

Public Document Pack

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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

2 December 2021

Dear Sir/Madam

NOTICE OF REMOTE MEETING
COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY, 8 DECEMBER, 2021 at 10.00 AM

Yours faithfully

A handwritten signature in black ink, appearing to read 'Robert Robins'.

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.

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

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

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 5 - 8)

Purpose: To confirm as a correct record the minutes of the meeting held on 10 November, 2021.

4 FORWARD WORK PROGRAMME AND ACTION TRACKING (Pages 9 - 18)

Report of Overview & Scrutiny Facilitator - Cabinet Member for Housing

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.

5 WELFARE REFORM UPDATE (Pages 19 - 34)

Report of Chief Executive - Cabinet Member for Housing

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

6 HOUSING RENT INCOME (Pages 35 - 40)

Report of Chief Executive - Cabinet Member for Housing

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

7 COUNCIL PLAN 2021-22 MID-YEAR PERFORMANCE REPORTING (Pages 41 - 94)

Report of Chief Executive - Cabinet Member for Housing, Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

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

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

Procedural Note on the conduct of meetings

The Chair will open the meeting and introduce themselves.

The meeting will be attended by a number of Councillors. Officers will also be in attendance to present reports, with Democratic Services officers acting as hosts of the meeting.

All attendees are asked to ensure their mobile phones are switched off and that any background noise is kept to a minimum.

All microphones are to be kept muted during the meeting and should only be unmuted when invited to speak by the Chair. When invitees have finished speaking they should go back on mute.

To indicate to speak, Councillors will use the chat facility or use the electronic raise hand function. The chat function may also be used for questions, relevant comments and officer advice and updates.

The Chair will call the speakers, with elected Members addressed as 'Councillor' and officers addressed by their job title e.g. Chief Executive' or name. From time to time, the officer advising the Chair will explain procedural points or suggest alternative wording for proposals, to assist the Committee.

If and when a vote is taken, the Chair will explain that only those who oppose the proposal(s), or who wish to abstain will need to indicate, using the chat function. The officer advising the Chair will indicate whether the proposals are carried.

If a more formal vote is needed, this will be by roll call – where each Councillor will be asked in turn (alphabetically) how s/he wishes to vote

At County Council and Planning Committee meetings speaker's times are limited. A bell will be sounded to alert that the speaker has one minute remaining

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE **10 NOVEMBER 2021**

Minutes of the meeting of the Community, Housing & Assets Overview & Scrutiny Committee of Flintshire County Council held remotely on Wednesday, 10 November 2021

PRESENT: Councillor Ian Dunbar (Chairman)

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

SUBSTITUTES: Councillors: Rob Davies (for Dennis Hutchinson) and David Wisinger (for David Cox)

ALSO PRESENT: Councillor Patrick Heesom attended as an observer

CONTRIBUTORS: Councillor Christine Jones (Deputy Leader - Partnerships - and Cabinet Member for Social Services), Councillor Billy Mullin (Deputy Leader - Governance - and Cabinet Member for Corporate Management and Assets), Councillor Dave Hughes (Cabinet Member for Housing), Chief Executive, Benefits Manager, Housing Programmes Development Manager and Service Manager (Housing Assets)

IN ATTENDANCE: Community & Enterprise Overview & Scrutiny Facilitator and Democratic Services Officer

21. DECLARATIONS OF INTEREST

None.

22. MINUTES

The minutes of the meeting held on 13 October 2021 were approved subject to an amendment on the list of observers. On that basis, they were moved and seconded by Councillors David Wisinger and Kevin Rush.

RESOLVED:

That subject to the change, the minutes be approved as a correct record.

23. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Overview & Scrutiny Facilitator presented the latest Forward Work Programme for consideration. On the action tracking report, the presentation shared at the October meeting would be re-circulated to Members.

The recommendations were moved and seconded by Councillors Ron Davies and David Wisinger.

RESOLVED:

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

24. HOUSING STRATEGY AND ACTION PLAN

The Chief Executive introduced the annual update report to review progress on actions within the three priority areas of the Local Housing Strategy 2019-24 setting out how the Council, with its partners, would deliver affordable housing, provide relevant support to its residents and ensure the creation of sustainable homes.

The Housing Programmes Development Manager reported that good progress had been made despite the impact of challenges arising from the Covid-19 pandemic. He summarised the key points in terms of changes introduced by Welsh Government, the new framework for accessing social housing grants and the development of a prospectus on local housing needs. The Action Plan included plans to increase extra care provision across the County by developing a facility in Buckley and to increase support to tackle homelessness which had increased nationwide during the emergency situation.

In response to a question from Councillor Veronica Gay on residents with rent arrears, the Chief Executive acknowledged the various factors involved and said that support was available for those who were willing to engage with the Council to reduce their arrears.

Councillor Ray Hughes asked about building timber-framed properties to increase affordable housing supply. The Chief Executive advised that modern methods of construction were used on some of the Council's housing schemes and that there was a need to develop the market and the skills involved. He noted Councillor Hughes' request for a site visit to view an example of this type of housing scheme.

In response to questions from the Chairman, officers spoke about work on a specific local housing scheme which formed part of a national pilot project. Information was also shared on apprenticeship opportunities included within the procurement framework for housing schemes.

The recommendation, which was amended to reflect the debate, was moved and seconded by Councillors Ron Davies and Ray Hughes.

RESOLVED:

That the Committee supports the progress made in meeting the priorities set out in the Local Housing Strategy 2019-24.

25. VOID PROPERTIES WITHIN THE HOUSING REVENUE ACCOUNT

The Service Manager (Housing Assets) presented the update report in relation to void properties managed by the Housing and Assets Service.

In detailing the key areas of the report, he provided background on the various reasons for properties becoming vacant, the impact from the pandemic and the importance of effectively managing voids. Information was also shared on changes introduced within the Housing service and voids performance over the past five years.

The Benefits Manager provided information on the reasons for tenancy terminations and the work undertaken on this. She also explained the approach to managing properties that were difficult to let and the benefits of the team restructuring in managing all aspects of neighbourhood issues.

In response to a query on anti-social behaviour from Councillor Brian Lloyd, officers said that the enforcement team continued to work with the Police to tackle such issues and that residents were encouraged to report incidents at an early stage to support evidence gathering.

In raising concerns about rent loss associated with void properties, Councillor Kevin Rush suggested an additional category between 'routine' and 'major' voids to improve turnaround of properties.

The Service Manager (Housing Assets) said that 20 days was the target for routine void works to be completed and that all voids were inspected and works ordered; if only minor works were required then the void may only take 5 days or less to hand over to housing management. This target mainly applied to the in-house voids team and as could be seen from the report, this target was being met. He assured Members of the commitment to bring properties up to the required standard whilst prioritising safety and compliance with regulations. He also explained that use of Personal Digital Assistants (PDAs) would provide clear information to identify any performance issues.

As requested by Councillor Adele Davies-Cooke, information was shared on the assistance and guidance given to new tenants to help them to manage their properties.

The recommendations were moved and seconded by Councillors Kevin Rush and Geoff Collett.

RESOLVED:

That the Committee notes the update in relation to voids managed by the Housing and Assets Service.

26. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 2pm and ended at 3.15pm)

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Chairman



COMMUNITY HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 8 th December 2021
Report Subject	Forward Work Programme and Action Tracking
Report Author	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
Wednesday 12th January, 2022	Housing Revenue Account (HRA)	To consider the proposed Housing Revenue Account (HRA) Budget for 2022/23 and the HRA Business Plan.	Consultation	Chief Officer (Housing & Community)	
	Council Plan 22/23	To consult on Part 1 of the Council Plan 2022/23	Consultation	Chief Executive	
	NEW Homes Business Plan	To consider the NEW Homes Business Plan	Consultation	Chief Officer (Housing & Community)	
Wednesday 9th February, 2022					
Wednesday 9 March 2022	Meeting Cancelled				
Tuesday 7 June 2022 at 2pm	Housing Rent Income - Year end outturn and latest position for 2022/23	To provide the Year end outturn for 2021/22 and an operational update on rent collection and current arrear levels for 2022/23.	Monitoring Assurance	Revenues Manager	

Page 8

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	<p>Welfare Reform Update</p> <p>Communal Heating Charges 2022/23</p>	<p>To provide an update on the impact of Welfare Reform on Flintshire Residents.</p> <p>To consider the proposed heating charges in council properties with communal heating systems for 2022/23 prior to Cabinet approval.</p>	<p>Monitoring Assurance</p> <p>Consultation</p>	<p>Benefits Manager</p> <p>Corporate Finance - Accountant</p>	
<p>Wednesday 6 July 2022</p> <p>Page 14</p>	<p>Year-end Performance Indicators for Recovery, Portfolio and Public Accountability Measures</p>	<p>To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.</p>	<p>Assurance Monitoring</p>	<p>Chief Officer (Housing & Assets)</p>	

Items to be scheduled

- **Sheltered Housing Review** – Reports to be submitted to Committee meetings as appropriate as 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
- **De-carbonisation Strategy** – Briefing session to be arranged for Members to enable a better understanding of the De-Carbonisation Strategy, when appropriate.

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME
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)
Six monthly	Update on Housing Rent Income	To provide an update on rent collection and current arrear levels	Revenues Manager

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

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
10.11.2021	3. Minutes	Cllr Brian Lloyd was mistakenly listed as an observer in the minutes.	Sharon Thomas	Minutes amended and sent to translation for publication on the website.	Completed
10.11.2021	4. Forward Work Programme and Action Tracking	That a copy of the presentation on Empty Homes be re-circulated to the Committee following the meeting.	Ceri Shotton	A copy of the presentation was e-mailed to all Committee Members on 02.12.2021	Completed

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COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 8 th December 2021
Report Subject	Welfare Reform Update
Cabinet Member	Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

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

The report provides a further update on the impacts that welfare reforms continue to have on Flintshire residents and the work that is ongoing to mitigate this and support these households.

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

RECOMMENDATIONS

1	That Scrutiny support the ongoing work to manage the impacts that welfare reform has and will continue to have upon some of the most vulnerable residents in Flintshire.
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REPORT DETAILS

1.00	EXPLAINING THE WELFARE REFORM UPDATE						
1.01	<p>Removal of the Spare Room Subsidy– More commonly referred to as the Bedroom Tax, this reform relates to restrictions of Housing Benefit or Universal Credit where the claimant is under occupying the property. The restrictions are:</p> <p>14% reduction to the eligible rent where a person living in a social landlord property, has one or more “spare bedroom” 25% reduction to the eligible rent where a person living in a social landlord property, has two or more “spare bedrooms”</p>						
1.02	<p>According to latest statistics provided by the Department for Work & Pensions (DWP) as at August 2021 16436 recipients of Housing Benefit in Wales had a reduction to their weekly award. No equivalent data is currently published for Universal Credit customers.</p>						
Impact in Flintshire							
1.03	<p>Currently, a total of 485 households in Flintshire are subject to a reduction in their housing benefit payments as a result of the Bedroom Tax A Breakdown is provided in the chart below.</p> <div data-bbox="318 1098 1349 1656" data-label="Figure"> <p>The chart, titled 'Bedroom Tax', displays the number of households in Flintshire affected by different levels of Bedroom Tax. The vertical axis represents the 'No of Households' from 0 to 400. The horizontal axis shows two categories: '14%' (blue bar) and '25%' (orange bar). The 14% category has 375 households, and the 25% category has 110 households.</p> <table border="1"> <thead> <tr> <th>Reduction Level</th> <th>No of Households</th> </tr> </thead> <tbody> <tr> <td>14%</td> <td>375</td> </tr> <tr> <td>25%</td> <td>110</td> </tr> </tbody> </table> </div> <p>The reduction in Housing Benefit for people who are subject to the Bedroom Tax in Flintshire is around £8,500 per week which is around £442,000 per year.</p>	Reduction Level	No of Households	14%	375	25%	110
Reduction Level	No of Households						
14%	375						
25%	110						

1.04	This means that tenants affected by this restriction have to find this extra money to pay their rent.
1.05	The data here is limited to those tenants who still claim housing benefit. The Bedroom Tax is a restriction that also is applied to Universal Credit (UC), however, the council does not have access to this data to be able to report on this position.
	Benefit Cap
1.06	The total amount of annual 'out of work' benefit income which a 'working-age' household can receive is set at (figures for households outside of greater London): <ul style="list-style-type: none"> • £20,000¹ for couples and lone parents (£383.56pw) • £13,400 for single claimants (£256.99pw)
1.07	The latest figures at May 2021 shown that there is a total of 993 households in Wales were subject to a reduction in their housing benefit only. The data is unavailable to be able to report for those in receipt of UC.
	Impact in Flintshire
1.08	At May 2021 there were 21 households in Flintshire which were subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied. This is collective loss of income for these residents of around £1,181 per week.
	Universal Credit and Removal of the £20 Uplift
1.09	At September 2021 the DWP confirmed 277,886 customers in Wales were in receipt of UC of which 42% were working, this is comparable to the percentages for the rest of Wales at around 38%. The £20.00 Universal Credit uplift was removed on the 6 th October 2021.
	Impact in Flintshire
1.10	At September 2021 the caseload for Flintshire customers in receipt of UC has reduced slightly to 12,951 compared to 13,156 in September 2020. This represents a small reduction of 1.55%.

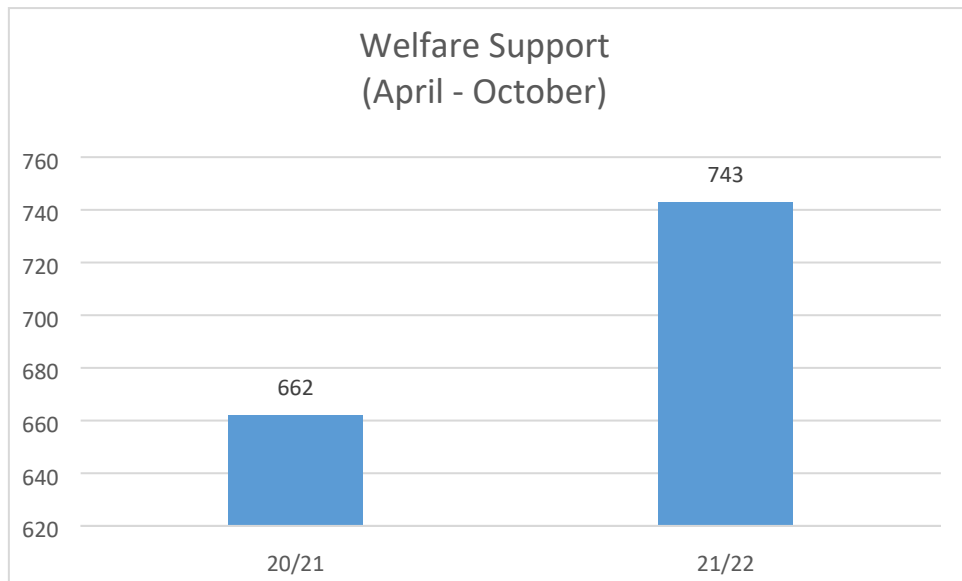
¹ For information - in Greater London area the benefit cap is set at £23,000 for couples/lone parents and £15,410 for single claimants.

It is not yet clear how many Flintshire residents will be impacted by the removal of the £20.00 UC uplift, work is to be carried out around a measure of support outlined in the case study below.

A resident currently being supported lives in private rented accommodation with two children under three. The resident was concerned about the end of the uplift and made sacrifices to cut back on her household bills. The resident is paying an excessive amount to the utility provider due to repayments of debt and is concerned about maintaining this payment due to energy prices rising and the £20.00 uplift of Universal Credit ending.

