

Public Document Pack

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To: Cllr Helen Brown (Chair)

Councillors: Pam Banks, Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, David Evans, Ray Hughes, Dennis Hutchinson, Kevin Rush, Dale Selvester and Linda Thew

7 September 2023

Dear Sir/Madam

NOTICE OF HYBRID MEETING
COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY, 13TH SEPTEMBER, 2023 at 10.00 AM

Yours faithfully

Steven Goodrum
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Lord Barry Jones Council Chamber, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. 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 - 22)

Purpose: To confirm as a correct record the minutes of the meetings held on 3 and 12 July, 2023.

4 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 23 - 32)

Report of Overview & Scrutiny Facilitator

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

5 **DISABLED ADAPTATIONS POLICY** (Pages 33 - 68)

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

Purpose: To present the updated Policy for Disabled Facilities Grants (DFG).

6 **HOMELESSNESS BUDGET PRESSURES**

Purpose: To provide a verbal update to the Committee on budget pressures around homelessness.

7 **HOUSING STRATEGY ACTION PLAN PERFORMANCE UPDATE** (Pages 69 - 122)

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

Purpose: To provide an update on the Housing Strategy.

8 **FLINTSHIRE HOUSING NEED PROSPECTUS** (Pages 123 - 150)

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

Purpose: The report provides the annual update on the Council Housing Needs prospectus which allows the local authority to identify their priorities for Social Housing Grant as part of the WG Grant framework. The prospectus also provides a clear and concise summary of the housing need and demand.

9 **VOID MANAGEMENT** (Pages 151 - 154)

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

Purpose: To provide a detailed update to the Committee on Void properties and the work undertaken to bring the properties back into use.

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

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE **3 JULY 2023**

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Monday 3 July, 2023.

PRESENT: Councillor Helen Brown (Chair)

Councillors: Pam Banks, Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, Ray Hughes, Kevin Rush, Dale Selvester and Linda Thew

SUBSTITUTIONS: Councillors: Bernie Attridge (for Dennis Hutchinson) and Ted Palmer (for David Evans)

ALSO PRESENT:

Councillors: Bill Crease and Allan Marshall (initiators of the call in)

Councillors: Marion Bateman, Dave Hughes, Dennis Hutchinson, Paul Johnson and Christine Jones attended as observers

CONTRIBUTORS: Councillor Sean Bibby (Cabinet Member for Housing & Regeneration); Chief Executive; Chief Officer (Housing & Communities); Senior Manager (Housing, Welfare & Communities); Service Manager (Revenues and Procurement) and Service Manager – Housing Assets and Strategic Finance Manager – Commercial & Housing

IN ATTENDANCE:

Overview & Scrutiny Facilitator

14. DECLARATIONS OF INTEREST

None.

15. CONSIDERATION OF A MATTER REFERRED TO THE COMMITTEE PURSUANT TO THE CALL IN ARRANGEMENTS

The Overview & Scrutiny Facilitator advised that the Cabinet had considered a report on 'Communal Heating Charges 2023/24' at a meeting held on 20 June, 2023. The decision (Record of Decision 4106) had been called in by Councillors: Bernie Attridge, Bill Crease, Allan Marshall, Dale Selvester and Linda Thew. Copies of the Cabinet report, Record of Decision and Endorsement of Call in, which identified the reason for the call in, were included in the agenda pack.

The Facilitator explained the procedure for the call in of a Cabinet decision as detailed in the supporting document which was included in the agenda.

The Chair invited the signatories to present the reasons for the call-in to the Committee.

16. COMMUNAL HEATING CHARGES 2023/24

Representations from call in signatories

Councillor Bernie Attridge thanked the Committee for considering the call in notice and commented on the discussion previously held by the Committee around communal heating charges prior to Cabinet approval. He reminded Members that the Committee at its meeting in June 2023 had requested that Cabinet consider spreading the proposed increases over a longer period of time to lessen the financial impact on Council tenants. He said that he had attended the Cabinet meeting and reported that nothing had changed since Scrutiny had considered the report and questioned whether an options appraisal had been carried out to consider spreading the costs over up to 3 years as this information had not been included in the report. He reminded Members of the previous decision taken from tenants to remain with the Council which was the biggest vote of confidence of the service provided by the Council at that time. He said that the increase in communal heating charges was a political decision and whilst advice from officers could be received, unless a decision being taken by Members was unlawful, Members did not have to accept the advice from officers.

Councillor Attridge commented on the level of rent being lost due to the number of void properties and raised concern around the financial impact the increase in communal heating charges would have on tenants whilst the Council continued to lose money due to void properties. He raised concerns around the use of communal areas and that tenants would have to pay for heating charges when they were not using the space, or the space was being used by groups not living in the properties. He comments on the current cost of living crisis and that some tenants were having to chose to heat their homes or eat and for this reason, he asked Cabinet to re-consider the increase in communal heating charges.

Councillor Bill Crease commented on his own heating costs in relation to the proposed increases to tenants and said that he was concerned when viewing the report to see that some of the increases showed an increase from £486 to £2800 per annum, which he said represented 25% of someone's old age pension. He said that these charges were directed at the most vulnerable residents in the County who would not be in a position to cover the proposed increases.

Councillor Linda Thew commented that an increase like the one proposed was inhumane. She said that whilst Members had been told that residents were informed to expect an increase, she did not believe that they would have been expecting such a high increase. She said that the increase would impact vulnerable residents who were unlikely to have any other means on income and supported Councillor Attridge's suggestion that the increase be implemented over a longer period of time. She asked if all measures had been taken to ensure that the properties were energy efficient.

Councillor Dale Selvester referred to the energy cost increases at his own home, which whilst expected, were less than what was being proposed as part of the communal heating charges. He commented on his previous role as a housing officer and said that during that time, communal areas at properties were always very hot and felt that heating controls in these areas should be addressed prior to raising the costs for tenants. He said that Councillors were elected to

represent tenants and provide affordable housing and questioned how the increased costs made those properties affordable.

Councillor Allan Marshall said that he had been in discussions with housing officers around condensation and mould at properties. He said that he had watched the Cabinet meeting, where it had been reported that there were no individual heating controls at the properties, as they would be rolled out over the next 12 months. He said that the Leader of the Council, during the meeting, had thanked Members and officers for their work around the installation of cladding at the Flint high rise buildings and that the evidence that the cladding was thermal efficient could be seen by the number of windows open. He asked how the metering of hot water was done for individual flats and also if individual controls were being given to tenants to turn their heating on and off intermittently, could this have an effect on condensation and mould at the properties. He also asked if details on the materials used for the cladding at the Flint high rise buildings could be provided following the meeting.

Responses from the decision makers

The Cabinet Member for Housing & Regeneration said that he was concerned about the figures being quoted by signatories of the call in, as these referred to the initial costs based on the increases from the energy provider which had increased by 515%. He referred to table 2 within the report which showed the revised charges based on measures taken by the Council to significantly reduce the charges, bringing down the increase to 197%. He appreciated that this was still a considerable increase to tenants but contested that Cabinet had done significant work to reduce the cost being billed to tenants.

The Housing Assets and Strategic Finance Manager advised that the actual charges to tenants were shown at table 2 which showed a reduction in the original charges of 44%. Officers had considered comparative data from British Gas and social tenants which showed that an average household was charged between £933 for a 1 bed property and £1346 for a 3 bed property, this showed that the proposed costs were in the range of an average household based on comparative data. She also advised that following the introduction of the Heat Network, tenants would only pay for their individual bill and would have more control over the heating and be able to manage their heating as well.

The Chair asked when the Heat Network would take place. The Service Manager – Housing Assets advised that this would be carried out over the next 12 months. It was proposed that individual metres would be installed in tenants' properties, giving them individual controls. All radiators within tenants' properties would be isolated with tenants being able to set the temperature of the radiators as well as being able to turn them on and off. Advice would be provided to tenants around condensation and mould.

The Chair asked the signatories of the call-in if they had further questions.

Councillor Crease said that the revised increase shown at table 2 still represented 10/12% of the income of a single pensioner. He said that he understood that the energy costs needed to be paid for but commented on the suggestion previously made around spreading the costs over a longer period of

time to assist vulnerable tenants who would not have budgeted for such an increase.

Councillor Attridge said that he could see from table 2 in the report that the price increases for a 1 bed property would rise from £6.20 a week to £18.85 a week and questioned how this was right. He said that he had spoke to tenants to ask if they had received any communication from the Council and had not spoken to any tenant who had received a letter and asked that a copy of the letter be provided following the meeting. He commented on previous communication to tenants around Sheltered Housing which is in the past had been held up as good practice to be used by all departments of the Council, but he did not believe this was the case in this instance. He asked the Cabinet Member whether options to spread the costs over a longer period had been provided to him along with the impact this would have on the Housing Revenue Account (HRA) prior to the Cabinet decision.

The Cabinet Member confirmed that he had asked officers to look at the costs of spreading the charges over a longer period and asked the Housing Assets and Strategic Finance Manager to provide the explanation provided on why this was not possible to Members.

The Housing Assets and Strategic Finance Manager explained that the difficulties in spreading the charges over 3 years was twofold. Gas prices remained volatile and considering data available, even with a 12.7% reduction this year, there would be a hike of up to 50% next year and again the following year. At the current time tenants were receiving support and it was not guaranteed that this would be available in the coming years if the increases were delayed. It was important that the charges were equitable, and all other social tenants had been paying the increases over the last 12 months and therefore the cost of writing off the charges would be recovered against all HRA tenant rents.

The Chair asked what the cost would be if the increase charges were written off. The Housing Assets and Strategic Finance Manager advised that as it stood with annualisation the amount would be £80,000.

The Service Manager (Revenues and Procurement) commented on the communication to tenants and advised that last year when global energy prices were escalating it was considered that this would have an impact on communal heating charges. The Council reached out to tenants last year to inform them that it would be highly likely that the increase in charges would be substantial, but they were unknown at that stage. Following this, another letter was sent to tenants, and this had resulted in 1 enquiry from a concerned tenant. He also advised that the charges would be over 50 weeks which followed the same charges for rent with 2 free weeks a year.

The Chair commented on the communications sent to tenants around water charges and the concerns raised only when the charges were shown. She felt that the same would happen with communal heating charges given that only 1 enquiry had currently been received.

The Chair asked if any members of the Committee wished to raise a question.

Councillor Ted Palmer questioned the disparity between the charges for 1 bed properties across Flintshire and asked whether they should be the same. The Service Manager – Housing Assets advised that this related to the type of property, complex and layout and how the heating systems were used. His team would be reviewing the heating systems with some having recently been renewed. Additional levels of controls would be added so that tenants could alter them to their needs.

Councillor Rosetta Dolphin asked the Cabinet Member to confirm if the increases he had quoted were a proposed increase of £900 annually which she said seemed high. She also asked if any decreases in costs, seen as a result of the Heat Network would be passed on to tenants. The Cabinet Member confirmed that the figures he was quoting of an annual charge of £1397 was in reference to a 3 bed property in Mold which was an annual increase of £900.

The Service Manager – Housing Assets responded that additional controls would be installed for tenants who would be moved onto individual bills. With regards to decreases, the Council needed to be careful as there was a current bill that had to legally be passed onto the tenant in terms of their energy usage but when they move to individual metres and bills, The Council could not put tenants in the position of having an individual bill and still carrying a debt with the Council. The Housing Assets and Strategic Finance Manager explained that as soon as the Heat Network was in place and individual usage had been set up, the Council could start to collect information on their actual usage and the charge would be based on the current tariff and their usage.

Councillor Pam Banks thanked officers for the work carried out on installation at properties in her ward. She said that she had also watched the Cabinet meeting and supported the comments made by Councillor Attridge that there had been very little discussion prior to a decision being taken. For that reason, she said that she would support the report being considered again by Scrutiny.

Councillor Selvester commented that he did not feel that the knock on effect of increasing the charges was being considered. He felt that the properties would become unpopular which would have a negative effect on void figures and increase the number of hard to let properties.

Councillor Attridge also commented on void properties and questioned the decision not to write off the charges at a cost of £80,000 in comparison to the levels of rent being lost through the number of void properties. He said that he would not give up on tenants from across Flintshire who shouldn't be subject to the increased charges which he said was a political decision. He said he would be seeking support to refer this report back to Cabinet to re-consider their decision.

The Chair invited the initiators of the call in to sum up.

Councillor Attridge felt that the case had been made to ask Cabinet to re-consider this decision. He said that many tenants were choosing whether to heat their properties or not and the increased charges would put more financial

pressure on some of the most vulnerable tenants. He asked the Committee to support this report being re-considered by Cabinet.

Councillor Thew said that tenants currently didn't have the option to turn their heating down and therefore felt that it was unfair to impose the increased charges on them with some tenants simply being unable to afford them.

Councillor Crease said that he had listed over the last 15 months as a new Member to financial pressures faced by the Council due to austerity and have had to accept certain decision due to this but felt that the decision on increasing the charges to vulnerable tenants should be considered with compassion and not only because it was prudent.

The Chair invited the decision makers to sum up.

The Housing Assets and Strategic Finance Manager understood that the increase in charges were much higher than Members had seen in previous years but advised that they were as a result of the volatility with the energy market. She reminded Members that communal heating charges were classed as a special service that only affect certain tenants within the HRA. She advised that the HRA guidance outlined that communal charges should be accurately assessed and should be fully recovered from the users of that service only.

The Service Manager (Revenues and Procurement) outlined the support provided to tenants and said that this would continue. He advised that the Council had the best rates across Wales for handing out Government grants to support tenants and that if future schemes were announced the Council would make a success of those also. Support arrangements were in place and would be tracked to support tenants who needed it and also that no legal action would be taken against those tenants who genuinely could not afford the charges.

Councillor Attridge asked if the HRA guidance was guidance or law which had to be followed. The Housing Assets and Strategic Finance Manager advised that Welsh Government (WG), a number of years ago, had introduced the HRA Manual which was a code of practice for accounting purposes.

The Cabinet Member highlighted the reasons provided by officers around the financial impact spreading the costs over a number of years would have on the HRA. He said that increases in energy costs had affected all tenants who were not all able to access Government support and there needed to be equity for all Council tenants.

The Chair invited the Facilitator to remind Members of the options for decision-making as detailed in item 3 of the agenda.

Councillor Bernie Attridge in proposing Option 3, which was seconded by Councillor Dale Selvester, requested a recorded vote and the requisite number of Members stood in support of this.

On being put to the recorded vote, the proposal was lost as follows:

For the proposal:

Councillors: Bernie Attridge, Pam Banks, Helen Brown, Dale Selvester and Linda Thew

Against the proposal:

Councillors: Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, Ray Hughes, Ted Palmer and Kevin Rush

Councillor Rosetta Dolphin proposed Option2, which was seconded by Councillor Ted Palmer.

On being put to the recorded vote, the proposal was carried as follows:

For the proposal:

Councillors: Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, Ray Hughes, Ted Palmer and Kevin Rush

Against the proposal:

Councillors: Bernie Attridge, Pam Banks, Helen Brown, Dale Selvester and Linda Thew

RESOLVED:

That, having considered the decision, the explanation be accepted but not endorsed by the Committee.

17. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 11.07 am)

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Chair

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY 12 JULY 2023

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Wednesday, 12 July 2023

PRESENT: Councillor Helen Brown (Chair)

Councillors: Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, David Evans, Ray Hughes, Dennis Hutchinson, Kevin Rush and Linda Thew

SUBSTITUTION: Councillors: Marion Bateman (for Dale Selvester) and Chrissy Gee (for Pam Banks)

ALSO PRESENT: Councillors: Bernie Attridge, Dave Hughes and Billy Mullin attended as observers

CONTRIBUTORS: Councillor Sean Bibby (Cabinet Member for Housing and Regeneration); Chief Officer (Housing & Communities); Senior Manager (Housing, Welfare & Communities); Service Manager (Revenues and Procurement) and Service Manager – Housing Assets;

IN ATTENDANCE: Democratic Services Manager and Electoral Services Officer

18. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

None.

