-	N/A	-	2015/16

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
ABER CRESCENT	MOLD	Northop	4	N/A	-	N/A	-	2015/16	1	8,
ACACIA CLOSE	MOLD	Mold Broncoed	19	N/A	-	2017/18	7	N/A	-	
AEL Y BRYN	MOLD	Gwernymynydd	2	2016/17	2	N/A	-	N/A	-	
ALEXANDRA ROAD	MOLD	Mold East	5	N/A	-	N/A	-	N/A	-	
ALYN MEADOW	MOLD	Mold West	37	2016/17	8	2017/18	23	N/A	-	
ALYNDALE	MOLD	Hope	2	N/A	-	2017/18	2	N/A	-	
AMBROSE TERRACE	MOLD	Mold East	3	N/A	-	N/A	-	N/A	-	
ASH GROVE	MOLD	Mold West	11	N/A	-	N/A	-	N/A	-	
BEECHORVE	MOLD	Mold West	10	N/A	-	2017/18	2	N/A	-	
BLAENWERN	MOLD	Gwernymynydd	26	2016/17	5	2017/18	16	N/A	-	
BRIDGE STREET	MOLD	Mold East	8	N/A	-	N/A	-	N/A	-	
BRO ALUN	MOLD	Mold East	10	2016/17	1	N/A	-	2015/16	1	24 House
BROMFIELD PARK	MOLD	Mold Broncoed	53	2016/17	1	2017/18	5	N/A	-	
BRONCOED PARK	MOLD	Mold Broncoed	21	N/A	-	2017/18	2	N/A	-	
BROOKSIDE CRESCENT	MOLD	Northop Hall	5	N/A	-	2017/18	2	N/A	-	
BRYN CLYD	MOLD	Leeswood	18	2016/17	1	2017/18	5	N/A	-	
BRYN DEDWYDD	MOLD	Cilcain	6	N/A	-	N/A	-	2015/16	4	2,3,4,5 M Bung
BRYN GARMON	MOLD	Mold Broncoed	24	N/A	-	2017/18	4	2015/16	2	14,47, Houses
BRYN LANE	MOLD	New Brighton	5	2016/17	1	2017/18	1	N/A	-	
BRYN MEIRION	MOLD	Leeswood	2	2016/17	1	2017/18	1	N/A	-	
BRYN OFFA	MOLD	Argoed	8	N/A	-	2017/18	1	N/A	-	
BRYN ROAD	MOLD	New Brighton	1	N/A	-	2017/18	1	N/A	-	
BRYN YORKIN	MOLD	Caergwrie	20	N/A	-	2017/18	16	N/A	-	
CEDAR GROVE	MOLD	Mold West	11	N/A	-	2017/18	4	N/A	-	
CEGIDOG AVENUE	MOLD	Llanfynydd	7	2016/17	1	2017/18	6	N/A	-	

WHQS Programme – *Mold District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
CLWYD CRESCENT	MOLD	New Brighton	11	2016/17	7	2017/18	1	N/A	-	
CONWAY CLOSE	MOLD	Caergwrle	7	N/A	-	2017/18	2	N/A	-	
CORWEN ROAD	MOLD	Llanfynnydd	2	N/A	-	2017/18	1	N/A	-	
COUNCIL BUNGALOW	MOLD	Llanfynnydd	4	2016/17	3	N/A	-	N/A	-	
CROSSWAYS	MOLD	Caergwrle	7	2016/17	5	2017/18	1	N/A	-	
DERBY ROAD	MOLD	Caergwrle	6	2016/17	4	2017/18	1	2015/16	1	60, Houses
DREFLAN	MOLD	Mold West	19	2016/17	10	2017/18	9	N/A	-	
EAST VIEW	MOLD	New Brighton	4	2016/17	1	N/A	-	2015/16	2	1,13,Houses
EDINBURGH AVENUE	MOLD	Caergwrle	2	2016/17	1	N/A	-	N/A	-	
ELM DRIVE	MOLD	Mold West	27	2016/17	9	2017/18	6	2015/16	5	9,22,23,30,47,Houses
ELM DRIVE	MOLD	Northop Hall	8	2016/17	3	2017/18	3	N/A	-	
ERW RIFLAN	MOLD	Cilcain	1	N/A	-	N/A	-	2015/16	1	7 House
ESTYN CLOSE	MOLD	Hope	2	N/A	-	2017/18	2	N/A	-	
FAGL LANE	MOLD	Hope	1	N/A	-	N/A	-	N/A	-	
FFORDD CELYN	MOLD	Leeswood	12	2016/17	3	N/A	-	2015/16	7	5,7,8,10,11,13,16, Houses
FFORDD EDWIN	MOLD	Northop	6	2016/17	1	N/A	-	N/A	-	
FFORDD ELDON	MOLD	Northop	9	N/A	-	N/A	-	2015/16	2	8, 11,
FFORDD ESTYN	MOLD	Leeswood	3	N/A	-	N/A	-	2015/16	3	1,4,7 Houses
FFORDD GLYNDWR	MOLD	Northop	2	N/A	-	N/A	-	2015/16	1	2,House
FFORDD GWYNEDD	MOLD	Northop	13	N/A	-	2017/18	2	N/A	-	
FFORDD OWEN	MOLD	Northop	11	N/A	-	2017/18	1	2015/16	1	7,House
FFORDD SIARL	MOLD	Leeswood	10	2016/17	1	N/A	-	2015/16	5	5,6,10,11,12, Houses
FFORDD Y LLAN	MOLD	Treuddyn	8	2016/17	5	N/A	-	2015/16	1	14, Sheltered
FFORDD Y RHOS	MOLD	Treuddyn	13	2016/17	7	N/A	-	2015/16	1	23, Sheltered Bung
FIR GROVE	MOLD	Mold West	20	N/A	-	N/A	-	2015/16	6	4,7,13,14,20, 22

WHQS Programme – *Mold District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
GER Y PISTYLL	MOLD	Gwernymynydd	14	2016/17	2	N/A	-	2015/16	10	3,4,5,6,7,8,9,12, 14, Sheltered Flats 24 house
GLAN ALUN	MOLD	Mold Broncoed	10	N/A	-	2017/18	2	N/A	-	
GLAN YR EGLWYS	MOLD	Northop	7	2016/17	2	2017/18	1	2015/16	1	2 Sheltered
GOSMORE ROAD	MOLD	New Brighton	1	2016/17	1	N/A	-	N/A	-	
HAFAN DEG	MOLD	Llanfynydd	5	2016/17	4	N/A	-	2015/16	1	3 MBung
HAFAN DEG	MOLD	Treuddyn	9	2016/17	5	N/A	-	N/A	-	
HAWARDEN ROAD	MOLD	Caergwrlle	10	2016/17	2	N/A	-	2015/16	5	32,40,54, 68,70, Houses
HAWARDEN ROAD	MOLD	Hope	10	2016/17	5	2017/18	3	N/A	-	
HAWTHORNE AVENUE	MOLD	Mold West	49	2016/17	9	2017/18	24	2015/16	3	22,23,35 Houses
HAZEL GROVE	MOLD	Mold West	15	2016/17	8	2017/18	2	2015/16	3	7,9,12 Houses
HEOL Y DDERWEN	MOLD	Leeswood	12	2016/17	3	2017/18	7	N/A	-	
HEOL Y GORON	MOLD	Leeswood	30	2016/17	11	2017/18	9	2015/16	2	20,25 Houses
HEULWEN CLOSE	MOLD	Hope	18	2016/17	8	N/A	-	2015/16	7	1,5,7,8,11,12,14,
HIGH STREET	MOLD	Northop	1	2016/17	1	N/A	-	N/A	-	
HOLLY DRIVE	MOLD	Mold West	10	2016/17	2	N/A	-	2015/16	4	1,3,Flats11,13,Houses
IS Y MYNYDD	MOLD	Cilcain	8	2016/17	1	N/A	-	2015/16	6	1,3,5,7,9,13,MBungs
IVY CRESCENT	MOLD	Mold West	24	2016/17	2	2017/18	3	2015/16	10	4,10,15,20,23,26,30,36,38,42 Houses
LEETE AVENUE	MOLD	Cilcain	3	N/A	-	N/A	-	2015/16	3	6,13,18 Houses
				N/A	-	N/A	-	2015/16	28	5,8,9,10,12,18,22,47,48,Houses 13,14,24,25,26,27,28,29,30,31, 32,34,35,37,50,51,54,56 Sheltered 23 (Warden)
LLYS ALUN	MOLD	Cilcain	36							
LLYS ANN	MOLD	Leeswood	6	2016/17	3	2017/18	2	N/A	-	

WHQS Programme – *Mold District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
MAES CIBYN	MOLD	Caergwrle	20	2016/17	2	2017/18	4	2015/16	1	9, Flat
MAES CILAN	MOLD	Cilcain	2	N/A	-	N/A	-	2015/16	2	16,32, Houses
MAES GLAS	MOLD	Treuddyn	13	2016/17	11	2017/18	1	N/A	-	
MAES GLYNDWR	MOLD	Treuddyn	34	2016/17	3	N/A	-	2015/16	1	37, House
MAES GRUFFYDD	MOLD	Northop	6	2016/17	1	2017/18	5	N/A	-	
MAES LLAN	MOLD	Gwernaffield	8	2016/17	1	2017/18	1	2015/16	4	1,4,6,8 Sheltered Bungalows
MAES LLEWELLYN	MOLD	Treuddyn	5	2016/17	5	N/A	-	N/A	-	
MAES OWEN	MOLD	Mold West	5	N/A	-	N/A	-	2015/16	1	10 House
MAES PDRE	MOLD	Mold West	3	2016/17	2	N/A	-	N/A	-	
MAES RHEILLION	MOLD	Leeswood	10	N/A	-	N/A	-	2015/16	1	9, Sheltered
MAES PWERN	MOLD	Gwernymynydd	4	2016/17	1	2017/18	3	N/A	-	
MAESTEG	MOLD	Llanfynnydd	15	2016/17	8	2017/18	4	N/A	-	
MEADOW CRESCENT	MOLD	Caergwrle	10	2016/17	1	2017/18	3	2015/16	1	5 MBung
MILFORD STREET	MOLD	Mold West	22	2016/17	6	2017/18	12	2015/16	1	16 House
MOEL FAMMAU ROAD	MOLD	New Brighton	11	2016/17	6	2017/18	2	N/A	-	
MOEL VIEW DRIVE	MOLD	Northop Hall	9	N/A	-	N/A	-	2015/16	6	2,4,6,7,8,10, Sheltered
MOLD ROAD	MOLD	Caergwrle	3	2016/17	2	N/A	-	N/A	-	
MOUNT CLOSE	MOLD	New Brighton	7	N/A	-	N/A	-	2015/16	1	14, M Bung
NANT GARMON	MOLD	Mold Broncoed	11	N/A	-	2017/18	1	2015/16	1	4, House
OLD SCHOOL COURT	MOLD	Caergwrle	12	2016/17	4	2017/18	3	N/A	-	
PARC ALUN	MOLD	Mold East	11	N/A	-	2017/18	2	2015/16	3	15,32,35, Houses
PARK AVENUE	MOLD	Mold West	2	N/A	-	N/A	-	2015/16	1	4, House
PRIMROSE CLOSE	MOLD	Northop Hall	8	N/A	-	2017/18	1	2015/16	1	17

WHQS Programme – *Mold District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
QUEEN STREET	MOLD	Treuddyn	4	2016/17	4	N/A	-	N/A	-	
QUEENS PARK	MOLD	Mold West	42	2016/17	8	2017/18	24	2015/16	2	6, 28 Houses
QUEENSWAY	MOLD	Hope	3	N/A	-	2017/18	2	N/A	-	
RAIKES LANE	MOLD	Northop	1	N/A	-	2017/18	1	N/A	-	
SARN LANE	MOLD	Caergwrlle	7	N/A	-	2017/18	7	N/A	-	
SARN LANE	MOLD	Hope	1	2016/17	1	N/A	-	N/A	-	
ST CYNFARCHS AVE	MOLD	Hope	9	2016/17	3	2017/18	1	2015/16	3	3,17, 20,Houses
ST DAVIDS LANE	MOLD	Mold East	1	N/A	-	N/A	-	N/A	-	
ST MARYS DRIVE	MOLD	Northop Hall	13	N/A	-	2017/18	2	2015/16	5	5,9 Sheltered Bung 14,18,19 Houses
TAN YR HAFOD	MOLD	Gwernaffield	28	2016/17	7	N/A	-	2015/16	12	9, 10,14,18,50,51,52,54, Sheltered Bungs 30,39,45, Houses 24 Wardens House
TAN YR RHOS	MOLD	Gwernymynydd	2	2016/17	1	N/A	-	2015/16	1	3 House
TAN-Y-BRYN	MOLD	Caergwrlle	7	2016/17	2	2017/18	4	N/A	-	
TEGFAN COURT	MOLD	Caergwrlle	10	2016/17	8	N/A	-	N/A	-	
VICTORIA CRESCENT	MOLD	Llanfynnydd	13	N/A	-	N/A	-	2015/16	3	3,11a,25, Houses
VOWNOG NEWYDD	MOLD	Northop	6	2016/17	1	N/A	-	2015/16	1	9,
WARED DRIVE	MOLD	Northop Hall	5	2016/17	2	N/A	-	2015/16	2	5,Sheltered12, Houses
WILLOW AVENUE	MOLD	Hope	6	N/A	-	N/A	-	2015/16	3	6,17,33, Houses
WINDSOR AVE	MOLD	Caergwrlle	5	2016/17	2	2017/18	2	N/A	-	
WREXHAM ROAD	MOLD	Llanfynnydd	13	2016/17	2	2017/18	8	N/A	-	
Y WAEN	MOLD	Gwernaffield	5	N/A	-	N/A	-	2015/16	4	22,26,31,33 Houses

WHQS – Summary

- The WHQS 2020 Programme has been created to ensure all Flintshire County Council properties can comply to the WHQS by the year 2020 as required by Welsh Government.
- The Programme of Works is a ‘Live’ document and the delivery of the Programme will generally remain as is.
- However, as the Programme is a ‘Live’ document, specific property addresses are subject to changes that occur during each financial year.
- Properties become void (empty) each year and some properties may be brought forward where required.
- Some tenants refuse to have the works completed for various reasons. These properties will be re-introduced into the Programme in another year.