With the support of the Welfare Team, the tenant has been referred to Warm Wales for specialist energy advice to see whether there is a more affordable provider. This early intervention is crucial to prevent our clients falling into further debt, in this case fuel poverty, due to the removal of the uplift.

The Team have seen an increase in Welfare Support referrals when comparing April – October over the last two financial years showing a 12% increase.



1.11 In Flintshire the current UC caseload confirms 42% of those customers (5,416) are working which is above the average in Wales (39%).

UC – Budgeting Support

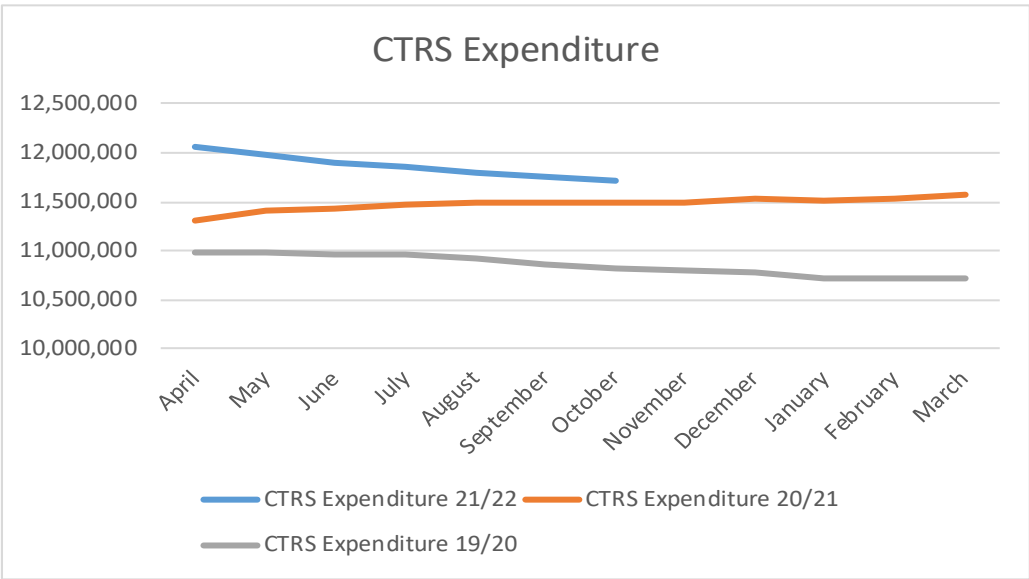
1.12 Since the start of UC, the council has seen high demand for services in relation to managing household finances, navigating the UC online systems

and supporting customers to understand their claims and challenge where necessary.

Since April 2021 to date, the Welfare Reform Team have helped 247 residents with Budget advice which will also include help making a Universal Credit claim which is comparative to last year which was a total of 277 residents demonstrating a continuous demand for support.

Council Tax Reduction Scheme (CTRS)

1.13 Welsh Government have recognised that there has been a national trend in reducing caseloads and expenditure for CTRS in recent years.



The figures for 19/21 pre Covid shows a steady decline in applications, however during 2020/21 shows an unpredicted increase this is reflective of the financial demands and economic pressures during the height of the pandemic. During June/July a marked increased can be seen which falls in line with the change in the Furlough scheme (where the payment of Furlough support was reduced by national Government around this time). 2021/21 is showing signs of returning back to a steady expected level.

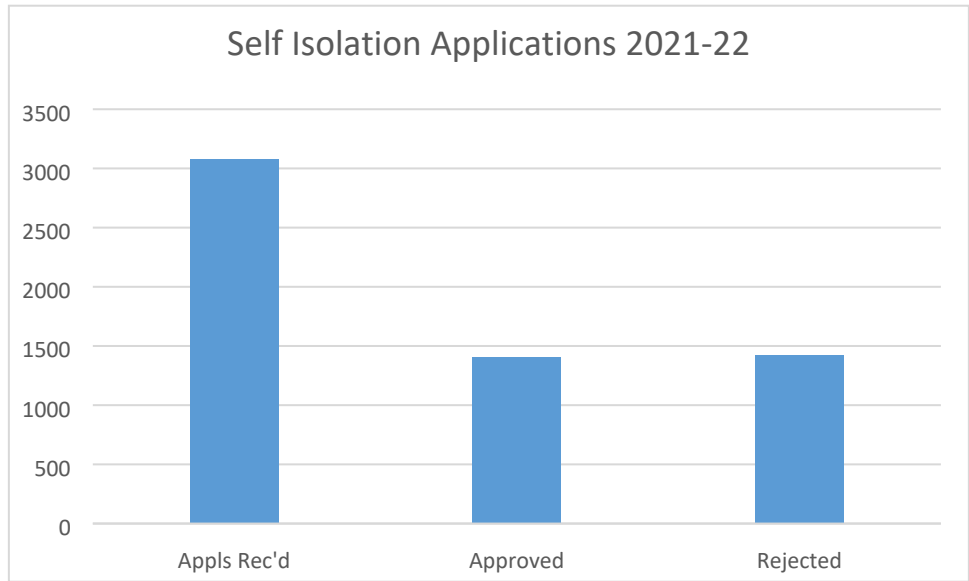
1.14 The council has been actively promoting the scheme to remind people of its aim to support residents who are finding making payments to their council tax a struggle because they are on low income or receiving benefits (including UC).

A recent report completed by Policy in Practice in August 2021 provided information that across Wales the total value of CTRS awards has increased at a greater rate than caseload. However, it's important to note that there is a

	<p>regional variation in changes in caseload and the value of awards across Wales. This is due to the increase in average awards reflecting a greater proportion of out-of-work CTRS recipients. Council tax arrears have also increased, particularly amongst those new Universal Credit claimants.</p> <p>There is ongoing work linking in with Council Tax to ensure we support residents at the earliest opportunity, with the introduction of signposting to support with reminder notices.</p>
	<p>Ending of Furlough</p>
1.15	<p>The Furlough Scheme ended 30th September 2021. According to data in July 2021, Flintshire were one of the highest local authority areas for the take up of the scheme at 7%.</p> <p>The Council has been actively promoting the scheme through other Council departments, joint working partnerships, working groups and Tackling Poverty contacts to remind people of its aim to support residents who are finding making payments to their council tax a struggle because they are on low income or receiving benefits (including UC). An online referral system exists so that referrals can be made to the Welfare Reform Team.</p>
	<p>NHS Track and Trace Isolation Support Grant Payment</p>
1.16	<p>The Self Isolation Support Scheme introduced in Wales in November 2020 provided a £500 payment for those who could not work from home and had to self-isolate, and for parents and carers on low incomes with children who were self-isolating.</p> <p>The scheme was reviewed from 8th August 2021 and the self-isolation payment increased from £500 to £750 for those applying on or after 8th August 2021.</p> <p>In order to receive the payment, residents are required to fulfil all four of the following criteria:-</p> <ol style="list-style-type: none"> 1. Residents are currently receiving Universal Credit, Working Tax Credit, Income-based Employment and Support allowance, Income-Based Jobseeker’s Allowance, Income Support, Housing Benefit and/or Pension Credit; 2. Are employed or self-employed; 3. Are unable to work from home and will lose income as a result ; 4. Have been told to self-isolate by NHS Test and Trace, either for 10

Since the start of the scheme, Flintshire County Council have received over 3,000 applications to date and continue to see high demand for financial related support.

The chart below shows how many applications have been received for Flintshire residents. This figures excludes any applications that were currently being processed.



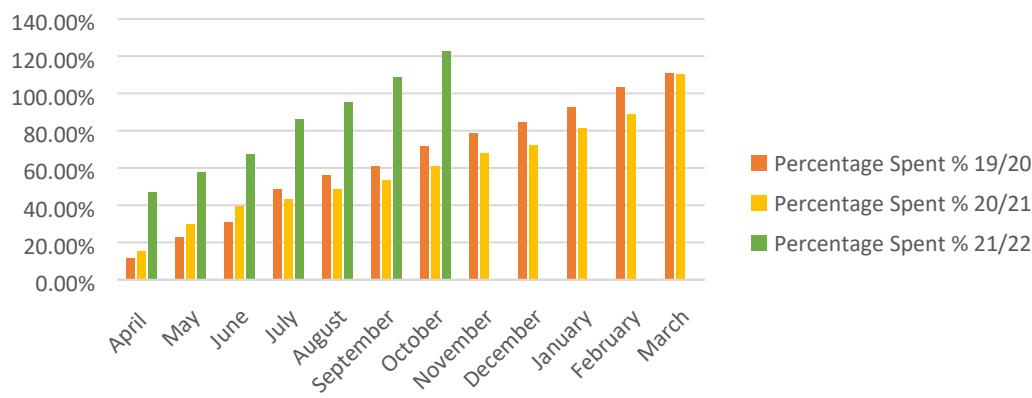
Funding arrangements to support Council's with the administration of the scheme will end March 2022.

Discretionary Housing Payments (DHP)

1.17 Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (housing element), but who may still need further financial help with their housing costs.

1.18 The chart below shows DHP expenditure.

Comparison of DHP Budget Spent



The total spend

19-20	110.9%
20-21	110.1%
21-22	*122.8%

(*up to the end of October 21)

1.19

The chart shows that current expenditure is higher than previous years. Our data shows that Bedroom Tax under-occupancy is still the most common reason for DHP applications which indicates that finding available suitable accommodation remains difficult for customers.

Additionally, it reflects that there is an increase of people in need of support to help pay their rent.

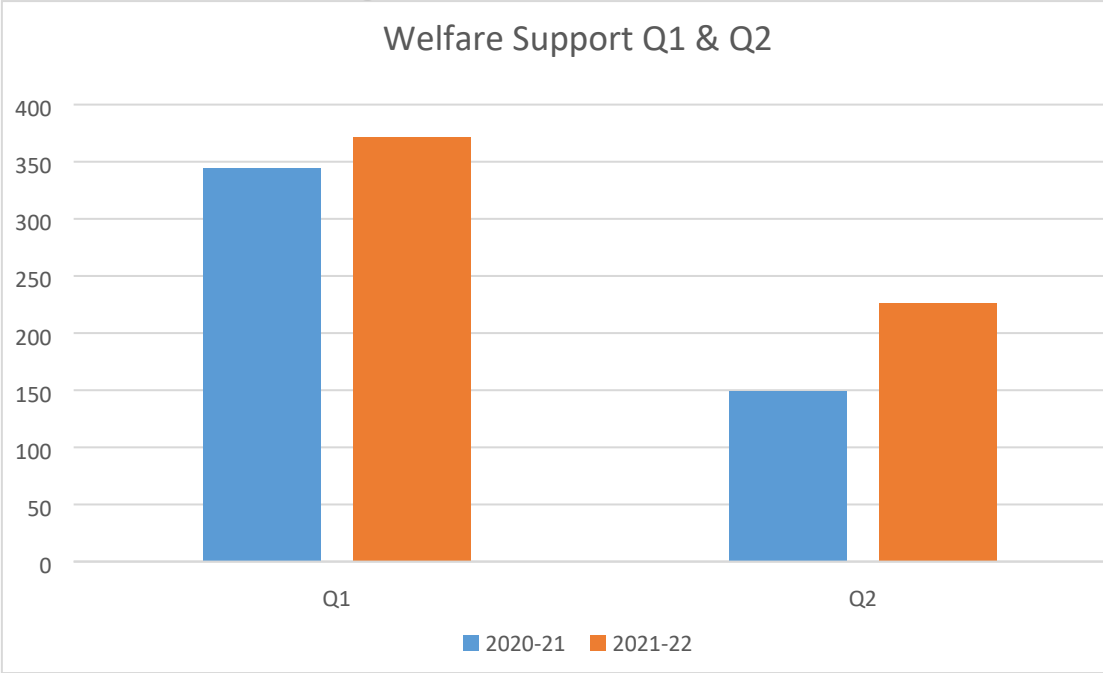
It is important to note that for the current financial year, UK government have changed the funding arrangements for all Local Authority's.

The total DHP funding for England and Wales in 2021-22 will be £140 million. DWP only allocated £100m at the start of the year using each LA's individual funding amount for 2020-21 as a starting point.

At mid-year 2021-22 the DWP will allocate a reserved £40 million of funding based on the latest caseload data.

As part of a range of measures Welsh Government have also committed to provide an additional amount of funding available to specifically focus on those households who are in rent arrears and are at risk of homelessness. This payment of £126,366 is a retrospective payment to be claimed at the end of the financial year.

	Welfare Changes
	Universal Credit – Work Allowance
1.20	<p>Work allowances (the amount someone can earn before their Universal Credit award begins to be reduced) are increasing by £500 a year, or £42 a month.</p> <p>Also, by 1 December 2021, the Universal Credit taper rate is dropping from 63% to 55%. This means working households claiming Universal Credit will get to keep an additional 8p for every £1 of net income they earn over their work allowance.</p> <p>These allowances are only available to households with children or a disability, so will not include a large proportion of workers.</p>
	Universal Credit – “Managed Migration”
1.21	The managed move of legacy benefit claimants to UC continues to be delayed with an expected completion date of March 2025.
	Support Services
1.22	<p>The Welfare Reform Team combines the administration of discretionary housing payment with general financial and holistic support for all customers inclusive of whether or not they are being impacted by Welfare Reforms and their objectives include:</p> <ul style="list-style-type: none"> • Support the Poverty and vulnerability agenda • Contribute to building community and financial resilience • Provide interventions to residents with financial, fuel and child poverty concerns • Provide a range of supportive measures to mitigate the impacts of poverty and vulnerability.
1.23	<p>Assistance is offered and provided to residents who may be struggling to re-align their finances, e.g. assistance to navigate which benefits they could claim and help to access other support that may be available.</p> <p>As part of the drive for the holistic approach to supporting residents, partnership and collective working arrangements have been created with organisations such as; Warm Wales; and Flintshire Local Voluntary Council (FLVC).</p>
1.24	Working with and developing partnerships is key to successful outcomes for our residents.