19. MINUTES

It was highlighted that Councillor Geoff Collett's name was spelt incorrectly on page 8 of the minutes.

The minutes were moved and seconded by Councillor David Evans and Councillor Linda Thew.

RESOLVED:

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

20. FORWARD WORK PROGRAMME & ACTION TRACKING

The Democratic Services Manager presented the current Forward Work Programme for consideration. A meeting with the Chief Officer & Senior Management Team would take place over the summer and the Facilitator would liaise with the Chair and Vice-Chair to bring a fuller forward work programme to the committee at the meeting in September.

Councillor Rosetta Dolphin referred to the outstanding actions and raised concerns around the length of time it was taking for the Department of Works and Pensions (DWP) to a letter sent to them in February. It was suggested that a letter be sent to all local MPs in order for the issue to be raised with the Minister.

Councillor Dennis Hutchinson requested that an item on parking at Council properties be scheduled for a future meeting.

The recommendations, as outlined within the report, were moved by Councillor David Evans and seconded by Councillor Geoff Collett.

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 Committee notes the progress made in completing the outstanding actions.

21. COST OF LIVING & WELFARE REFORM

The Senior Manager (Housing, Welfare & Communities) provided an update on the impacts that continue with welfare reforms and discussed the ongoing work to mitigate the work that continued to support the Flintshire resident's households. She added that the bedroom tax was still having an effect in Flintshire together with the lack of available smaller properties for residents to downsize too.

She also discussed the following, as outlined in the report: -

- Benefits Cap
- Cost of Living Support Scheme
- Winter Fuel Support Scheme 2022/23
- Energy Bill Support Scheme
- Alternate Fuel Payments
- Universal Primary School Meals
- School Essentials Grant
- Welfare Support
- Discretionary Housing Payments (DHP)

The Senior Manager (Housing, Welfare & Communities) went on to discuss the eligibility and funding for free school meals and how they work with school to publicise the pupil deprivation grant, and also how they would try to automate payments with regards to the School Uniform grant for all school years.

Councillor David Evans referred to the Winter Fuel Scheme and expressed his concerns around some residents missing out on the scheme. He asked how many residents were still not set up with a Direct Debit. The Senior Manager (Housing,

Welfare & Communities) advised that the team provide positive encouragement to households to take up the scheme, with some credited back via their Council Tax accounts. She added that Flintshire had the highest take up of the scheme in Wales and encouraged Councillors to share ways in which to engage with tenants.

In response to questions raised by Councillor Rosetta Dolphin, the Senior Manager (Housing, Welfare & Communities) advised that she did not think it would be possible to track claimants of DHP relating to the bedroom tax over the period of time suggested. With regards to free school meals, she agreed that the claiming process could be difficult and said that awareness needed to be raised on how this affected schools and reiterated the importance of making the claim.

The Chair commented that she fully supported the DHP which she said would be there for the foreseeable future.

Councillor Bernie Attridge added his comments that the report was good but added that the Council should not lose sight of all the vulnerable people throughout Flintshire affected by the cost of living crisis and welfare reform.

The recommendations, as outlined within the report, were moved by Councillor Tina Claydon and seconded by Councillor David Evans.

RESOLVED:

- (a) That the Committee support the ongoing work to manage the impacts that welfare reform had and will continue to have on some of the most vulnerable residents; and
- (b) That the Committee note the support measures implemented via Welsh Government to mitigate the cost-of-living crisis.

22. HOUSING RENT INCOME

The Service Manager (Revenues and Procurement) outlined the quarterly briefing report on Housing Rent. He explained the difficulties experienced during the pandemic, the impacts of the Cost of Living crisis and Inflation.

Rent Arrears collection for 2022/2023 had been a cumulative rent arrears position of just over £2 million. Rent Arrears at the end of the financial year was up by 124k. The Service Manager (Revenues and Procurement) was pleased to report that the year-end outturn arrears figure for 2022/23 was lower than the figure set out in the previous report to scrutiny. It was important to note that 20% of tenants had fallen into arrears, but most did remain up to date with payments.

He added that the number of evictions was significantly down with only 2 evictions taking place, and re-iterated that every possible form of engagement had been made to avoid evictions. He also added that the Council always endeavour to maximise collections whilst remaining fair.

In relation to write offs, the Service Manager (Revenues and Procurement) advised that they were lower than previous years and added that some were unavoidable if that person had passed away and for those who were subject to debt relief orders.

The Service Manager (Revenues and Procurement) also outlined the rent income pilot scheme currently being delivered which provided an alternative way of working in order to gain a closer working relationship with tenants.

Councillor David Evans said whilst the report showed what looked like a lower level of controlled rent arrears, he expressed his concerns with regards to the top end of arrears for those in the bracket of £2500 to £5000 which looked like it had increased. He commented that once they cross an arrears threshold it just seemed to get worse. He also asked what the Council's obligations were after a tenant was evicted, did the Council have a duty to home them, what was their level of debt and was there a breakdown available of the reasons for the eviction. He also commented that the pilot scheme outlined in section 1.09 of the report sounded interesting and would like further information on the scheme.

The Service Manager (Revenues and Procurement) explained that the table of rent arrears was often difficult to explain as tenants quite often move in and out of the different categories, which made it harder to track and reiterated that the Council carried out early engagement. He added that the Council did not track the movements of tenants following eviction but advised that those previous tenants were not currently re-housed with the Council. He suggested that further information on the rent income pilot scheme be reported to the Committee in due course.

The Chair referred to the number of tenants in rent arrears over £5,000 and asked how many of those tenants were subject to court orders and were paying a small amount of the arrears on top of their weekly rent. She also asked if there was a trigger point when tenants were taken to court to re-coup the rent arrears. The Service Manager (Revenues and Procurement) advised that those tenants had been to court and were on a payment plan to recover the debt. He explained that there wasn't an arbitrary figure for when tenants were taken to court with the Council focussing on getting engagement in place. Tenants were taken to court when there was no engagement with the Council to reduce the debt.

The Chair commented on the level of rent arrears and outlined the significant investment that could be made to the Housing Revenue Account (HRA) if rent arrears was reduced. She asked if a summary of those tenants in rent arrears over £5,000, outlining how many were subject to court orders and how many awaiting eviction etc. could be provided in future reports.

Councillor Bernie Attridge commented on the number of tenants in rent arrears above £5,000 and said that whilst the Council was doing more to engage with tenants as soon as they went into arrears to stop the amount increasing, he felt that the number of tenants in high arrears was out of control. He raised concern around the response provided to Councillor Evans that tenants who had been evicted were not tracked and felt that they should be in order to ensure the arrears were collected. He agreed with the comments made by the Chair around the significant investment that could be made

to the HRA and the financial assistance that could be provided to tenants who were struggling financially but continued to pay their rent on time week after week. He felt that the Council should be taking tenants to court if they were not engaging and not paying their rent and commented on the safety net in place for those tenants who could not pay. He asked if information on re-charges could be provided in future reports in order to outline how tenants who had made significant damages to their properties before moving were pursued to re-claim the costs to bring the property back into use.

The Service Manager (Revenues and Procurement) disagreed with the comment that the rent arrears were out of control but said that there were many challenges for the reasons set out in the report. He suggested that a separate report on re-charges be submitted to a future meeting of the Committee and explained that whilst re-charging sat within the HRA for accounting purposes, re-charges were dealt with through an invoicing system, and he provided an assurance that they were robustly pursued and in some cases this would be through a County Court action through a CCJ. He clarified his response to Councillor Evans around tracking evicted tenants and explained that where possible outstanding debt was collected and that tracking arrangements were in place for those tenants.

Councillor Marion Bateman said that no tenant should be owing the Council £5,000 or more and asked at what stage to tenants start paying extra on top of their rent. The Service Manager (Revenues and Procurement) advised that the systems in place tracked tenants rent payment and flagged up when a tenants had missed a payment which enabled contact to be made with that tenants as soon as possible. The Council did what it could to mitigate and stop rent arrear levels moving into the next band, but this was a challenge, especially for those tenants with one off benefits and universal credit, as outlined in the report.

In response to comments by Councillor Bateman around evictions, the Service Manager (Revenues and Procurement) said there was a balance for the Council between its responsibility as a social landlord and to not evict into homelessness.

The recommendations, as outlined within the report, were moved by Councillor Geoff Collett and seconded by Councillor David Evans.

RESOLVED:

That the Committee note the latest financial position for rent collections in 2022-23 as set out in the report.

23. HOUSING MANAGEMENT POLICY

The Senior Manager (Housing, Welfare & Communities) provided an update on the Renting Homes Wales Act and the current changes in the legislation, with the main one being the change in name from being a tenancy agreement to the new term of contract and from tenants to contract holders. Roadshows were still being undertaken to inform contract holders of the changes and would continue throughout the summer, with workshop sessions accessible to contract holders who requested it.

The Committee was informed that the new Policy was still in draft form to simplify the process. The consultation process was underway, and the Senior Manager (Housing, Welfare & Communities) welcomed Member's input. The Policy would be presented to the Committee later in the year for approval.

The recommendation, as outlined within the report, was moved by Councillor David Evans and seconded by Councillor Geoff Collett.

RESOLVED:

That the Committee support the Housing Management policy.

24. ANTI-SOCIAL BEHAVIOUR POLICY

The Senior Manager (Housing, Welfare & Communities) introduced the report to provide an overview of the changes that had been made to the Anti-Social Behaviour Policy.

The Council was committed to tackling anti-social behaviour due to the impact it had on tenants. The Policy reflected best practice and protected the rights of contract holders as well as minimising risk to the Council for not complying with appropriate legislation. The Senior Manager (Housing, Welfare & Communities) outlined that one of the key parts was the correct reporting process by ringing 101 to ensure all evidence could be documented correctly.

The Cabinet Member for Housing & Regeneration commented on the challenges of trying to support those affected and the hardships that they faced. He encouraged residents to report incidents of anti-social behaviour to ensure enforcement action could be taken.

The recommendation, as outlined within the report, was moved by Councillor David Evans and seconded by Councillor Tina Claydon.

RESOLVED:

That the Committee support the Anti-Social Behaviour Policy.

25. VOIDS MANAGEMENT

The Service Manager – Housing Assets presented the key figures and key activities against the void action plan, as outlined in the briefing note.

He outlined the number of new voids and those which had been completed and reported that 30 properties had been completed ready for allocation.

In relation to the key activities against the void action plan and next steps, the Service Manager outlined the following:-

- Allocation of work to newly commissioned contractors in line with their capacity to deliver;

- Progress meetings scheduled over the next 12 months to monitor performance and quality;
- Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity, and general performance;
- All meetings would be recorded to evaluate and provide ongoing evidence of performance standards.

The Service Manager – Housing & Assets also reported that the Council had been awarded £585,000 TACP funding to be used towards major void properties.

Councillor David Evans welcomed the number of properties completed ready for allocated which he said was positive. He said that, together with Councillor Ron Davies, he had recently met with residents and asked why smaller properties could not be completed for allocation quicker. The Service Manager - Housing & Assets, reiterated the historic backlog from only having 1 contractor in the past, but confirmed that works at properties should be completed quicker with the number of new contractors on board. He added that for major works Members should expect a 6 – 8 week turn around.

Following a suggestion from Councillor Evans, it was agreed that the void management briefing note be circulated to the Committee during the August recess.

In response to question from Councillor Marion Bateman, the Service Manager – Housing & Assets advised that the quality and standard of work from the new contractors had been good and would continue to be monitored.

In response to a question from Councillor Linda Thew, the Service Manager - Housing & Assets confirmed that the contractors would continue to work through the summer holidays.

Councillor David Evans recommended that the update be noted. This was seconded by Councillor Tina Claydon.

RESOLVED:

That the update be noted.

26. COUNCIL PLAN 2022/2023 YEAR-END PERFORMANCE

The Chief Officer (Housing & Communities) introduced the report to review the levels of progress in the achievement of activities and performance levels identified in the Council Plan. She advised that the Council Plan 2022/23 was adopted by the Council in July 2022. The report presented a summary of performance of progress against the Council Plan priorities identified for 2022/23 at year end (Q4) position relevant to the Community & Housing Overview & Scrutiny Committee.

The Chief Officer (Housing & Communities) reported on the activity that showed a red (RAG) status for current performance against target together with information on the performance indicators (PIs)/measures which showed a red (RAG) status for performance against the target set for 2022/23.

Councillor Bernie Attridge asked the following questions:-

- In relation to the number of applicants on the common housing register, could officers confirm if there were 237 new applicants for 2022/23
- Could more information be provided around the customer satisfaction data for the Housing Register of 52%
- Do the housing partners provide the Council with the level of service expected as part of their contract
- In relation to the plans for the de-carbonisation of Council homes, when would Members be consulted on the draft de-carbonisation strategy
- In relation to ensuring that the Council's housing stock meets the Welsh Housing Quality Standard (WHQS) and achieved a minimum SAP energy efficiency rating of 65, how was the completed target of 100% achieved, given the number of void properties
- What was being done to address the delays in progressing the new Dynamic Procurement System with Denbighshire CC
- In relation to listening to tenants and working with them to improve our services, homes and communities, which tenants was the Council working with
- Which tenants took part in the digital courses delivered by Coleg Cambria
- In relation to working with housing association partners to build new social housing properties and additional affordable properties, do the Cabinet Members for Housing and Social Services take part in these meetings
- Could further information on the digital solutions for Housing Officers be provided

The Chief Officer (Housing & Communities) said that the number of applicants on the common housing register was not static but advised that there had been a small increase in the number for 2022/23. In relation to the customer satisfaction survey, she would ask the Service Manager (Housing & Prevention Services) to provide information on the 52% response to the Committee following the meeting. She confirmed that the Council's housing partners were committed to meeting their requirement, the only issues were around the correlation of stock to match individual cases. She also confirmed that the Cabinet Member for Housing & Regeneration was involved in meetings with housing partners at a regional and national level.

The Service Manager – Housing & Assets advised that a draft de-carbonisation strategy had been developed but the Council was awaiting the release of the WHQS 2 standards from Welsh Government (WG) which would inform the strategy. It was proposed that a workshop for Members would be arranged to outline the draft de-carbonisation strategy when appropriate. He also explained that the Council continued to target properties that did not meet the Standard Assessment Procedure (SAP) 65 rating through various improvement works. The percentage completed was shown as 100% in the report as a small number of properties which did not meet the standards were classed as acceptable fails.

The Senior Manager (Housing, Welfare & Communities) explained that whilst work continued on the Dynamic Procurement System framework with Denbighshire CC, she reassured the Committee that this had not stopped any of the work on adaptations continuing. She referred to the previous Policy reports presented during the meeting

and the engagement carried out with tenants in line with proposed Policy changes. A number of additional engagement session had been held with tenants in order to increase engagement and assured the Committee that engagement had moved on considerably since April 2023. She outlined that as part of the Croeso Cynnes project which ran from November 2022 to March 2023 residents enjoyed attending the digital courses delivered by Coleg Cambria. Equipment had also been purchased to provide Wi-Fi access for up to 16 devices in community areas. She also advised that through Total Mobile, this would ensure Housing Officers were better equipped to support tenants by having a greater presence in the ward. This would also assist them in identifying support needs at an earlier stage and referring tenants to support agencies where appropriate.

The recommendations, as outlined within the report, were moved by Councillor Dennis Hutchinson and seconded by Councillor Kevin Rush.

RESOLVED:

- (a) That the Committee support the levels of progress and have confidence in the achievement of priorities as detailed within the Council Plan 2022/23;
- (b) That the Committee support overall performance against Council Plan 2022/23 performance indicators/measures: and
- (c) That the Committee is assured by explanations given for those areas of underperformance.

27. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 12.08 p.m.)

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Chair

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th September, 2023
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
<p>Wednesday 11th October, 2023 10am</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 27</p>	<p>WHQS Capital Programme – Delivery review update</p> <p>Temporary Accommodation Audit Update</p> <p>Consultation on Member Role Descriptions</p>	<p>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.</p> <p>To provide a progress report on the action plan for service improvement following the audit of the Temporary Accommodation.</p> <p>To consult Members on the draft role descriptions as provided in the revised draft Model Constitution.</p>	<p>Assurance Monitoring</p> <p>Assurance Monitoring</p> <p>Consultation</p>	<p>Service Manager – Housing Assets</p> <p>Service Manager – Housing & Prevention</p> <p>Democratic Services Manager</p>
<p>Wednesday 15th November, 2023 10am</p>	<p>Housing Revenue Account (HRA) 30 Year Financial Business Plan</p>	<p>To consider the proposed Housing Revenue Account (HRA) Budget for 2024/25 and the HRA Business Plan</p>	<p>Consultation</p>	<p>Chief Officer (Housing & Communities)</p>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<p>Wednesday 13th December, 2023</p> <p>10am</p>	<p>Council Plan 2023-24 Mid-Year Performance Reporting</p>	<p>To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.</p>	<p>Assurance Monitoring</p>	<p>Chief Officer (Housing & Communities)</p>
<p>Wednesday 10th January, 2024</p> <p>10am</p>	<p>Welfare Reform Update /Housing Rent Income</p>	<p>To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.</p>	<p>Assurance Monitoring</p>	<p>Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)</p>
<p>Wednesday 7th February, 2024</p> <p>10am</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 28</p>	<p>NEW Homes Business Plan</p> <p>Common Housing Register (Single Access Route to Housing - SARTH)</p>	<p>To consider the NEW Homes Business Plan.</p> <p>To provide an annual update on the Common Housing Register.</p>	<p>Consultation</p> <p>Assurance Monitoring</p>	<p>Strategic Housing & Program Delivery Manager</p> <p>Service Manager – Housing & Prevention</p>
<p>Wednesday 6th March, 2024</p> <p>10am</p>	<p>Homelessness and Rough Sleeper Update Report</p>	<p>To provide an annual update on the work ongoing to mitigate Homelessness and support provided to rough sleepers.</p>	<p>Assurance Monitoring</p>	<p>Service Manager – Housing & Prevention</p>
<p>Wednesday 12th June, 2024</p> <p>10am</p>	<p>Communal Heating Charges 2024/25</p>	<p>To consider the proposed heating charges in council properties with communal heating systems for 2024/25 prior to Cabinet approval.</p>	<p>Consultation</p>	<p>Chief Officer (Housing & Communities)</p>
<p>Wednesday 10th July, 2024</p> <p>10am</p>	<p>Welfare Reform Update /Housing Rent Income</p>	<p>To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.</p>	<p>Assurance Monitoring</p>	<p>Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)</p>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	Council Plan 2023-24 Year-End Performance	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Assurance Monitoring	Chief Officer (Housing & Communities)
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Items to be scheduled

- **NEW Homes** – Report to be presented to a future meeting as agreed at the March 2023 meeting.
- **Gypsy and Traveller Transit Site** - To report to the Committee on a Gypsy and Traveller Transit Site in the County – moved from 17th May meeting to be scheduled to a new date.
- **Food Poverty Update** – moved from 17th May meeting to be scheduled to a new date.
- **All Member workshop on resettlement and asylum**
- **Car Parking at Council properties** – as suggested by Cllr Dennis Hutchinson at 12.07.23 meeting
- **Housing Management Policy** – Final Policy to be brought back to the Committee later in the year – as suggested at 12.07.23 meeting
- **Rent Income Pilot Scheme** – As suggested at 12.07.23 meeting
- **De-carbonisation Strategy** – workshop for Members as discussed at 12.07.2023 meeting

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.	Service Manager – Housing, Welfare and communities
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 30	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

ACTION TRACKING FOR THE COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
12.07.2023	3. Minutes	Amend the spelling of Cllr. Geoff Collett on Page 8 (surname spelt Collet in the minutes)	Ceri Shotton	Minutes amended, translated and published on Council website	Completed.
12.07.2023	4. Forward Work Programme and Action Tracking	In reference to the length of time it has taken for the DWP to respond to the committee's letter sent in February, it was resolved that the local MP's should be contacted in order that they can raise the issue with the Minister.	Ceri Shotton	Letter to send to Mark Tami MP and Rob Roberts MP on 25.08.23. E-mailed received from Mark Tami MP on 31.08.23. He has e-mailed DWP to ask for a response to the Committee.	On-going.
12.07.2023	4. Forward Work Programme and Action Tracking	Cllr. Hutchinson requested an item on parking in Council properties be scheduled at a future meeting.	Ceri Shotton	Item added to FWP under 'items to be scheduled'.	Completed.
12.07.2023	6. Housing Rent Income	<ul style="list-style-type: none"> Details of the areas of the pilot scheme (para 1.09) to be circulated to the Committee along with the corresponding monetary figure of the 0.25% reduction in rent arrears (para. 1.11). 	Dave Barnes	Information circulated to the Committee via e-mail on 25.08.23.	Completed.

ACTION TRACKING

APPENDIX 2

		<ul style="list-style-type: none"> • Provide the committee members with the value of the arrears owed by those contract holders who have been evicted. <p>Additional information was agreed to be included in future reports:</p> <ul style="list-style-type: none"> • Breakdown of arrears by category • For those with arrears >5K provide additional analysis and detail. 		<p>Information circulated to the Committee via e-mail on 25.08.23.</p> <p>Will be reviewed prior to the report being submitted in January, 2024.</p>	<p>Completed.</p> <p>Completed.</p>
12.07.2023	9. Void Management	The Committee requested that the void management report for July be circulated to members of the Committee when ready due to their being no meeting in the August recess.	Sean O'Donnell / Ceri Shotton	Void Management Update briefing paper circulated to Committee Members on 14.08.2023.	Completed.



COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th September 2023
Report Subject	Disabled Adaptations Policy
Cabinet Member	Cabinet Member for Housing and Regeneration
Report Author	Chief Officer (Housing & Communities)
Type of Report	Operational

EXECUTIVE SUMMARY

Housing Grants, Construction and Regeneration Act 1996 places a mandatory duty on Local Authorities to provide disabled facilities grants (DFGs). The grant is available for adapting or providing facilities for a disabled person in a dwelling.

This report details the amendments to the policy that have been necessary to align adaptations for the private sector or with those for local authority council housing.

RECOMMENDATIONS

1.00	That the Community & Housing Overview and Scrutiny Committee support the updated Disabled Adaptations policy which covers both private homes and council stock properties.
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REPORT DETAILS

1.00	EXPLAINING DISABLED ADAPTATIONS FOR PRIVATE AND HOUSING SECTOR
1.01	Housing Grants, Construction and Regeneration Act 1996 places a mandatory duty on Local Authorities to provide disabled facilities grants (DFGs). The grant is available for adapting or providing facilities for a disabled person in a dwelling.
	PRIVATE SECTOR ADAPTATIONS
1.02	A DFG is a capital grant which is utilised to help individuals living with a disability with financial support towards the cost of adapting their homes to enable them to continue living independently in their home.

1.03	The statutory limit for any DFG is set by the Welsh Assembly Government and is currently £36,000 per application within a five-year period. However, further applications can be made within this period if the customer's medical condition has changed. This case would then be reviewed with the Occupational Therapist upon application.
1.04	A DFG is available to owner occupiers, private tenants, and local authority tenants. For persons living in social housing with a registered social landlord, the tenant is required to request any adaptations directly with their landlord.
1.05	Where the application is for a child, or the applicant is in receipt of certain qualifying benefits, there is no means test and the cost of the adaptation up to the maximum grant will generally be awarded.
1.06	<p>For other applications the amount of the grant will vary from zero to the maximum grant depending on the cost of the approved works and the financial circumstances of the applicant.</p> <p>A means test will be carried out to establish, based on the financial circumstances of the applicant, whether the applicant will be required to make a financial contribution to the adaptation costs.</p>
1.07	<p>The Welsh Government Housing Adaptations Service Standards (revised March 2021) provides all Local Authorities DFG teams with the guidance on the level of service expected including adaptation categories, timeframes, and performance measures to ensure consistency in approach.</p> <p>As such the applicant must own the property or be a tenant and intend to live at the address during the grant period (currently 10 years).</p> <p>In the case of private tenants, the landlord may apply for the grant if they have a tenant who is disabled.</p>
1.08	<p>The council must satisfy itself that the work is necessary and appropriate to meet the needs of the disabled person; that it is reasonable; and can be done – the age and condition of the property must also be considered.</p> <p>In order to do this, the property is assessed by a surveyor and an occupational therapist and appropriate considerations will determine the best option for the individual considering their needs and the most cost-effective solution.</p>
1.09	The council must ensure that any adaptation works will provide the most effective long-term solution to meet the needs of the disabled person.
1.10	A Discretionary Grant is offered for all requests for medium sized adaptations, this part of the policy was created to meet the request of Welsh Government in the revised Housing Adaptations Service Standards. As this is a Discretionary Grant it will still be at the discretion of the Disabled Adaptations Manager to determine whether to means test a case or not particularly if the works are complex in nature resulting in a

	combination of medium adaptations which are comparable to the cost of large scale works around £20,000 or above.												
1.11	<p>There may be instances where the disabled person's existing home is not suitable for adaptation, and with the agreement of all parties, the council may decide to assist the household to move into more suitable accommodation.</p> <p>For owner occupiers and private tenants, the Council can offer a Relocation Grant up to the value of £20,000 to assist with the moving and legal costs. This can be considered even if the alternative accommodation needs some minor adaptations to make it fully suitable.</p>												
	LOCAL AUTHORITY SECTOR ADAPTATIONS												
1.12	<p>Adaptations for Local Authority Housing sector follow the same legislation and Welsh Government Standards as the Disabled Facilities Grant. However, there are some differences as the adaptations are paid using the Housing Revenue Account:</p> <ul style="list-style-type: none"> • The eligibility criteria are slightly different. • The contract holder does not have to make an application they just need to be assessed by an Occupational Therapist. • There is not a means test for contract holders. • There are no financial limitations to the works. • As a responsible Council it's important to make best use of housing stock and the budget available. Therefore, the policy provides full details on what is considered when deciding whether to approve the adaptations, there are other factors considered unlike when approving a DFG. 												
	PERFORMANCE												
1.13	<p>The following table shows the numbers of medium and large adaptations for the Private Sector:</p> <table border="1" data-bbox="319 1467 1082 1841"> <thead> <tr> <th></th> <th>Number Completed</th> <th>Days to deliver (average) Target 238</th> </tr> </thead> <tbody> <tr> <td>2021/22</td> <td>90</td> <td>278</td> </tr> <tr> <td>2022/23</td> <td>123</td> <td>144</td> </tr> <tr> <td>2023/24 (To 31/07/23)</td> <td>40</td> <td>168</td> </tr> </tbody> </table> <p>Please see below a review of each year to explain the increases and decreases in the figures above;</p> <p>2021/22 – All jobs had restarted and are now either completed or have commenced. However, due to the Covid delay and some jobs being outstanding prior to the pandemic, there has been an adverse impact on</p>		Number Completed	Days to deliver (average) Target 238	2021/22	90	278	2022/23	123	144	2023/24 (To 31/07/23)	40	168
	Number Completed	Days to deliver (average) Target 238											
2021/22	90	278											
2022/23	123	144											
2023/24 (To 31/07/23)	40	168											

	<p>the average number of days to complete the work. There was also an issue whereby many of our contractors were extremely busy after Covid19 and therefore we had a number of jobs with delayed start dates.</p> <p>2022/23 – The small number of legacy cases that had been outstanding had been completed within this financial year apart from two cases. This meant that stats for delivery should now be providing a truer picture of performance.</p> <p>2023/24 – The two large legacy cases have now been completed; however, they will have impacted on the days to deliver, but hopefully the current large adaptations which are on time may help the stats by the end of the financial year.</p>												
1.14	<p>Care and Repair currently deliver all of the small adaptations for the private sector. Please see below information on the number completed.</p> <table border="1" data-bbox="320 759 1003 1021"> <thead> <tr> <th></th> <th>Number Completed</th> <th>Days to deliver (average) Target 21</th> </tr> </thead> <tbody> <tr> <td>2022/23</td> <td>987</td> <td>8</td> </tr> <tr> <td>2023/24</td> <td>328</td> <td>8</td> </tr> </tbody> </table>		Number Completed	Days to deliver (average) Target 21	2022/23	987	8	2023/24	328	8			
	Number Completed	Days to deliver (average) Target 21											
2022/23	987	8											
2023/24	328	8											
1.15	<p>The following table shows the numbers of adaptations for the Local Authority Sector:</p> <table border="1" data-bbox="320 1162 1174 1424"> <thead> <tr> <th></th> <th>Small</th> <th>Medium</th> <th>Large</th> </tr> </thead> <tbody> <tr> <td>2022/23</td> <td>531</td> <td>137</td> <td>2</td> </tr> <tr> <td>2023/24 (To 31/07/23)</td> <td>136</td> <td>37</td> <td>0</td> </tr> </tbody> </table> <p>In addition to aligning the policy we are also aligning the performance reporting to meet Welsh Government standards.</p>		Small	Medium	Large	2022/23	531	137	2	2023/24 (To 31/07/23)	136	37	0
	Small	Medium	Large										
2022/23	531	137	2										
2023/24 (To 31/07/23)	136	37	0										

2.00	RESOURCE IMPLICATIONS				
2.01	See below chart for spend to date (31/07/23) and the projected costs.				
	General Fund (Capital)		Budget	Spend to 31/7/23	Projected Spend
	DFG	2023/24	£1,660,000	£279,060	£1,592,000
	Welsh Gov Enable Grant	2023/24	£286,171	£113,762	£341,288
	Housing Revenue Account		Budget	Spend to 31/7/23	Projected Spend
	LA	2023/24	£1,000,000	£178,144	£677,748

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT	
3.01	Under the five delivery principles of the Well-being of Future Generations Act the revised Disabled Facilities Grant Policy can have the following impacts: Ways of Working (Sustainable Development) Principles Impact	
	Long-term	Positive impact on longer term solutions to enable disabled people to remain in their own home for longer.
	Prevention	Positive - Enabling the grant will have a significant positive preventative impact for people.
	Integration	Positive- The Grants policy and the wider best practice group that reviews and aligns best practice is a positive example of integration across sectors.
	Collaboration	Positive - As above.
	Involvement	Positive - The policy has been through a consultation process and user/customer satisfaction is built into the process to ensure user involvement in shaping improvements to service.
	Well-being Goals Impact	
	Prosperous Wales	No Impact
	Resilient Wales	No Impact
	Healthier Wales	Positive - The Disabled Facilities Grants are there to support disabled people to be in a position to live safely and more comfortably in their own home for longer.

		The revised policy sets out the process for disabled facilities grant in a clear and easy to understand way.
	More equal Wales	Positive - By supporting disabled people to live more comfortably and safely in their own homes will also contribute to enabling them to fulfil their potential no matter what their background.
	Cohesive Wales	No Impact
	Vibrant Wales	No Impact
	Globally responsible Wales	No Impact
	<p>The revision of the Disabled Facilities Grants Policy, when implemented will contribute to the Council's Well-being objective of 'Caring Council' through:</p> <ul style="list-style-type: none"> • Provision of appropriate interventions (i.e., support or adaptations) to assist people to remain in their homes wherever possible 	
3.02	We have carried out an integrated impact assessment, see appendix 3.	

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	A consultation exercise is ongoing which includes: Disability Forum, Vision Support, Older Peoples Group and Armed Forces.