WHQS – Summary

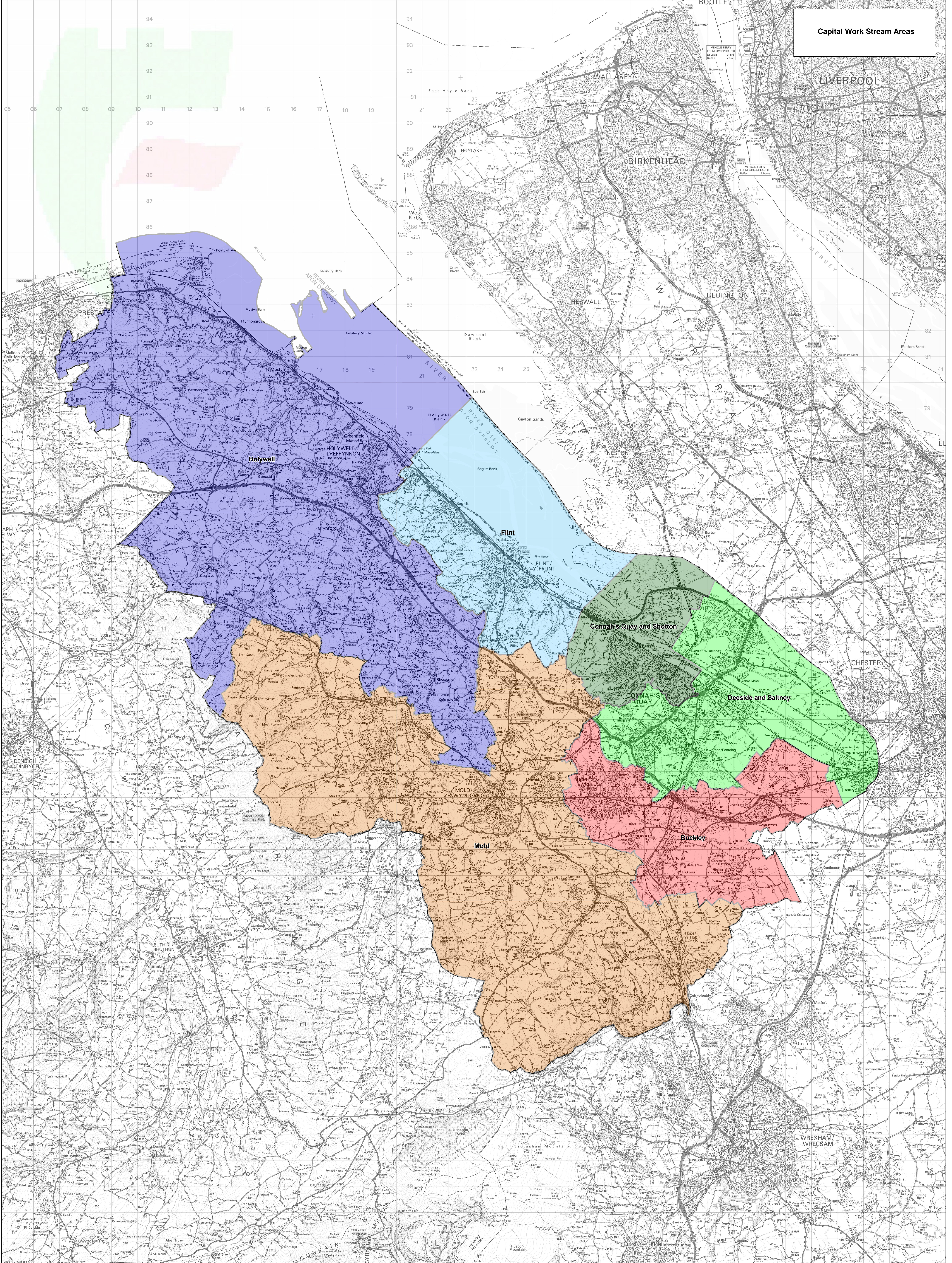
- When properties have been Surveyed, we often find that some tenants have replaced their own fixtures and fittings (kitchens & bathrooms) and no longer require the Upgrade works to be completed. This provides the Capital Works Team with the opportunity to bring forward additional properties and complete the works earlier than first planned.
- Other properties are subject to Disabled Facility Grants and these properties may often be re-scheduled dependent on the Occupational Therapist's assessment and personal circumstances of the individuals concerned.
- For these and many other reasons that are presented to the team, we are often required to review the Programme and sequence of works.

WHQS – Thank you

- Flintshire County Council would like to thank all those involved in the development of the Programme and look forward to investing and upgrading our stock for the welfare of our tenants.
- We would also like to take this opportunity to request each tenant's co-operation and assistance in delivering this exciting project.
- If you have any queries or feel you would like to be involved in developing future work streams or plans, please do not hesitate to contact us:-
 - E-mail: Capitalworks@flintshire.gov.uk
 - Team: 01352 701659
 - Call Centre: 01352 701660

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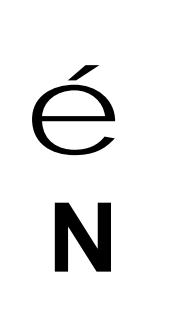
Capital Work Stream Areas



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Planning & Environment,
Flintshire County Council,
County Hall, Mold,
Flintshire, CH7 6NF.
Chief Officer: Mr Andrew Farrow

Scale: 1:45000 @ A0
OS Map: Landranger
Plotted: 01/10/2014



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The Service User Perspective – the Welsh Housing Quality Standard – **Flintshire County Council**

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Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

The team who delivered the work comprised Paul Goodlad, Charlotte Owen, Richard Hayward, Gwilym Bury and Jeremy Evans directed by Huw Rees.

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Summary report

- 1 In housing, as in many local government service areas, users have no choice of service provider or, where alternative providers exist, their choice is limited by cost or other reasons. In this situation, their ability to influence services to meet their needs relies on users having a 'voice' in service design.
- 2 It is especially important that service users can feed in their views, experiences and hopes as the Council decides which services to reduce, increase or change in the current environment where finances are under pressure. Taking account of the users' voice means redesigned services are more likely to meet people's needs and be better value for money.
- 3 The Welsh Government stresses the importance of developing a partnership with citizens. Involvement is one of the five ways of working and it requires local authorities to adopt to meet the Well-being of Future Generations (Wales) Act 2015 (WFG Act). And in its Local Government White Paper (January 2017) the Welsh Government states:

'We want to develop a more equal partnership with citizens. The role of public services should be to support people to live independent lives and to seek to de-escalate demand, intervening only when necessary and only for as long as required. In doing so, the focus inevitably shifts to prevention and a public service that is able to put more effort into helping people to avoid crisis, rather than one which is focused on supporting people in crisis. This is about creating prudent public services for the future.'¹
- 4 In 2017-18, the Wales Audit Office completed work to understand the 'service user perspective' at every Council within Wales. We followed a broadly similar approach at each council, although we agreed the specific focus and approach to the work with each one individually. In Flintshire County Council (the Council), we reviewed the housing service. In particular tenants' engagement with, and degree of choice experienced in, delivering the Welsh Housing Quality Standard (WHQS) and their view on the quality of the service they receive from the Council.
- 5 In 2001, the Welsh Government set out its long-term vision for housing in Wales entitled **Better Homes for People in Wales**. The WHQS is the Welsh Government standard of housing quality. The WHQS was first introduced in 2002 and aims to ensure that all dwellings are of good quality and suitable for the needs of existing and future residents. The Welsh Government set a target for all social landlords to improve their housing stock to meet the WHQS as soon as possible, but in any event by 2020.
- 6 The Council decided against transferring its housing stock following a tenant ballot which rejected stock transfer, and it is confident it will achieve WHQS compliance by December 2020. Consequently, the Council retains its housing stock and role as landlord. It is one of 11 councils in Wales to do so. The Council is one of six

¹ Welsh Government, **White Paper Reforming Local Government: Resilient and Renewed**, January 2017.

remaining councils still having stock which is not fully compliant as at March 2017 with only five councils reporting² 100% compliance.

- 7 The Council owns approximately 7,167 properties of which it reported that 24 properties met the standard to 'full compliance' and 7,143 did not as at 31 March 2017. The Council reported that it believed none of its properties were judged to be 'acceptable fails' as defined by the Welsh Government in its guidance³. Full compliance refers to dwellings where the WHQS standard is achieved for all individual elements, but there can be situations where achieving the standard for an individual element is not possible. Such situations may include the cost or timing of the work, residents choosing not to have the work done or where there are physical constraints to the work. In these instances, the social landlords may record one or more elements as acceptable fails. Where a dwelling contains one or more acceptable fails but all other elements are compliant, the dwelling is deemed by the Welsh Government to be compliant subject to acceptable fails. However, the Council did report that some individual elements of some homes are currently acceptable fails (such as 1,334 kitchens where tenants have refused the offer) but it still hopes that by December 2020 most of these will have had the improvements carried out.
- 8 Although we could not talk to everyone, engaging with a sample of service users⁴ helped us better understand their perspective. In addition, we held a focus group with the Flintshire Tenants Federation (the Federation) and visited some of the Council's housing estates. This information, as well as data on performance and service standards, informed our discussions with the Council. This helped us understand the Council's rationale for their approach to WHQS, and how the Council approaches and responds to the needs and expectations of service users.
- 9 Overall, we found that **the Council is making good progress towards achieving the Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes.**
- 10 We came to this conclusion because:
- the Council is making good progress towards achieving the WHQS by December 2020;
 - tenant engagement has worked well in the past with good officer involvement and the Council is actively developing new approaches to ensure everyone continues to have a voice;

² Welsh Government, **Welsh Housing Quality Standard Welsh Government Annual Report, October 2016**

³ Since undertaking the fieldwork the Council has been continuing to make progress on WHQS works and as at 10 August 2018 reported that 1,288 properties meet the standard in full with a further 727 meeting the standard as an 'acceptable fail.'

⁴ We spoke to a sample of 96 tenants. We conducted a doorstep survey, Appendix 1 shows details.

- most Council tenants are satisfied with the quality of the service and their homes; and
- tenants can access the services they need, and the Council has tried to address the impact of service change.

Detailed report

The Council is making good progress towards achieving Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes

The Council is making good progress towards achieving the WHQS by December 2020

- 11 The Council engaged widely with stakeholders on its housing modernisation programme for WHQS and estate improvements. It is making good progress on its five-year plan, which is supported by appropriate funding, to achieve the WHQS by December 2020. For example, most homes have been fitted with new kitchens and bathrooms. The Council consulted on the proposed timetable for carrying out WHQS works. It used the results to help shape its plan with work on kitchens and bathrooms being completed before beginning external works such as replacing roofs. Looking longer term the Council has plans in place aimed at ensuring that housing quality is maintained, for example, making sure that components such as windows and roofs are replaced when required.
- 12 Tenants receive an annual letter detailing the planned WHQS work for the year ahead and can phone the Housing service to get updates on progress. Individual tenants were given a significant voice in how the WHQS work was undertaken in their homes with considerable choice about the type of new kitchen and bathroom units. Tenant feedback on early stages of the WHQS also prompted the Council to review its implementation with more officers working on day-to-day contact with tenants as the work was carried out.
- 13 The Council takes an independent and robust approach to the monitoring of contractor performance and takes action where quality issues are identified. Most of the tenants we spoke to did not feel there is generally any inconsistency in the kitchens and bathrooms offered by the different contractors or in the quality of work. The councillors we spoke to have a detailed knowledge and understanding of their local areas and also believed that arrangements are in place to monitor and challenge contractor performance.
- 14 The Council has 617 homes which did not yet meet the WHQS standard for warmth (SAP 65⁵ or above rating). Over recent years the Council has invested in a range of new approaches, such as external wall insulation, to help overcome the problem of cold homes. The Council is investing additional resources in future

⁵ SAP 65. 2015. WHQS states the Welsh Government vision that 'all households in Wales.... shall have the opportunity to live in good quality homes that are adequately heated, fuel efficient and well insulated.' The target energy rating to comply with the WHQS is a Standard Assessment Procedure (SAP) rating of 65.

years to address the issue of the remaining homes which did not meet the WHQS standard for warmth.

Tenant engagement has worked well in the past with good officer involvement and the Council is actively developing new approaches to ensure everyone continues to have a voice

- 15 The housing staff we spoke to have a good understanding of the needs of tenants. Through their daily interactions with tenants, staff receive regular feedback and opinions. This provides a useful and informal conduit of information between tenants and the service. A dedicated team (Tenant Involvement Officers) work to support tenants on all aspects of the WHQS programme, such as a selection of kitchen worktop colours and finishes. Accommodation Support Officers, who provide a range of support for new tenants during the first year of their tenancy, also provide further support for work on WHQS related issues. It complements the comments available through day-to-day repairs satisfaction feedback forms and the online comments facility on the Council's website. Housing staff also attend local estate events to promote the housing service and speak to members of the public. This includes non-tenants such as Right to Buy owners, who often form most of the people living on an estate.
- 16 The Council has long-standing established mechanisms for formal consultation, and officers and members meet regularly with tenants through local tenant associations and the Federation group of about 20 tenants. The Federation membership is largely drawn from the local groups, and provides a formal method to consult and gain feedback from tenants. Federation members also are invited to participate in the selection of contractors for WHQS work. There is a newsletter delivered twice a year to all tenants' homes which provides feedback and information. The Federation members help produce this newsletter. The housing service also surveys all tenants every few years to gain feedback on performance. Although the last survey was in 2013 a new survey is planned for 2018.
- 17 However, the Council recognises that tenant involvement has declined in recent years and is actively developing new approaches to ensure everyone continues to have a voice. Although the Council does have an Engagement Strategy the Council's local tenant engagement strategy is out of date. The number of active tenants and recognised tenants groups has declined since its peak at the time of the stock transfer ballot over six years ago. The Federation is not a sufficiently representative approach to gaining the views of 7,000 tenants and consumes officer time in engaging with a small group of people.
- 18 The Housing service section of the website is well designed and easy to use. There is an annual sheltered housing conference which over a hundred residents attend and various fun days and other events where staff informally engage with tenants about planned changes, such as on the introduction of new service charges.

19 One member of staff is working with tenants to involve them more in shaping and influencing future service delivery. However, at present, engagement work is focused understandably on the WHQS programme and we saw little evidence where residents are routinely engaged with and offered other choices to help shape future housing services.

Most Council tenants are satisfied with the quality of the service and their homes

20 Most of the tenants we spoke to value the housing service and many commented on the quality customer service provided by most housing staff. They were grateful to still have what they regarded as a good service for carrying out repairs by the Council's own directly employed staff. They also valued having a local housing office near to where they lived.

21 Our survey of tenants also showed that people are very satisfied with the quality of the housing service:

- 66% of the tenants we spoke to feel the Council listens to and acts on what they say about the condition of their home. Although boundary fencing is an issue for some.
- 92% of the tenants we spoke to were happy with the quality of their kitchens and 85% were happy with their new bathrooms.
- 89% of the tenants we spoke to thought that their neighbourhood is a good place to live.

22 Our survey of tenants showed that only seven per cent of the tenants we spoke to felt they had problems with damp and condensation in their home. We have conducted a similar survey in the last 12 months at all 11 councils that retained their housing stock, and this issue is a more significant problem elsewhere in Wales. Damp and condensation issues are a complex problem, and without conducting a full house survey we cannot say why tenants in Flintshire reported this issue. We did not undertake the survey on all of the estates in Flintshire and some staff we spoke to felt that on a few estates there are some issues of damp, where affected homes are at more exposed locations where there is more rainfall and frequent high winds leading to greater water penetration.