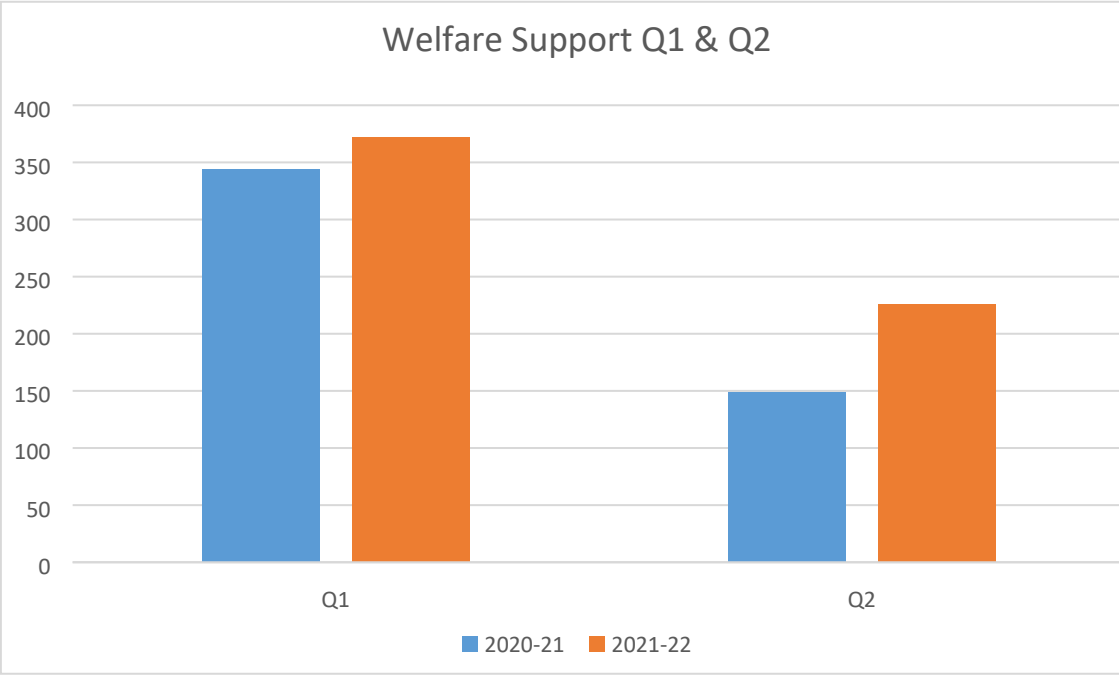
1.25	This work is critical now and will provide an opportunity to reflect on the effectiveness of support and partnerships which will enable these services to be available to flexibly respond to emerging issues in the future.									
1.26	<p>The Pandemic has highlighted and resulted in more residents experiencing negative impacts on their financial situation.</p> <p>The service has been adapted to provide welfare support over the telephone which has meant that the service has been able to respond promptly to the increased volume of referrals.</p>									
1.27	A recent report from the Senedd Equality and Social Justice Committee estimated that over 280,000 people in Wales had fallen behind on household bill payments since the start of the lockdown, accruing £73 million in arrears and the pandemic exacerbated debt issues some people were already facing, while others fell into debt for the first time.									
1.28	<p>The chart below shows the growth of Welfare Referrals comparing this financial year to the previous year (Q1 & Q2). This shows an 8% increase in demand for support for Q1 and over 50% increase for Q2. This may be indicative of the effects on the pandemic and those who have experienced reduced income and rising costs.</p>  <table border="1" data-bbox="318 1003 1414 1671"> <caption>Welfare Support Q1 & Q2</caption> <thead> <tr> <th>Quarter</th> <th>2020-21</th> <th>2021-22</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>~345</td> <td>~375</td> </tr> <tr> <td>Q2</td> <td>~150</td> <td>~230</td> </tr> </tbody> </table>	Quarter	2020-21	2021-22	Q1	~345	~375	Q2	~150	~230
Quarter	2020-21	2021-22								
Q1	~345	~375								
Q2	~150	~230								

1.29 Rising fuel costs will certainly become an additional concern and will provide additional financial concerns for households unable to maintain rising costs.

As a measure to this and to address to removal of the £20.00 UC uplift Welsh Government are introducing, from the 13th December 2021, a Winter Fuel Support Payment of £100.00 per household to be administered by local Authorities in Wales for working age recipients of Income Support, Job Seekers Allowance; Employment Support allowance and Working Tax Credit and are the payer of energy bills. Work is underway to assess how many residents in Flintshire will be able to apply for this payment.

According to the Bevan Foundation they are concerned that Winter 2021 promises to be one of the most challenging in decades for families across Wales.

1.30 The chart below shows the growth of Welfare Referrals comparing this financial year to the previous year (Q1 & Q2). This shows an 8% increase in demand for support for Q1 and over 50% increase for Q2.



2.00 RESOURCE IMPLICATIONS

2.01 Due to the changes in funding arrangements by DWP for 2021/22, the initial funding for Flintshire for 2021/22 is £205,444. The second instalment is due to be received by Flintshire shortly.

2.02	<p>Delivery of Personal Budgeting Support may be moved to be provided by Local Authorities.</p> <p>Welfare and budgeting support will continue to be provided by the Welfare Reform Team due to the extra resources that have been secured for the next two years and a further financial pressure has been highlighted for year three.</p>
2.03	<p>Our understanding is that there are long lead times to access debt advice which can exacerbate an already challenging financial situation. Additional resources are currently being considered to fund a specialist debt advisor within the Housing Benefits Service and a business case is being developed to secure funding resource this much needed position.</p>
2.04	<p>Introduction of new Welsh Government initiatives such as Winter Support Grant being implemented from 13th December 2021, with very little lead-in time for Council's to consider resource and implementation plans to administer the scheme.</p>
2.05	<p>The team have a good understanding of any emerging trends which could potentially put a customer at risk of losing their home or reaching crisis point and are able to share any such observations amongst other organisations both internal and externally.</p>
2.06	<p>The approach of the team has been really clear in terms of support being focused on the customer and their needs to move forward into a better position both financially and in terms of their general well-being.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT					
3.01	<p>Since April 2019, the DWP have not provided funding to the Council to provide support to Universal Credit customers with Personal Budgeting Support and Assisted Digital Support. The team have continued to deliver this and during 2020/21 and 429 residents were provided with personal budgeting support.</p> <p>Continuing demand for DHP to support households at risk of homelessness.</p>					
3.02	<p>Under the five delivery principles of the Well-being of Future Generations Act the Welfare Reform Team can have the following impacts:</p> <table border="1"> <tr> <td>Long-term</td> <td>Positive impact on longer term solutions to help people manage their financial commitment and sustaining their homes</td> </tr> <tr> <td>Prevention</td> <td>Positive impact by supporting people out of poverty.</td> </tr> </table>		Long-term	Positive impact on longer term solutions to help people manage their financial commitment and sustaining their homes	Prevention	Positive impact by supporting people out of poverty.
Long-term	Positive impact on longer term solutions to help people manage their financial commitment and sustaining their homes					
Prevention	Positive impact by supporting people out of poverty.					

	Integration	Positive impact by working with other organisations to promote positive changes.
	Collaboration	As above
	Involvement	As above
Well-being Goals Impact		
	Prosperous Wales	Positive impact – support residents to address poverty and improve life chances particularly those most adversely impacted by Welfare Reforms.
	Resilient Wales	No impact
	Healthier Wales	Positive – supporting residents with skills and knowledge that influence better choices which promote better health and wellbeing.
	More equal Wales	Positive - By supporting residents to move out of poverty this also contributes to enabling residents to fulfil their potential no matter what their background.
	Cohesive Wales	No impact
	Vibrant Wales	No impact
	Globally responsible Wales	Positive –support residents to make simple changes such as reviewing energy providers and bank processes - such as the promotion of local credit unions.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	https://stat-xplore.dwp.gov.uk/webapi/metadata/dashboards/bc/index.html https://senedd.wales/media/qfalt0jy/cr-ld14666-e.pdf https://www.bevanfoundation.org/views/support-winter-2021/ https://policyinpractice.co.uk/new-report-covid-19-and-council-tax-reduction-in-wales/

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Jen Griffiths Telephone: 01352 – 702929 E-mail: Jen.Griffiths@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	Discretionary Housing Payment (DHP) Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (Housing Element), but who may still need further financial help with their housing costs.
8.02	Eligible Rent – this is the amount of rent (net of any ineligible services) that a claim for housing benefit or universal credit is calculated from.
8.03	Housing Benefit - helps tenants pay all, or part of their rent if they have a low income. Housing Benefit is administered by Local Authorities.
8.04	Ineligible Services – These are charges that may be included in rent that are not eligible for support through either housing benefit or universal credit. Such as: heating; lighting; hot water; meals.
8.05	Registered Social Landlord (RSL) - RSLs are not-for-profit organisations that aim to provide good, low cost accommodation.
8.06	Spare Bedroom – in the context of the spare room subsidy (or bedroom tax) this is where there are more bedrooms in the property than the household need. For example, a single person living in a two bedroom house would be deemed as having one “spare” bedroom.

8.07	Universal Credit (UC) – is an integrated means-tested benefit for people of working age whose income is below a specified minimum amount. UC can be claimed by working age people in and out of employment.
8.08	UC Managed Migration – Managed migration describes the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a ‘natural’ transfer to Universal Credit.
8.09	Working Age – for social security benefits ‘working age’ ends for both men and women at the female statutory retirement pension age. In May 2016 this is 63 years old. The female statutory retirement age is gradually increasing to equalise with men (65 year old) in October 2018. The pension age for both men and women will then increase to 66 in 2020.
8.10	Welfare Reforms – changes introduced to a range of social security benefits and tax credits, which aim to ensure that the United Kingdom has an affordable benefit system.

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COMMUNITY, HOUSING & ASSETS OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 8 th December 2021
Report Subject	Housing Rent Income
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides the latest operational update for 2021/22 housing rent collection.

Total rent arrears for current tenants, as at week 28 (up to mid-October 2021) is £2.40m, compared to £2.35m at the same point in 2020/21 and £2.40m at the same point in 2019/20 pre-pandemic.

The Rent Income Service continues to support tenants and ensure interventions are provided to tenants to prevent further legal action and to ensure tenants meet their payments.

In cases where tenants do not engage or pay, despite all the offers of help and support, the service is taking legal action through the County Courts to ensure those tenants who do not pay keep to the full terms of their tenancy agreements.

RECOMMENDATIONS

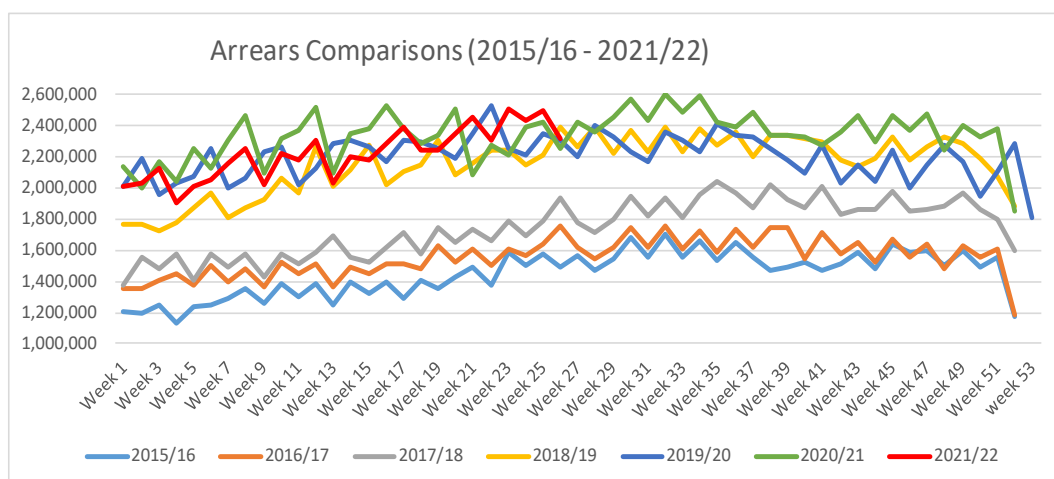
1	That Scrutiny note the latest financial position for rent collections in 2021/22 as set out in this report.
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REPORT DETAILS

1.00 EXPLAINING THE LATEST POSITION OF RENT ARREARS

1.01 Collection of rent during the Covid pandemic and during the after effects of the global crisis, remains a challenge for the housing service in the same way as it has for other social landlords who have been responsible for supporting tenants during the pandemic.

1.02 The chart and table below illustrates the latest position in 2021/22 as well as the comparable positions for previous years.



1.03 The table below shows the current analysis of tenants in quarter 2 compared to quarter 2 in the previous year (2020/21). The table sets out those tenants who owe in excess of £250 in unpaid rent. Tenants who owe less than £250 and are generally up-to-date with their payments are excluded from the analysis.

Banded Arrears (£)	2020-21		2021/22		Variances	
	No.	Arrears (£)	No.	Arrears (£)	No.	Arrears (£)
250 - 500	603	218,371	594	214,736	-9	-3,635
500 - 750	327	200,747	382	234,233	55	33,486
750 - 1,000	201	174,160	188	164,805	-13	-9,355
1,000 - 2,500	481	754,234	465	735,948	-16	-18,286
2,500 - 5,000	156	530,271	142	476,596	-14	-53,675
5000+	21	126,509	34	223,135	13	96,626
Totals	1,789	2,004,292	1,805	2,049,453	16	45,161

1.04	<p>In respect of the 34 cases currently owing in excess of £5k of unpaid rent:</p> <ul style="list-style-type: none"> • 18 tenancies are already subject to a court order • 4 tenancies progressing to possession stage • 8 have been served with notices of seeking possession • 3 are paying without the need for a court order • 1 has recently been evicted. 																
1.05	<p>Although the overall arrears position is relatively stable, it is interesting to note that recent statistics from the national 'Housemark' benchmarking for housing arrears management, confirm that two thirds of the housing sector collected less rent in August than they did in July.</p>																
1.06	<p>There remains several key risks to effective income management as a direct and in-direct result of the pandemic. These risks include, the ending of the temporary Universal Credit uplift and other economic pressures such as the recent increase in fuel and energy prices, all of which have an impact on household incomes and their ability to pay rent.</p>																
1.07	<p>As part of the mitigation measures and to support tenants during the Covid-19 pandemic, from March 2020, Welsh Government also introduced a package of measures to protect tenants from eviction. These measures have now been lifted but there remains a requirement to give an extended period of six months (instead of three months) when issuing 'Notices of Seeking Possession'. This is the statutory process we must follow before starting court proceedings for non-payment of rent.</p>																
1.08	<p>The extended notice periods impact on the ability of the service to take legal action quickly, but there are wider public interest considerations which recognise the importance of retaining the additional protections during a time when the virus remains a serious threat to public health and local authorities face additional demands to prevent homelessness. The increased notice periods are designed to give tenants a longer period of time to seek support for rent arrears.</p>																
1.09	<p>In appropriate cases, it has been necessary to re-start evictions for a small number of tenancies during 2021/22 where tenants have refused to engage. In some cases, tenants had abandoned the properties. Rent arrears alone in these four cases has equated to a total rent loss of £29k.</p> <table border="1" data-bbox="580 1624 909 2056" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Year</th> <th style="text-align: center;">Number of Evictions for rent arrears</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2021/22</td> <td style="text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">2020/21</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: center;">2019/20</td> <td style="text-align: center;">26</td> </tr> <tr> <td style="text-align: center;">2018/19</td> <td style="text-align: center;">30</td> </tr> <tr> <td style="text-align: center;">2017/18</td> <td style="text-align: center;">22</td> </tr> <tr> <td style="text-align: center;">2016/17</td> <td style="text-align: center;">19</td> </tr> <tr> <td style="text-align: center;">2015/16</td> <td style="text-align: center;">22</td> </tr> </tbody> </table>	Year	Number of Evictions for rent arrears	2021/22	4	2020/21	0	2019/20	26	2018/19	30	2017/18	22	2016/17	19	2015/16	22
Year	Number of Evictions for rent arrears																
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1.10	The national Breathing Space scheme that was recently launched has now provided 14 housing tenants in debt with a 60 day period of legal protections from their creditors, including those tenants who owe housing rent. The protections include pausing most enforcement action and contact from creditors. These measures though may impact negatively on the cash flow for the Housing Revenue Account (HRA) in the short term as debt advice agencies work with tenants to agree affordable repayment plans for the payment of debts.
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2.00	RESOURCE IMPLICATIONS
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2.01	The continued deployment of the Mobyssoft 'Rent Sense software, funded by the HRA, is necessary to control rent arrears and to ensure resources are targeted effectively.
2.02	Resource levels are also under review in the Housing Rent Income Service and will need to be increased to support the improvement of rent collections as part of the Covid recovery strategy. The HRA business plan for 2022/23 will take into account an additional two resources to deal with increasing workloads.
2.03	In addition to this, two Accommodation Support Officers have been embedded into the Rent Income service to ensure tenants receive the right level of support at the very earliest opportunity.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
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3.01	To ensure financial risks to the HRA are minimised as far as possible, rent arrears continue to be tracked on a weekly basis and cases are identified as quickly as possible to ensure targeted intervention if provided to those tenants at highest risk of non-payment.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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4.01	None.
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5.00	APPENDICES
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5.01	None.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	<ul style="list-style-type: none"> • Housing (Wales) Act 2014 • Welfare Reform Act 2012
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	<ul style="list-style-type: none"> • The Coronavirus Act 2020 – section 2 • The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020.
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7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: David Barnes, Revenues Manager Telephone: 01352 703652 E-mail: david.barnes@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Housing Revenue Account (HRA): The Council is required to keep a HRA to record all income and expenditure relating to the provision of local authority housing. All rental income, including arrears, must be held with a ring fenced HRA account. This means that income can only be used for council housing purposes and not general expenditure. This also allows rental income to be invested locally to help improve and maintain council owned homes and also build new council homes.</p>
8.02	<p>Breathing Space: The breathing space scheme, otherwise referred to as the Debt Respite Scheme will give someone in problem debt the right to legal protections from their creditors. There are two types of breathing space: a standard breathing space and a mental health crisis breathing space. The standard scheme is available to anyone and it gives legal protections for up to 60 days. A mental health breathing space is only available to someone who is receiving mental health crisis treatment and it has stronger protections. It last as long as the person’s mental health crisis treatment, no matter how long the crisis treatment lasts.</p>

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COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 8 th December, 2021
Report Subject	Council Plan 2021-22 Mid-Year Performance Reporting
Cabinet Member	Cabinet Member for Housing; and Deputy Leader for Governance and Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Strategic

EXECUTIVE SUMMARY

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

This mid-year performance monitoring report for the 2021/22 Council Plan shows that 70% of activities are making good progress with 73% likely to achieve their planned outcomes. 53% of the performance indicators have met or exceeded their targets, 2% are being closely monitored and 20% are currently not meeting target. The remaining 25% account for measures which are new and are being monitored as a baseline year.