5.00	APPENDICES
5.01	Appendix 1 – Draft Policy
5.02	Appendix 2 – Revised Housing Standards
5.03	Appendix 3 – Impact Assessment & Risks

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Jen Griffiths, Service Manager – Housing, Welfare and Communities Telephone: 01352 702929 E-mail: jen.griffiths@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Disabled Facilities Grant (DFG) – A statutory grant of up to £36,000 to help individuals living with a disability with the cost of adapting their homes to enable them to continue living at their residence with the maximum amount of independence.</p> <p>Small Adaptations - anything which is not classed as medium or large. Examples include:</p> <ul style="list-style-type: none"> • Grab Rails • Small Ramps • Stair/Mop stick Rails • Key Safes • Additional electrical sockets or accessible taps, etc <p>Medium Adaptations - anything which is not classed as small or large. Examples include:</p> <ul style="list-style-type: none"> • Level Access Showers • Stair lifts • Ceiling Track Hoists • Large ramps • Or a combination of these adaptations installed as one job <p>Large Adaptations - these are works which will require specialist assessments, statutory approvals, and major adaptations to a property such as extensions and through floor lifts. An Occupational Therapists assessment will be required, and planning permission may be needed. Examples include:</p> <ul style="list-style-type: none"> • Building an extension to provide a downstairs bedroom and/or bathroom • Through floor lift • Significant internal structural modifications e.g., relocate bathroom or kitchen

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DISABLED ADAPTATIONS POLICY

Version Number	Author	Purpose/Change	Reviewer	Date
1.0	Robin Davies	Revised Mandatory Grant conditions. Implemented Discretionary Grant. Revised Discretionary Grant Conditions and Amount.	Neal Cockerton	22/09/21
2.0	Robin Davies	Revised Discretionary Grant conditions to remove means test.	Vicky Clark	01/08/22
3.0	Robin Davies	Revised DFG Policy to merge Private Sector and LA Sector Adaptation Policies.	Vicky Clark	01/09/23

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1. Introduction

Local authorities have a statutory duty to provide grant aid to assist with the delivery of adaptations for a disabled person in a dwelling.

You are entitled to apply for a Disabled Facilities Grant if you are a homeowner, a tenant renting from a private landlord, a resident of a park home or living on a houseboat.

Discretionary assistance for adaptations in addition to, or instead of, a Mandatory Disabled Facilities Grant may be awarded dependent upon the assessed adaptations required.

Prior to a Disabled Adaptation being approved, Flintshire County Council needs to be satisfied that the works are necessary and appropriate to meet the long-term needs of the disabled customer, and that it is reasonable and practicable to carry out the works having regard to the age and/or the condition of the private building.

To establish this, the Disabled Facilities Grants Team will assess the application in consultation with the Occupational Therapy Team and inspect the property to assess that the proposed works are technically feasible, that there are no other reasonable alternative solutions, and there are no health and safety issues.

For a Disabled Adaptation to be made available, one or more of the following reasons must be established:

- Help a disabled occupant with access to and from their premises (such as widening doors or installing ramps);
- To allow access to internal rooms, specifically a main living room, bathroom, bedroom, or kitchen facility (such as by providing a stair lift);
- To have easier access and movement around the home to enable the disabled person to care for someone dependent on them, who also lives there (such as a child, husband, wife, or partner);
- To make the building safe for the disabled occupant or other people living with the disabled occupant;
- To improve any heating system in a dwelling to meet the specific specialist needs of the disabled occupant. In the event a heating system is not in place or is not suitable, to provide a suitable heating system;
- To allow access to and from a garden by a disabled occupant or making a garden safe for a disabled occupant.

The relevant works are limited to, or include, such works as is believed to be necessary to achieve the purposes stated above.

For the purpose of an adaptation, a person is considered disabled if one of the following applies:

- Sight, hearing, or speech is substantially impaired;
- Having a mental disorder, or impairment of any kind;
- Are substantially physically disabled by illness, injury, impairment present since birth, or otherwise;
- Are registered (or could be registered) disabled with the Social Services Department.

Grants application process

To make an enquiry for an adaptation or an application for a Disabled Facilities Grant, an individual should contact the Single Point of Access team, Social Services on 01352 702642. The Social Services Duty Team will be able to advise whether an individual meets the criteria for assessment by an Occupational Therapist.

For a contract holder residing in a Flintshire County Council property, they will not need to complete an application form for an adaptation but will need to be assessed by an Occupational Therapist.

In the event an assessment has been completed and it is deemed an adaptation is required, the Occupational Therapist will complete an Adaptation Recommendation Form and will advise the client of the process which will be followed.

A Building Surveyor and the Occupational Therapist will discuss the recommendations to ensure the work can be reasonably and practicably carried out as per the general conditions. There may be a requirement to inspect the property to facilitate this assessment.

Policy Resource implications

Generally, the Council will resource the Policy through a combination of the following: -

- Capital allocations received from the Council's Capital Programme.
- Specific complementary funding made available by Welsh Government from the Enable support for independent living fund.
- Support to deliver smaller adaptations through the Care and Repair charity, utilising their resources to provide a whole house approach to care and support.

Policy Review and revision

This Policy shall remain in force until it is required to be reviewed and revised accordingly in-line with any Welsh Government review of Housing Adaptations Service Standards.

The Council will advise members of the public of any amendments to this Policy, for example due to minor legislative changes, via our website as appropriate.

Equality and diversity

This Policy produces significant positive outcomes for vulnerable groups and those with disabilities. It reduces inequalities experienced by those groups in respect of health, housing, and income.

We aim to continuously improve the quality of our services for our customers and are committed to giving an equal service to all members of the public regardless of age, disability, race, religion or belief, gender, or sexual orientation.

Applications for assistance falling outside the Policy

Although this Policy will be the primary consideration in determining applications for assistance, all such applications shall be dealt with on an individual basis, based on the merits of each case. The Council will not refuse to consider an application that falls outside this Policy.

It is recognised that there will always be exceptional circumstances. These cases will be considered for Welsh Government provided Enable funds by the Disabled Facilities Manager, and the Service Manager in conjunction with representatives from Social Services and the Lead Occupational Therapist.

The Housing Grants, Construction and Regeneration Act 1996 is the legislative framework governing the delivery of Disabled Facilities Grants.

Local authorities have a statutory duty to provide grant aid to assist with the delivery of adaptations for a disabled person in a dwelling.

In July 2002 the Government made significant changes to housing grant legislation, introducing Regulatory Reform (Housing Assistance) (England & Wales) Order 2002. This order allows local authorities to formulate their own flexible financial assistance policies to their funding to address specific local needs and priorities.

In April 2021 Government amended the Housing Service Standards to remove mandatory means testing for all medium adaptations and transferring powers to local authorities under the Regulatory Reform Order to be able to create their own discretionary policies.

Consequently, it is incumbent upon Local Authorities to ensure that their financial assistance policy is updated to reflect the terms of this scheme and any other assistance offered.

In addition, the Local Government Act 2000 created a discretionary power referred to as 'the well-being power' which enables Local Authorities to do anything that they consider is likely to promote or improve the economic, social, or environmental well-being of the area and/or persons in it if they are not restricted from doing so by other legislation.

Section 25, Local Government Act 1988, states that consent from the Secretary of State or Minister is required for provision of financial assistance, unless the assistance or benefit is provided in exercise of any power conferred by Article 3 of the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002.

Consequently, the broad nature of the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002 and the general 'well-being' powers contained in the Local Government Act 2000, means that Local Authorities will be able to provide financial assistance through the provision of discretionary grants and loan schemes to the full range of applicants and can attach such conditions or terms that they consider appropriate in the circumstances.

The Social Services and Well-Being (Wales) Act 2014 requires local authorities to provide or arrange for the provision of a range of services for those described as disabled in the Equality Act 2010.

COUNCIL PROPERTIES

3. General conditions

All forms of assistance referred to in this Policy document are subject to several general conditions.

All persons requesting a Disabled Facilities Grant has to meet the following requirements;

- Are a permanent Flintshire resident.
- Are a Flintshire Housing Contract Holder or their partner.
- Or a member of the contract holder's immediate family who have been resident in the household for at least 12 months or who have moved to the property following advice and guidance from professionals in the Social Services department with a view to adaptations being required.
- All requests for assistance must come from the Occupational Therapist Team on their specified Adaptation Recommendation form.
- In exceptional cases, where the property must be vacated for works to be carried out, the Council may be able to assist in finding temporary accommodation.
- Only one property is normally adapted for each disabled person and in the case of a child being disabled with separated parents, the principle residence would be determined by the parent in receipt of child benefit.

The Council have developed a more considered approach when responding to requests to adapt a property, as it's important that we make best use of housing stock.

If the Housing department deem that it is not reasonable or practicable to adapt the property contract holders will be requested to consider transferring to a more suitable property. This decision whether to undertake works will consider facts such as;

- The extent to which the existing home is capable of being adapted.
- The cost of the work in relation to the long-term benefits.
- The availability of more suitable alternative accommodation.
- The degree of occupation within the premises for example, in a two- or three-bedroom family dwelling where under occupation exists or where the requirement is to provide an additional bedroom.
- Where parking bays and/or access ramps will adversely affect the safety and amenity of the area.
- Where the works would affect the ability of the Council to let the property in the future.
- Where a level access shower is requested to be installed on the first floor of a property, whether a house or flat.

If a contract holder chooses to install their own adaptations, they must seek permission and approval from the Council in accordance with their contract terms. If approved, if of a technical nature, these will not be maintained by the Council and the contract holder will be responsible for any servicing and repair costs. Any Planning or Building Regulation fees need to be met by the contract holder if applicable. At the end of the tenancy the contract holder will be required to remove them and make good any damage to the property. Alternatively, if the Council agree to take responsibility for the alterations the contract holder will need to sign over ownership free of charge.

Any adaptation to a property that has been funded by the Council is owned by them and must not be removed by the contract holder during or at the end of their tenancy. If an adaptation is removed without approval, then the contract holder will be charged the full cost of replacing it.

In circumstances where an adaptation is no longer required, the Council will consider removing it if it can be used in another home, this will be based on each individual case.

The council will not remove any level access wet room if still considered fit for purpose or any constructed permanent ramping.

4. Types of Assistance

The council has a duty to consider all requests received for adaptations under Housing Grants, Construction and Regeneration Act 1996 (HGC&RA). All applications for assistance will be subject to an assessment by the Social Services Occupational Therapy Team.

This policy provides criteria to ensure adaptations are awarded fairly and consistently. The council's intention is to meet performance targets and service standards as set out by Welsh Government for the delivery of disabled facilities assistance.

Appendix 1

MINOR ADAPTATIONS	
Purpose	Works classed as those which usually cost less than £1,000, see Revised Housing Standards for details of example minor adaptations.
Eligibility Criteria	See General Conditions.
Example of Works	Grab Rails Key Safes Hand Rails Door Entry Intercom Lever Taps Modifying Existing Steps Temporary Small Ramp Window Operating Equipment

Appendix 2

MAJOR ADAPTATIONS	
Purpose	Larger works to adapt a property to suit the needs of a disabled person who resides at the property.
Eligibility Criteria	See General Conditions.
Example of Works	<u>Medium adaptations.</u> Large Ramp Level Access Shower Stair Lift Ceiling Track Hoist Hardstanding's Kitchen adaptations <u>Large adaptations.</u>

	Through Floor Lift Extensions Major Structural Internal works
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PRIVATE PROPERTIES

5. General conditions

All forms of assistance referred to in this Policy document are subject to several general conditions.

We provide every customer with confirmation of our terms and conditions;

- All applications for assistance must be made on the Council’s official adaptation request forms.
- All applicants will be required to have their property registered with HM Land Registry.
- The payment or part payment of grants is conditional on the eligible works being carried out to the satisfaction of the Council and the receipt of an acceptable invoice for the works and any ancillary or professional fees.
- One application can only be made within a 5-year period, unless the customer’s condition has changed, this would be reviewed with the OT upon application.
- Where applicable the grant may require repayment if the applicant disposes of the property whether by sale or transfer within 10 years of the certified date. See conditions in Appendix 1-6 below.

Unless stated otherwise, any additional funding utilising a grant will be secured as a local land charge against the property where breach of the conditions would require repayment of all or part of the financial assistance. This charge will not be removed until either the conditions expire or until the financial assistance is repaid.

No grant assistance will be awarded for works that have commenced prior to the date of formal notification of grant approval.

- Where it is ascertained that an application for assistance has been determined based on inaccurate or incomplete information, the Council can withhold or demand repayment of monies from the applicant.
- If an applicant knowingly makes a false statement, in respect of any information they provide as part of an application for financial assistance or payment, including details of income and savings, the Council may refer the matter to the Police with a view to prosecution.
- In exceptional cases, where the property must be vacated for works to be carried out, the Council may be able to assist in finding temporary accommodation. Applicants must be unable to arrange temporary accommodation privately e.g., with family or friends and will be liable for the cost of any rent, removals or furniture storage costs incurred. However, if the applicant would suffer undue hardship, the Council may be able to provide discretionary assistance.

Exceptions to repayment conditions

It is recognised that there will be certain situations where it would be inappropriate or unreasonable for a disabled person to be required to repay the grant on disposal of their dwelling. A written request for a repayment waiver must be made to the Council, explaining the circumstances of the case and the reasons why repayment of grant would cause undue hardship. The particulars of

each individual case will be considered on their own merits and the applicant will be notified of the outcome in writing.

Where a property is vested in another individual's name under a will or intestacy, the death of the owner will trigger repayment, unless the property was the inheriting person's main residence at the time of application. In this case the condition to repay the grant assistance and occupy the property will transfer to the new owner.

Revisions after grant approval

Where, owing to circumstances beyond the control of the applicant, the eligible works cannot be completed for the estimated costs submitted with the application, the Council will continue with the work without considering any additional charge to the client.

Adaptations falling outside grant assistance

In the event the cost of the adaptation is in excess of the total assistance available by the Council, the applicant may choose to relocate or be placed on the Council's Specialist Housing Register.

6. Grant Payments

Grant payments will be made directly to the main contractors, subject to the work being completed to a satisfactory standard and supported by an accurate invoice. Interim payments can be made on the larger works, subject to conditions.

Upon notification of completion of the works, a full inspection will be undertaken. The final payment will only be released when all works have been completed satisfactorily and all relevant invoices, guarantees and certificates have been received and conditions met. In cases of dispute between the applicant and the contractor over the satisfactory completion of grant works, the Council reserve the right to adjudicate and release payment to the contractor if deemed appropriate, however, the contractual arrangement for quality and warranties is between the client and the contractor.

Utilisation of Own Contractors

On occasion, applicants may request to utilise their own contractors. For this to be facilitated, the contractors will need to join the Council's Tendering System. This will ensure the contractors are bona-fide, have all the appropriate insurances, and are financially stable. This will also facilitate the payment for the works completed directly to the contractors.

7. Alternative Assistance

The Council works in partnership with Care and Repair North East Wales, which is a Community Benefit Society with charitable status that provides advice and support on adaptations and delivers minor adaptations to properties. They offer many other grants for private customers to assist them with a variety of works, such as house repairs, etc.

Care and Repair can be contacted:

- Via telephone on 01352 758700 or 03001113333

- Online on www.careandrepairnew.co.uk or via email at enquiries@careandrepairnew.co.uk or by post at Care and Repair North East Wales, Place for You, Rowley's Drive, Shotton, Flintshire, CH5 1PY

It has been agreed that Care & Repair process any small cases on behalf FCC, for example, provide small modular ramping for hospital to home cases they utilise their recycled ramp stock, this is more environmentally friendly and cost effective.

8. Financial Assistance

Grants may be subject to a 'means test', see Eligibility Criteria in Appendices below. Applicants will be asked to provide financial information to help calculate whether they are eligible for a grant and whether they are required to contribute towards the cost of the work.