23 Although the majority of tenants we spoke to feel their homes were warm enough in winter, 24% did not. The fieldwork was undertaken during the coldest week of the winter and this may have affected the survey results. Also a large number of the tenants who reported to us feeling cold in their homes in winter are living in the three high rise blocks in Flint; whilst generally happy some felt the newly installed radiator in one room, their lounge, provides inadequate heating.

24 Some of the tenants we spoke to are dissatisfied (only 56% are happy) with the environment outside their home. They also felt there is a lack of consistency over issues such as fencing. However, the Council is just beginning its WHQS external

works programme which they believe will address these issues over the coming years.

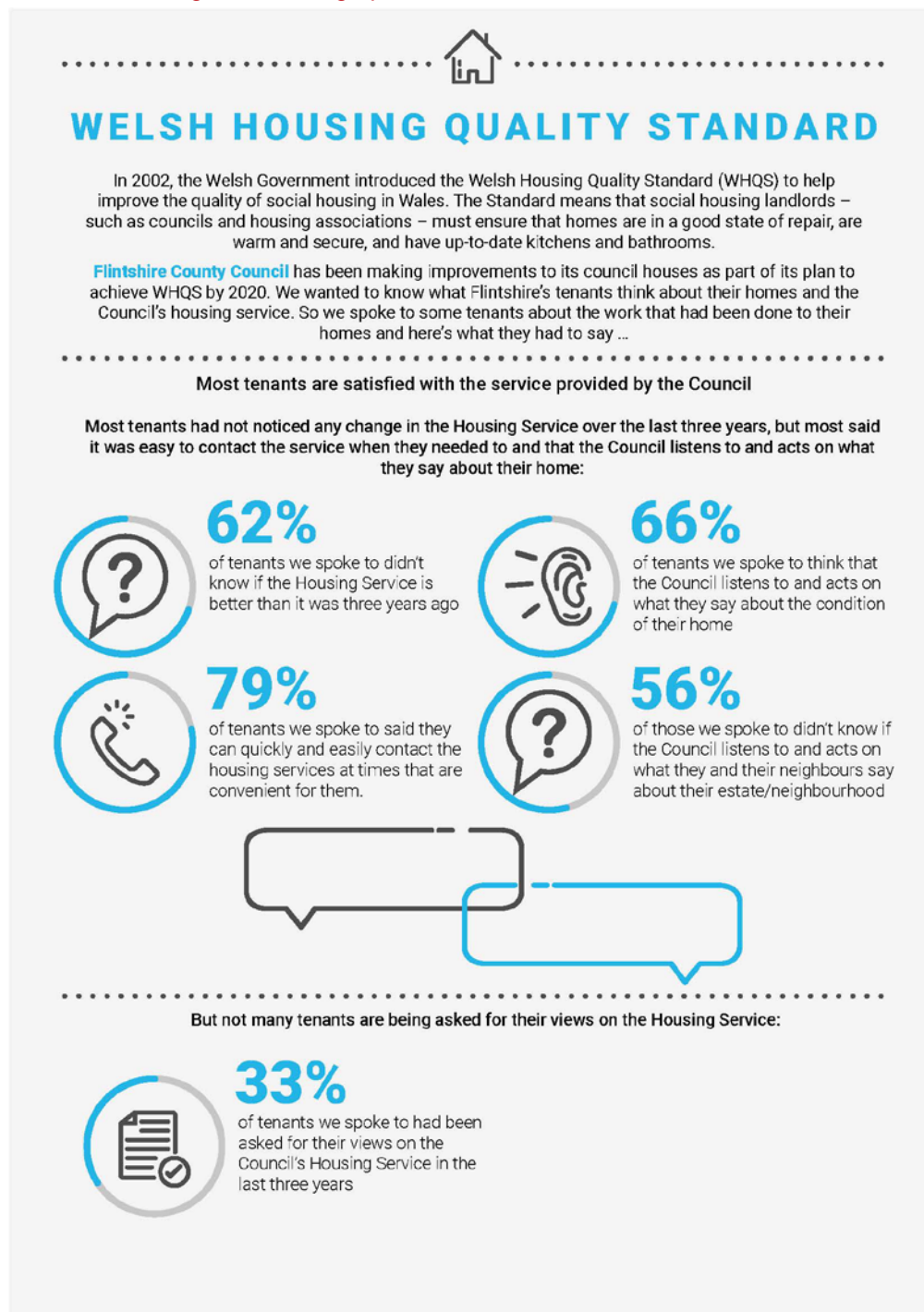
Tenants can access the services they need, and the Council has tried to address the impact of service change

- 25 Most of the tenants we spoke to felt they could access the housing services they needed, and the housing service opening hours in local offices are convenient for them. The housing section of the Council's website provides a convenient way for residents to provide feedback to the Council. The complaints procedure is publicised on the website and resulting statistics are centrally monitored and reported to members. Within the housing section of the Council's website there is an easy-to-use way for tenants to provide feedback. Although the Council recognises it could do more to increase the range of access to Housing services through the internet. The telephone service for tenants to contact the Council is well publicised and the tenants we spoke to felt it worked well.
- 26 The Council has a range of performance targets for the Housing service, such as responding to repairs requests and the targets are subject to regular scrutiny by senior officers and councillors. Although, in the past, the housing service has worked with the Federation on a range of innovative ways to measure changes to the service, such as mystery shopping, this practice has declined. The Council currently relies predominantly on key performance indicators and satisfaction surveys to evaluate the service. Only 33% of the tenants we spoke to felt that in the last three years they had been asked for their views on the housing service.
- 27 Many of the sheltered housing tenants we spoke to told us they value the housing service and are happy in their homes. However, they feel that although they are informed and consulted about changes, the level of service has declined over time. At one scheme we were told that a well-used communal lounge and centre had been removed to provide an additional flat with no alternative provision being offered, and as a consequence the residents we spoke to now felt more isolated. Many of the sheltered housing tenants we spoke to regret the withdrawal of the dedicated site-based warden service and its replacement with a community-based accomodation service across Flintshire, and as a consequence some felt lonely and isolated. The new service concentrates on providing high-level support to those tenants with the greatest need for support based on an objective assessment. In addition, the Council engages the befriending services of third-sector agencies to drop in and chat to provide the good neighbour services which the Council can no longer offer..

Appendix 1

Infographic summarising the key findings from the completed surveys

Exhibit 2: housing service infographic



.....

Most tenants are happy with the standard of their homes

The Council has fitted new kitchens and bathrooms in the majority of council homes and most tenants we spoke to were pleased with these rooms:



But the Council has only just started improvement works to the outsides of people homes and fewer tenants we spoke to were happy with the outside of their homes:



.....

Most tenants find their homes warm enough and very few reported problems with damp:



Most tenants we spoke to were happy with the estate they live on:



.....

Read the full report on Flintshire County Council's housing service on our website: www.audit.wales

We spoke to 96 tenants. This represents around 1% of all council tenant households.

.....

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Our Ref/Ein Cyf
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Ask for/Gofynner am
Direct Dial/Rhif Union
Fax/Ffacs

WAO/WHQS – L001
10th August 2018
Sean O'Donnell
01352 701642

Dear Sirs,

The Service User Perspective - the Welsh Housing Quality Standard - Flintshire County Council

Thank you for the WAO report which we have found positive and constructive in terms of its content and suggestions. We would wish to pass comment on certain aspects of the report, which we feel provides additional clarity and identifies our commitment moving forward.

Firstly, the Council proposes to complete all WHQS Upgrade works by 31st December 2020. The report refers to a target date of March 2021.

Secondly, through our WHQS Programme, tenants and members of the Tenants Federation are invited to participate in the interview process when we are procuring WHQS contractors.

We agree that the Tenants Federation is not a sufficiently representative group in the context of delivery of the WHQS works, however tenant engagement has now shifted towards the individual tenants through pre-entry surveys at which the works are discussed and where applicable the tenants are able to select styles & types of finishes etc. This is then followed up with visits during the works by the contractor's representatives and FCC's Tenant Liaison Officers to ensure the works are delivered as smoothly as possible.

Although the number of tenants groups has declined, the individual engagement has increased significantly to the extent that through the delivery of the WHQS works, every tenant receives personal engagement which allows the Council to shape the services it delivers to their individual needs and requirements.

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Moving forward, we believe the tenants will be able to influence services and engage more proactively through social media and the Councils internet based services i.e Twitter, Facebook, Council's webpage.

In addition we have also redesigned many of our internal forms along with the questions we ask tenants during the satisfaction survey. The Capital Works Team achieved a score of 95.8% as an overall score for 2017-2018 for all WHQS Upgrade workstreams combined.

Each workstream is scored from 10 Questions and this maps the tenant's journey through the upgrade works. Each FCC TLO completes the Tenant Satisfaction Survey face to face and asks for honest feedback that can help the team and service to improve moving forwards. Some tenants prefer to complete the Survey in their own time and can return it via Free Post or can have it collected.

This important part of the process enables the team to gather Key Performance Data that is used to correctly measure the Contractors Customer Focus onsite.

We feel this method demonstrates our commitment to tenant engagement and how tenants can become involved and assist us to improve the customer focus aspect.

Thirdly, since the report was completed; we have now confirmed that our overall stock has increased to 7219 properties due to the new build programme. We have also confirmed that 1288 properties now achieve a 'WHQS full compliance status' as opposed to 24 properties that were reported the previous year. In addition to this, 727 properties are subject to the 'Acceptable Fail' criteria which further increases our compliance stock figure. Due to a major data cleansing exercise that was completed recently by our team, we have now seen our overall stock compliancy percentage increase to 28%.

Finally with regards to the proposed improvement, an extensive consultation programme was undertaken during 2010 with key stakeholders (tenants, local members, and staff) on how the Council's Sheltered Housing Warden Service could be improved. Based upon the outcomes from the consultation programme the Council took the decision that a large-scale service improvement programme needed to be developed and implemented in order to transform the Sheltered Housing Warden Service into a Community Based Accommodation Support Service.

The aim of the improvement programme was the introduction of a support service that operated from within Flintshire's local communities and delivered an in-person accommodation support service to any older person, irrespective of tenure, who needed support to live independently and safely within their own homes and delay the need for more intensive (and more costly) interventions from other Council services.

The improved service delivery model aspires to deliver support services that are aligned, as far as possible, to the individual needs of service users and is flexible so the service provided can fluctuate as a service user needs fluctuate. To attain this aim it was necessary to introduce an objective needs assessment process that enables

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the individual needs of service users to be identified and support plans to be produced for all service users, outlining the support that they will receive.

As a result of the needs assessment process, the level of support a service user is able to receive has increased. For example, some service users are able to receive several support visits throughout the day (The previous service model was a one size fits all approach with all service users receiving a morning visit only). Other service users, who used to receive one support visit per week, are now receiving support five days a week. The improved service model has been designed as a customer focused service that places service users at the centre of service delivery and the service planning and improvements processes.

A full review of the support plan is carried out on an annual basis for every sheltered tenant, however, service users are made aware that they can request a review at any time or if their circumstances change. This ensures that every sheltered tenant has the opportunity to discuss their circumstances with the Support Officer and feelings of loneliness and social isolation will be addressed as a support need.

Following the withdrawal of the warden service in 2011, further consultation events have taken place whereby all sheltered tenants have been given the opportunity to attend an event. The outcome of the events show that that 95% of those who attended an event, have stated that they are happy with the support that they receive from the Community Based Accommodation Support Service and all efforts are being made to address the discontentment of the remaining 5%. These concerns are predominantly around the change from the daily, good neighbour service that the previous warden service offered to a visit based on assessed need with tenants stating that the warden may have been the only person that they saw from one day to the next. In order to address this concern, the Community Based Service engages the befriending services of third sector agencies to drop in and chat and provide the good neighbour services, which the Community Based Support Service can no longer offer.

An independent assessment was been carried out by Flintshire County Council's Supporting People Reviewing Officers randomly selecting residents to interview about their experience of the new service. Thirty residents were selected to take part in the initial evaluation, however further reviews are due to be undertaken as part of an on-going evaluation of the support service.

The Community Based Support Service remains committed in continuing to learn from customers as to what is working well and what may remain as an area of concern. In order to provide the means by which tenants are encouraged to remain engaged in the continued development of their support service, it is intended that regular feedback sessions will continue to be held. A programme of consultation events is planned for September 2018 with sheltered tenants and as part of these events, tenants will have the opportunity to discuss their support services. The purpose of these sessions is to encourage tenants to feel confident in voicing their opinions on the new service model and where further improvements to the service can be openly and transparently discussed.

It is only by listening to our tenants and their expectations of their support service are we able to determine what areas can be assessed and improved. This continues to be a critical and central component of our service improvement plan. From this we will continue to ensure that service user involvement and feedback sessions, drive forward our on-going service improvements.

We trust the above reinforces the positive report the Council has received and hope it assists to clarify the recommendation made within the report.

Yours sincerely,



Neal Cockerton
Chief Officer, Housing and Assets
Flintshire County Council

Copies to:
Sean O'Donnell, Capital Works Manager

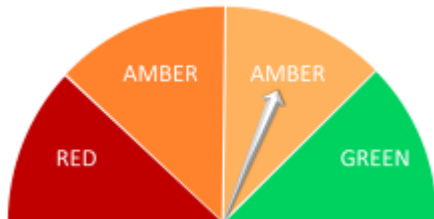
Flintshire Internal Audit

Audit Report

Title: Welsh Housing Quality Standard 17/18
Portfolio: Housing & Assets
Issued Dated: May 2019
Report No: 15-2017/18
Report Status: Final Report

Internal Audit engagements are conducted in conformance with the Public Sector Internal Audit Standards.

Audit Opinion



1 Executive Summary:

Introduction and Scope:

An audit of the Welsh Housing Quality Standard (WHQS) was undertaken as part of the Internal Audit Plan for 2018/19.

The Welsh Government has set a vision for Housing in Wales called “Better Homes for People in Wales”. In 2002 the Welsh Housing Quality Standard was introduced, which was revised in 2008. The standards will introduce a common target standard for all housing in Wales. The target for bringing all homes up to standard is by 2020. The projected costs to deliver the programme finishing in 2020/21 is £103 million. The Council currently owns 7,219 properties as at December 2018. WHQS has not been previously reviewed by Internal Audit.

The audit review considered the adequacy and effectiveness of the operating controls in relation to WHQS and focus was placed upon:

- The project management of the WHQS.
- The business planning arrangements in place.

A recent Wales Audit Office review was carried out called "The service user perspective - the Welsh Housing Quality Standard," the report was issued in August 2018. The overall conclusion found that the Council is making good progress towards achieving the Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes.