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

RECOMMENDATION

1. That the Committee consider the Mid-Year Performance Monitoring Report to monitor areas of under performance and request further information as appropriate.

REPORT DETAILS

1.00	EXPLAINING THE PERFORMANCE AT YEAR-END 2020/2021
1.01	<p>The year-end performance monitoring reports provide explanation of the progress being made toward the agreed measures set out in the Flintshire County Council Reporting Measures 2020/21.</p> <p>These measures were approved by Cabinet after targets for 2020/21 were re-assessed for forecasted performance due to the disruptions caused during the response phase of the pandemic.</p>
1.02	<p>This report is an exception-based report and concentrates on under-performance against in-year targets.</p>
1.03	<p>Monitoring Activities</p> <p>Each of the sub-priorities under each theme within the Plan have high level activities which are monitored over time. 'Progress' shows action against scheduled activity and is categorised as:</p> <ul style="list-style-type: none"> • RED: Limited Progress – delay in scheduled activity and, not on track. • AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track. • GREEN: Good Progress – activities completed on schedule and on track. <p>A RAG status is also given for the assessment of our current level of confidence in achieving the 'outcome(s)' in-year for each sub-priority. Outcome is categorised as:</p> <ul style="list-style-type: none"> • RED: Low – lower level of confidence in the achievement of the outcome(s) in-year. • AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s) in-year. • GREEN: High – full confidence in the achievement of the outcome(s) in-year.
1.04	<p>In summary our overall progress against activities is:</p> <p>Progress RAG</p> <ul style="list-style-type: none"> • Making good (green) progress in 99 (70%) • Making satisfactory (amber) progress in 38 (27%) • Making limited (red) progress in 5 (3%) <p>Outcome RAG</p> <ul style="list-style-type: none"> • A high (green) level of confidence in the achievement of 104 (73%) outcomes. • A medium (amber) level of confidence in the achievement of 31 (22%)

	<p>outcomes.</p> <ul style="list-style-type: none"> • A low (red) level of confidence in the achievement of 7 (5%) outcomes.
1.05	<p>Monitoring our Performance</p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> • RED - under-performance against target. • AMBER - where improvement may have been made but performance has missed the target. • GREEN - positive performance against target.
1.06	<p>Analysis of current levels of performance against target shows the following:</p> <ul style="list-style-type: none"> • 27 (53%) have achieved a green RAG status • 1 (2%) have an amber RAG status • 10 (20%) have a red RAG status • 13 (25%) have no target set
1.07	<p>The performance indicator (PIs) which shows a red RAG status for current performance against target, relevant to the Community, Housing & Assets Overview & Scrutiny Committee are:-</p> <p><u>Housing & Assets</u></p> <p>Number of Council Homes under construction</p> <p>Programme indicated a hiatus for the early quarters of 2021/22 and all Council developments have faced challenges and delays with obtaining regulatory approvals and also adapting to changes within the Welsh Government Grant funding and design criteria. This future catalogue of schemes has progressed and is becoming more robust and will in provide a significantly more stable future pipeline of delivery.</p> <p>An agreed schedule of start dates has been agreed for a total of 77 units as follows:</p> <ul style="list-style-type: none"> • 6 homeless units in Flint and Holywell. • 30 units at Mostyn (Ffordd Hiraethog and Ffordd Panduras • 41 units at Nant y Gro Gronant.

2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications for this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT															
3.01	Ways of Working (Sustainable Development) Principles Impact															
	<table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all of the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all of the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2021/22.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table>	Long-term	Throughout all of the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all of the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2021/22.	Prevention	Integration	Collaboration	Involvement									
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	Council's Well-being Objectives															
	<p>The Council undertook a review of its Well-being Objectives during the development of the 2021/22 Council Plan. The updated set of Well-being Objectives are a more focused set of six. The Well-being Objectives identified have associated themes for which they resonate. See the full list below.</p>															
	<table border="1"> <thead> <tr> <th style="text-align: left;">Theme</th> <th style="text-align: left;">Well-being Objective</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>Protecting people from poverty by supporting them to meet their basic needs</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>Housing in Flintshire meeting the needs of our residents and supporting safer communities</td> </tr> <tr> <td>Green Society and Environment</td> <td>Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint</td> </tr> <tr> <td>Economy</td> <td>Enabling a sustainable economic recovery</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>Supporting people in need to live as well as they can</td> </tr> <tr> <td>Education and Skills</td> <td>Enabling and Supporting Learning Communities</td> </tr> </tbody> </table>		Theme	Well-being Objective	Poverty	Protecting people from poverty by supporting them to meet their basic needs	Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities	Green Society and Environment	Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint	Economy	Enabling a sustainable economic recovery	Personal and Community Well-being	Supporting people in need to live as well as they can	Education and Skills	Enabling and Supporting Learning Communities
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Education and Skills	Enabling and Supporting Learning Communities															

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

5.00	APPENDICES
5.01	Appendix 1: Council Plan 2021/22 Performance Report – Mid-Year.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Council Plan 2021/22.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Ceri Shotton, Overview & Scrutiny Facilitator Telephone: 01352 702305 E-mail: ceri.shotton@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>Council 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 a Council Plan.</p> <p>Action – Each sub-priority have high level activities attached to them to help achieve the outcomes of the sub-priority.</p> <p>Progress RAG – Shows if the action at this point in time is making limited progress (Red), satisfactory progress (Amber) or good progress (Green).</p> <p>Outcome RAG – Shows the level of confidence in achieving the outcomes for each action.</p> <p>YTD Actual – The data for the year so far including previous quarters.</p> <p>YTD Target – The target for the year so far including the targets of previous quarters.</p>

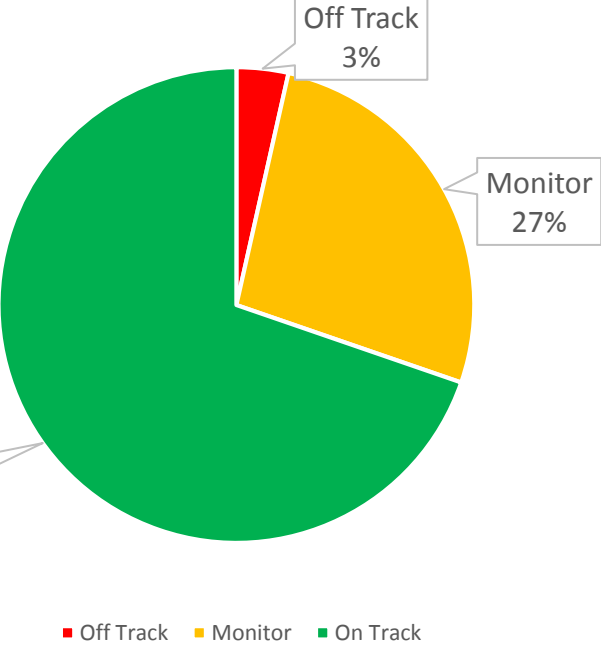
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Council Plan Mid-Year Report 2021/22

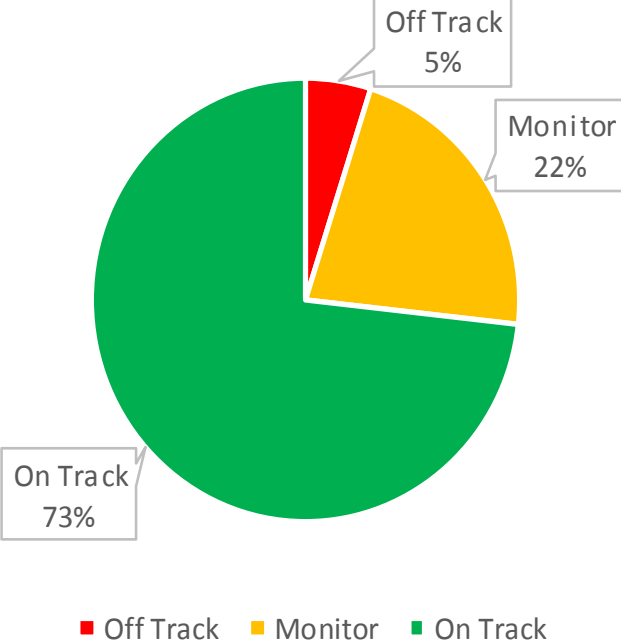


Analysis

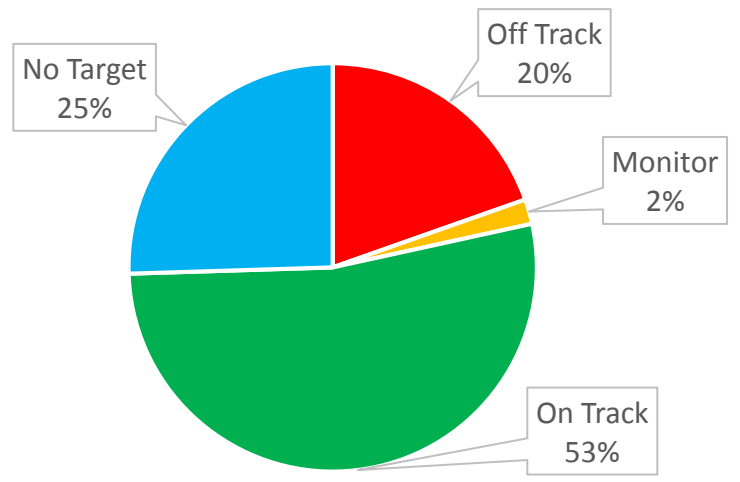
Council Plan Action RAG Status



Council Plan Outcome RAG Status



Council Plan Performance Measures

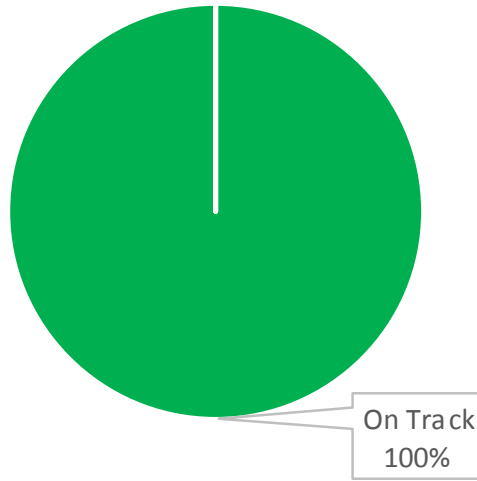


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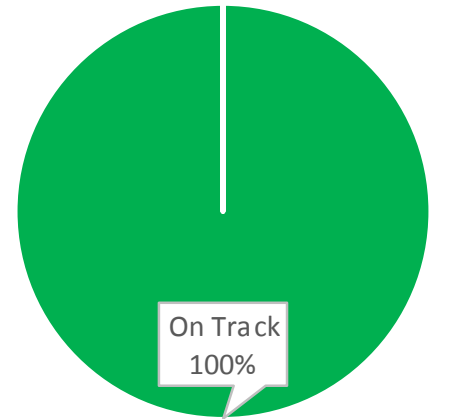
Poverty

Poverty Overall Performance

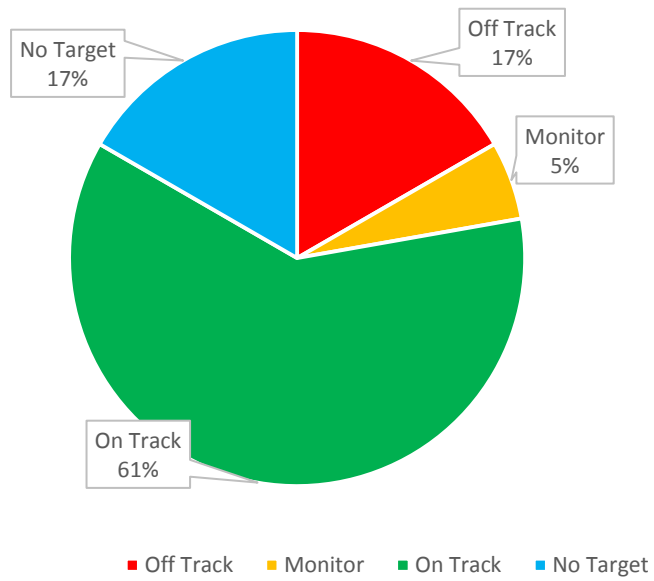
Poverty Action RAG Status



Poverty Outcome RAG Status



Poverty Performance Measures



Measures Off Track

Area	Title	
Child Poverty	Number of libraries open	▲
Child Poverty	Percentage of secondary school offering the free breakfast to those eligible year 7 pupils	▲
Digital Poverty	People can access information digitally to retain their digital skills	▲

Income Poverty Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place	50%	★	★	Flintshire County Council, along with partners opened the Covid Support Hub in July 2021 in the Rivertown Church, Shotton. The hub has been created for a six-month pilot initially using funding from Welsh Government. The objective is to bring agencies and organisations together in one place to help support communities as we move forward into recovery from the pandemic. The Hub is open to all residents of Flintshire every Monday, Wednesday, and Friday. Residents are able to call in to pick up free lateral flow tests as well as receive support from a number of agencies and organisations, on hand to offer advice and support on areas such as mental health, finance, household fuel, food, digital, and employment. We are hoping for the hub to continue past December 2021 but this is funding dependent. We want the hub to grow so we can continually enhance the support offered as well as holding events such as cookery classes and wellness sessions.
Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently	50%	★	★	We are currently meeting performance targets for processing times.
Maximising take up of the Discretionary Housing Payments scheme and other financial support	60%	★	★	Discretionary Housing Payments (DHP) applications continue to increase due to raising the awareness of DHP and working with other support organisations internally and externally to assist households. Welsh Government has encouraged Local Authorities to promote the use of DHP to help with rent arrears in this financial year.
Maximising the number of people signposted for support to facilitate longer term behavioural change	50%	★	★	Referrals to agencies to help households with ongoing advice and support forms part of the Discretionary Housing Payments (DHP) application process and this is provided even if a DHP is unsuccessful. With the increase in energy bills likely and the removal of Universal Credit (UC) uplift, it is anticipated that these figures will increase.