A mean test will not be required if they are in receipt of one or more of the following passported benefits: -

- Income Support
- Housing Benefit
- Council Tax Benefit (excluding single persons discount)
- Income Based Job Seekers Allowance
- Working Families Tax Credit
- Child Tax Credit
- Working Tax Credit
- Pension Credit Guarantee
- Universal Credit
- Income Related Employment Support Allowance

9. Types of Assistance

The council has a duty to consider all applications for Mandatory Disabled Facilities Grants (DFG) which are administered under Housing Grants, Construction and Regeneration Act 1996 (HGC&RA). The council also provides discretionary assistance in the form of a fast-track grant for smaller adaptations. Other products for disabled facilities assistance are also provided on a discretionary basis. All applications for assistance will be subject to an assessment by the Social Services Occupational Therapy Team.

This policy provides criteria to ensure grants are awarded fairly and consistently. The council's intention is to meet performance targets and service standards as set out by Welsh Government for the delivery of disabled facilities assistance.

Appendix 3

MINOR ADAPTATIONS	
Purpose	Works classed as minor in the Welsh Government Housing Adaptations Service Standards, these are dealt with directly by Care and Repair North East Wales in-line with the Service Level Agreement.
Eligibility Criteria	Referral to Care & Repair by Occupational Therapist confirming that works are necessary and appropriate.

Conditions	None
Amount	Usually less than £1000

Appendix 4

MANDATORY DISABLED FACILITIES GRANT	
Purpose	DFG's are available to adapt a property to suit the needs of a disabled person who resides at the property.
Eligibility Criteria	<p>Referral by Occupational Therapist confirming that works are necessary and appropriate.</p> <p>Adaptation is the most satisfactory course of action subject to a reasonable and practicable assessment.</p> <p>Available to homeowners, tenants renting from a private landlord, a resident of a park home or living on a houseboat.</p> <p>Amount of Disabled Facilities Grant depends on the income and savings of the disabled person and his or her partner, even if the disabled person is not the applicant for the grant (such as when an application is made by a landlord with a disabled tenant).</p> <p>If the income and savings are below the test limits, a contribution will not be required.</p> <p>If the income and savings are greater than the test limits, a contribution will be required towards the cost of the works.</p> <p>There is no requirement for a means test for all Children's Disabled Facilities Grants (under the age of 19).</p> <p>There is no requirement for a means test if an applicant is in receipt of any of the following passported benefits:</p> <ul style="list-style-type: none"> • Income Support • Income-based Employment and Support • Income-based Jobseeker's Allowance • Guarantee Pension Credit • Housing Benefit • Council Tax Reduction • Universal Credit • Working Tax Credit and/or Child Tax Credit provided that the annual income for the purposes of assessing entitlement to the tax credit is less than £15,050
Conditions	Any grant classed as a large adaptation will require a Local Land Charge to be placed against the property.

	<p>As set out in the Housing, Grants Construction and Regeneration Act 1996, the grant will only be paid when the Council are satisfied that the work is being completed to their satisfaction and in accordance with the grant approval.</p> <p>Repayment of any grant for a large adaptation requires a maximum repayment amount of £10,000 in accordance with HGC&RA1996 General Consent Conditions 2008, if the applicant chooses to dispose of the property whether by sale or transfer within 10 years of the certified date. The potential repayment amount will be placed as a local land charge against the property.</p> <p>Where a property is vested in another individual's name under a will or intestacy, the death of the owner will trigger repayment, unless the property was the inheriting person's main residence at the time of application. In this case the condition to repay the loan or grant assistance and occupy the property will transfer to the new owner.</p> <p>Adaptations made at a property for a private tenant will require the approval of the private landlord prior to a decision on the adaptation being made.</p>
Amount	<p>Maximum of £36,000.</p> <p>If the Council is managing the adaptation construction works on behalf of the client, then any unforeseen costs that cause the cost of the work to exceed the grant maximum of £36,000 will be met by the Council. This will not apply where the client is managing the works themselves or where the extra costs arise from additional items requested by the client which did not form part of the original grant agreement with the Council.</p>

Appendix 5

DISCRETIONARY ADAPTATIONS	
Purpose	<p>The eligible works of a Mandatory Disabled Facilities Grant are extensive, however it is considered prudent that monies be set aside to enable, enhance, or provide more cost-effective solutions, where it is reasonable and practicable to do so, to a particular disabled persons assessed needs. For example, the provision of smaller scale adaptations with a less bureaucratic process.</p> <p>The Welsh Government review of adaptations supports this, and the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002 allows Local Authorities to implement it.</p>
Eligibility Criteria	<p>Same eligibility criteria as Mandatory DFG, without the requirement for a means test.</p>
Conditions	<p>As set out in the Housing, Grants Construction and Regeneration Act 1996, the grant will only be paid when the Council are satisfied that the work is being completed to their satisfaction and in accordance with the grant approval.</p>

	approval.
Amount	No set limit, any medium sized adaptation may be given discretion to not means test, however this is the discretion of the Disabled Adaptations Manager.

Appendix 6

DISCRETIONARY TOP UP < £3K	
Purpose	If the work is likely to cost more than the current statutory limit (currently £36,000) then a discretionary top up maybe offered without the need for any further financial assessment.
Eligibility Criteria	Applicant eligible for a Mandatory Disabled Facilities Grant.
Conditions	As set out in the Housing, Grants Construction and Regeneration Act 1996, the grant will only be paid when the Council are satisfied that the work is being completed to their satisfaction and in accordance with the grant approval. Repayment of any Top up Grant requires repayment in accordance with HGC&RA1996 General Consent Conditions 2008, if the applicant chooses to dispose of the property whether by sale or transfer within 10 years of the certified date. The potential repayment amount will be placed as a local land charge against the property.
Amount	Maximum of £3,000.

Appendix 7

DISCRETIONARY TOP UP GRANT > £3K	
Purpose	This grant will be considered in instances where the required expenditure to provide the disabled adaptation is above the statutory limit (currently £36,000) and above £39,000. It will only be provided to owner occupiers and the grant amount will be registered as a local land charge against the property.
Eligibility Criteria	Applicant eligible for a Mandatory Disabled Facilities Grant which requires a top up. Applicant has an owner's interest. An Assessment Panel comprising of senior officers from Social Services and Housing will determine whether a Top-Up can be issued. Subject to means test

	<p>The grant is discretionary, and the availability is dependent upon the detail of each individual case. It is important to ensure we protect the public purse.</p> <p>A contribution towards the cost of works may be requested from the customer dependent upon their financial circumstances, all minutes of the Top Up Panels are recorded to show the decision-making process.</p>
Conditions	<p>Property must be occupied by the applicant or a family member (in the case of a child) as their main residence.</p> <p>If the property has a mortgage, it is the responsibility of the owner to advise the mortgage lender a charge will be placed against the property.</p> <p>Repayment of any Top up Grant requires repayment in accordance with HGC&RA1996 General Consent Conditions 2008, if the applicant chooses to dispose of the property whether by sale or transfer within 10 years of the certified date. The potential repayment amount will be placed as a local land charge against the property.</p> <p>Where a property is vested in another individual's name under a will or intestacy, the death of the owner will trigger repayment, unless the property was the inheriting person's main residence at the time of application. In this case the condition to repay the grant assistance and occupy the property will transfer to the new owner.</p> <p>Voluntary early repayment may be made at any time and the charges will be removed.</p>
Amount	Maximum of £26,000.

Appendix 8

RELOCATION GRANT	
Purpose	A Relocation Grant or the exploration of alternative housing solutions will be considered in the event the adaptation is not feasible, reasonable, practical, or cost effective.

<p>Eligibility Criteria</p>	<p>Current property is unsuitable for adaptation and does not meet the long-term needs of the applicant or it is more cost effective to move rather than adapt.</p> <p>The Council must be satisfied that the new property can be more easily, and cost effectively adapted to meet the long-term needs of the disabled occupant.</p> <p>Report by Occupational Therapist and DFG Surveyor confirming the adaptation works are necessary, appropriate and confirmation that the new property meets the long-term needs with a requirement for some adaptations, but these must not be extensive and are more cost effective than adapting the current property.</p> <p>Applicant has an owner's interest in the property.</p> <p>Subject to means testing.</p>
<p>Conditions</p>	<p>Repayment of any Relocation Grant requires repayment in accordance with HGC&RA1996 General Consent Conditions 2008, if the applicant chooses to dispose of the property whether by sale or transfer within 10 years of the certified date. The potential repayment amount will be placed as a local land charge against the property.</p> <p>The grant is discretionary, and the availability is dependent upon the detail of each individual case.</p>
<p>Amount</p>	<p>Maximum of £20,000.</p> <p>To help bridge the affordability gap between the value of the applicants existing home and the purchase price of the new property.</p>



Llywodraeth Cymru
Welsh Government

Welsh Government

Housing Adaptations Service Standards

Date of issue: [Revised March 2021](#) ~~April 2019~~

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

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1. Aim

The Welsh Government recognises the essential role housing adaptations play in supporting disabled and older people to live safely and independently, improving the health and wellbeing of the individual, their families, carers and reducing pressures on frontline services such as health and social care.

The preventative work which housing adaptations offer is very much in line with the principles of the Wellbeing of Future Generations Act, Social Services and Wellbeing Act and the approach set out in Prosperity for All and Healthier Wales. Housing Adaptations should also be considered within the wider context of Equalities Act 2010 and the UN Principles for Older Persons and service providers should pay due regard to them in providing support to service users.

The provision of support for housing adaptations in Wales is complex and is a reflection of the multiple partners involved in the care and support arrangements of disabled and older people.

The aim of the standards is to set out the level of service expected for the delivery and installation of a **housing adaptation** that service users, regardless of their geographic location and tenure, can expect. The service Standards should ensure service providers deliver **housing adaptations** in a more consistent manner and inform service users on the level of service to expect when they seek support for a housing adaptation.

The service standards should be viewed as a planning and delivery tool by service providers to align their procedures and systems with the standards as much as possible and to coordinate and integrate their work with other relevant service providers that operate within their region.

2. Key Issues

Recent independent reviews have highlighted the complexity of the different ways in which housing adaptations are provided. Examples of reports include:

- A review of Independent Living Adaptations: Welsh Government (2015) ¹
- Housing Adaptations: Wales Audit Office (2018) ²
- Housing and Disabled People: Equalities and Human Rights Commission (2018) ³
- Housing Adaptations: Report of the Public Accounts Committee (2018)⁴

Each report has identified issues of funding complexity and the challenging arrangements for accessing services across Wales. The multiple funding programmes in place for providing adaptations in Wales has resulted in service

¹ <https://gov.wales/statistics-and-research/review-independent-living-adaptations/?lang=en>

² <https://www.audit.wales/system/files/publications/housing-adaptations-2018-english.pdf>

³ <https://www.equalityhumanrights.com/sites/default/files/housing-and-disabled-people-wales-hidden-crisis.pdf>

⁴ <http://www.assembly.wales/laid%20documents/cr-ld11703/cr-ld11703-e.pdf>

users receiving different levels of service dependent upon their tenure and where they live.

3. Scope

These standards will be applied to all housing adaptations, and will be relevant to:

- Local Authorities
- Care and Repair Agencies
- Registered Social Landlords
- Large Scale Voluntary Transfer (LSVT) organisations
- Occupational Therapists
- Service Users or their representatives

In addition to the above, the service standards will be relevant for Healthcare and Social Service Professionals e.g. community nurses and social workers.

The Welsh Government will keep the standards under review, and may publish amended standards as appropriate.

Legislation requirements for the delivery of specific types of adaptation overrides any services standards outlined in this document, and service providers should seek their own legal advice where needed.

4. Service Standards for the delivery of Housing Adaptations

The service standards set the expected levels of service for the installation of a Housing Adaptation and can be seen at **Figure 1**. There is a responsibility on both the service user (or their representative) and provider to work constructively and collaboratively together towards agreed outcomes, with neither party acting unreasonable which could result in unnecessary delays or an unsatisfactory outcome.

Setting service levels will help to ensure housing adaptations are delivered in a consistent manner, regardless of a service user's location and tenure, whilst giving flexibility to service providers to determine the best way to utilise their own resources to meet the standards. In meeting the needs of a service user, it should be noted that in some situations it may be more appropriate that other measures are considered and explored before a housing adaptation is considered e.g. re-ablement or re-housing to more suitable accommodation where this is an option.

Due to the complexity of delivering some housing adaptations, especially larger sized adaptations, the process can result in a number of steps that may involve input from wider stakeholders such as the planning department, building control teams and utility companies. These steps have to be taken to ensure that the adaptation will provide the help and assistance needed for the service user and meets broader legislative requirements. As a result, the timeframes for delivering a housing

adaptation can vary. The 'Expected Timeframes' service standard in **Figure 1** has been split to reflect the following key phases that can be involved in deciding if a Housing Adaptation should be provided:



- **First Point of Contact** - The time it takes from a service user making first contact with a relevant service provider (this could be a Local Authority, Care and Repair Agency, Housing Association or from their health or social services contacts) to being assessed by a competent person (such as an Occupational Therapist or Trusted Assessor) and;
- **Housing Adaptation confirmed as necessary** - The timescale for an Occupational Therapist (or another suitably competent person) report/referral/recommendation being provided to the service provider outlining the adaptation works required.
- **Installation of Housing Adaptation** - The date of referral (or decision, recommendation, report) made by the competent person when the adaptation is confirmed as needed to installation. This is to ensure that alternative forms of assistance (e.g. re-ablement) are considered before deciding a housing adaptation is needed.

The Welsh Government expect service providers to work in collaboration with Occupational Therapists (or other competent persons who can advise and identify the required adaptation) as well as service users to determine the best possible outcome is achieved, while still reflecting the principles of all work being **necessary** and **appropriate, reasonable** and **practicable**.

Definitions of the different types of housing adaptations (Small, Medium or Large) are listed in **Figure 2**. These are included to provide a guide for service providers to determine how to record the most appropriate type of adaptation (Small, Medium or Large). For situations that are considered urgent e.g. to facilitate a hospital discharge, support a palliative care package, or prevent admission to hospital or a care home, these instances should be prioritised and delivered as soon as practicable.

The definitions in **Figure 2** also aims to help service users understand the different types of adaptations and what they can expect in how they are delivered by the service provider.

The Welsh Government recognises there may be situations or individual cases which do not fit within the categories of **Figure 2** for a variety of reasons. In these cases, **service providers should use their professional judgement to decide the most appropriate category to use based on sound judgement and evidence.**

5. Monitoring and enforcement of Service Standards

Performance monitoring data will be submitted to the Welsh Government using the data collection methodology for 'Housing Adaptations Data Monitoring', which will help evidence progress on delivery of the service standards. The data collected through this process will be published on an annual basis. The Welsh Government has revised the terms of conditions for a number of grants it provides for housing adaptations for service providers to work in line with the service standards.

6. Complaints and concerns

If a service user is not satisfied with the level of service received, they have the right to make a complaint. Any complaints should be directed to the service provider and handled in accordance with their organisational complaints procedure.