The service has experienced several issues during the procurement process whilst procuring works, which has significantly delayed and impacted on the tender process. The delay has been formally documented and reported to the Housing Programme Board and has also been discussed with the Procurement Team. Controls have been implemented to improve communication & methods of working between procurement, however until this process is embedded the risk will remain.

Audit Opinion:

In each report we provide management with an overall assurance opinion on how effectively risks are being managed within the area reviewed. Appendix A of the report details our assurance levels:

Assurance:	Explanation
Amber Green - Reasonable	<p>Key Controls in place but some fine tuning required:</p> <ul style="list-style-type: none"> • Some refinement or addition of controls would enhance the control environment • Key objective could be better achieved with some relatively minor adjustments <p>Conclusion: key controls generally operating effectively.</p>

The table below highlights the number and priority of agreed actions to be implemented.

Priority	High (Red)	Medium (Amber)	Low (Green)	Total
No.	0	3	4	7

2 Summary Findings:

Areas Managed Well	Areas for Further Improvement
<ul style="list-style-type: none">• There is an effective programme in place to deliver the WHQS.• Stock condition of properties has been carried out and is continually assessed.• The allocated budget is on target.• Regular reporting to the Housing Board to detail progress including risk management and strategy.• Annual performance returns to the Welsh Government.• The Council is making good progress towards achieving the Welsh Housing Quality Standard.	<ul style="list-style-type: none">• Future planning and forecasting of the Housing stock needs to be considered.• Energy ratings of all properties should be tested.• Plans and policies should be reviewed and brought up to date.• Decisions surrounding the physical access to Council properties where access has been denied.• The introduction of a maintenance programme for individual components.• The Open Housing system should be fully completed and replicated with all of the data held on the WHQS spreadsheet.

3 Action Plan:

Priority	Description
High (Red)	Action is imperative to ensure that the objectives of the area under review are met.
Medium (Amber)	Requires action to avoid exposure to significant risks in achieving the objectives of the area.
Low (Green)	Action encouraged to enhance control or improve operational efficiency.

No.	Findings and Implications	Agreed Action	Who	When
1 (A)	<p>In properties where the Council has implemented new components to meet WHQS, no future preventative maintenance programme or service programme is in place to increase or reach the life cycle of components. i.e. windows, doors and other components may begin to fail or fall into disrepair.</p> <p>This may place a large financial burden upon the Council in the future as replacement costs may be large due to no repair programme being invested in.</p>	<p>Currently the Capital Works Team do work to a planned maintenance programme where components are replaced when they are reaching the end of their lifecycle.</p> <p>We also complete statutory servicing such as Gas, Oil and Electrical Systems as required by law.</p> <p>Moving forward we will be reviewing the performance of our components which have been installed since this major investment works programme commenced. This is something we will be exploring over the current financial year (2019/20) to ascertain any known trends in terms of component failure and if a Servicing Programme would prolong the life of a component or ensure it reaches its expected end of lifecycle.</p> <p>We would need to analyse data relating to failures and repairs to effectively ascertain at which point each component would benefit the most from a service and if the cost associated with this would be effective & efficient.</p> <p>Flintshire County Council may not introduce a Preventive Maintenance Programme if the servicing costs do not extend or help achieve the lifecycles of the components.</p> <p>URN 02409</p>	Sean O'Donnell	31/12/2020

No.	Findings and Implications	Agreed Action	Who	When
2 (A)	<p>A Standard Assessment Procedure (SAP) rating, forms part of an Energy Performance Certificate (EPC), which must be carried out annually. The Energy Team within Housing manage this process and it is performed by external providers.</p> <p>The Council has an environmental programme and this has to ensure each property meets the environmental standard for SAP 65. There are 2,125 properties that do not meet the SAP 65 as at August 2018. There is a backlog due to staff resources within the Energy team and this has resulted in surveys/analysis not being carried out. The SAP rating is not currently recorded on the Open Housing system.</p> <p>Without the SAP rating not being known and recorded on the Open Housing system this may result in the WHQS not being achieved.</p>	<p>As the SAP rating score is part of the WHQS assessment criteria, ideally all EPC's to void properties should be completed. The data should be captured assessed and all returns and data uploaded into the UNO system before it is transferred into the Housing's Open Housing System.</p> <p>URN 02418</p>	Sean O'Donnell	31/12/2020
3 (A)	<p>The data used to monitor and prepare key performance indicators is within a spreadsheet maintained by WHQS. A large amount of this data is replicated within the Open Housing System, with the spreadsheet holding a large amount of specific data relating to the components, including tenants colour choices for kitchen and bathrooms etc.</p> <p>The data requires uploading to the Open Housing system to fully populate and ensure all specific details relating to properties can ease maintenance in the future and to enable all housing staff to have access to the complete set of information for each property.</p> <p>The risk of the data being corrupted or lost is significant within a spreadsheet.</p> <p>If this data is uploaded to Open Housing it will ease planning of any repairs in the future and provide all staff with the specifications of each property. It will also assist in providing the KPI's directly from the system, once all</p>	<p>It would be beneficial for all service areas to be able to access WHQS data as they may be able to deal with any queries more effectively and coordinate works/ access jointly. This is due to be completed as part of the Total Mobile Solution.</p> <p>The data should be imported into the Open Housing System relating to handover packs and certificates so that the aforementioned can be achieved.</p> <p>URN 02436</p>	Sean O'Donnell	31/12/2019

No.	Findings and Implications	Agreed Action	Who	When
	the data is transferred.			
4 (G)	<p>Whilst there is a Housing Asset Management Plan and a WHQS Compliance Policy in place, both have not been updated since 2016.</p> <p>Without an up to date Housing Asset Manager and WHQS policy, Members, Management and Capital Works officers may not apply consistent practices across the service and may impact on the implementation of future years' service delivery.</p> <p>The implications of these documents not being up to date could result in the failure of WHQS.</p>	<p>The WHQS Compliance Policy will be amended to state that the Policy will only be updated as and when WG Guidance is changed or there are significant and material changes externally that may impact upon policy.</p> <p>The position as observed in that the document had not been updated is considered to present no risk as Welsh Government had not updated their guidance documentation from which any of our amendments would naturally flow.</p> <p>URN 02417</p>	Sean O'Donnell	30/09/2019
5 (G)	<p>There are Council properties where tenants are refusing to provide access to WHQS officers. As a result it is unknown if the property meets or fails to meet WHQS. Properties where access to the Council is denied by the tenant are identified within the Open Housing System and may remain as non-compliant with WHQS. The WHQS staff update the Housing Officers with details of tenants where access has been denied.</p> <p>There are many reasons why Council staff are refused access into a Council property, a joint approach with the Housing Officers should ensure access is permitted. Future budget pressures may leave the Council vulnerable in the future if WHQS has to be applied retrospectively due to access refusal and cause a potential delay of achieving the WHQS deadline. Whilst capital allocation would be rolled over inefficiencies would be created due to economies of scale.</p>	<p>The Housing Management Service and Capital Works Service will work together to develop and implement a more robust procedure to address any tenants who refuse access to our properties. Although this is not a significant risk as WG are aware there will always be 'Acceptable Fails' this is something that should be implemented to address the no access properties as service delivery would improve with regards to future work programmes etc.</p> <p>URN 02430</p>	Sean O'Donnell	31/12/2019
6 (G)	On completion of all WHQS works a handover pack is completed and signed by both the Contractor and the	It would be beneficial for all service areas to be able to access WHQS data as they may be	Sean O'Donnell	31/12/2019

No.	Findings and Implications	Agreed Action	Who	When
	<p>Council. The pack contains all details of each component installed and all other works completed, i.e. roof, windows etc. There is a backlog of handover packs being uploaded and included on the Open Housing system. From the testing carried out not all handover packs have been uploaded on the system.</p> <p>Without the data not being fully available within the system, does not allow for all users of the system to have a complete picture of works completed in the property.</p>	<p>able to deal with any queries more effectively and coordinate works/ access jointly. This is will be completed as part of the Total Mobile Solution.</p> <p>The data should be imported into the Open Housing System relating to handover packs and certificates so that the aforementioned can be achieved.</p> <p>URN 02421</p>		
7 (G)	<p>The Open Housing System is capable of scenario planning and the system has a module to facilitate this. The tool is not currently utilised.</p> <p>The forecasting of the Council stock for future planning purposes will provide Housing with meaningful management information to allow for a long term business plan to be prepared and implemented.</p> <p>The service is currently introducing electronic handheld information devices (PDA) across the service.</p> <p>With the introduction of the PDA equipment across the Capital Works Team, the data gathered in the future within the open housing system will support the use of scenario planning.</p>	<p>The data should be imported into the Open Housing System so that Scenario Planner can be fully utilised to forecast and smooth work flow along with ascertaining resource requirements.</p> <p>URN 02429</p>	Sean O'Donnell	31/12/2020

4 Distribution List:







Name	Title
Sean O'Donnell	Accountable Officer (Officer Accountable for the Implementation of Agreed Actions)
Neal Cockerton	Chief Officer - Housing and Assets
Sean O'Donnell	Capital Works Team Manager

Appendix A – Audit Opinion:

The audit opinion is the level of assurance that Internal Audit can give to management and all other stakeholders on the adequacy and effectiveness of controls within the area audited. It is assessed following the completion of the audit and is based on the findings from the audit. Progress on the implementation of agreed actions will be monitored. Findings from **Some** or **Limited** assurance audits will be reported to the Audit Committee.

Assurance	Explanation
Green - Substantial	<p>Strong controls in place (all or most of the following)</p> <ul style="list-style-type: none"> • Key controls exist and are applied consistently and effectively • Objectives achieved in a pragmatic and cost effective manner • Compliance with relevant regulations and procedures • Assets safeguarded • Information reliable <p>Conclusion: key controls have been adequately designed and are operating effectively to deliver the key objectives of the system, process, function or service.</p>
Amber Green – Reasonable	<p>Key Controls in place but some fine tuning required (one or more of the following)</p> <ul style="list-style-type: none"> • Key controls exist but there are weaknesses and / or inconsistencies in application though no evidence of any significant impact • Some refinement or addition of controls would enhance the control environment • Key objectives could be better achieved with some relatively minor adjustments <p>Conclusion: key controls generally operating effectively.</p>
Amber Red – Some	<p>Significant improvement in control environment required (one or more of the following)</p> <ul style="list-style-type: none"> • Key controls exist but fail to address all risks identified and / or are not applied consistently and effectively • Evidence of (or the potential for) financial / other loss • Key management information exists but is unreliable • System / process objectives are not being met, or are being met at an unnecessary cost or use of resources. <p>Conclusion: key controls are generally inadequate or ineffective.</p>
Red – Limited	<p>Urgent system revision required (one or more of the following)</p> <ul style="list-style-type: none"> • Key controls are absent or rarely applied • Evidence of (or the potential for) significant financial / other losses • Key management information does not exist • System / process objectives are not being met, or are being met at a significant and unnecessary cost or use of resources. <p>Conclusion: a lack of adequate or effective controls.</p>

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Name		Contractor				
Address		Contract				
Contact Details		Date		FCC Initials		TLO REW
Before the Works Started:						
1	How satisfied were you with the first letter from Flintshire County Council informing you of the works that would be completed at your home?	1	2	3	4	5
2	How satisfied were you with the visits and arrangements made by the Contractors and the notice given before any works commenced?	1	2	3	4	5
During the Works and Completion:						
3	Were you shown identification by the Contractor when they visited your home?	Yes		No		
4	How satisfied were you that you and your home were treated with respect?	1	2	3	4	5
5	How satisfied were you that the work was completed within agreed timescales?	1	2	3	4	5
6	How satisfied were you that all appointments were made and kept?	1	2	3	4	5
7	How satisfied were you that you were able to contact someone with any problems or queries?	1	2	3	4	5
8	How satisfied were you overall with the completed works to your home?	1	2	3	4	5
9	How satisfied were you with the Contractor who completed the works?	1	2	3	4	5
10	How satisfied were you with the Contractors Tenant Liaison Officer and the information and communication they provided to you?	1	2	3	4	5

Your scores comments will be recorded and used to assess the Contractors Performance.

This will contribute to the Capital Works Team's assessment of the Contractor and will also have an impact on any future work orders.

If you have any comments where you feel the service/ Contractor can improve, please kindly use the reverse of this form and we will reply to these comments as soon as possible.



COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 10 th March 2021
Report Subject	Homelessness Update Report
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing and Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

Homelessness is a service area that has been under significant strain throughout the Covid pandemic. The need to offer accommodation and support to everyone who is homeless and at risk of rough sleeping during the pandemic has been challenging. It has however provided a unique window of opportunity to engage with a high number of people who may otherwise not have achieved positive wellbeing or housing outcomes under “normal circumstances”.

The journey of a person or a household who experiences homelessness is always unique and for some, success is only achieved by meeting basic needs such as health, loneliness and feelings of safety before moving onto longer term outcomes related to housing. This report looks to identify positive stories that have come from the Covid pandemic and build on those successes.

Whilst the last 10 months have been challenging there are further risks ahead as national restrictions are lifted and we move to the next phase of a Covid recovery. Positive interventions such as furlough, eviction bans, and extension of notice periods to six months instead of two months are all positive steps that have helped stem the flow of homelessness. However, mounting household debts; increases in domestic abuse and escalations in eviction proceedings are all likely to emerge over the next 6-12 months.

Whilst the challenges are significant, there are also exciting opportunities ahead for remodelling and developing new services to tackle some of these increasing pressures so we can support more people through early intervention and preventative approaches. Housing Support Grant is being increased significantly from 2021-2022 and provides a platform for future growth of our housing support and homeless prevention offer.