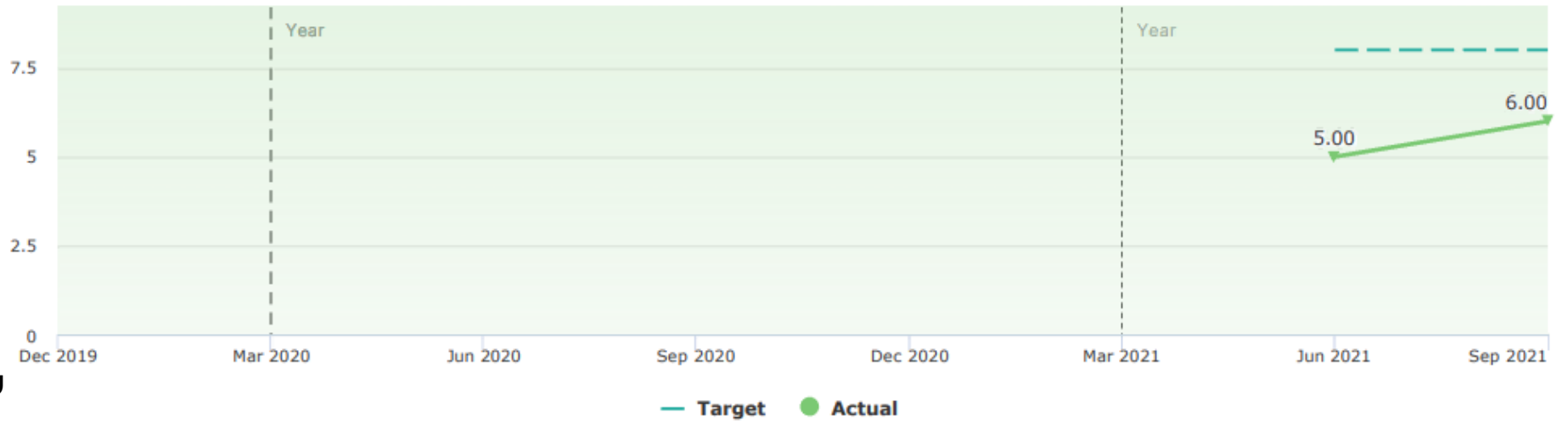
Income Poverty Measures

Measures Off Track

There are no measures off track for this section

Income Poverty

Average calendar days to process change in circumstances for benefits



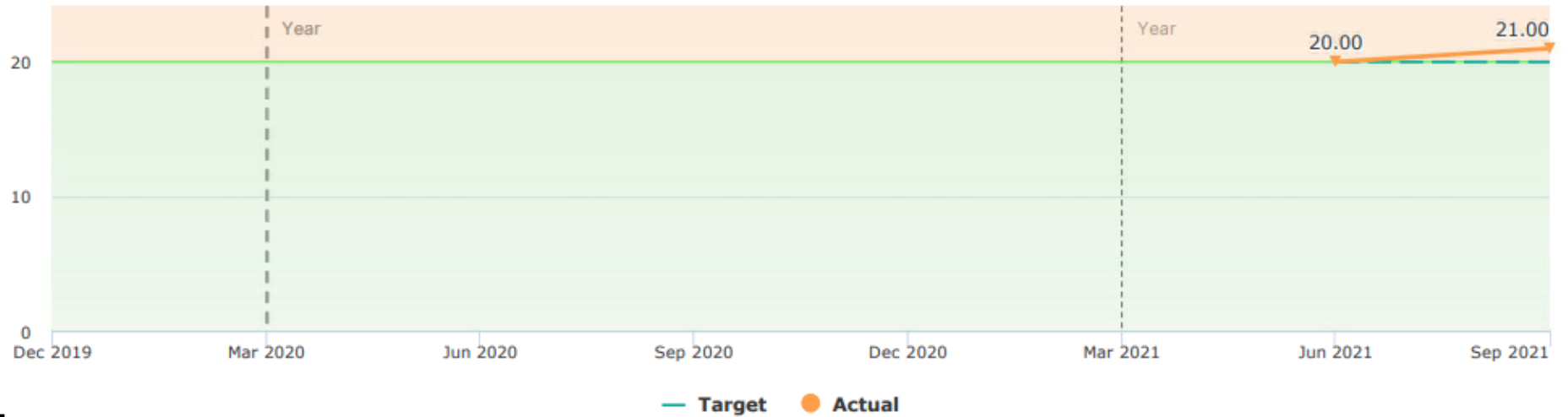
Page 55

Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating (YTD)
11.00	16.00		●

Comment
Performance met at 6 days

Income Poverty

Average number of calendar days to process new claims for housing benefit



Page 56

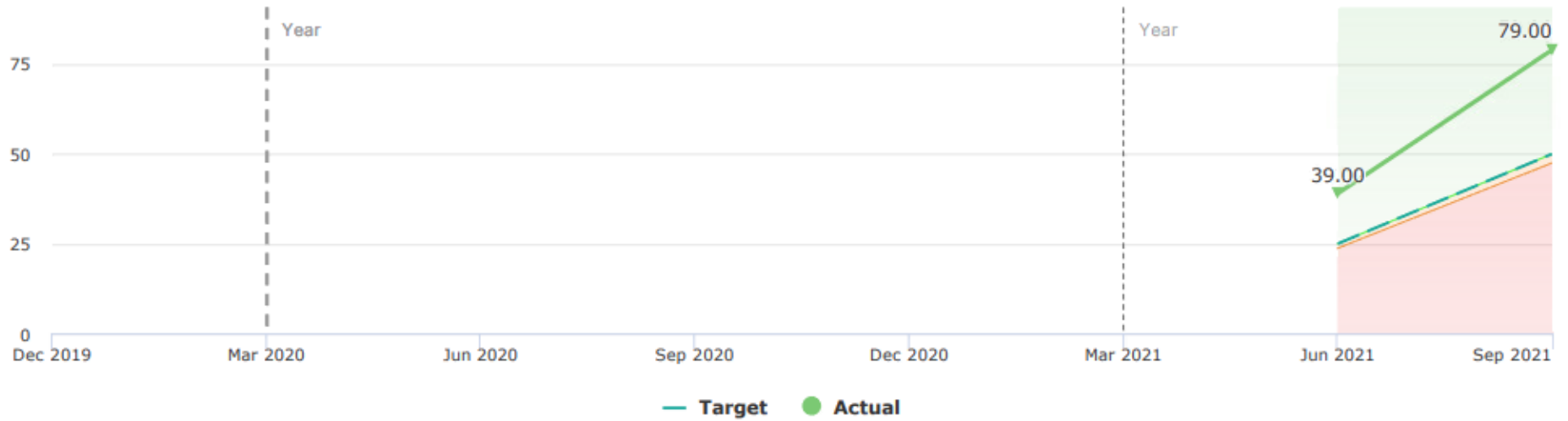
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating (YTD)
41.00	40.00		●

Comment

Narrowly missed meeting performance target of 20 days as achieved 21 days. This was due to unprecedented volumes of Uniform Grants putting unexpected pressure on the team which required resources to be diverted to meet the demands of Uniform Grants due to the timeframe in which they were required.

Income Poverty

Total spend of Discretionary Housing Payments



Page 57

Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating (YTD)
118.00	75.00		★

Comment

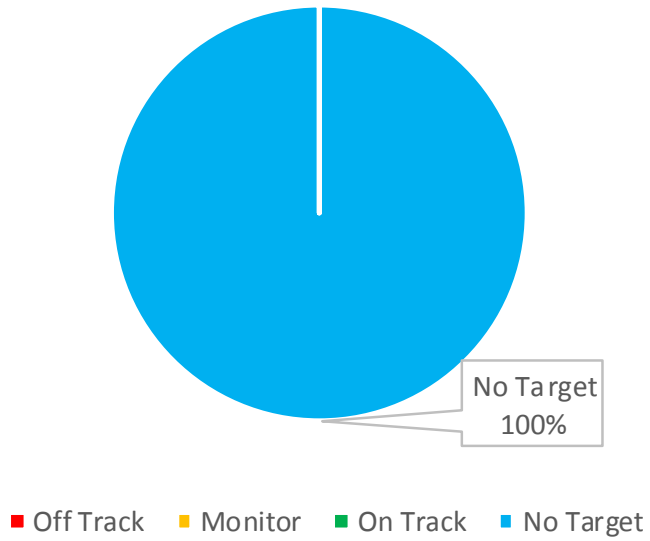
Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required due to the financial impacts in households in the current pandemic.

Food Poverty

Action	Percentage Complete	RAG	Outcome RAG	Comment
The development and delivery of a "Hospital to Home" meals service	10%	★	★	"Hospital to Home" is a food delivery service which will provide a food parcel containing enough ready meals for four days along with fresh provisions. This is for patients that have been discharged from hospital returning home where they are possibly unable to purchase food themselves. This parcel provides fresh healthy meals to enable patients health and wellbeing and independence to aid recovery at home which is a chargeable service. The importance to this working well is working in collaboration with local hospitals, to date Mold and Deeside Community hospitals are on board.
The development of a "Well Fed at Home service"	65%	★	★	Following the shielding food delivery programme during lockdown 2020, implementation of a Well-fed at home which involves the delivery of a parcel of fresh ingredients to promote eat well, cook easy for families to cook from scratch at home. Working in partnership with Well-fed to promote and increase the uptake of this service available to all. Intelligence of the requirement of this service promoted from the shielding food delivery programme which assists with food insecurities and enabling health and wellbeing.
The introduction of a transported and delivered food service "Mobile Meals" to those who are vulnerable	65%	★	★	Following the shielding food delivery programme Well-fed at home "meals on wheels" was launched November 2020. This provides fresh food to our residents to improve health and wellbeing. Deliveries have taken place over the six months on a weekly basis, we are continuing to promote this service across Flintshire with increasing uptake. This is expected to increase largely towards the next six months.

Food Poverty Measures

Food Poverty Performance Measures

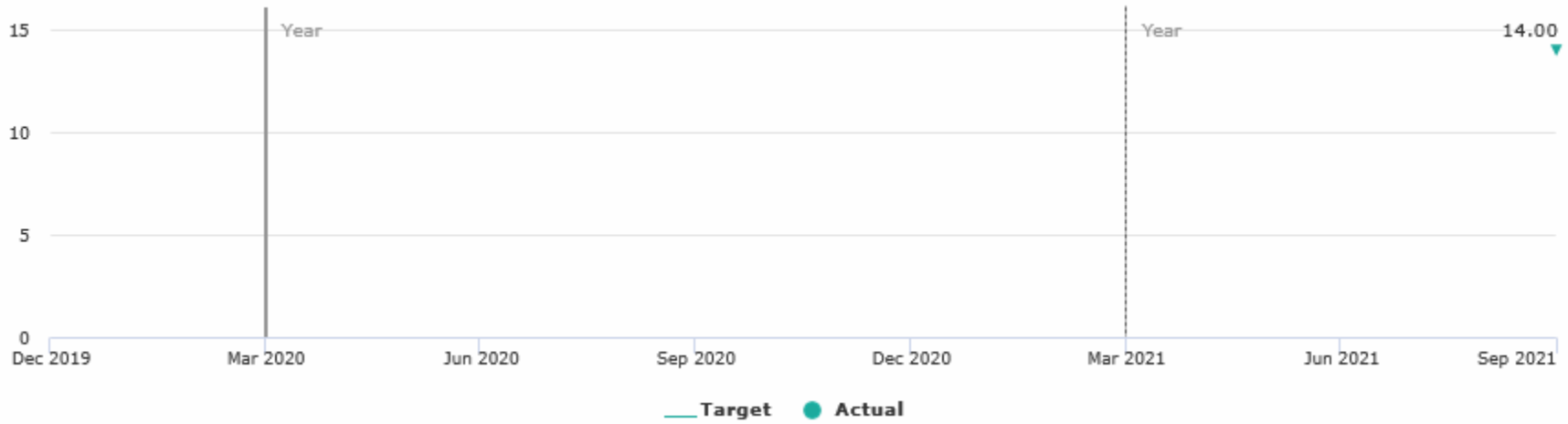


Measures Off Track

Area	Title
Food Poverty	There are no measures off track for this section

Food Poverty

Number of residents supported by the "Hospital to Home" meals service

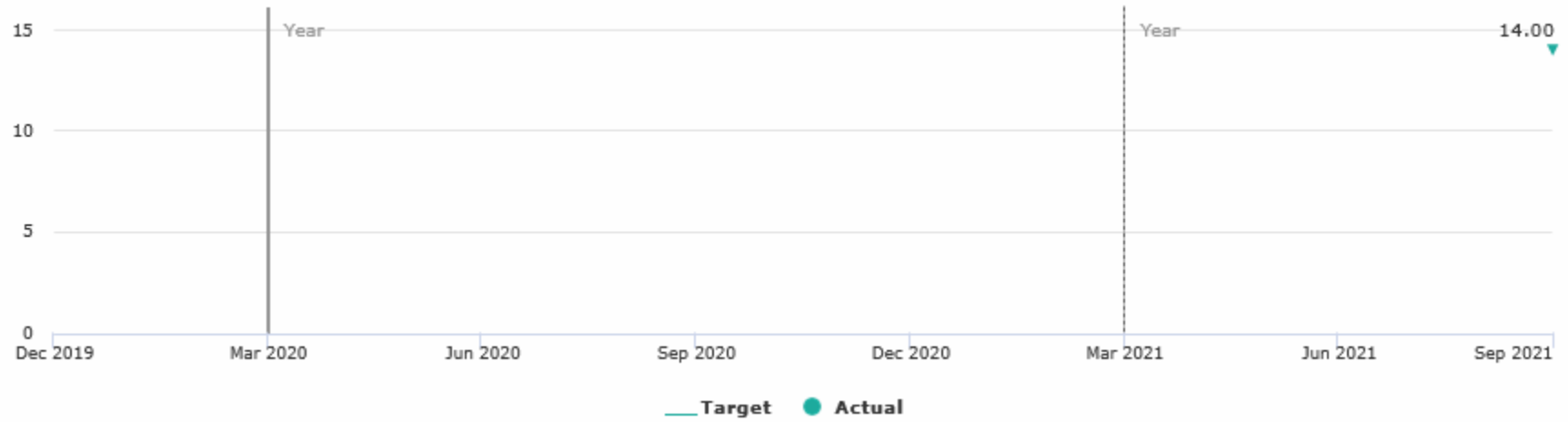


Page 60

Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
14.00			n/a
Comment			
We are currently in discussions with two local hospitals in Flintshire and will be starting this service November 2021.			