Figure 1 - Housing Adaptations Service Standards

Service Standard	Level of Service Expected
<p>Standard 1: Purpose</p>	<p>The purpose of a housing adaptation can provide a number of benefits, but is primarily to help disabled and/or older people and support their carers:</p> <ul style="list-style-type: none"> • to remove barriers that can lead to people being disabled by their environment and not by their impairments (social model of disability); • to remain or become more independent within their own home; • to facilitate an earlier hospital discharge; and • to prevent any further falls. <p>The adaptation provided should be necessary and appropriate, as well as reasonable and practicable.</p>
<p>Standard 2: Equality and Diversity</p>	<p>Disabled and/or older people can expect that they will be treated fairly and respectfully. Service providers will ensure they have equality and diversity policies in place to ensure this and that staff have undertaken the appropriate disability awareness training.</p>
<p>Standard 3: Communication</p>	<p>Communication should be a two way process between the service provider and service user (or their representative), and based on the principles of coproduction and the ‘what matters’ conversation as endorsed in the Wellbeing of Future Generations Act and Social Services and Wellbeing Act. Information and communication will be in a format which most effectively meets a service users’ needs, such as Welsh and English, and accessible formats including braille, large fonts, audio versions and other languages. At the start of the process the service user (or their representative) will be informed of the key steps to install an adaptation. The service user should be meaningfully included in the decision making process on the design and delivery of an adaptation where practicable. They will also be informed of the expected timeframes, be regularly updated on progress and invited to provide feedback during and at the end of installation.</p>

Standard 4: Quality of Service	<p>The work will be completed by a suitably competent person, either an employee of the service provider or someone from their approved contractors list which is regularly monitored by the service provider and subject to clear selection, retention and quality assurance procedures. If a service user decides to use their own contractor to carry out the work it will be the service user's responsibility to deal with and resolve any issues and will need the appropriate consent and permissions from their landlord where this is appropriate. Service users can also be signposted to other organisations or given initial advice to find the support they may need.</p>
Standard 5: Quality of Equipment	<p>Any equipment installed will be compliant with relevant health and safety requirements, technical specifications and be appropriate for the purpose which they were intended. Service user should also be informed and made aware of; warranty information, service charges and maintenance requirements where it is appropriate to do so.</p>
Standard 6: Expected Timeframes	<p>For Small Adaptations: The solution will usually (i.e. for 90% of cases) be installed within 3 weeks (if urgent) or 4 weeks (if non urgent) from date of first contact with the service provider who have deemed it necessary for the adaptation to be installed.</p> <p>For Medium Adaptations:</p> <ul style="list-style-type: none"> - From first point of contact with the service provider, the service user can expect to be assessed within 2 months by a competent person e.g. an Occupational Therapist, or Trusted Assessor. - If the adaptation is confirmed as necessary the Occupational Therapist or Trusted Assessor will provide a report/referral/recommendation to the service provider within 2 weeks of the decision. - Solution usually installed within 4 months (or in line with legislative requirements) from date of referral/recommendation from a competent person. <p>For Large Adaptations:</p> <ul style="list-style-type: none"> - From first point of contact with the service provider, the service user can expect to be assessed within 2 months by a competent person e.g. an Occupational Therapist. - Once the adaptation is confirmed as necessary the Occupational Therapist will provide a report/referral/recommendation to the service provider within 2 weeks of the decision. - Solution usually installed within 15 months (or in line with legislative requirements) from date of referral from a competent person, to reflect steps taken in some cases, e.g. planning permission.

Standard 7: Eligibility Checks	<p>For Small Adaptations:</p> <ul style="list-style-type: none"> - Means Test is not required. - Occupational Therapist assessment not required. - Trusted Assessor assessment may be required.
	<p>For Medium Adaptations:</p> <ul style="list-style-type: none"> - Means Test <u>is not</u> may be required (only in relation to a Disabled Facilities Grant). - Occupational Therapist Assessment may be required. If not, a Trusted Assessor will be required.
	<p>For Large Adaptations:</p> <ul style="list-style-type: none"> - Means Test may be required (only in relation to a Disabled Facilities Grant). - Occupational Therapist Assessment will be required. - Trusted Assessor assessment would not be appropriate in these cases.

Figure 2 – Definitions of different types of Housing Adaptations

Category	Nature of Work Required	Example of Work	Funding Source
<p>Small Adaptions adaptations are inexpensive items, which can be provided very quickly. It would generally fit into the description of 'immediate falls prevention' or 'urgent for hospital discharge' and can be assessed and installed within days or the same day if urgent. It can be identified by a number of health/ social services/ other appropriately trained staff e.g. RSL staff, Care and Repair Staff.</p>	<ul style="list-style-type: none"> • Minor home modification required • Not a specialised solution • No building/planning approval required • Adjustable / Flexible • Simple & Intuitive • Minimal maintenance and/or servicing 	<ul style="list-style-type: none"> • Grab rails • Stair rails • Small ramps • Accessible taps • Key safes • Mop stick hand rails • Outdoor rails • External / staircase lights • Additional electrical sockets. 	<ul style="list-style-type: none"> • ENABLE • RRAP • RSL Funds • LA own funds • Self funded
<p>Medium Adaptations anything which is not classed as small or large.</p>	<ul style="list-style-type: none"> • Major home modification may be required, but building/planning approval not required. 	<ul style="list-style-type: none"> • Walk in shower • Stair lifts • Large ramps • A combination of adaptations installed as one job 	<ul style="list-style-type: none"> • ENABLE • RSL Funds • LA own funds • Physical Adaptation Grants (PAG) • Disabled Facility Grant (DFG)s • Self funded
<p>Large Adaptations these are works which will require specialist assessments, statutory approvals and major adaptations to a property such as extensions and through floor lifts. An Occupational Therapists assessment will be required and planning permission may be needed.</p>	<ul style="list-style-type: none"> • Major home modification / structural change required • Specialised / Innovative solutions required • Building / planning approval required • Fixed / permanent / long term • Complex / unfamiliar / requires training & supervision • Solution requires expertise for installation and maintenance 	<ul style="list-style-type: none"> • Building an extension to provide a downstairs bedroom and/or bathroom • Through floor lift • Significant internal structural modifications e.g. relocate bathroom or kitchen 	<ul style="list-style-type: none"> • Disabled Facilities Grant • Physical Adaptations Grants • RSL Funds • LA own funds • Self funded

Recommendation - Key points for decision-makers

IIA for Disabled Adaptations policy Sep 23 - currently all groups that have been consulted have reported a positive impact. Some small requests received for wording amendments to the policy which will duly be considered and amended in the final draft.

Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Welsh Language	G	Any adaptation will have a positive outcome and create equality within the community.
Health	G	An adaptation will have a positive impact on a person's health and wellbeing.
Resilience and Adaptation	G	An adaptation will have a positive impact by creating a safer environment.
Housing	G	An adaptation will have a positive impact by creating more accessibility in dwellings.
Economy		
Mobility and Connectivity		
Carbon, Nature and Environment		
Consumption and Production		
Contribution to achieving your local authority's Net Zero target		
Further Assessment(s):	Carbon Assessment. Equalities Assessment.	
Legend:	G	Positive impacts overall, whether long or short term.
	A	Mix of positive and negative impacts. Trade-offs to consider.
	R	Mostly negative, with at least one positive aspect. Trade-offs to consider.
	RR	Negative impacts overall.

Carbon Assessment

Overall Score

Buildings	Result	Justification/Mitigation
New Build residential	N/A	
Residential building(s) renovation/maintenance	 	Any adaptation works always look to improve energy efficiency where possible.
New build non-residential (including public) buildings	N/A	

Transport

Active travel and public transport	N/A	
Roads, Parking and Vehicle Access	N/A	
Access to amenities	N/A	
Vehicle procurement	N/A	

Land Use

Land use	#####	
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Legend:

	No associated carbon impacts expected.
	High standard in terms of practice and awareness on carbon.
	Mostly best practice with a good level of awareness on carbon.
	Partially meets best practice/ awareness, significant room to improve.
	Does not meet best practice and/ or insufficient awareness of carbon impacts.



COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th September 2023
Report Subject	Housing Strategy Action Plan Performance Update
Cabinet Member	Cabinet Member for Housing and Regeneration
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

The purpose of this report is to provide an update on delivery of the Housing Strategy Delivery Plan 2019-2024 with particular emphasis on financial year 2022/23.

The Housing Strategy has a delivery plan which sets out 3 strategic priorities and related activity to achieve those priorities:

Priority 1: Increase supply to provide the right type of homes in the right location

Priority 2: Provide support to ensure people live and remain in the right type of home

Priority 3: Improve the quality and sustainability of homes

RECOMMENDATIONS

1	Provide feedback and any comments on the Housing Strategy Action Plan 2019 -2024.
1.01	Note the changes outlined in the report to the following: <ul style="list-style-type: none"> • The PDP process and the move to an online portal • The removal of the 20% limitation on the budget for acquisitions • The alignment of standards and intervention rate for acquisitions under SHG with those from TACP

REPORT DETAILS

1.00	EXPLAINING THE HOUSING STRATEGY AND ACTION PLAN
1.01	Flintshire's Housing Strategy and Action Plan sets out the vision for how the Council with its partners, will deliver affordable housing, provide the relevant support to its and ensure it creates sustainable homes.
	The Housing Strategy and Action Plan
1.02	The Housing Strategy identifies three priorities with key areas of activity within each priority: <ul style="list-style-type: none"> • Priority 1: Increase supply to provide the right type of homes in the right location • Priority 2: Provide support to ensure people live and remain in the right type of home • Priority 3: Improve the quality and sustainability of homes
	Priority 1
1.03	Priority 1 aims to address the lack of supply of affordable housing to meet demand, which is evident on the Single Access Route to Housing (SARTH) for social housing and on the Affordable Housing Register - Tai Teg.
1.04	The action plan sets out how we aim to ensure that the right type of homes to meet people's needs are provided in the right locations.
	Priority 2
1.05	Priority 2 aims to ensure we have the right type of housing related support in place to prevent issues that can cause vulnerable people to become homeless.
1.06	The principle of housing related support is to support a person to access, maintain and manage their accommodation by assessing and developing or maintaining the necessary skills and confidence to live as independent a life as possible. The priority will focus on prevention and intervention, and complements the priorities set out in the Regional Homelessness Strategy and local action plan.
1.07	Funding is available to support the prevention of homelessness through Housing Support Grant (HSG) which enables a wide range of additional services and support. HSG does not, however, fund statutory homelessness service delivery.
1.08	It is broader than homelessness and the action plan identifies interventions for different vulnerable groups including people with specialist needs such as those with learning disabilities and older people.

	Priority 3
1.09	<p>Priority 3 aims to improve the quality of existing housing stock and develop innovative, energy efficient new stock to contribute towards target of reducing the emissions of greenhouse gases by 3% per year as set out in the Climate Change Strategy for Wales Delivery Plan for Emission Reduction.</p> <p>Decarbonisation is an evolving agenda and Welsh Government has recently revised the Welsh Development Quality Requirements (WDQR 2021) that relates to all new affordable housing, sets out space standards and aims to progress towards homes being carbon zero. A public consultation on proposals for an update to Welsh Housing Quality Standard (WHQS) was open from 11th May to 3rd August 2022. The results are still awaited.</p>
	Progress against the action plan for financial year 2022/23
1.10	A previous progress report was presented to Communities and Housing Overview and Scrutiny Committee and Cabinet in December 2022.
1.11	The Action Plan has been updated and responsible officers have provided commentary to explain how the actions are being developed and work is evolving.
	Planned Development/Delivery Programme (PDP)
1.12	<p>As had been forecast in last year's report we continue to see a significant hiatus in development of new housing across the County. This emanates from the impact of the pandemic, the cost-of-living crisis, rising interest rates together with wage and material inflation and delays in material availability.</p> <p>As part of the LDP adoption process, the Planning Strategy Team have already developed a Phosphate Mitigation Strategy in collaboration with Wrexham County Borough Council. Work by Welsh Water and Natural Resources Wales also continues in relation to a review of Waste Water Treatment Works and whether they have permits to treat phosphorous and are operating within those permits. NRW have recently confirmed permits for Mold and Buckley treatment works and will release their review for Hope works shortly, where the outcome has confirmed that headroom capacity exists at each works to treat further phosphorous from new development, thereby removing the need to mitigate for any phosphate impact.</p> <p>The report advises that completions remain below target in the current year but demonstrates how this will increase in future years as the Planned Development Programme (PDP) approved by Welsh Government gears up to deliver around 730 new homes over the next three years.</p>

1.13

Progress against established measures:

Council Stock - Nil

It was expected to be able to report an additional 36 homes had been provided by FCC including:

- 30 units at Ffordd Hiraethog and Ffordd Pandarus in Mostyn
 - 16 x 1 bed flats
 - 6 x 2 bed flats
 - 8 x 2 bed houses

Unfortunately, due to inclement weather, the delivery of the units was delayed. The properties have now been completed and are in the process of being allocated to customers.

- 6 homeless units
 - 4 x 1 bed units at Park Lane, Holywell
 - 2 x 1 bed units at Duke Street, Flint

Duke Street properties are now completed and have been allocated and Park Lane was completed in August 2023.

All these schemes secured SHG funding.

Registered Social Landlords (RSL's) Stock = 44

RSLs provided 44 additional new homes including 5 units to meet specialist provision.

RSL	Site	LHMA	Property type	Funding Stream	Funds all as per PDP	No
W&W	Bryn Awel, Mold	Mold & Buckley	18 x 1 bed 2 person flats	SHG	PDP tranches over 2018/2019 = £453,050 and 2020/21 = £1,315 835.	18
W&W	Bryn Awel, Mold	Mold & Buckley	5 x 2 bed 4 person flats		As above	5
W&W	Northop United Reform Church	Mold & Buckley	4 x P2B houses	SHG & RCG	PDP tranches 2019/20 = £88,400 (SHG) PDP tranche 2020/2021 (SHG) £402,015. And 2020/21 £3,1000 (RCG)	4
W&W	Northop United Reform Church	Mold & Buckley	2 x 2P1B walk up flats		As above	2
Adra	Pen y Coed,	Mold & Buckley	7 x 3B houses	SHG	PDP 20/2021 £92, 2285	7

		Drury Buckley					
	Adra	Pen y Coed Drury, Buckley	Mold & Buckley	1 x 4B house	SHG	As above	1
	FCHA	Longacre Drive, Bagillt	Flint & Coast	Specialist housing provision 2 bed bungalow	SHG	PDP 2021/22 £250,974	1
	FCHA	Fairfield, Holywell	Flint & Coast	4 bed specialist LD	SHG	PDP 2021/22 £472,633	4
	Grwp Cynefin	Homebuy - 27 Deans Close, Bagillt	Flint & Coast	1 x 3B house	RCG	PDP 2022/23 £60,030	1
	Grwp Cynefin	23 Llys Brenig, Ewloe	Mold & Buckley	1 x 3 B house	RCG	PDP 2022/23 £81,530	1
	Total						44

1.14	Despite the delays experienced the Action Plan demonstrates there has been progress and the Council has continued to successfully adapt to new ways of working and achieved continuation of services for Flintshire residents.
1.15	As previously the Action Plan will be presented annually to Cabinet, Communities and Housing Overview and Scrutiny Committee and Housing Association partners via the RSL Strategic Housing Group.
1.16	Welsh Government has recently moved the PDP process to an online portal allowing RSL's to add schemes directly onto the system for consideration by the Local Authority Flintshire Housing strategy team.
1.17	Local authorities have previously been allowed to use up to 20% of their SHG budget for acquisitions. WG now recognises that local authorities might continue to experience difficulties in achieving full spend, so to maximise the number of homes brought forward they are now removing this limitation.
1.18	Welsh Government is also aligning the standards and intervention rate for acquisitions (existing dwellings & off the shelf purchases) under SHG with those from the Transitional Accommodation Capital Programme (TACP), allowing a greater choice of accommodation options to be delivered at pace.
1.19	TACP funding for 2023/24 was announced in July 2023 with updated criteria and eligibility published. FCC has submitted an 'expression of wish form' in August 2023 for schemes that Flintshire County Council would like to bring forward for consideration for TACP funding in relation to acquisitions, voids and large-scale acquisitions for conversion.