RECOMMENDATIONS

1	Scrutiny note the update report and continue to support the work being undertaken by the service and provide any feedback and comments to assist and inform our current approach.
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REPORT DETAILS

1.00	EXPLAINING THE HOMELESSNESS UPDATE REPORT
1.01	<p>Funding the Covid Homelessness Response Emergency Hardship Funding for homelessness has been accessed to assist with the increased financial pressures that offering emergency housing and support services has placed on all Welsh Councils.</p> <p>Further funding has also been made available following the development of a Phase 2 Plan to respond to the growing pressures on homelessness services. Flintshire's Phase 2 Plan was approved by Welsh Government in the Summer 2020 and additional funding secured as set out below.</p> <p style="text-align: center;">Revenue Funding @ £186,000 Capital Funding @ £1,051,816</p> <p>Despite significant challenges with mobilising some revenue and capital activities linked to the Phase 2 Plan the funding has been well utilised and our projections for year-end expenditure are as follows:</p> <p style="text-align: center;">Revenue Funding @ £186,000 Capital Funding @ £955,509</p> <p>A range of revenue activities have been successfully delivered including rapid rehousing, additional Mental Health support, increased engagement with prison leavers, the development of a collaborative assertive outreach activity and enhanced support and move on activity through the Homeless Hub which since late March 2020 has been operating 24/7.</p> <p>Capital expenditure will see an additional 12 units of self-contained accommodation (8x 1 beds 4x 2 beds) which will be Council owned and used as temporary accommodation by the Homeless Team. This will assist with the move away from shared accommodation environments (which present their own Covid transmission risk), and increases capacity within the Temporary Accommodation Portfolio.</p>
1.02	<p>Demand for Services The data below provides an insight into the levels of demand across the Housing & Prevention Service. This data is captured through a range of different datasets. This data is used to monitor service delivery, inform future resource planning, as well as for reporting internally and to Welsh Government.</p>

Homelessness Presentations

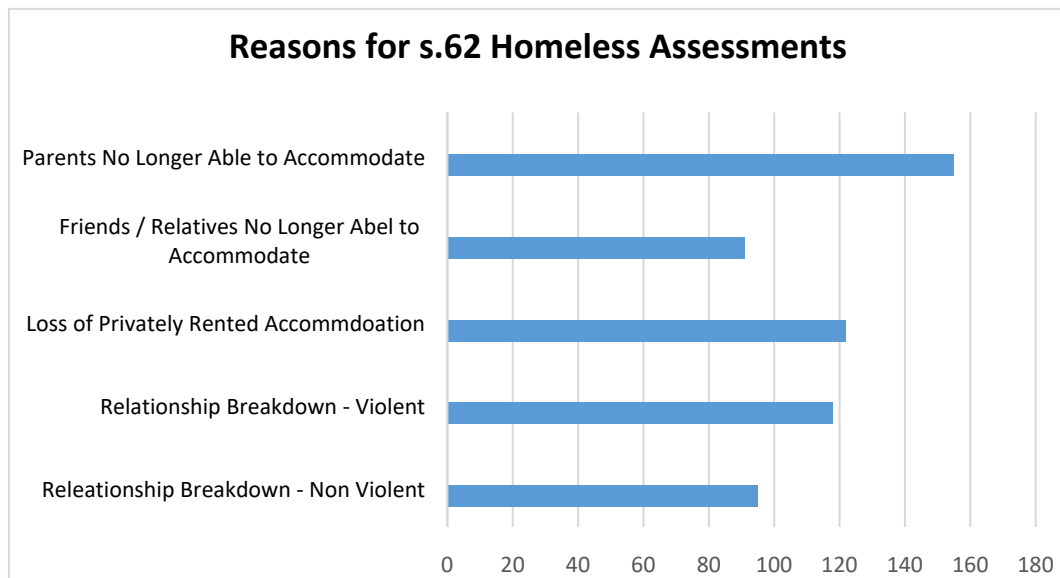
Homelessness is managed under the Housing Wales Act 2014. This legislation has a number of key duties and one of those early duties is the s.62 Duty to Assess. This is where there is a reason to believe someone is homeless or may be at risk of homelessness.

When looking at the levels of s.62 assessments this year up until 15/02/2021 (10½ months) a total of 753 assessments have been completed. Last year's data across the full year shows 1011 s.62 assessments were undertaken. We are therefore projecting that by the end of March 2021, the service will have received 15% fewer presentations for homelessness.

Whilst this may appear out of sync with the significant demands on the service, it should be noted that the demands placed on the service are not solely driven by presentations figures, but also by:

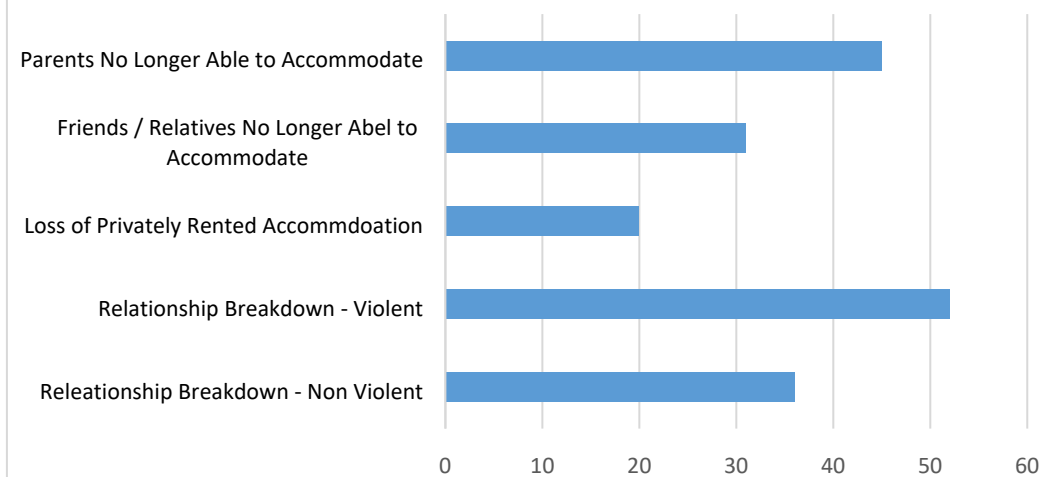
- subsequent duties accepted to people experiencing homelessness
- number of people assisted with emergency and temporary accommodation
- length of stays people have when accommodated
- complexity and range of support needs
- challenging behaviours people present with.

When looking at the main reasons for homeless presentations, the table below outlines the 6 most significant reasons for people approaching the homelessness service and a s.62 assessment being undertaken. The reasons for assessment are very much in keeping with the main reasons in previous years.



When looking at those people who have become homeless during the last financial year by reason, this is very much in keeping with the above reasons for s.62 assessments. When someone is homeless a s.73 duty is accepted and the Council has a duty to relieve the applicants homelessness. In the year to date a total of 245 applicants have been accepted as homeless and owed a s.73 duty. The top 5 reasons for households becoming homeless are evidenced below:

Reasons for s.73 Homelessness Relief Duty



Out Of Hours Emergency Response

The Homelessness service operates 24 hours a day, every day of the year. Flintshire’s “out of hour’s emergency response” is available evenings and weekends as many instances of homelessness occur outside of the usual office hours. Detailed below are the number of calls received via the emergency response service in 2020. A significant increase in homelessness cases through the “out of hour’s emergency response” was noted early on in the first national lockdown period between April and June 2020. Demand has remained above the normal levels but has reduced as we have progressed through the calendar year.

	Jan –Mar 2020	Apr- Jun 2020	Jul-Sep 2020	Oct-Dec 2020	2020 TOTAL
Homeless Enquiries via Out of Hours Service	22	76	46	40	184

Emergency & Temporary Accommodation

Emergency and temporary accommodation is limited in Flintshire and a lot of positive work is undertaken to help people sustain their housing placements in order to avoid the need to access emergency and temporary housing.

Prior to Covid pandemic there were 11 households placed in temporary accommodation and the emergency bed provision was also available through the Glanrafon Homeless Hub, which was operating as a traditional Night Shelter up until late March 2020.

Demand for accommodation has been significant throughout the last year and as of the 15/02/2022 had peaked at 55 households needing interim

housing. A breakdown of household types accommodated as of the 15/02/2021 can be found in the table below:

	Households by "Type" in Emergency & Temporary Housing as of 15/02/2021
Single	50
Couple	0
Family	5
TOTAL	55

Numbers have increased over the Christmas and New Year period and are expected to increase further over the coming months as we move into the next phase of the Covid recovery. A breakdown of the length of stay for those in accommodation can be found below:

	Length of Stay for Households in Emergency & Temporary Housing as of 15/02/2021
Less than 1 month	27
More than 1 but less than 3 months	7
More than 3 but less than 6 months	15
More than 6 months	6
TOTAL placed as of 15/02/2021	55

Rough Sleeper Data

Throughout the Covid pandemic, Councils have been required to report to Welsh Government the levels of rough sleeping. As referenced earlier in the report, accommodation is available to everyone who needs it, including rough sleepers and also those with no recourse to public funding.

Through our rough sleeper outreach activities, we have actively engaged with four people who had rough slept for prolonged periods during the pandemic. Outreach activities have included:

- initial response to street link referrals
- welfare checks,
- offers of food, clothing and hygiene products as required;
- offers of accommodation
- advice and assistance for Covid guidance and public health messages

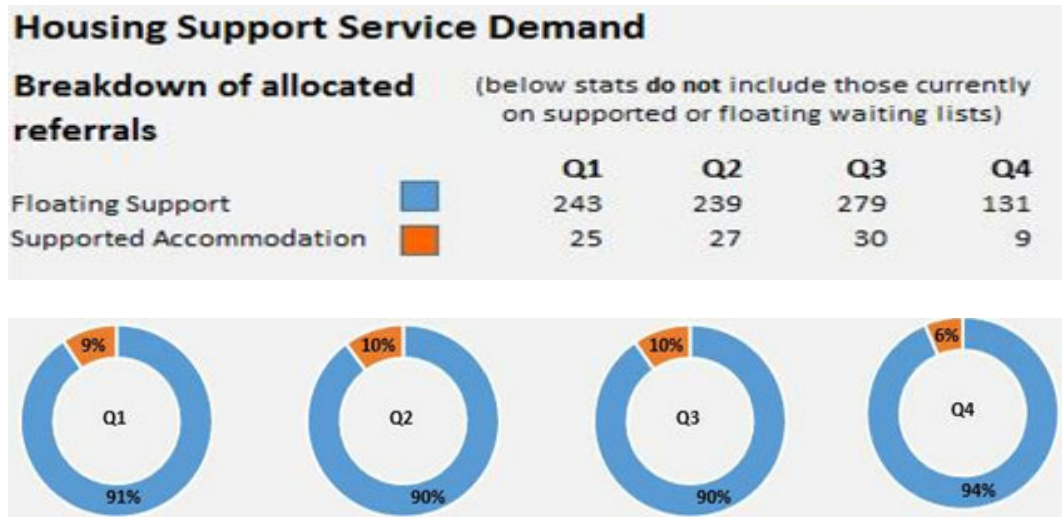
Although five rough sleepers have been actively engaged during the Covid pandemic through street based engagement we are presently reporting 0 rough sleepers in Flintshire.

Of the five rough sleepers assisted through Outreach activities over the past 10½ months, two people have left the Flintshire area, one is now in custody following a period in temporary accommodation, one is presently in temporary accommodation and being supported by the Council and one is now in long term settled housing following several months in temporary accommodation.

It is usually the case that an Annual Rough Sleeper Count is completed across Wales in November of each year. In light of the “all in” guidance and more accurate and responsive data being shared with Welsh Government through Monthly Monitoring Reports and routine contact with Welsh government Officials, the National Rough Sleeper Count was cancelled this year.

Housing Support Gateway Data

The Housing Support Gateway is the single point of access for all referrals into housing related support and supported accommodation. Below is data relating to referrals received during the current financial year up to the date 15/02/2021, hence the lower numbers within Q4 as this is data reported at the half period point for Q4.



Housing Related (Floating) Support Demand

Below is a breakdown of the Housing Related Support referrals received by the Housing Support Gateway broken down by support need type during the financial year 2020-2021. Some referrals will identify multiple needs, but the pathway records “lead need”. Once reviewed each referral is allocated to the support service most appropriate for the needs of the household requiring support.

	Q1	Q2	Q3	Q4
Domestic Abuse	2	5	3	3
Learning Disabilities	4	3	11	7
Substance Misuse	13	11	5	0
Offenders	26	22	26	8
Physical Disability Sensory Impaired	5	3	2	0
Young People	14	12	13	5
Families	5	5	6	0
Older People	62	44	76	32
Generic Housing Support	82	99	89	53
Mental Health	6	2	6	3
Financial	24	33	42	20
Total	243	239	279	131

Supported Accommodation Demand

In addition to meeting peoples support needs through Floating Support, there are some referrals that have a requirement for accommodation and support. In most instances this is where people have either not lived independently before, or have failed when living independently in the past. Therefore a supported housing setting, where medium term housing (up to two years) is available, with significant support on-site enables people the opportunity to develop the skills needed to live independently.

	Q1	Q2	Q3	Q4
Domestic Abuse	3	1	3	4
Young People (Under 25)	9	9	8	1
Families	9	12	9	4
Single Persons	4	5	10	0
Total	25	27	30	9

Housing Register Data

Whilst homelessness is often considered the most acute form of housing need, there are many other forms of housing needs, that qualify people for social housing such as:

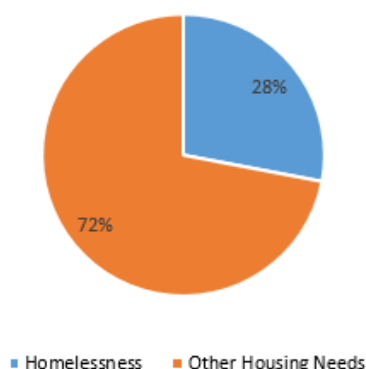
- over-crowding
- under-occupation
- financial hardship
- needing to move for medical reasons

- fleeing domestic abuse

All of these housing needs are captured and prioritised on the Common Housing Register as set out within the Common Allocations Policy.

When looking at the reasons people are accepted onto the register, we can drill down and identify an applicant's "lead need". As of 15/02/2021 there were a total of 1985 applications that are Live on Flintshire's Housing Register. 554 of these applications had "homelessness" as the reason for accessing the register. This means 28% of all applications for social housing in Flintshire is a result of homelessness or a significant risk of homelessness.

Housing Register Data - Homelessness



1.03

Outcomes during the pandemic

When managing homelessness under the Housing Wales Act 2014, the primary aim is to prevent homelessness at every opportunity, and when it does occur, ensure it is rare, brief and non-repeated. Quarterly reports known as WHO12 Data is usually submitted but have been placed on hold with more pandemic focus and responsive data being reported to Welsh government on a monthly basis at present. We continue to capture the usual datasets and report both positive and negative outcomes as people leave the service.

Positive Homeless Outcomes

Achieving positive outcomes during the pandemic has been a challenge as the availability of all forms of housing has been slower this year than in previous years. This is due to the lockdown periods where movement within the housing market has been limited and stressors within accommodation have been heightened. 153 positive outcomes have been achieved at the prevention stage this financial year and a summary of these positive case closures are detailed below by outcome reason:

	Positive Outcomes to Prevent Homelessness (s66)
Remain with Relatives/Friends	26
Move to Supported accommodation	9
Move to Lost Cost Home Ownership	1
Move to Private rented, with incentive	12
Move Private rented, no incentive	38
Issue resolved through Mediation	21
Issue resolved through Debt/Benefits assistance	10
Moved to Social Housing	36
TOTAL	153

When homelessness does occur, the Homeless Team will seek to help bring this to an end as promptly as possible and put appropriate support in place to ensure people do not return to homelessness. Below is a breakdown of the 95 positive outcomes achieved at the s.73 Duty, which is the homeless relief duty.