Food Poverty

Numbers of residents enrolled in the "Mobile Meals" service



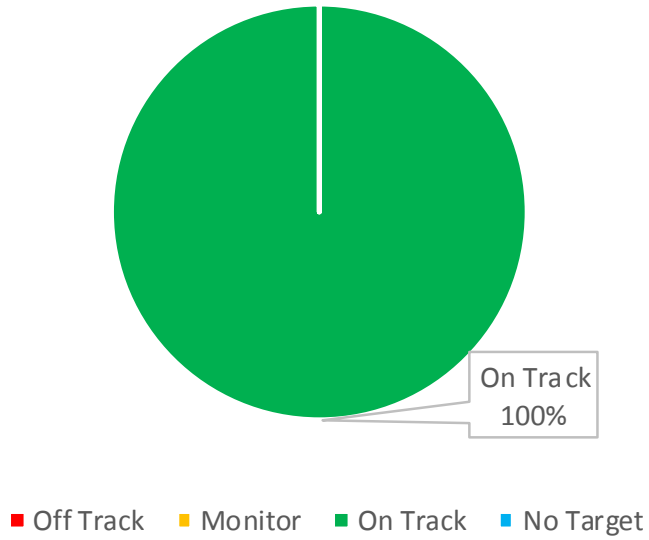
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
14.00			n/a
Comment			
We have created the meals on wheels service, referral process and payment system, carrying out a deliveries every Tuesday.			

Fuel Poverty

Action	Percentage Complete	RAG	Outcome RAG	Comment
Reducing the risk of fuel poverty for residents by increasing the energy efficiency of homes	70%	★	★	Delivered 835 measures against a target of 600. The measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic are work carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.
Supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing	53%	★	★	Current performance 105 households supported of a target of 200. This is a new measure and consists of work carried out on private and public housing stock for pre and post installation work carried out on various property types and potential measures.

Fuel Poverty Measures

Fuel Poverty Performance Measures



Measures Off Track

Area	Title
Fuel Poverty	There are no measures off track for this section

Fuel Poverty

Total number of households receiving energy efficiency support



Page 64

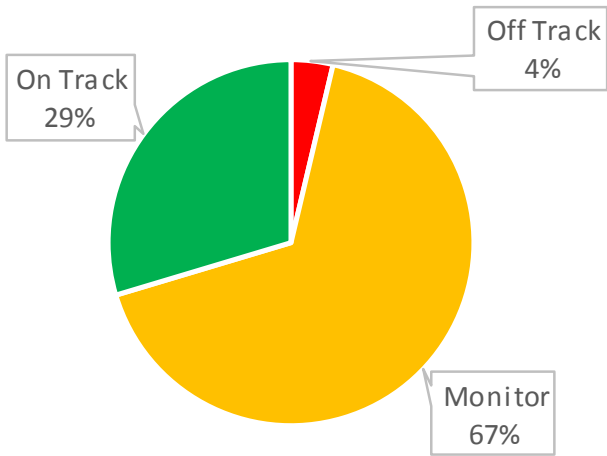
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
835.00	600.00		★
Comment			
Delivered 835 measures against a target of 600. The measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic are work carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.			

Affordable and Accessible Housing

Affordable and Accessible Housing Overall Performance

Affordable and Accessible Housing Action RAG

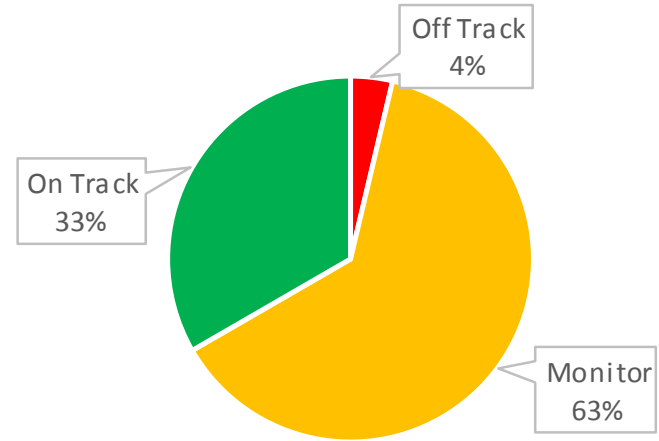
Status



■ Off Track ■ Monitor ■ On Track

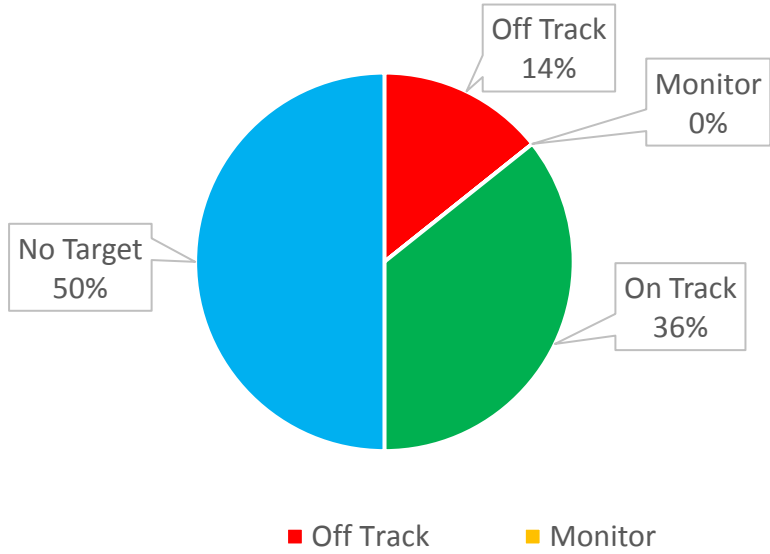
Affordable and Accessible Housing Outcome RAG

Status



■ Off Track ■ Monitor ■ On Track

Affordable and Accessible Housing Performance Measures



Measures Off Track

Area	Title	
Private Rented Sector	Number of inspections of HMOs	▲
Social Housing	Number of Council Homes under construction	▲

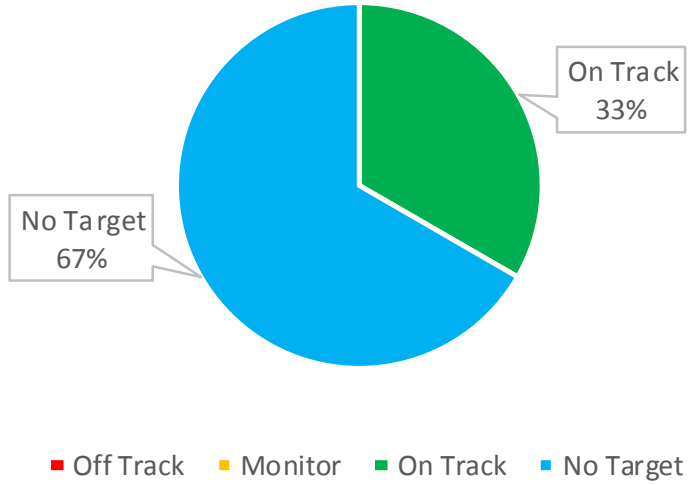
Homeless Support and Homeless Prevention Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Commissioning a wide range of housing related support that meets the needs of the people of Flintshire	50%	●	●	Work has progressed with sustaining Phase two activities from previous years Covid Grant relating to housing support and homeless prevention services. Additional services commissioned utilising the additional Housing Support Grant. Challenges relating to capacity to commission services this year. This is compounded by labour market shortages and workforce development issues meaning limited take up on some new roles for new services. Housing Support Programme Strategy is underway and currently mapping our need for additional services to maximise grant funding for 2022-2023 onwards.
Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness	30%	●	★	Housing First Officers (x2) now in post and project funded through Housing Support Grant in collaboration with Conwy and Denbighshire Pathfinder. Rapid Rehousing approaches are underway and 50% nominations for social housing for the homeless cohort approved as a temporary variation to Common Allocations Policy. We are awaiting further guidance from Welsh Government in relation to the development of Rapid Rehousing Transition Plans. The deadline for Transitions Plan is June 2022.
Ensuring a multi-agency partnership approach to homelessness prevention and develop a culture where homelessness is "everyone's business"	30%	★	★	Homelessness is not exclusively an issue for homeless departments. A multi-agency response and early intervention to avoid escalation of housing needs and risks of homelessness is critical to helping people sustain their housing, live healthy and positive lives and avoid homelessness. Excellent joint working across services has developed following the response to the pandemic. This will be further built upon through the development of the Housing Support Programme Strategy which is due to go live 1st April 2022. Engagement with stakeholders is underway to inform this Strategy along with a needs mapping exercise. Partner's involvement and feedback on service delivery will be captured through consultation and commitments will be secured through the adoption of the Strategy and a local action plan.
Ensuring when homelessness does occur it is rare, brief and non- recurring	50%	●	●	Successful delivery of the Phase Two Plan linked to the immediate homeless Covid response. A range of prevention activities are in place and built upon through additional Housing Support Grant. Due to the pandemic, we have high numbers of people in emergency and temporary accommodation and limited numbers move on due to housing market being expensive and limited turnover of social housing. This is not unique to Flintshire and we are working regionally and nationally in line with Welsh Governments expectations for transformation of homelessness service.
Exploring opportunities to develop a young person's homeless hub offering accommodation and support services	10%	●	●	Site visits undertaken at Denbigh's Hwb which is a young persons supported housing site with community facilities. This model is seen as good practice and will be considered in regards to its application and delivery within Flintshire. Discussions progressing between Social Care and Housing, through the Accommodation and Support Group.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Promoting housing support and homeless prevention services with our residents and partners	30%	●	●	Housing Support pages on website have been revised and updated. New literature to promote housing support services is also available and shared with partners, and communities through social media. Training sessions to develop awareness of services and pathway for support and housing have been scheduled. Work to progress web content and customer charter for homeless prevention will begin in quarter three.
Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery	25%	●	●	The Homeless Hub in Queensferry now operates 24 hours a day throughout the year, offering 23 emergency bed spaces for single people who are homeless. Each bed space offers self-contained accommodation. A range of multi-agency services are delivered from the Homeless Hub to support people to address any personal issues they may have to support them with exiting homelessness. Exploration of alternative sites for the Homeless Hub is underway and the development of a purpose built Homeless Hub is referenced in the Flintshire Housing Prospectus.

Homeless Support and Homeless Prevention Measures

Homeless Support and Homeless Prevention Performance Measures



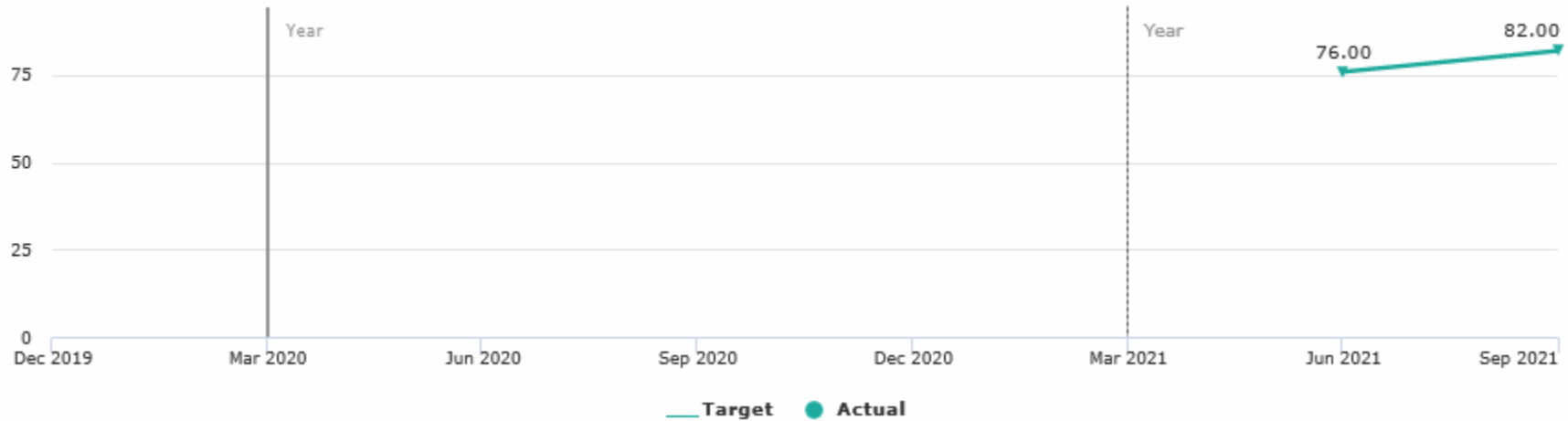
Page 70

Measures Off Track

Area	Title
Homeless Support and Homeless Prevention	There are no measures off track for this section

Homeless Support and Homeless Prevention

Average length of stay for those households in interim homeless accommodation



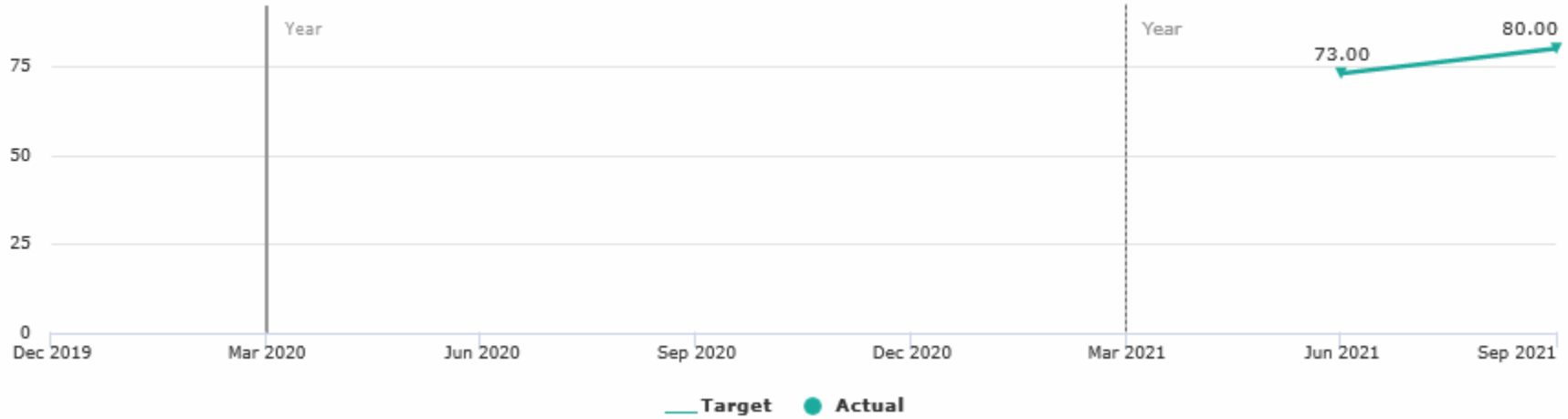
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
82.00			n/a

Page 71

Comment
The length of stay within 'interim housing' is likely to increase due to the high numbers of people and households in emergency and temporary housing. These high numbers are due to homelessness and limited supply of social housing and an increasingly unaffordable private rented sector. Some people and households will be in "interim housing" for a very short period of time. Some will be for prolonged period due to the limited options for them to move into safe settled accommodation that allows people to exit homelessness.