1.20	RENEWAL OF THE HOUSING STRATEGY AND ACTION PLAN
1.21	Flintshire’s Housing Strategy and draft Action Plan sets out the vision the Council with its partners, will deliver its affordable housing needs, provide the relevant support to its residents and ensure it creates sustainable homes. The period of the strategy ran from 2019 until 2024. This section suggests a timetable for actions to review and refresh to Strategy from 2025 until 2030.
1.22	<p>The current Housing Strategy built on previous achievements but was developed within the context of the then current challenges such as welfare reform, the increase in ‘hidden’ homeless and limited resources. Much has altered since 2019 notable</p> <p style="padding-left: 40px;">amongst which are:</p> <ul style="list-style-type: none"> • The UK has left the EU • War in Europe • House prices have risen across Wales £160k in 2019>£219k in 2022 • Impact Covid first reported in Wuhan China in December 2019 • Inflation/CPI 1.4% in 2019 currently 6.8% • The Pound to the Dollar 2019 £1.22> £0.79 2023 • Full implementation of the Rented Homes Wales Act • Rise in homelessness • LDP adopted for FCC
1.23	<p>The Local Housing Market Assessment is a key tool in assessing demand for housing locally to inform planning policy and the local housing strategy and is due for renewal or refresh.</p> <p>New guidance has been introduced by Welsh Government on the development and formatting of these assessments. Planning and Housing are commissioning Arc4 to undertake this study in the Autumn in readiness for submission to Welsh Government in early 2024.</p>
1.24	<p>Next Steps</p> <p>The Housing Strategy is a collaborative document and will involve extensive consultation with a wide variety of stakeholders. Following the template of previous iterations of the strategy, the below sets out an outline framework for renewal of the strategy.</p> <ul style="list-style-type: none"> • Member Workshop to outline issues on completion of the draft LHMA February 24 • Internal Council/Officer workshop March/April 2024 • PRS partners workshop March/APRIL 2024 • RSL partners workshop March/April 2024

	<ul style="list-style-type: none"> • A draft Strategy Document as a basis for formal external consultation over the Summer of 2024 for consideration of Scrutiny and Cabinet May/June 2024 • Formal Consultation July/August 2024 • Final Review inclusive of comments received during the consultation period by Scrutiny and Cabinet October/November 2024 • New plan published December 2024
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2.00	RESOURCE IMPLICATIONS
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2.01	<p>Revenue: The Housing Strategy Action Plan is a strategic document, there are no implications for the approved revenue budget for either the current financial year or for future financial years.</p> <p>Capital: The Housing Strategy Action Plan is a strategic document, there are no implications for the approved Capital programme relating to the Strategy or Action Plan other than already approved borrowing by NEW Homes and through the Housing Revenue Account (HRA) borrowing capacity.</p> <p>Human resources: The Housing Strategy team is operating with limited resources. There were some actions within the Action Plan in 2022 that referred to the potential for new posts to be recruited to assist in delivering additional services.</p> <p>An additional Occupational Therapist to work across the DFG Adaptations and Housing Register Teams to work to improve opportunities for applicants on the Specialist Housing register and build links with other departments is now in post as is an additional Bond Officer.</p> <p>A project post for property acquisitions has been identified and options are being explored as to how best to recruit to this post.</p> <p>Challenges relating to the recruitment and retention of staff remain.</p> <p><u>Agency Staff</u> Two Strategic Housing and Regeneration Programme Delivery Managers commenced in February and March and are now embedded into the Team. A Senior Maintenance Surveyor placement continues.</p> <p><u>Apprentices</u> Two Apprentices, subject to their achieving the required grades to access University places have been recruited and are due to commence September 2023. The graduate trainee will also work across the Housing Asset team.</p> <p>The Housing Team is currently exploring options to recruit for a Project post in relation to “Buy Back” properties.</p>
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3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The reporting of the Housing Strategy Action Plan is a progress report rather than a new policy therefore an impact assessment is not deemed as necessary.
3.02	<p>General / background</p> <p>An internal Audit was undertaken in 2022/23 – Right Type of Home in the Right Location - Housing and Communities. The Final report dated March 2022/23 was rated amber/green; key controls generally operating effectively but with recommendations in relation to some fine tuning which we have implemented including the creation of a risk register.</p> <p>Schemes are appraised on a regular basis to ensure that where possible, risks are identified at an early stage and mitigating actions are taken to ensure the timely delivery of Schemes within the PDP.</p> <p>For 2023/24 WG has advised that the Flintshire County Council (FCC) SHG allocation is £13,352,142. WG has set budgets for the next three years. The allocation for years two and three is also £13,352,142.</p> <p>Over this three-year period Flintshire will be allocated circa £40m, however, it has received applications for SHG schemes currently totalling £64m. We currently have around 28 “Main” Schemes listed in the PDP with SHG Grant funding allocated.</p> <p>In attempting to try and ensure that all viable Schemes are included within the PDP it is possible that some allocated grant funding may fall outside the year three funding window.</p> <p>Some RSLs who have previously had all their grant allocations over 3 years may be disappointed and there may also be some impact in relation to their cash flows.</p> <p>In addition, increasing costs has led to some RSLs requiring additional funding to ensure the viability of their schemes. Materials, labour shortages of skilled labour and wider economic pressures on contractor mean some have gone into liquidation.</p> <p>Mitigating action</p> <p>The intention is to be in a position, if later in the year WG offers access to ‘slippage’ funding, to apply to take up this funding and allocate additional funding to viable schemes this financial year.</p> <p>Key risks have been identified as follows;</p> <p><u>Delays to delivery and additional funding requirements</u></p> <p>There are some RSLs whom have received considerable sums of Grant money but have yet to commence building. This includes the following schemes; Northern Gateway (100 units), 66a Mold Road, Mynydd Isa (56 units) and New Inn, Station Road (8 units). WG has agreed to provide additional funding for two schemes, 66a Mold Road, Mynydd Isa, (56 units) and New Inn, Station Road (8 units). We are closely monitoring these schemes to ensure delivery of 64 units.</p>

We also anticipate that additional funding will also be required in relation to Northern Gateway.

Mitigating action

The schemes are being closely monitored to ensure delivery.

- 66a Mold Road - Contractor is now on site undertaking enabling works. This Scheme has been allocated additional SHG funding of £3,562.887 in this financial year
- Northern Gateway – new contractor on site, Castle Green, enabling works expected to commence Autumn 2023.
- New Inn, Station Road – additional funding of £821,000 has been allocated in this financial year

Concentration of allocated funding to one RSL.

Mitigating action

We are closely monitoring this situation. Concerns have been aired with both the WG and the RSL. There is also an over subscription of alternative Schemes circa £24m if any of these Schemes should falter. In addition, we are encouraging Partners to put forward viable schemes for inclusion in the PDP.

Other identified risks

Utilising the Risk register we have identified that there are an additional 6 Schemes (pre construction) rated Red around 18% of Schemes. Of these four relate to RSL Schemes and two relate to FCC Schemes. RSL Schemes

Three RSL Schemes (Older Persons/Elderly care provision Buckley, LD bungalows Buckley and Well Street, Buckley) have been delayed due to the environmental impacts of phosphates on drainage systems.

Mitigating action

As part of the LDP adoption process, the Planning Strategy Team have already developed a Phosphate Mitigation Strategy in collaboration with Wrexham County Borough Council. Work by Welsh Water and Natural Resources Wales also continues in relation to a review of Waste Water Treatment Works and whether they have permits to treat phosphorous and are operating within those permits. NRW have recently confirmed permits for Mold and Buckley treatment works and will release their review for Hope works shortly, where the outcome has confirmed that headroom capacity exists at each works to treat further phosphorous from new development, thereby removing the need to mitigate for any phosphate impact.

Included in the four RSL schemes is (Northern Gateway) which has been delayed as the original Contractor went into Administration.

Mitigating action

New contractor now on site, Castle Green, enabling works expected to commence Autumn 2023.

Flintshire County Schemes

Two FCC Schemes (Canton Depot, Bagillt & High Steet, Connahs Quay (Old Music Shop) are impacted by the risk of flooding (Tan 15 designation flooding).

Mitigating action

We understand that Planning has spoken with consultants and indications are that further clarity on Tan15 will be received around Christmas time.

	We do not currently have any Schemes on the PDP where they are deemed to be unviable.
is3.03	Cost of living pressures, the economic impacts of global shipping disruption and the impacts of the War in Ukraine are continuing to place significant cost and availability pressures placed on labour and materials.
3.04	Environmental impacts of phosphate on drainage systems. As part of the LDP adoption process, the Planning Strategy Team have already developed a Phosphate Mitigation Strategy in collaboration with Wrexham County Borough Council. Work by Welsh Water and Natural Resources Wales also continues in relation to a review of Waste Water Treatment Works and whether they have permits to treat phosphorous and are operating within those permits. NRW have recently confirmed permits for Mold and Buckley treatment works and will release their review for Hope works shortly, where the outcome has confirmed that headroom capacity exists at each works to treat further phosphorous from new development, thereby removing the need to mitigate for any phosphate impact.
3.05	There is a continued risk of increased demand on homeless prevention services as termination notices have risen. As of 31 st March 2023 there were 169 households accommodated in homeless accommodation in Flintshire compared to 55 households in February 2021. As a result of rising interest rates and the potential for rates to rise further or stay at this level for longer there is a potential risk of increased demand on homeless prevention services if repossessions start to grow which may also result in increased demand for social and affordable homes.
3.06	The ability to ensure that planned developments meet the standard viability models as required to access funding from the Welsh Government may be compromised.
3.07	The challenging economic situation and the additional costs of borrowing and servicing debt repayments may impact on RSL's ability to borrow.
3.08	Scheme viability may be impacted by rising costs.
3.09	Reduction in funding to LAs following more than a decade of austerity pre pandemic together with increases in pay and utility bills along with other existing and emerging cost pressures means Flintshire County Council is potentially facing a significant forecasted budget gap in 2023/24.
3.10	The private rented sector continues to be adversely affected by the Renting Homes Wales Act 2016 in addition to the above issues leading landlords to exit the market.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	<ul style="list-style-type: none"> • Monthly FCC Development Team meetings • Quarterly meetings with Welsh Government and RSL colleagues • Quarterly and ad hoc meetings with individual RSLs • Consultation takes place with Members and site visits arranged when appropriate.

5.00	APPENDICES
5.01	Appendix 1 - Housing Strategy Action Plan Progress Report 31 st March 2023.
5.02	Appendix 2 - Risk Matrix.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Flintshire Housing Strategy & Action Plan 2019 - 2024 https://www.flintshire.gov.uk/en/PDFFiles/Housing/Flintshire-Housing-Strategy-and-Action-plan-2019-2024.pdf</p> <p>Local Development Plan – Flintshire https://www.flintshire.gov.uk/en/Resident/Planning/Flintshire-Local-Development-Plan.aspx</p> <p>Flintshire County Council Prospectus Local Authority prospectus</p>

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Marj Cooper, Housing Strategy Manager Telephone: 01352 70 3721 E-mail: marj.cooper@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Budget: a statement expressing the Council’s policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Financial Year: the period of 12 months commencing on 1 April</p> <p>Single Access Route to Housing (SARTH) Policy – the regional common policy for all major social landlords allocating social housing properties across Flintshire.</p> <p>Social Housing Grant – Welsh Government funding that may be available to housing associations and developing Local Authorities. It is to help fund new affordable housing e.g. for social rent. To qualify for grant homes must comply with Welsh Government Development Quality Requirements (WDQR) and standard viability models.</p> <p>Transitional Accommodation Capital Programme (TACP) - Funding will be available to support Social Landlords on a range of schemes. In summary, the Programme will continue to fund voids and remodelling, demolition and newbuild, and conversion. These scheme types apply to LA/RSL existing stock. TACP will also support MMC, including for</p>

	<p>'meanwhile use', acquisitions i.e. Existing Dwellings and Off the Shelf purchases as well as 'acquire to convert'. In some cases, TACP can support the acquisition of tenanted properties from Private Sector Landlords where the tenant will be made homeless.</p>
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Appendix 1 Local Housing Strategy Action Plan Progress Report March 2023

Priority 1: Increase supply to provide the right type of homes in the right location

Output	Timescale	Lead organisation/s	Progress
<p>To meet the annual shortfall of 238 affordable housing as identified in the Local Housing Market Assessment (LHMA) 2019 by delivering the following tenures:</p> <p>(i) To increase the number of new social rent properties (RSL or Council) by 86 per annum</p> <p>(ii) To increase the number of intermediate rent properties (NEW</p>	Annual	Flintshire County Council and RSL Partners	<p>Target not achieved.</p> <p>The number of properties completed was 44</p> <p>As had been forecast in last year's report we continue to see a significant hiatus in development of new housing across the County. This emanates from the aftermath of the impact of COVID; the cost of living crisis rising interest rates together with wage and material inflation and delays in material availability.</p> <p>We anticipate that the above issues will continue to impact completions in the current year.</p> <p>However As part of the LDP adoption process, the Planning Strategy Team have already developed a Phosphate Mitigation Strategy in collaboration with Wrexham County Borough Council. Work by Welsh Water and Natural Resources Wales also continues in relation to a review of Waste Water Treatment Works and whether they have permits to treat phosphorous and are operating within those permits. NRW have recently confirmed permits for Mold and Buckley treatment works and will release their review for Hope works shortly, where the outcome has confirmed that headroom capacity exists at each works to treat further phosphorous from new development, thereby removing the need to mitigate for any phosphate impact.</p> <p>compounded by the impact of phosphates on the Planning process which is delaying significant schemes in that part of the County which drain into the Alyn. We anticipate that confirmation in relation to the capacity of Water Treatment works and associated Licences will be received by Planning this Autumn.</p>

<p>Homes or RSLs) by 57 per annum</p> <p>(iii) To increase the number of intermediate ownership properties (through s106 provision or RSLs) by 95 per annum</p>			<p>We were expecting to have been able to report that an additional 36 homes had been provided by FCC.</p> <p>This includes 30 units at Ffordd Hiraethog and Ffordd Pandarus which unfortunately, due to inclement weather were delayed. They have now been completed and handed over August 2023 are in the process of being allocated.</p> <p>6 homeless units at Park Lane (4) and Duke Street (2) were also delayed. Duke Street is now occupied and Park Lane is expected to be completed August 2023.</p> <p>The above figures are broken down as follows.</p> <ul style="list-style-type: none"> • Number of new social rent properties (RSL or Council) - 44 • Number of intermediate rent properties (NEW Homes or RSL's) - nil • The number of intermediate ownership properties (through s106 provision or RSLs) - nil <p>This year's Programme should see the following completed;</p> <ul style="list-style-type: none"> • New social rent properties (RSL or Council) - 80 • Currently on site or due on site but due for completion next year -156 • Nant y Gro (41) should have been on site but is currently under review due to cost increases and scheme viability. <p>The Programme Development/Delivery Plan (PDP) aims to deliver circa 730 units over the next 3 years or so. This includes some of the proposed SHARP programme which are appended below respectively.</p> <p>A summary of the PDP is available at appendix (i)</p>
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			Members should note that the above schemes are subject to Cabinet / New Homes Board approval subject to planning and local Ward Member discussion and Welsh Government (WG) Grant approvals.
Deliver 5% (10) new build properties per annum to meet demand specialist provision	Annual	Flintshire County Council and RSL Partners	<p>Number of new build units to meet specialist provision 2022/2023</p> <p>Target is 10.</p> <p>We had anticipated that 10 units would have been provided in 2022/2023 5 units were developed leaving a shortfall of 5 units against target.</p> <p><u>Completed April 2022 to March 2023</u></p> <ul style="list-style-type: none"> • Longacre Drive (completed July 2022) - 1 property • Fairfield, Holywell (completed October 2022) - 4 units <p><u>Anticipated to complete April 2023 to March 2024</u></p> <ul style="list-style-type: none"> • 17 Elm Road, Queensferry 1 property - did not complete as the family initially nominated withdrew and minor amendments to the plan / property layout were amended to suit another family's needs. • Westhaven, Holywell Rd, Ewloe 4 units - did not complete due to delays in acquisition. <p>Due to the complexity and variety of needs of those on the Specialist Housing register the Housing Strategy team is exploring other options including the potential redevelopment of Flintshire County Councils' (FCC) garage sites for specialist accommodation for those with LD. In addition, regular meetings have been convened with the Specialist Housing Register team in order to develop a brief for this cohort. Potential Development site visits have been arranged with the Learning Disabilities Team in conjunction with the Programme Manager, North Wales Together, Seamless Services for People with Learning Disabilities.</p>
Deliver 20 major adaptations on existing properties per annum (all tenures)	Annual	Flintshire County Council and RSL Partners	<p>Not achieved.</p> <ul style="list-style-type: none"> • For 22/23 DFG LA properties completed 2 large adaptations and DFG Private completed 4 large adaptations.