	Positive Outcomes to Relieve Homelessness (s73)
Return to Relatives/Friends	13
Move to Supported accommodation	27
Move to Private rented, with incentive	13
Move Private rented, no incentive	9
Moved to Social Housing	33
TOTAL	95

Negative Homeless Outcomes

Despite significant positive work undertaken by the Homeless Team and our support services, homelessness can continue despite the interventions put in place. This can be due to a wide range of reasons including but not limited to; people going into custody; people withdrawing their homeless applications; people voluntarily leaving their accommodation; people not engaging with support services; loss of contact etc.

Detailed below is a summary of negative outcomes recorded at the prevention stage s.66 duty this financial year. 38% of these households became homeless but remained open to the service and progressed onto other duties within the Housing Wales Act 2014 (s.73) whilst continuing to be assisted by the Homeless Team.

	Negative Outcomes at Prevention Stage (s66)
Loss of contact	10
Application withdrawn	22
Applicant Refused assistance	5
Change of eligibility status	1
Non co-operation	13
Homeless, transferred to s.73	31
TOTAL	82

Detailed below are the unsuccessful outcomes achieved for those people who have experienced homelessness. Those people who transfer to a s75 duty continue to be supported and in many instances accommodated by the Council and will be assisted until their homelessness ends with a positive outcome.

	Negative Outcomes at Relief Stage (s73)
Loss of Contact	14
Application withdrawn	37
Refused assistance	2
Non co-operation	31
End of 56 days, no further duty	16
End of 56 days, transfer to S75	16
TOTAL	116

SARTH 50% Nominations Data

The 50% nominations process for the Covid Cohort has been adopted across Conwy, Denbighshire and Flintshire SARTH housing partners since June 2020. This rapid rehousing approach is intended to prevent significant blockages within the Councils limited emergency and temporary housing provision and is an intervention necessary at present due to the Covid pandemic.

Table.1 - All Social Housing Lets by Housing Partner Jun 20 – Jan 21

	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021
FCC	29	49	50	41	45	51	50	18
CA	8	10	5	2	7	9	11	1
GC	3	1	0	1	0	0	0	0
WWH	1	9	11	3	1	4	4	1
TOTAL	41	69	66	47	53	64	65	20

Table.2 – Breakdown of Lets inc. Lets to Covid Cohort Jun 20 – Jan 21

	No. of Lets by SARTH Partners	No. of Lets to Covid Cohort	Covid Cohort Lets as a %
FCC	333	16	5%
CA	53	8	15%
GC	5	1	20%
WWH	34	13	38%
TOTAL	425	38	9%

1.04

Understanding peoples journeys

The journey of a person or a household who experiences homelessness is always unique and for some, success is only achieved by meeting basic needs such as health, loneliness and feelings of safety before moving onto longer term outcomes related to housing. Success long term may well be resettlement into a home and sustainment of a tenancy, but for some people, success can be staying out of prison, maintaining sobriety and engaging with services.

Everyone who works with the Homeless Team will have a personal housing plan and support plan. This identifies the steps required to help exit homelessness. When pulling together this report we took the time to engage with some of the people we work with to better understand the steps they have taken or still need to take to exit homelessness.

Below are some extracts from the interviews completed with people we work with.

Service User 1:

“When I came out of prison I thought I wouldn’t have anywhere to live so I didn’t think about how I could move on or get out of the situation I was in. I would usually give up before I even started. I was using Class A drugs and had no goals.

I went to Glanrafon and I didn’t settle at first. I was abusive to staff and as a result I was asked to leave. I went back and asked whether the exclusion could be reduced and after speaking with the manager

she agreed to let me back in early and from that moment I started to realise that this place was good for me.

Glanrafon was a good location and I worked well with other agencies to try and better myself. Moving into my own cabin gave me some independence. I had to do more for myself and this helped me develop as a person. I had to buy my own food and take my washing into the main building for example.

After a few months, my housing solutions officer helped me move into my own temporary flat and there have been no issues. I have a support worker and we all keep in touch which works well. I hope I can be offered my own place soon. I would like to have a place of my own to live. Somewhere that I can call home, stay out of trouble. I have been clean for 6 months now.

Service User 2:

Before getting help from Flintshire Council, I hadn't had my own home for a while. I had some inheritance given to me but was unable to find anywhere that would accept my application for flats as I didn't have any references. All my inheritance then went on staying in hotels rather than being street homeless.

It's taken a while but everything has turned out really well for me since being open to Housing Solutions Team. I was in temporary accommodation for a few months. I was visited regularly by staff within Housing Solutions Team and made sure I was ok. I suffer with epilepsy and can have multiple seizures a day. Staff knew I was alone and went out of their way to help me, more than what their job says for them to do.

I have now moved into social housing. It's in an area that is quiet for me and all my neighbours are friendly. I have also a dog now that I rescued and keeps me company.

This may sound dramatic but if it weren't for the help I've received this year, I think I would be dead. I would probably have been found on the streets somewhere passed away from a seizure.

Moving into temporary accommodation meant I could keep on track with all my appointments with my neurologist. Staff reminded me of when my appointments were and transport was also arranged to ensure that I went to these appointments. My Homeless Officer would find out which services could help with my support needs, provide me with the numbers to encourage independence for myself but I always knew she was available to speak to her about stuff, if I was struggling.

My goal now is to keep, keeping myself to myself and I'm just grateful to have a roof over my head. I was homeless for such a long time and having a home has taken so much stress away from me. I am just happy to stay in and do my own thing.

	<p><u>Service User 3:</u> <i>Before I became homeless I was in a 17 year relationship. The relationship broke down, he met someone else and that's when I became homeless. The flat we lived in was in his name.</i></p> <p><i>Staff have supported me with my drug issues. I've come off drugs now and I'm sorting my benefits and universal credit out. I've been able to build my clothes back up now. My ex-partner had burnt everything I had when we broke up.</i></p> <p><i>I want to find a place of my own to live now. I want to get some hobbies too. One day I would like to college and do animal studies part time.</i></p> <p><i>If it weren't for the help I've had I think I would be dead from the cold or the drugs.</i></p> <p>There are many similar examples of people's journeys. By providing people with somewhere safe to stay, without the worry of moving around from place to place, or being out on the streets, we have the opportunity to work with people in a much more meaningful way and we can better understand their needs. We can then help people to access support and sustain engagement with critical services such as GP's, Mental Health Services, Probation, Benefits Teams etc. Once we are able to meet people's basic needs, we can then help them to prepare for exiting homelessness and transitioning to independent living.</p>
1.05	<p>The Homeless Hub – Queensferry Attached at Appendix 1 is a report about the Homeless Hub in Queensferry. This report outlines the approach taken when developing the original night shelter model to a 24/7 provision as a result of Covid.</p> <p>Since the service began on the 17 February 2020, there have been more than 215 referrals to the Homeless Hub. People needing emergency accommodation have reported that some of the reasons for their homelessness were:</p> <ul style="list-style-type: none"> • relationship breakdowns • prison leavers • street homeless • sofa surfing • leaving hospital • asked to leave other accommodation <p>In addition to being a safe place to stay, staff are on site to support people with a wide range of issues. The list below identifies the types of issues the staff on-site have supported service users with at this time (this not an exhaustive list):</p> <ul style="list-style-type: none"> • Liaison with DWP for benefits • Gaining ID • Citizenship Cards • Opening bank accounts

	<ul style="list-style-type: none"> • Referrals to supported accommodation or specialist accommodation such as refuges • Support with private landlords • Employment & Training opportunities • Reconnection with family members • Social services • Registering with a GP and dentist • Attending health appointments • Attending court <p>The report also details the partnership working and range of interventions that have been available for people accessing the Homeless Hub. Case studies within the report provide an insight to how the Homeless Hub has worked from a service user's perspective.</p> <p>Significant value has been achieved through partnership working and multi-agency approaches adopted within the Homeless Hub. This model has worked in terms of having the opportunity to identify peoples support needs through active engagement. Understanding peoples support needs, limitations and fears, as well as their aspirations for the future enables better planning for longer term housing options.</p> <p>The Queensferry site was never meant to be long term provision and work is underway to identify alternative sites from which to deliver emergency accommodation and support services. We aim to identify at least one site where we could mirror the approach taken at Glanrafon with multi agency support on site, but with self-contained 1 bed accommodation in the upper floors of the building</p>
1.06	<p>Housing Support Grant</p> <p>In April 2019 Welsh Government introduced the new Housing Support Grant (HSG). This is an early intervention housing related support programme targeted at people in housing need and at increased risk of homelessness. The HSG programme brings the historic funding streams of Supporting People, Homelessness Prevention and Rent Smart Wales grants into one single funding stream.</p> <p>Despite having anticipated a reduction in this funding stream, Welsh Government in December 2020, announced a further £40m would be put into the national award for HSG. Flintshire have since received an indicative allocation letter for 2021-2022 of £7,828,610. This increase of £1,877,792 is significant and reflects the priority that Welsh Government place on this funding stream and the importance of housing related support and the prevention of homelessness.</p> <p>There is an expectation that this additional funding will provide a platform to transform services and build on positive practice that has been developed during the response to Covid, by sustaining and enhancing activities outlined with local Phase 2 Homelessness Plans. The funding should also be used to prepare for increased pressures on housing and homelessness services as we move out of the current phase and into the next phase of the Covid health pandemic.</p>

This is a wonderful opportunity to increase support services to reduce the potential impact of homelessness in Flintshire. There are however risks associated with this additional funding, most notably with regards staffing and recruitment. This risk is explored further in Section 3.01 of this report.

A marketing campaign across Wales to promote the great work of the housing support and homelessness sector is being considered in an effort to generate awareness of the work done to protect vulnerable people from homelessness, whilst also seeking to create interest in the sector for career development.

The Welsh Government set up the Homelessness Action Group to progress the steps needed to end homelessness in Wales. Their findings and recommendations have now been published and there is specific reference to the need to support the existing workforce, whilst also ensuring that roles and terms and conditions for workers within the sector are attractive to help retain and attract high quality professionals. Now more than ever this is needed if we are to maximise the impact that this additional grant funding potentially offers.

Additional activities that we be delivered through the enhanced HSG and which will have an immediate impact on homelessness services include:

Housing First

In partnership with Conwy and Denbighshire, Flintshire will be developing a Housing First Project. This is an intensive support service, targeted at people with highly complex needs and often with a significant history of rough sleeping. Elected Members from the Community Housing & Assets Overview and Scrutiny Committee received a briefing about the roll out of Housing First on the 20th January 2021.

Opening up the Private Rented Sector

Limited social housing, increasing demand, and lengthier waiting times, mean that supporting people to access the private rental sector is more important than ever. Having dedicated officers working with landlords, letting agencies and prospective private renters to remove barriers to securing a privately rented home in Flintshire will support the move towards a “rapid rehousing approach” and seek to increase the supply of affordable homes across all tenures.

Additional Forms of Supported Housing

One of the areas of attention relates to increasing capacity for supported housing for people over the age of 25 with complex needs. Flintshire already has a similar project for young people aged 16-25, which works extremely well with very positive outcomes for its residents. Developing this approach further to offer more supported housing units will be explored through the additional revenue funding, subject to a suitable property being identified.

Increasing capacity within Tenancy Support Services

Whilst we have not yet seen the full impact of Covid due to the protections of six months notices and court closures, there are increasing levels of hardship that have a significant impact on people’s wellbeing, affordability and tenancy sustainability which all heighten potential risks of failed tenancies and homelessness. Increasing generic and specialist tenancy

	<p>support services will assist with increasing pressures within our communities through early intervention.</p>
<p>1.07</p>	<p>Ending Evictions into Homelessness</p> <p>In October 2019 Welsh Government published a Policy Statement, outlining a Strategy for Preventing and Ending Homelessness. Within the document there is reference to “rapid rehousing” which is now a core approach for Wales; the importance of partnership working; adopting early interventions and support for those in crisis. The Policy Statement clearly sets out a vision for:</p> <p><i>”A Wales where everyone has a safe home that meets their needs and supports a healthy, successful and prosperous life. A Wales where we work together to prevent homelessness and where it cannot be prevented ensure it is rare, brief and unrepeated.”</i></p> <p>Whilst evictions have not been a significant issue within the last year due to safeguards put in place during the Covid pandemic such as extended notice periods and eviction bans, the risk of increasing numbers of evictions across social and private sector housing is significant and a collective effort is needed to ensure that robust approaches are embedded across the public, private and 3rd sector to work together and support people who may be at increased risk of homelessness.</p> <p>Funding such as HSG provides an opportunity to reinforce services which are prevention focussed, but other income streams such as The National Lottery Community Fund, are also available.</p> <p>The National Lottery have recently launched a £10m Community Fund called “Helping End Homelessness” to respond specifically to the challenges people and communities face around housing and homelessness.</p> <p>Funding is available to strategic projects that operate across one or more local authority areas in urban and rural settings that seek to redesign services to make homelessness rare, brief and non-recurrent. They will be person-centred and delivered by multi-agency partnerships where third sector and public sector organisations work closely together, based on a mutually agreed vision for tackling homelessness.</p> <p>Flintshire along with all other North Wales Councils have come together to work with a range of partners on a Regional Proposal. As the funding guidance does not allow Local Authorities to submit proposals for this funding stream, Clwyd Alyn and Shelter Cymru are leading the development of a Regional Project for North Wales called “Together to End Homelessness”.</p> <p>An initial expression of interest has been submitted and if successful a development grant will be issued which will enable further work to develop the project. A final decision on longer term funding would then be expected in November 2021. The submission to The National Lottery outlines that:</p> <p><i>“Together to End Homelessness is a partnership between the public, 3rd and private rented sector and people affected by homelessness.</i></p>