Homeless Support and Homeless Prevention

Number of households accommodated by the Council under Housing Wales act 2014 homeless duties



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
80.00			n/a

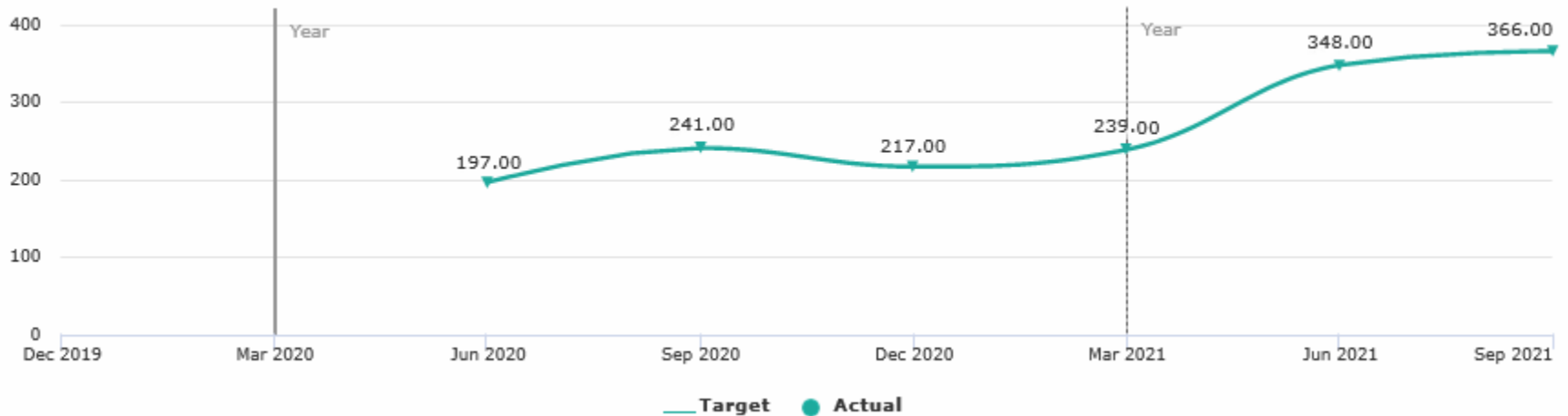
Page 72

Comment

The numbers of households accommodated under homelessness duties have increased throughout the pandemic. This is a direct result of the continued "everyone in" directive from Welsh Government that sees anyone facing homelessness offered accommodation by the Council. The prolonged nature of the pandemic and significant barriers to people moving on to alternative settled housing will see this number continue to grow. Limited supply of social housing and an expensive private rented sector presents significant barriers to people successfully exiting homelessness.

Homeless Support and Homeless Prevention

Number of presentations to the homeless service



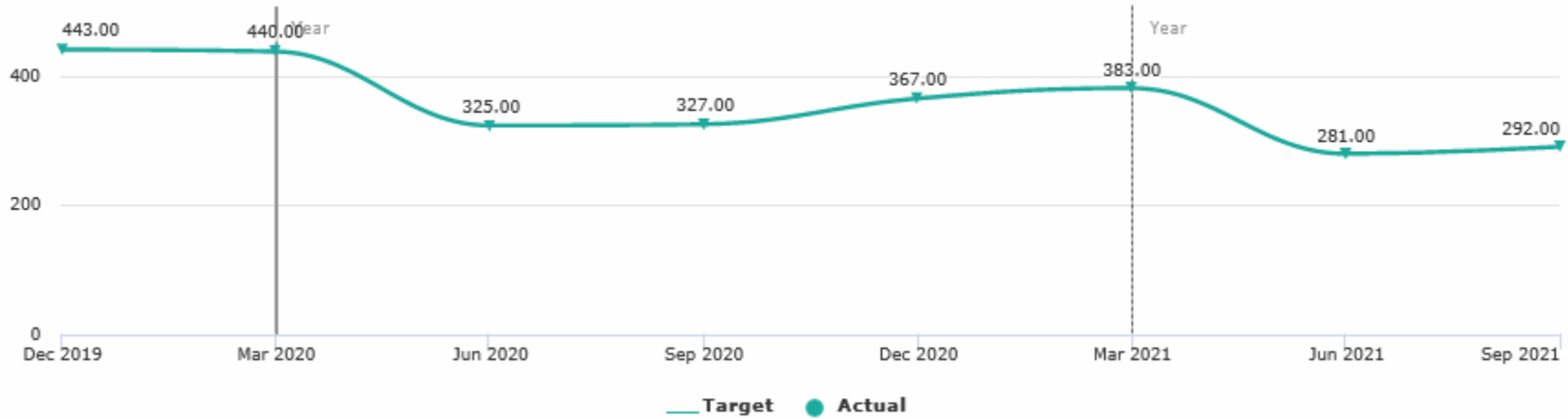
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
714.00		438.00	n/a

Page 73

Comment
Presentations for homeless services at the half year point total 714. Presentations rates are up significantly which is not unexpected. Significant protections offered at national level had stabilised the housing sector (court closures, six month evictions notices, and furlough scheme). The impact has led to further hardship and a significant impact on the number of presentations to the homeless service.

Homeless Support and Homeless Prevention

Number of referrals received through the Housing Support Gateway



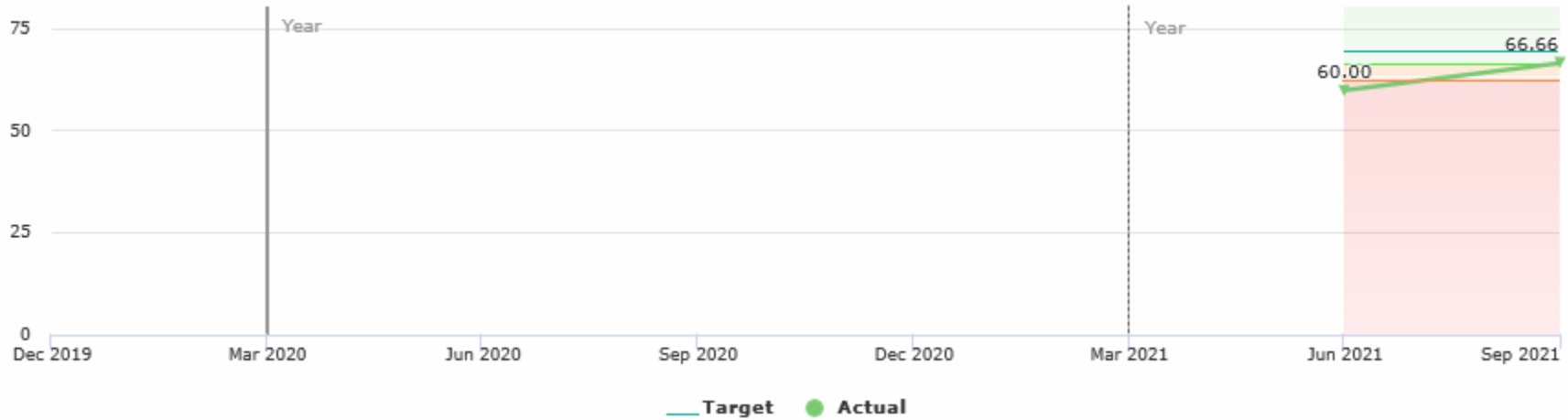
Page 74

Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
573.00		652.00	n/a

Comment
At the half year point there have been 573 referrals for housing support via the Housing Support Gateway. Referrals at the half year point last year were 652 and therefore referrals are down 12% this year. Active promotion of the gateway and housing support services is underway. Increased funding has been provided to Local Authorities through Housing Support Grant to provide more capacity and more intensive work with people in housing need in order to reduce risks of homelessness.

Homeless Support and Homeless Prevention

Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
63.33	70.00		●

Comment

The landscape for the prevention of homelessness is challenging due to the limited options for moving on to before people become homeless and significant barriers to saving tenancies and sustaining strained housing placements. Prevention outcomes have been achieved through a range of interventions such as helping to secure private rented housing, moving into social housing, accessing supported housing, and mediation to remain at home or living with other family members.

Homeless Support and Homeless Prevention

Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014



Page 76

Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
58.33	45.00		★

Comment

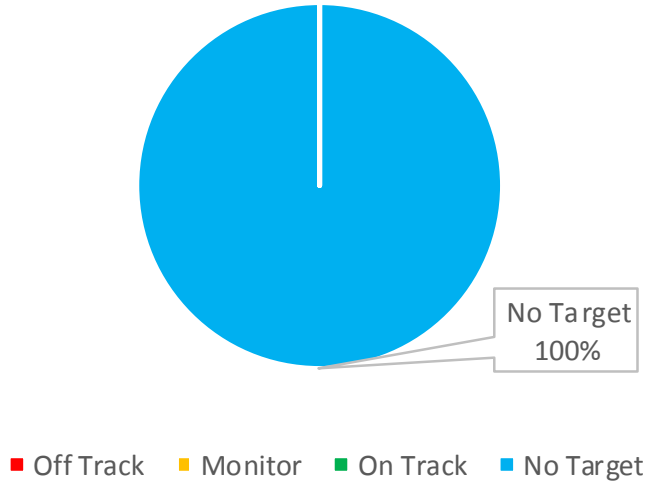
Relief figures relate to those people and households who have become homeless and subsequently assisted to exit homelessness. The target of 40% relates to national average figure before the pandemic and performance is above target. This is in part due to the benefit of the temporary nominations agreement which enables 50% of all social housing to be allocated to those people and households who are presently homeless in the county. This is in keeping with Welsh Governments expectations for "rapid rehousing".

Housing Needs and Housing Options Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing self-service approaches that enable people to identify their own housing options through online support	20%	●	●	Work is now underway and progressing with IT services. The SARTH partnership across Conwy, Denbighshire and Flintshire will oversee the digital transformation of services and initial work being developed in Flintshire. 1) Waiting list calculator for housing register applicants; and 2) Housing needs self-assessment. Further exploration of self-service options to be progressed quarter three, and engagement planned with sample group of people who use our housing register services.
Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure	0%	●	●	This piece of work will progress in the second half of the year. Through restructure of Housing & Prevention Services linked to the housing register, more housing support officers will be aligned to the team. They will offer early intervention on housing related support avoiding the need for rehousing where appropriate. The team will also assist those applicants who have genuine housing needs and require support whilst waiting for rehousing.
Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals	30%	●	●	Housing Support pages on website are now up to date and new literature to promote housing support services are available and shared with partners and the community through social media. Training and awareness raising sessions scheduled to ensure all key partners are aware of services and pathways into support and housing advice.
Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants	50%	★	★	We are currently finalising our methodology for scoring our sheltered schemes to ensure they meet the needs of our tenants and will meet future standards in terms of the Welsh Housing Quality Standards, building safety compliance and energy efficiency. It is proposed that the various scoring matrixes and findings will be submitted to our Housing Board and Cabinet Meetings in the next few weeks.

Housing Needs and Housing Options Measures

Housing Needs and Housing Options Performance Measures

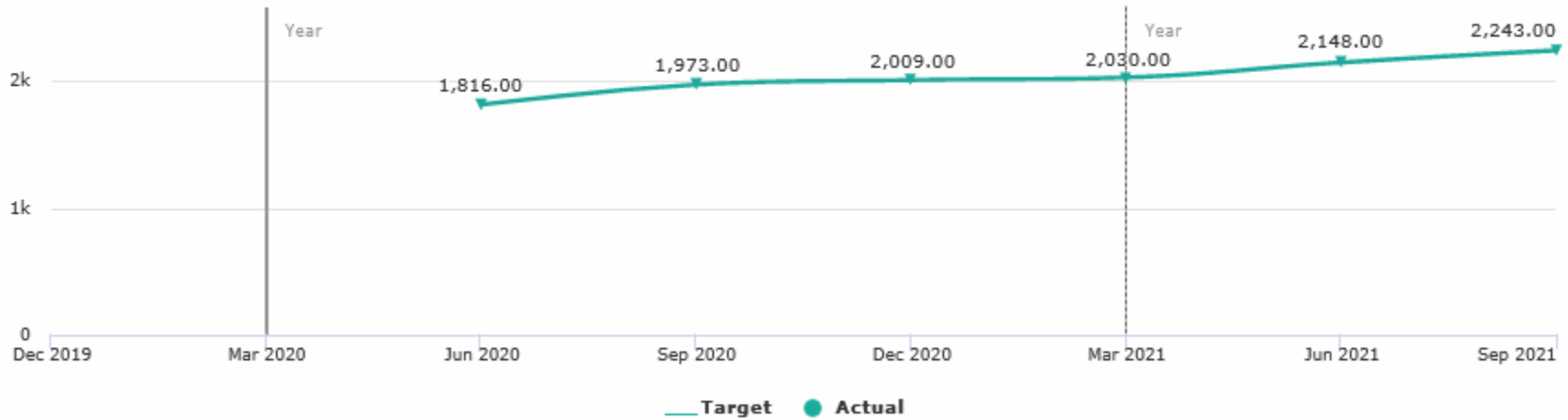


Measures Off Track

Area	Title
Housing Needs and Housing Options	There are no measures off track for this section

Housing Needs and Housing Options

Number of applicants on the Common Housing Register



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
2,243.00		1,973.00	n/a

Page 79 **Comment**

Demand for social housing remains high. There has been a significant increase from start of the previous year. Demand continues to grow on the back of increasing housing needs and community hardship. This is a risk area identified through the Service Risk Register as supply of social housing is not increasing in sync with the increasing demand. This will lead to much longer waiting times for the scarce resource that is social housing in Flintshire.

Housing Needs and Housing Options

Number of applicants rehoused via SARTH by All Housing Partners

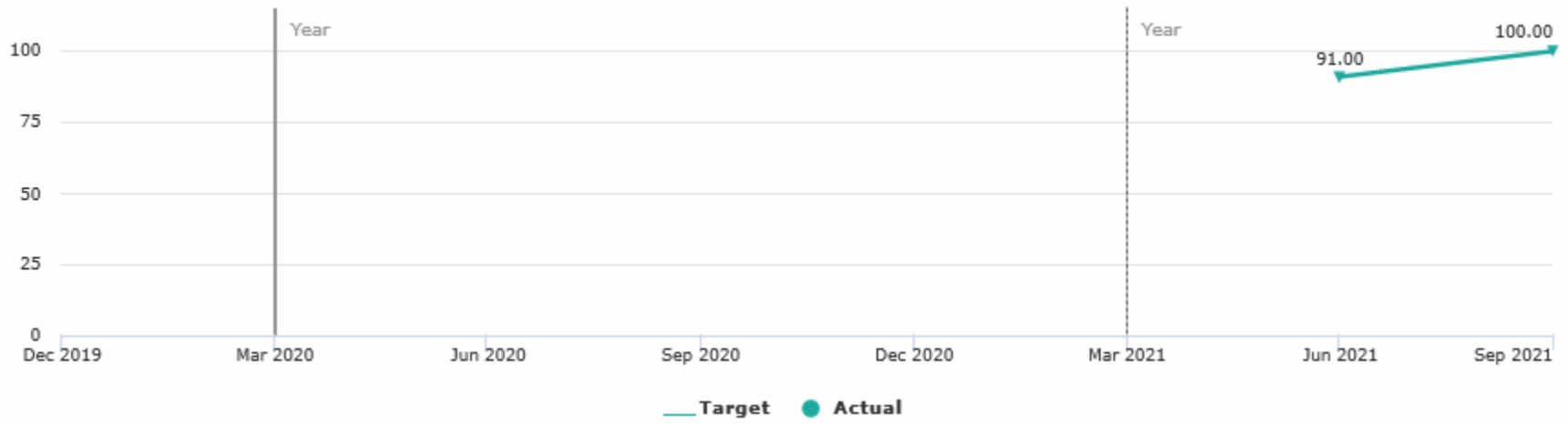


Page 80

Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
310.00			n/a
Comment			
When reviewing the data there is a notable reduction in new tenancies between quarter one and quarter two. This can be accounted for through the completion of a Housing Association new housing schemes in quarter one, which significantly increased the number of homes available for re-let in that period (Clwyd Alyn - Boars Head Site - Ewloe).			

Housing Needs and Housing Options

Number of applicants rehoused via SARTH by Flintshire County Council



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
191.00			n/a

Page 81

Comment
There have been 191 new tenancies started by Flintshire Council at the half year point. In the same reporting period in the previous year 2020/2021 there were 200 new tenancies created.

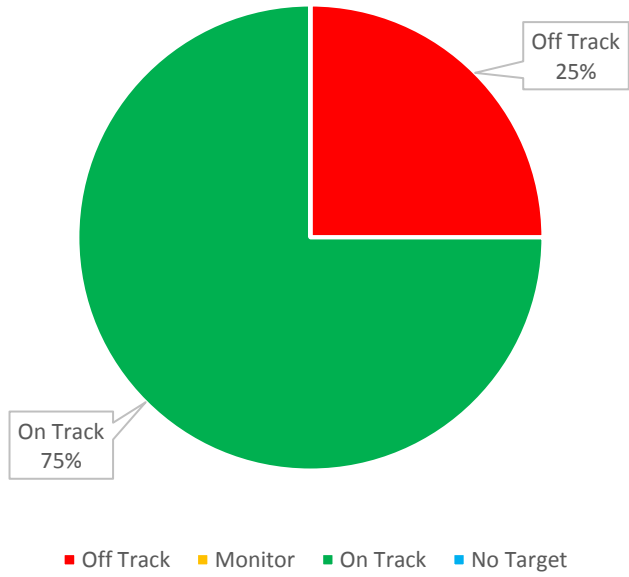
Social Housing Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing plans for the de- carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	50%	★	★	We have finalised our briefing paper and are in the process of procuring a consultancy company who will assist the Council in assuring our plans for de-carbonisation are robust and correct for the tenants of Flintshire. We are continuing the review of all energy performance certification and are in the process of procuring more energy surveys which will assist the Council in developing its strategy.
Ensuring that the Council's housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65	50%	★	★	The Council continue to target properties that do not meet the SAP 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels & Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved.
Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	0%	▲	▲	Currently we are pursuing multiple workstreams to increase and develop opportunities with external partners and developers. However, with the current pandemic and uncertainty in the construction sector due to increase material and manpower costs and decrease labour availability it is a very challenging environment. Many opportunities are being placed on hold until some there is more certainty and prices have decreased to a more sustainable level in the market.
Listening to our tenants and working with them to improve our services, homes and communities	25%	●	●	Our current Tenant Engagement Strategy is out of date this year. We will be producing a basic interim strategy & action plan to have in place for the next 12 months. Our aim is to diversify and increase our engagement with tenants using a wide range of methods that are suitable for different needs. The results of the Survey of Tenants and Residents (STAR) survey will then be used to develop a more robust longer term strategy and plan which we will develop with our tenants
Supporting our tenants to access technology and create sustainable digital communities	25%	●	●	New working arrangements have recently been implemented which ensures that Housing Officers have smaller working patches in order to provide a more customer focused approach. Recent restrictions have significantly changed the way in which we communicate with tenants and traditional methods to engage and participate are now limited and have resulted in a greater demand for online support and guidance to ensure we continue to meet the needs of our communities. Over the next 12 months we will be developing a Tenant Engagement Strategy which will support tenants and communities to develop a range of cutting edge solutions and services, utilising digital resources.
Working with housing	50%	●	●	During 2020 and into 2021, there have been challenges for the construction sector. The

Action	Percentage Complete	RAG	Outcome RAG	Comment
association partners to build new social housing properties and additional affordable properties				combined impact of Brexit and the pandemic has resulted in delays due to lock down restrictions, shortage of materials which caused a substantial uplift in costs. It is expected that completion of new homes for 2021/22 will be lower. However, the number of completions should increase in over the next two financial years and will include the delayed Council schemes; Mostyn which will deliver a further 71 social rent units; and Holywell which will create 6 units. Our development team and partners continue to work on pipeline schemes that are at varying stages to bring forward for social rent/ intermediate rent units.
Working with residents to ensure our communities are well managed, safe, and sustainable places to live	25%	●	●	In September 2021, the role of the Housing Officer has changed from the split of New Customer and Neighbourhoods to that of a generic officer. The patches have also been made smaller which enables officers to be out on the patches more and build better relationships with tenants. This will ensure issues are dealt with at an earlier stage and prevent issues escalating.

Social Housing Measures

Social Housing Performance Measures

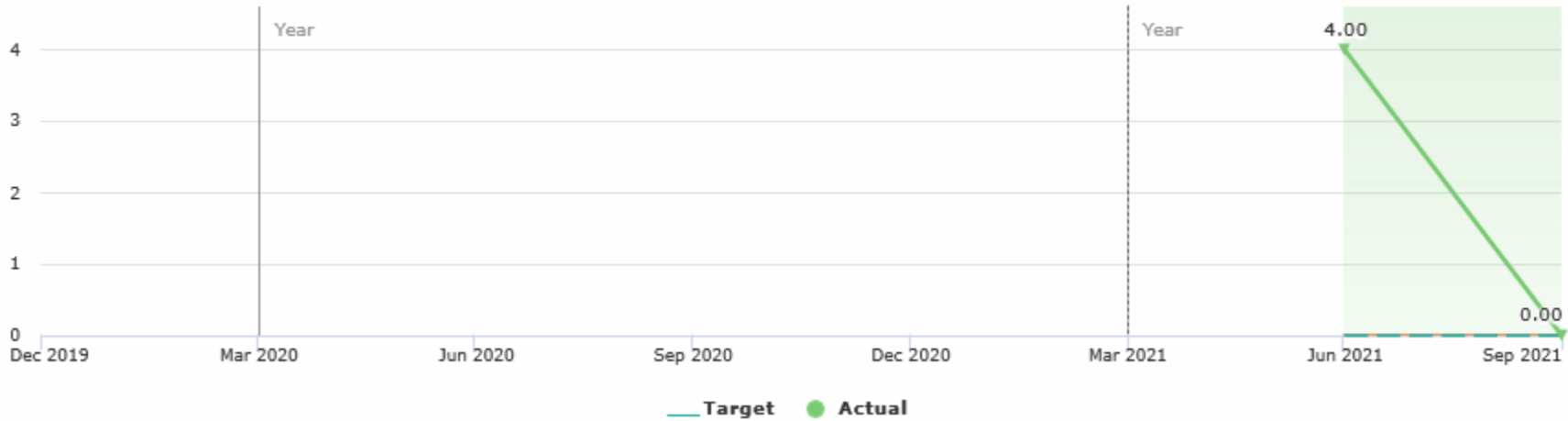


Measures Off Track

Area	Title
Social Housing	Number of Council Homes under construction ▲

Social Housing

Number of Affordable Homes completed via NEW Homes



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
4.00	0.00		★

Page 85

Comment

The programme had highlighted a hiatus apart from these four units which were delivered with the potential for units starting to be completed for quarter four. This programme has slipped due to a number of external factors and all efforts are being undertaken to engage and help progress these external developments with partners where possible.

Other procurement alternatives are being considered with potential options being worked through for presentation, if suitable, to the NEW Homes board.

Social Housing

Number of Affordable Homes under construction via NEW Homes



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
0.00	0.00		★

Page 86

Comment
<p>The programme had indicated a programme of 21 units from the Airfields development being under construction. This scheme has faced a variety of setbacks and difficulties and we are working diligently with our external Development partner to obtain the necessary Statutory Approvals. The indicative start date for the scheme is now early January 2022.</p> <p>The financial viability of the revised scheme is currently being re-examined and will be presented to the NEW Homes board at the next development meeting.</p>

Social Housing

Number of Council Homes completed



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
0.00	0.00		★

Page 87

Comment

The programme had highlighted a hiatus for 2021-2022 with the potential for units being delivered towards the end of the year. It was hoped that some schemes could be accelerated to pick up this shortfall however with the ongoing pandemic and other challenges such as obtaining regulatory approvals it has not been the case.

Also, difficulties with the supply chain, increased material costs and a significant labour shortage has affected the completion and also, the under construction programme.

These challenges are hopefully short term and are being monitored closely and are being fed back where possible, to Welsh Government to inform and improve the grant process.

Social Housing

Number of Council Homes under construction



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
1.00	71.00		▲

Page 88

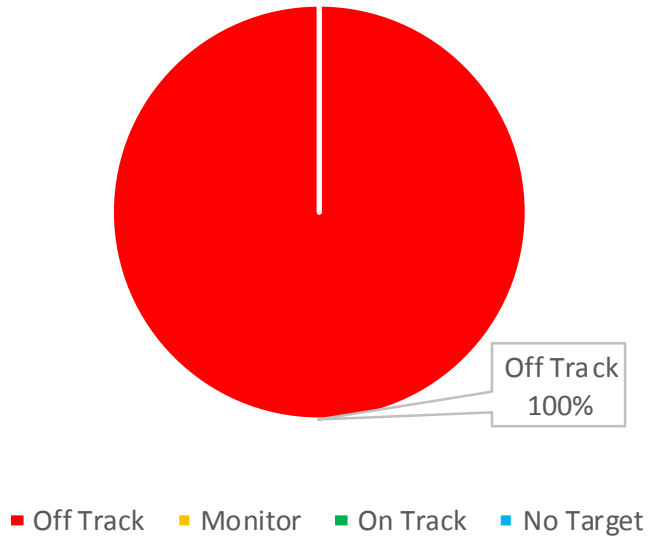
Comment
<p>Programme indicated a hiatus for the early quarters of 2021/22 and all Council developments have faced challenges and delays with obtaining regulatory approvals and also adapting to changes within the Welsh Government Grant funding and design criteria. This future catalogue of schemes has progressed and is becoming more robust and will in provide a significantly more stable future pipeline of delivery.</p> <p>An agreed schedule of start dates has been agreed for a total of 77 units as follows :- January - 21 at Mostyn</p> <p>January - 6 in Holywell and Flint</p> <p>March - 50 in Nant-y-Gros (weather dependant)</p>

Private Rented Sector Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing a "landlord offer" that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed	25%	●	●	We offer a Bond Scheme, rent in advance (one month standard but more if required), deposits (enhanced if required), home starter packs and a range of practical support for both landlords and tenants to help people secure and sustain housing in the private Sector. Opportunity to join the Welsh Government Private Sector Leasing Scheme as part of its national roll out to be explored in the second half of the year. Initial commitment to engage provided to Welsh Government and awaiting further discussions for roll out.
Engaging with private sector tenants, giving them a voice and responding to their needs	50%	●	●	Engagement work across North Wales has been undertaken with tenants of the Private Sector through the Tenant Pulse Project. Analysis and response at both local and across the regional level will be developed and delivered in the second half of the year.
Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need	25%	●	●	A range of support packages are in place to assist people with securing private sector housing. We offer a Bond Scheme, rent in advance (one month standard but more if required), deposits (enhanced if required), home starter packs and a range of practical support for both landlords and tenants to help people secure and sustain housing in the private sector. Affordability is a significant challenge as the market is increasingly expensive and local housing allowance rates are out of sync with the market. Renting privately is increasingly not an option for many people exclusively in receipt of benefits.
Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life	40%	●	●	Progress has been delayed on the mapping programme due to officer diversion to the pandemic response but the methodology behind the mapping programme has been agreed and is now in place. This includes the initial identification of 409 properties that may require inspection, categorised by licensable or non-licensable Houses of Multiple Occupation (HMOs). Of those deemed to be licensable a sample group of 30 has been contacted to provide further information for the use of the property. From this a programme of inspections is due to start in October. Alongside this the mapping programme will also be informed by reactive work that is generated by complaints or service requests. This model will continue to be used moving forward.
Working in partnership with landlords and private sector agents to better understand their needs	25%	●	●	Consultation with landlords has been launched in quarter one but with minimal take up. Targeted engagement with known landlords and local lettings agents has been undertaken and some useful insight into local challenges and opportunities. Landlord Forum to be relaunched in partnership with National Residential Landlords Association (NRLA) in December 2021.

Private Rented Sector Measures

Private Rented Sector Performance Measures

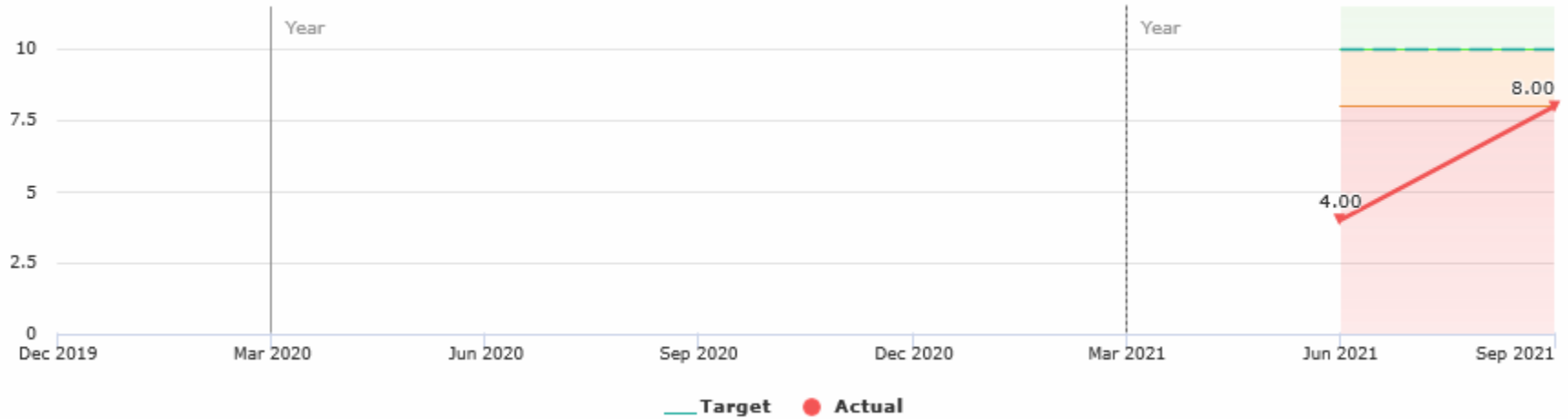


Measures Off Track

Area	Title
Private Rented Sector	Number of inspections of HMOs ▲

Private Rented

Number of inspections of HMOs



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
8.00	10.00		▲

Page 91

Comment

The programme of inspections has been delayed as officers were diverted to other areas to support the pandemic response, and continue to support recovery from the 14 month backlog of cases that have accrued. 409 properties have been identified as possible Houses in Multiple Occupation (HMO). The team have identified those that would fall within the definition of a licensable HMO and have initially contacted a sample group of 30 requesting further information about the property and its use. Priority visits have been set around the analysis of the information received and these will start in October 2021. The 12 properties inspected to date have been reactive work.

Empty Properties Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Bringing empty homes back into use through the Empty Homes Loan Scheme (EHLS)	50%	★	★	To date the service has approved 'House to Home loans' amounting to a total of £229,901.
Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme	50%	★	★	The service is currently being developed and proposals have been passed to Legal Services to draft a contract, service conditions and agree fees.
Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street	50%	★	★	The teams are working with other service areas, particularly Town Centre regeneration, to offer Town Centre loans along with Houses into Home loan to encourage Town Centre redevelopment with living accommodation above shops.
Targeting 'problem' empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply	50%	★	★	Enforcement powers have been successfully used to take two properties through the enforced sale procedure and work is now progressing on a third property. The Empty Homes Officer also works with the Enforcement Panel that has recently been established in the Authority.

Empty Properties Measures

Measures Off Track

Area	Title
Empty Properties	There are no measures off track for this section

There are no reportable measures for this period

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