	<p><i>Spanning the 6 North Wales local authorities, we believe the prevention of homelessness is a collective responsibility, and we will work across departmental, organisational, and geographical boundaries to achieve our vision where:</i></p> <ul style="list-style-type: none"> • <i>no-one loses their home or is evicted into homelessness</i> • <i>there is a clear pathway into sustainable housing when homelessness does occur</i> <p><i>By pooling our considerable skills, knowledge, and resources we want to deliver a more cohesive and networked service that draws on and extends the existing strengths of individuals and organisations, taking forward the aspirations of multiple service providers to successfully deliver earlier intervention to prevent homelessness, whilst providing service redesign and system-change. Landlords, local authorities' and partners will work together aiming to end evictions into homelessness from all tenures."</i></p> <p>Regional working is a real positive within North Wales. This piece of work compliments and adds value to the North Wales Regional Homelessness Strategy and seeks to build on existing positive ways of working across North Wales.</p>
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2.00	RESOURCE IMPLICATIONS
2.01	Lettings functions are "business as usual" so there are no additional resource implication of continuing to adopt the 50% nominations approach within either Housing Management or Asset Management functions. Revenue funding is in place to sustain the intensive support offered to people moving into new homes.
2.02	Not moving people on from emergency and temporary housing would lead to increased financial pressures with potential for significant expenditure on hotel and bed & breakfast accommodation. Increased expenditure through homeless placements and longer term cost implications is captured within the Councils Risk Recovery Plan under Risk Measure HA09.
2.03	Developing accommodation as an alternative to the Homeless Hub in Queensferry, will require significant capital investment by the Council. This planned activity is already outlined within the Councils Capital Programme. External funding streams will also be explored as part of the development process.
2.04	With Courts closed and no evictions it creates a positive situation however this will not be forever. There will be an increase in homelessness and there is a need to increase capacity for temporary accommodation to meet this future demand. The alternative is costly Bed and Breakfast.
2.05	Housing Support Grant provides opportunity to deliver more support worker capacity but cannot be used for statutory functions such as

	homeless case management under the Housing Wales Act 2014, or housing management activity within the temporary accommodation portfolio. If an increase in these roles is required to meet growing demand, this would need to be funded through Council funding.
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3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT			
3.01	<p>The following risks and mitigations have been identified by way of control measures:</p> <p>Risk: Insufficient turnover and move on from emergency and temporary housing creates blockages and insufficient capacity to meet future demand and increases financial risk</p> <p>Mitigation: Continue to support the 50% nominations process to the “Covid cohort”. Further increased engagement with the private rented sector to increase supply of move on options. Review of current temporary accommodation and increase capacity as needed and if feasible.</p> <p>Risk: Significant reliance on the Queensferry Homeless Hub and no alternative emergency bed provision longer term.</p> <p>Mitigation: Support the 50% nominations process for “Covid cohort” enabling to emergency and temporary accommodation portfolio to turnover and explore a wide range of alternative models and locations for emergency bed provision.</p> <p>Risk: Failure to utilise the full award of Housing Support Grant in light of the significant increase in this year’s award and due to lack of appropriate prevention activities, homelessness increases exponentially</p> <p>Mitigation: A robust delivery plan, prompt commissioning of services along with monitoring the spend against the delivery plan.</p> <p>Risk: Failure to secure enough people into posts in order to fulfil the aspirations of the HSG Delivery Plan and increase in housing support and homeless prevention activities.</p> <p>Mitigations: Explore communications opportunities to generate interest in the housing and homelessness sector as a career choice and create training and development opportunities in order to develop, attract and retain appropriately skilled workforce.</p>			
3.02	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1" data-bbox="320 1933 1385 2074"> <tr> <td data-bbox="320 1933 743 2074">Long-term</td> <td data-bbox="743 1933 1385 2074">Positive – Increase in targeted support and alternative delivery methods to ensure services are inclusive for all</td> </tr> </table>		Long-term	Positive – Increase in targeted support and alternative delivery methods to ensure services are inclusive for all
Long-term	Positive – Increase in targeted support and alternative delivery methods to ensure services are inclusive for all			

	Prevention	Prevention - Preventing homelessness through ensuring there is adequate support and accommodation to cater for a range of people's needs
	Integration	Positive – Increased integration between services and partner organisations
	Collaboration	Positive – Increased collaboration between services, partner organisations and service users
	Involvement	Positive – Service user involvement to help shape effective services so that support is timely and person centred
3.03	Well-being Goals Impact	
	Prosperous Wales	Positive – With additional funding more jobs will be created to deliver housing related support on a greater scale within Flintshire. Opportunities to support the labour market through training and development opportunities are being considered in conjunction with colleagues from Communities for Work.
	Resilient Wales	Positive – Creating services that are prevention focused and build resilience to avoid households becoming homeless
	Healthier Wales	Positive – Reduction in rough sleeping, overcoming health inequalities associated with homelessness and poor housing conditions and investment to increase targeted support for people with housing issues and mental ill-health
	More equal Wales	Positive – Services are delivered in a way that are inclusive for all. Consideration has been given to local and regional gaps in provision for often marginalised communities such as the homeless, those with mental health or substances issues and the LGBTQ+ community.
	Cohesive Wales	No Impact
	Vibrant Wales	No impact
	Globally responsible Wales	No impact

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Consultation with Housing Associations and Local Authority partners, via the SARTH Steering Group, ensures there is a consistent approach being adopted across all three counties for social housing allocations. All partners within Conwy Denbighshire and Flintshire are supportive of the continuation of the 50% nominations process for the current Covid cohort.
4.02	Consultation and engagement has been undertaken with a number of people who have accessed homeless services during the pandemic and specifically the Homeless Hub in Queensferry this will be shared with Members when presenting this report to Scrutiny Committee.
4.03	Engagement with Service users and stakeholders undertaken when developing our Housing Support Grant Delivery Plan. Council colleagues have also been consulted to inform plans for responding to gaps in provision and new revenue activity on the back of the additional £1.87m HSG funding.

5.00	APPENDICES
5.01	Appendix 1 - Glanrafon Emergency Bed Provision Report by The Wallich

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Homeless Action Group Recommendations https://gov.wales/sites/default/files/publications/2020-11/homelessness-action-group-report-july-2020.pdf</p> <p>Rough Sleeping in Wales – Everyone’s Problem; No One’s Responsibility https://www.audit.wales/sites/default/files/2020-11/Rough-sleeping-Eng_0.pdf</p> <p>Welsh Government Strategy for Preventing an Ending Homelessness https://gov.wales/sites/default/files/publications/2019-10/homelessness-strategy.pdf</p> <p>Housing Support Grant Guidance https://gov.wales/housing-support-grant-practice-guidance</p> <p>Welsh Government Draft Budget 2021-2022 https://gov.wales/sites/default/files/publications/2020-12/2021-2022-draft-budget-narrative.pdf</p> <p>The National Lottery Community Fund – Helping End Homelessness https://www.tnlcommunityfund.org.uk/funding/programmes/helping-end-homelessness</p>

	<p>North Wales Regional Homelessness Strategy – “People, homes and services”</p> <p>https://www.flintshire.gov.uk/en/PDFFiles/Housing/North-Wales-Regional-Homelessness-Strategy.pdf</p>
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7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Martin Cooil, Housing & Prevention Service Manager Telephone: 07880 423234 E-mail: martin.cooil@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Housing Support Grant This is an early intervention housing related support programme targeted at people in housing need and at increased risk of homelessness. The HSG programme brings the historic funding streams for Supporting People, Homelessness Prevention and Rent Smart Wales grants into 1 single funding stream.</p>
8.02	<p>Covid Cohort Those people affected during the pandemic period by homelessness and presently accommodated by Flintshire’s Homeless Team and requiring rehousing to resolve their homelessness.</p>
8.03	<p>Common Allocation Policy The Common Allocations Policy outlines the approach to managing applications for social housing and awarding priority for different housing needs when people apply for social housing. This Policy also outlines how social housing is to be allocated. The Common Allocations Policy has been adopted by all social housing providers within the counties of Conwy, Denbighshire and Flintshire.</p>
8.04	<p>Common Housing Register The Common Housing Register is the register of demand and need for social housing in Flintshire. Applicants who are verified as have a housing need as per the Common Allocations Policy will be accepted onto the Common Housing Register. All social housing is allocated via the Common Housing Register.</p>
8.05	<p>Single Access Route to Housing (SARTH) A Single Access Route to Housing, operates in Flintshire and ensures that people are offered a wide range of housing options. Those people with a clearly evidenced housing need, will be accepted onto Flintshire’s Common Housing Register.</p>
8.06	<p>Rapid Rehousing Rapid rehousing is an approach for people whose first and most important need is to access housing; with a lack of it often the main reason why they</p>

	are homeless. Rapid rehousing helps people settle quickly back with family or friends, into private rented, social housing or other affordable and safe long-term housing options.
8.07	<p>Housing First</p> <p>A housing and support approach which gives people who have experienced homelessness and chronic health and social care needs a stable home from which to rebuild their lives. Provides intensive, person-centred, holistic support that is open-ended. Places no conditions on individuals; however, they should desire to have a tenancy.</p>
8.08	<p>LGBTQ+</p> <p>Lesbian, gay, bisexual, transgender, queer (or sometimes questioning), and others. The "plus" represents other sexual identities including pansexual and Two-Spirit.</p>



thewallich
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Glanrafon Emergency Bed Provision



About

The Wallich took over the Glanrafon Emergency Bed service on the 17 February 2020.

It was apparent that there was a growing need for homelessness services in Flintshire. At this time, the service was a night service, open from 8pm to 10.30am and provided somewhere warm and safe for 10 individuals experiencing homelessness.

The capacity could be increased to 15 during SWEP conditions.

The project provided practical support such as a hot evening meal, breakfast, bathing and washing facilities.

The Wallich also provided support with trying to address an individual's homelessness situation, or any support needs they may have with regards to mental health, substance misuse, medical conditions, finance, relationships and so on.

Adapting to COVID-19

In March 2020, this all changed. In response to COVID-19, the project changed overnight into a 24-hour service for people to stay safely inside, off the streets. Despite the challenges this presented, both the project and service users soon became accustomed to the new provision. This additional time also provided more opportunities to offer support.

As the time went on, an increase in capacity was needed to meet demand. At the beginning of November 2020, seven cabins arrived on site. The Wallich was able to increase capacity to 19 individuals at this point. Again, the service responded overnight to accommodate the increased number of individuals. This would not have been possible without the brilliant support and communication from the team at Flintshire County Council.

By mid-November and with the arrival of more cabins, capacity was increased to 21 individuals. By the beginning of December, Glanrafon could accommodate 23 individuals on site. With the increased cabin accommodation, those accommodated in a cabin had their own bathrooms, a kettle and TV / DVD player and aerial which provides some entertainment. Most also had their own microwave and fridge.

With the COVID-19 situation ongoing, this meant that the vast majority accessing the service are not sharing facilities. The Wallich still accommodates up to three individuals within the main building, however they have their own room and access to their own bathroom. Due to the size of the building, there is more than enough space for social distancing. The accommodation within the main building is generally used for those with more complex needs or who may require additional support.



Outcomes

Since the service began on the 17 February 2020, there have been more than 215 referrals to the project.

Individuals requiring emergency accommodation have reported that some of the reasons for their homelessness were:

- relationship breakdowns, either with family or spouses / partners;
- prison leavers;
- street homeless;
- sofa surfing;
- leaving hospital; and
- asked to leave other accommodation.

The below is list of the types of issues the staff on-site have supported service users with at this time (this not an exhaustive list):

- Liaison with DWP
- Gaining ID
- Citizenship Cards
- Opening bank accounts
- Referrals to supported accommodation or specialist accommodation such as refuges
- Support with private landlords
- Employment
- Training
- Reconnection with family members
- Social services
- Registering with a GP and dentist
- Attending health appointments
- Attending court and so on.

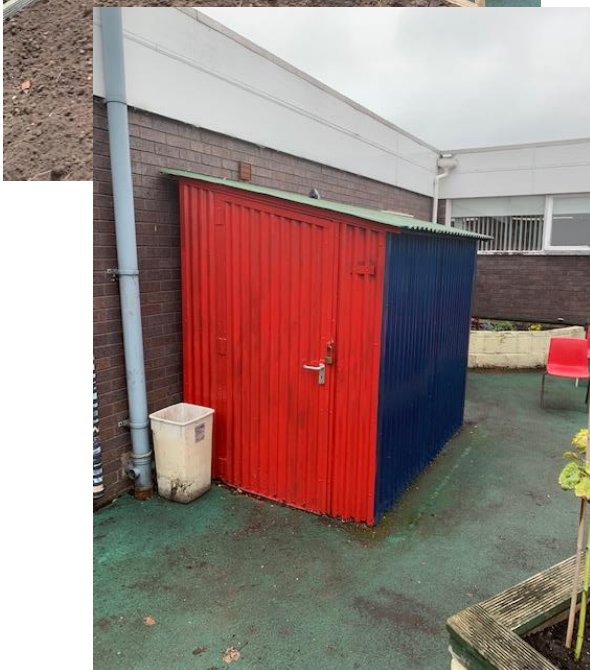


Diversiory activities

Keeping busy is a challenge but the outside space has been brilliant for service users to be outside and spend time in the garden.

The overgrown beds were weeded and replanted with flowers, salad, strawberries and potatoes.

The tatty shed and benches were painted to brighten up the area. There was great pride was taken from these achievements.



Partnership working

Due to the restrictions all services were required to adhere to, the vast majority of support from other agencies, such as mental health, probation, SMS (substance misuse service) was provided over the telephone.

With two laptops available to service users, the facilities are available for them to apply for universal credit, property searches, job searches and keep in touch with family and friends.

In becoming accustomed to the new way of working and updating risk assessments, the service was been able to safely facilitate some meetings and appointments on-site with other agencies, who are able to provide more specialist support to service users.

Due to the availability of a large room and following strict guidelines with regards to social distancing, wearing a mask (and other PPE as required), taking temperature and regular cleaning routines, the following agencies currently have regular weekly visits on-site:

Harm reduction team – To provide advice and support with substance misuse issues and health issues which may be apparent as a result of this.

Housing Options – To provide housing support and advice.

The Wallich counselling service – Individuals can be referred to the Reflections Network counselling service where they will have a weekly appointment with a trauma-informed counsellor.

Mental health worker – Hafal / FCC worker attends the service weekly to meet with individuals and offer mental health support.

Hepatitis clinic – During this clinic, service users are offered to be tested for hepatitis and the vaccine is also offered. Advice and support is also offered during this clinic.

Probation – The Probation Service visits individuals and are working with to meet the requirements of the service, also offering advice and support.



Other agencies who also work closely with the service and do attend on a more ad hoc basis or offer telephone support are: the SMS, Kaleidoscope, DASU, Mental Health assessments and appointments, police, Communities for Work, CAB – with financial issues and also settled status queries. This helps with better engagement and stability for the service users leading to better outcomes.

The team also had a lot of community support from Flintshire Food bank, ASDA, the local school and individual citizens.



People supported

Flintshire Emergency Bed Provision

2020	Beds available	Beds occupied	% Occupancy	Male %	Female %	Gender fluid / Transgender%
April	375 (cabins came mid month)	252	67	88	16	0
Capacity 15						
May	465	234	50	93	7	0
June	450	283	63	90	6	4
July	465	305	66	93	7	0
August	465	374	80	91	4	5
Sept	450	356	79	71	21	8
Oct	465	306	66	78	16	6
Nov 1-5	75	55	73	91	8	0
New cabins – capacity 19						
Nov 6-30	475	439	92	82	12	6
Capacity 21						
Dec 1 - 6	126	119	94	82	13	5
Capacity 23						
Dec 7 - 31	575	465	81	76	19	5

The emergency bed provision has supported many individuals to achieve positive outcomes and the staff team work hard to provide a safe and supportive environment for those accessing the service.

Many individuals have moved on to more secure accommodation, returned to family, accessed specialist accommodation such as refuges, young people's supported accommodation, detox units and so on.



Case studies

**Names have been changed to protect the identity of the client.*

Ryan's* story

Ryan* first accessed the Glanrafon service in mid-May 2020. He was reluctant to engage with staff and had a substance addiction which led him to beg. He had a chaotic lifestyle. He didn't have basic items set up, such as a bank card.

His only goal was to acquire substances. He made a self-referral to a Substance Misuse Service (SMS) and staff supported him with this. By the end of May, he had started engaging and had been allocated an SMS key worker.

The Wallich's staff supported him with a Universal Credit claim and to get ID to open a bank account. By the beginning of June, he had moved into one of Glanrafon's seven on-site cabins. During these first few weeks, we were liaising with housing options, police and SMS as part of his support. Unfortunately, he became ill in June and spent a short time in hospital. This led to outpatient appointments. We were able to provide bus passes to attend these appointments until hospital transport could be arranged.

Once his income was more secure, and due to SMS support, he began to spend his money on other items such as food, a TV, a games console and trainers. This was a huge achievement for him. By August, he was talking about and considering detox.

He is now proud of his cabin, the outcomes so far and continues to be on a positive journey. We are still supporting him with his health condition and goals for the future, as well as with positive contact with his family.

In his own words:

"[I was] couch surfing. Sub-letting my mates flat, £90 a week. That's what started all this off. Wasn't nice not having my own space and my own roof over my head. That's why I like it here. I wasn't well at times, up and down.

It's been alright [here] yeah. I was helped with my hospital appointments. I do feel comfortable with the staff here. When I was first here, I was hiding away but after a bit I come out myself a bit. I've got myself an Xbox, which gives me something to do. Eventually when I move into my own place, I'll have all my stuff. Instead of wasting my money on drugs, I have my telly, soundbar and Xbox.

(When asked about rehab)

[There's] no pressure to go to rehab, no one pressures me. It's when I'm ready. It's nice to know I've got here to come back to.



I've done really well, I've cut down a lot. I smoke weed now and again but it's better than the other stuff. That's why I got my Xbox it keeps me occupied. A computer game is better than the drugs. It's a good distraction. I'm always watching films. Okay, I do use, but you can't switch it off overnight. I can't remember the last time I have had a can of beer or vodka.

I need to be in a place where there's people supporting me. I'm worried about going to a place where no one is there and I'll be on my own. They're looking into supported housing for me. I just want something when someone is checking up on me, general stuff like that, kind of like here. I wanna be round here, local. I prefer speaking face-to-face with people.

(When asked about where he'd be without the service)

It would have been never ending. I would've been locked up begging for my drugs. I was begging, basically homeless yeah. I got discriminated against and people putting videos of me on Facebook. I did know what I was doing, begging the money for drugs. Didn't want food. I wanted money. I got in a lot of trouble over all of that.

[I] want to get my health sorted now and then try and get a place where I'll have support."

Ali* and Stefan's* story

Ali and Stefan spoke together in conversation with their support worker about their experiences.

The below is a transcript of their authentic conversation, which involved Ali translating some questions for Stefan.

Stefan: "I live on the street all of the time. Without any friends at this moment. Live alone all the time on the street."

Ali: "Similar really on the street but I have friends. So, I could sofa surf for a couple of nights in a house. The last three years was a struggle for me. Living on the streets or in a tent."

Stefan: "I feel safe, more safe. I get good support. It allows me to get more sleep."

Ali: "When I first accessed, I was drinking a lot. Some things I don't like, like the being back before 10pm, but I do understand why they're in place because there's a lot of different people here. It is still COVID, so I hate just staying in the cabin all the time, I prefer to be out. Generally, I am happy with the support I receive here, and I am grateful for it."

Stefan: "I am now in a routine, because I have to be back by 10pm. I feel more happy. Before I was here I didn't have nothing like universal credit but now I have all these things. I feel like things are starting to get sorted. Time will show what happens next."



Ali: “I feel more calm inside. I was living day by day. I had no phone, no money a big debt as you know. But now it's starting to come together. I don't want to say my problem with alcohol as gone, because its not, but now I feel more stronger, more positive compared to a few months back.”

I'm going on the street now like a normal person, shaving, showering, sleeping. Without this, I think I would've killed myself. I feel more safe here because staff working all the time, day and night. So, if I have some problem with my neighbors, someone arguing with me - someone's here.”

Stefan: “I lived three winters on the street. First time was a tragedy. The next time I knew what I had to do to keep safe on the street. Sometimes, I struggled with mental health. I don't believe people who say they lived 12 years on the streets, it's hard. I sleep in the winter in the streets without a sleeping bag. I would wake up and cry because I was so cold. I'd wake up and sit on the bench and walked around because I couldn't keep walm.”

Ali: “Every day is a fight on the streets. Someone tried to burn me. If someone walked past, you'd wake up.”

Stefan: “It's more comfortable here, this is my place. I don't think much about future honestly, but I'd like to go back to normal job. Maybe after COVID. When COVID finish, I'd like to go see my brother in Ireland. No one knows in Poland that I am homeless. Before COVID and I was on the streets, every time I rang home I said everything was fine, nobody know nothing. Maybe one day in the future, I could move to my brother in Ireland.”

Ali: “[I've] experienced racism on the streets. I've been to a few countries but here people can be very nasty. My dream of the future is to speak better English, find some job, live with my daughter in Scotland, go on to some holiday. This is my dream.

Maybe in the future meet someone, settle down - not right now it scares me, but maybe in the future everything change.”







COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 10 th March 2021
Report Subject	Recovery Strategy Update
Cabinet Member	Cabinet Member for Corporate Management and Assets and Cabinet Member for Housing
Report Author	Chief Officer (Housing and Assets)
Type of Report	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.
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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"> 1. The chronology of the emergency response phase and transition to recovery 2. The handover arrangements or recovery 3. Organisational recovery of the corporate organisation 4. Community recovery of the communities we serve 5. Strategic priorities and performance for the remainder of 2020/21 6. The roles the Council will play in regional recovery 7. The democratic governance of recovery
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"> 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.
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"> • To move from emergency only to wider planned and capital programmed works (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. • To move from the response phase which requires accommodation for all rough sleepers and establish settled

housing options for those owed duties. The Phase 1 emergency 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.
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2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications from this report.

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

4.00	RISK MANAGEMENT
4.01	This report specifically covers emergency situation risk management.

5.00	APPENDICES
5.01	Appendix 1 – Updated Recovery Risk Register Appendix 2 – Updated Risk Mitigation Actions

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Neal Cockerton Telephone: 01352 702500 E-mail: neal.cockerton@flintshire.gov.uk

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Housing and Assets Portfolio Risk Register

Version 07

Published: 26.02.2021

Risk Register - Part 1 (Portfolio Management)

Finance

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 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	Increases in Homelessness impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)	Operational	Martin Cooil	Jenni Griffiths / Deb Kenyon	R	A	A Open	NC ↔	Open
*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

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Underlying Risk Rating	Current Risk Rating	Target Risk Rating	Risk Trend	Risk Status
*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	Impact on income due to an increase level of voids within our commercial and industrial estate	Operational	Lisa McLellan	Gill Fairhurst	A	G	G Q4 2021/22	NC ↔	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	Backlogged voids impact negatively on the New Homes Business Plan	Operational	Melville Evans	Paula Marshall	A	A	G Q4 2021/22	NC ↔	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
*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	Robin Davies	A	A	G Q4 2020/21	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
*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	Robin Davies	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	Robin Davies	A	R	G Q4 2020/21	NC ↔	Open
*HA31	Delays on project starts dependant on components availability.	Operational	Jen Griffiths	Robin Davies	A	A	G Q4 2020/21	NC ↔	Open
*HA32	Inability to deliver housing adaptations due to the health of the clients and vulnerability	Operational	Jen Griffiths	Robin Davies	A	G	G Q4 2021/22	NC ↔	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	Robin Davies	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	Construction site controls post lockdown lead to slow construction progress and increased costs.	Operational	Ian Edwards	Howard Parsonage/Adam Foley	A	A	G Q4 2020/21	NC ↔	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
*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 & 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 & 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 & 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
Page 142 *HA43	Increased demand for Housing Support Grant services and capacity issues create delays and lengthy waits for services	Operational	Martin Coolil	Lisa Pearson	R	A	A Open	NC ↔	Open
*HA44	SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)	Operational	Martin Coolil	Cheryl Marland	R	A	A Open	NC ↔	Open
*HA45	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	Operational	Martin Coolil	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							

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Housing and Assets Portfolio Risk Register

Version 07

Published: 26.02.21

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 Page 145	Increasing rent arrears and Impact on the Housing Revenue Account (HRA) Business Plan	↔	IM	Welsh Government Minister Julie James announced that a further extension of the suspension of evictions would come into force on the 11 th January 2021. This extension will see all evictions suspended until the 31 st March 2021 and will continue to place further pressure on the rent arrears position and impact on our enforcement activity
*HA02	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 and the risk trend is considered to be stable and risk rating remains at yellow to reflect a decreasing risk. We will, however, continue to monitor this position as it is anticipated to change once national Covid restrictions start to ease.
*HA03	Rent loss and backlog of voids caused by delayed house moves	↔	MT	We are continue to work through a backlog of voids. The risk is reducing and has been downgraded to Yellow until we have worked through the vast majority of the backlog cases
*HA05	Food poverty response continues for a longer period creating financial pressures, impacting on our ability to continue deliveries	↔	MT	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 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.

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA09	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 closely monitor demand and capacity for homelessness and housing support services. Extensions of Notice periods and delays to Court proceedings continue to offer protection to tenants. Additional funding from Welsh Government through Housing Support Grant for 2021-2022 onwards (extra £1.87m) will enable the service to increase staffing capacity and other commissioned support services. The benefit of this will not likely be felt until Q2 2021/22 onwards until people are in post and additional services commissioned.
*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 as mitigation.
*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 tenants are regularly being contacted to invite them to continue with monthly or quarterly payments and 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. The impacts of Covid Restrictions is having an impact upon CATs as many of these rely on 'paying customers coming through the door'. The Council has been providing support and advice to CAT groups may need to consider a special recovery grants fund to support financially at a later stage. Until then the current risk rating remains at yellow on the basis that stakeholders have been able to, in many cases; mothball their facilities.

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*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 and no contractors have gone into administration.
*CP11	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 and we are undertaking meetings with the Health Boards appointed team to agree the degree and extent of the reinstatement work. The mechanism for claiming lost revenues due to their continued occupation is now working effectively.
*CP18	Reduced house delivery and increased cost ability to spend allocated grant impacts negatively resulting in Welsh Government claw back	↔	MT	All "live" SHARP schemes are now completed. Planning delays have meant some schemes have not progressed as swiftly as anticipated and has resulted in construction work not being started on site as planned. Welsh Government advised of progress at regular intervals in order to protect grant position.
*HA20	Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource	↔	MT	This has not materialised. Gas servicing, urgent, routine and emergency works are now being undertaken where access is allowed by tenants. . The County Council has now stepped in to support NEWHomes and is undertaking gas servicing and emergency work. non-emergency repairs are being undertaken by For You Property Services (FYPS). This remains the same, urgent repairs are permitted.
*HA21	Backlogged voids impact negatively on the New Homes Business Plan	↔	MT	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 due to modified ways of working.

Workforce

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA24	Unable to enforce tenancy conditions due to current legal protections and court legal system backlog	↔	MT	Welsh Government Minister Julie James announced that a further extension of the suspension of evictions would come into force on the 11 th January 2021. This extension will see all evictions suspended until the 31 st March 2021. Prescribed forms have been changed to reflect the changes to possession procedures in line with Coronavirus Act 2020. The Courts are dealing with an extensive number of backlogged cases which will obviously impact on progress of our cases should they progress to Court.
*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, 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 work 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. Post Brexit issues are feeding through into contractor concerns and contract costs are likely to be negatively impacted.
*HA30 Page 149	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 creating some localised market overheating as work has 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 but this will inevitably mean that performance is likely to fall short of anticipated target levels.
*HA31	Delays on project starts dependant on components availability	↔	MT	Continue to work with manufacturers and suppliers to monitor availability and 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

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*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.
*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 post Brexit issues are likely to have an impact. 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 post Brexit and analysis suggest that some material prices will start to overheat ie steel for example.

Governance and Legal

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 28 th January, 2021 100% 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.

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA37	Property access and restrictions prevent routine and obligatory inspections	↔	MT	Process introduced for over the phone assessments, with requests for photos. There is a backlog of inspections and routine maintenance works which is currently being worked through.
*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 & Performance)

Housing Programmes

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
Page 151 *HA41	SHARP programme slow to recover impacting negatively on our own house build programme and targets	↔	MT	There are two sites specifically stalled awaiting conditions to be discharged (70+ units of accommodation). A healthy pipeline of schemes are being planned and surveys and ground investigations continue to proceed to enable site risk to be identified and costs assessed this ensures viability of schemes can be proven. Position constantly monitored and reviewed through the Covid period.

Housing & 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 normal services.

Homeless Prevention Services

Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
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Risk Ref.	Risk Title	Risk Trend	Mitigation Urgency	Mitigating Actions
*HA43 Page 152	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. This data also informs the Housing Support Grant Delivery Planning Process and an additional award of £1.87m has been confirmed by WGov for 2021-22 onwards, The additional funding although positive, does present some challenges in regards to recruitment and commissioning of services and we are working with partners to identify needs and develop plans to increase staffing resources as the funding is revenue grant and not capital. The extra funding will enable more support services to offer earlier interventions in an attempt to reduce pressures on the Homelessness Service and help people to retain and sustain housing. Additional funding can also be utilised for staff training and welfare to ensure services are resilient and able to respond to the challenges ahead with the potential increase in demand for services as we move out of "lockdown" and into recovery phase of covid. Still significant risks anticipated and true scale unknown. Example household debts as furlough comes to an end. Domestic abuse which increases as lockdown eases. Economic fallout of Covid on local industry and impact on housing market.
*HA44	SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)	↔	MT	Demand for Housing Register will continue to increase due to increased hardship, housing need and potential homelessness as we move to the next phase of covid recovery. We are closely monitoring the levels of demand for this service. High demand property type is one bed general needs for the Homeless Cohort and there are very few of these available in Flintshire as a proportion of overall social housing lettings. Numbers on the Housing Register has reduced in the last two months as the service is better able to complete reviews and data cleansing activities.
*HA45	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 homelessness services	↔	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 (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. The benefit and take of this service is still unknown and we await further information on this scheme and the impact it is having within the private rented sector. The additional award of Housing Support Grant for 2021-2022 onwards will enable us to enhance our current Private Sector Support offer for both tenants and landlords. Consultation is being undertaken locally to inform our approach to the private rented sector.

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	-	-	-
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	-	-	-
P *P10	Increased cost and insurance claims due to Increased levels of vandalism or break-ins	-	-	-
Page 153 *HA23	Increase costs and reputational damage due to inability to complete Welsh Housing Quality Standards (WHQS) by 2020	-	-	-

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