			<ul style="list-style-type: none"> RSL's have not reported any completed major adaptations.
Increase the percentage of one-bedroom social rented properties by 20% (16) per year of all new build social rented properties	Annual	Flintshire County Council and RSL Partners	Achieved - 20 delivered and anticipated to meet the target next year.
Reduce the number of empty properties by 10% (50) over the lifetime of the strategy	March 2025	Flintshire County Council	<p>With the help of Houses into Home loans, tracking down existing owners and assisting in any way possible we have brought back 58 units into use.</p> <ul style="list-style-type: none"> 2019/20 – 19 properties 2020/21 – 10 properties 2021/22 – 18 Properties 2022/23 – 11 properties

Draft April 2023

Priority 1.1 To increase the supply of all types and tenures of affordable housing through new build developments

Action	Task	Progress
<p>The RSL Welsh Government Social Housing Grant programme</p>	<ul style="list-style-type: none"> • Increasing development capacity in Flintshire through zoning additional Housing Associations. • Ensuring maximum number of properties delivered using the available funding • Ensuring a robust reserve list of schemes. 	<p>The FCC Social Housing Grant has increased significantly from the allocation of £5.2 million in 2020/21. The amount allocated for 2021/22 increased to £10.2 million. The allocation for 2022/23 was £13.3 million. This was fully allocated to schemes in the PDP. Over 94% (£12.6 million) of the allocated funding was paid out by the Welsh Government in 2022/2023.</p> <p>WG has changed the PDP process for 2023/2024 to an online portal named “Manage Homes and Places”. RSL’s may now add schemes directly onto the PDP for consideration by FCC for inclusion.</p> <p>We anticipate that our professional, productive relationships will continue with our partner RSL’s and that just as now that they will feel confident in discussing their Schemes prior to adding them to the PDP online Portal.</p> <p>Should any schemes receive negative pre-planning application advice or be refused planning they will be updated on the Portal and withdrawn.</p> <p>Over the next 3 years (2023/2024 – 2025/2026) WG have allocated Flintshire circa £40m, however, it has received applications for SHG schemes currently totalling £64m. We currently have around 28 “Main” Schemes listed in the PDP with SHG Grant funding allocated.</p> <p>In attempting to try and ensure that all viable Schemes are included within the PDP it is possible that some allocated grant funding may fall outside the year three funding window.</p> <p>The PDP aims to deliver circa 730 units (subject to financial appraisals, planning and technical approvals and consultation etc.). Please refer to Appendix (i).</p> <p>WG is also going to be allocating funding via the Transitional Accommodation Capital Programme (TACP).</p> <p>TACP funding for 2023/24 was announced in July 2023 with updated criteria and eligibility published. FCC has submitted an ‘expression of wish form’ in August 2023 for schemes that Flintshire County Council would like to bring forward for consideration for TACP funding in relation to acquisitions, voids and large-scale acquisitions for conversion.</p>

	<ul style="list-style-type: none"> Ensuring the type and tenure meets local housing needs, primarily social rent properties, informed by the Council's Housing Strategy Team. 	<ul style="list-style-type: none"> The Council maintain a list of potential schemes. No reserve schemes were included as they had not met the relevant criteria to be in a position to be included at that point. These potential schemes were in the very early stages of development and may have been prior to planning application submissions or consultation with local members. In 2021 WG opened up zoning so all RSLs that operate across the North Wales region can work in every Local Authority area and request support for Social Housing Grant. Therefore, there are now 7 RSL's who can access Grant in Flintshire. Over a 3-year period the PDP aims to provide circa 730 properties, the majority, 81% made up of social rent with around 5% affordable rent properties. This balance may differ as schemes progress. <p>Welsh Government (WG) have previously requested that all Local Authorities produce a Local Authority Prospectus that sets out housing need and priorities for the area. This is to help to inform future Social Housing Grant allocation. Flintshire has produced a draft Local Authority prospectus for formal Council approval.</p>
<p>The Council's new build programme: SHARP / HRA</p>	<ul style="list-style-type: none"> Meeting the HRA Business Plan's ambition to deliver 50 new social rent homes per annum up to 2030 in order to meet the demand of the social housing register. Ensuring the delivery of new builds adds value through 	<p>From 2021 - 2026 WG have an ambitious target to deliver 20,000 new low carbon social homes and have opened up the Social Housing Grant programme to developing Local Authorities. FCC has reviewed its Housing Programmes Team to secure additional resources who will work to deliver new-build housing schemes. Two additional Agency Development Managers were appointed to the Housing Programme team in March 2023.</p> <p>The Housing strategy team has also secured two Apprentices who are due to start September 2023. One Graduate Apprentice will also be working across / shared with the Housing Assets team.</p> <p>We are looking to develop circa 299 units over the next 3 years.</p> <p>For the Year 2023/2024 the aim is to commence build of 102 new social rent homes of which 36 are now complete having slipped into this year.</p>

	<p>addressing the pressures for certain housing types by basing development plans on intelligence.</p> <ul style="list-style-type: none"> Utilising Welsh Government's Affordable Housing Grant to support delivery. Securing a lift in the borrowing cap to enable additional financial resources to meet the Council's delivery ambitions. 	<ul style="list-style-type: none"> Year 2024/2025 108 of which all are included on the "main" PDP Year 2025/2026 89 of which 4 Schemes (76 units) are not yet included on the "main" PDP <p>Future schemes are subject to Cabinet approval, Planning etc. and WG Grant approvals.</p> <p>Through the Local Authority Prospectus the aim is to ensure that we are meeting recognised need and demand. For example, around 80% of our housing register require 1 or 2 bed accommodation and our PDP programme aims to deliver smaller 1 and 2 bedroom homes.</p> <p>FCC and NEW Homes continue to work proactively to increase the number of Social and Affordable rent properties available to meet identified housing demand across Flintshire. In accordance with WG strategic housing policy, the Council continues to work with an increased focus upon working collaboratively with partner Housing associations to jointly deliver new housing schemes.</p> <p>New development schemes continue to be procured via the Welsh Procurement Alliance (WPA) selection process. However, this framework is due to expire in April 2024 so an alternative framework/procurement route will be required.</p>
<p>NEW Homes investment</p>	<ul style="list-style-type: none"> Supporting the delivery of affordable rented properties through SHARP for NEW Homes. Ensuring NEW 	<p>NEW Homes currently owns and manages 173 units. NEW Homes are in discussion to acquire a further 13 properties (6 at Maes Gwern and 7 at Penyffordd) this year.</p> <p>The Business plan allows for future schemes, as below subject to Cabinet/NEW Homes Board approval, consultation, planning and technical approvals and WG grant approvals.</p>

	<p>Homes maximises its ability to invest in the delivery of affordable rented properties through using their existing assets.</p>	<ul style="list-style-type: none"> Year 2023/2024 and 2024/2025 – circa 72 including 6 at Maes Gwern and 7 at Penyffordd. <p>NEW Homes is currently under strategic review</p>
<p>Maximising the provision of affordable housing on market led sites through S106 requirements</p>	<ul style="list-style-type: none"> Ensuring the new LDP affordable housing planning policy requirements maximises appropriate on-site provision. Supporting and encourage our delivery partners to utilise private finance and Rent to Own Grant to acquire units from developers for affordable rent and rent to own / shared ownership, in addition to the planning requirement. Working with 	<p>The Local development Plan (LDP) was formally adopted on the 24th January 2023. HN3: Affordable Housing now requires that affordable housing contributions will be sought on developments of 10 or more units in accordance with quotas for each of the 6 submarket areas. These should be taken as a target for negotiation on a site-by-site basis subject to detailed viability considerations.</p> <p>Affordable housing will be expected to be delivered on site in the first instance and only in exceptional circumstances will off site or commuted sum contributions be accepted in lieu of on-site provision.</p> <p>The percentage of affordable housing varies from 15% to 40% depending on which of the 6 submarket areas the Development falls under.</p> <p>Arc 4 Consultants are in the process of updating the LHMA which is expected Q4 this year Housing Strategy is a consultee for new planning applications and negotiations occur with developers and RSL partners based on housing need and Local Authority priorities. This is reinforced via the Local Authority prospectus.</p>

	<p>developers to ensure delivery of affordable ownership models, such as shared equity, where there is demand.</p>	
<p>Exploring innovation and social value across the sector</p>	<ul style="list-style-type: none"> • Working with partners to use off site manufacturing / Modern Methods of Manufacturing • Explore opportunities through the regional growth deal partnership • Considering investing in designs for multi-generational / flexible homes • Increasing the use of social value in service planning and procurement in order to maximise opportunities and support vulnerable residents. 	<p>All new FCC schemes will incorporate Modern Methods of Construction (MMC) to achieve enhanced sustainability and be in line with the Welsh Development Quality Requirements 2021 (WDQR 2021) “Creating Beautiful Homes and Places”, this sets out the minimum functional quality standards for new and rehabilitated general needs affordable homes. Consultation for WHQS 2023 is now closed and once the outcome is known/ and the report becomes available FCC and partners will review the findings/recommendations. FCC is taking part in an all-Wales pilot project which aims to develop a good practice framework by sharing knowledge about zero carbon housing among Local Authorities and RSL</p> <p>The Welsh Procurement Alliance (WPA) selection process currently provides a delivery route for procurement of schemes and ensures that social value is embedded within procurement. However, this framework is due to expire in April 2024 so an alternative framework will be required and is currently under review.</p>

Draft April 2023

Priority 1.2 To increase the supply through better use of existing social housing stock		
Action	Task	Progress
The Council's housing stock	<ul style="list-style-type: none"> • Undertaking a review of the stock and tenancies to determine where there is under occupation or where there is capacity to realign the use of the stock • Reviewing the existing use of stock to assess best use • Developing an incentive scheme to encourage movement in the stock where it can be proven to meet a need from the housing register and address under occupation / overcrowding. 	<p>There is an established working group to review all sheltered housing schemes to assess suitability as older persons housing in the future. Flintshire has a relatively large amount of older persons stock and therefore this review is taking longer than anticipated.</p> <p>The review has widened in scope to consider what the Flintshire 'Offer' of sheltered housing should be. A definition of an "Offer has been formulated and is awaiting final agreement. A matrix has been developed and will be used to assess sheltered schemes which require substantial investment or have housing management challenges.</p> <p>The Council utilise this scoring matrix to evaluate each sheltered scheme before any options are considered further. Areas of consideration consist of, but are not limited to, desirability, amenities, access & egress, allocation waiting lists, rent loss and asset compliance</p> <p>The Council has finalised the detailed option appraisals for each identified sheltered scheme/site.</p> <p>FCC is still working with the North Wales housing providers in a 'rightsizing' project looking at whether people are in a property that is suitably sized for their needs. This will include under occupancy/overcrowding and incentives and aims to achieve a consistent approach across the North Wales region. This will assist with the rapid rehousing initiative. This is still ongoing and is to be reviewed/ revised once the sheltered housing review and assess condition surveys have been completed.</p> <p>Ongoing to be devised</p>
Partner Housing Association stock	<ul style="list-style-type: none"> • Review existing use of stock to assess best use in line with strategic priorities. 	<p>FCC continues to work with partner housing associations through the strategic and operational SARTH groups to identify challenges and develop ways of maximising allocations within existing stock.</p> <p>All the RSLs are involved in the rightsizing project as outlined above. This is linked to the ongoing sheltered housing review and assess condition surveys</p>

Priority 1.3 To increase the supply by bringing empty homes back into use		
Action	Task	Progress
Accessible Housing	<ul style="list-style-type: none"> Develop an Accessible Housing Register for all social housing stock to enable better use of adapted stock. Assess the register to identify where there are homes with adaptations that could be utilised. Engage with Housing Occupational Health and Social Services as early as possible on all developments to ensure all accessible needs are met. 	<p>The Council and partners continue to operate 50% direct lets to homeless households to ease pressure on statutory homeless services and emergency accommodation.</p> <p>There is an ongoing review of existing adaptations and specialist housing within the housing stock. This is linked to the ongoing sheltered housing review and condition surveys and is therefore dependent on the completion of these workstreams. Once the above is completed this will be explored further</p> <p>The Specialist housing register is considered when looking at housing need for new build affordable housing schemes and planning applications. NEW Homes and FCC new build housing schemes include consultation at inception stage (with Housing occupational health and Social Services) to ensure housing requirements for people with accessible needs can be met. FCC and NEW Homes developments with ground floor flats/ bungalows will be developed using wheelchair space standards where the site is deemed as suitable. The Local Authority Prospectus emphasises specialist and supported housing provision being included within Grant funded developments.</p> <p>The Housing Strategy team attend regular meetings to discuss the needs of those on the Specialist Housing register. They are currently exploring the possibility of repurposing / utilising existing HRA garage sites for the development of suitable accommodation for this cohort. The Housing Strategy team also hold regular meetings with the Programme Manager North Wales Together: Seamless Services for People with Learning Disabilities and their Team.</p> <p>FCC recruited an Occupational Therapist (OT) in January 2023. The OT works within the Housing register team and across the DFG Adaptations team to work to improve opportunities for applicants on the Specialist Housing register and build links with other departments.</p> <p>The OT is now embedded into the housing and preventions service, housing management, DFG and Social services teams</p>

<p>Developing relevant policies to maximise legal powers</p>	<ul style="list-style-type: none"> • Develop a policy for Flintshire to maximise legal powers including the potential to compulsory purchase or take ownership on a temporary basis. • Explore potential resources with Welsh Government for compulsory purchase orders • Developing an initiative, in partnership with our Housing Associations, to bring back empty properties into use to meet specific needs such as for larger families. 	<p>Working closely with Council tax and utilising land registry information we are targeting long term empty properties by tracking down the owners and communicating more and offering financial assistance.</p> <p>There is the possibility of FCC and RSLs accessing TACP funding to bring empty/void properties back into use. We have discussed the opportunities with our RSL Partners.</p> <p>FCC Asset Management team accessed Transitional Accommodation Capital Programme (TACP) funding to bring void properties back into use.</p> <p>A TACP Grant of £548,186 was claimed by FCC for 2022/2023.</p> <p>FCC has also purchased 2 larger properties at Ash Grove via TACP funding.</p> <p>An application for TACP funding has been made by FCC for 2023/24 for around £2.4m to bring circa 50 void properties back into use. As well as around £3.5M to fund circa 24 acquisitions to ease the number of homeless households accommodated in temporary accommodation.</p>
<p>Reducing empty properties</p>	<ul style="list-style-type: none"> • Working closely with partner Housing Associations and the Council Tax Team to identify those properties which are long term empty and are causing issues to the local community. 	<p>It was agreed with Council Tax to advertise the houses into home loan scheme by including a leaflet in the council tax bills 2023/24 which are sent to every property in the authority</p>
<p>The provision of financial support to bring empty properties back into use</p>	<ul style="list-style-type: none"> • Promoting 'Houses to Homes' loans, which aims to bring empty properties back into use through providing affordable loans up to £25k in the private sector. <p><i>Amounts have been increased from</i></p>	<p>Provision of Financial Support</p> <p>Use of the loan scheme has delivered:</p> <ul style="list-style-type: none"> • 19/20 – 8 Properties creating 18 Units of accommodation • 20/21 – 7 Properties creating 9 Units of accommodation • 21/22 – 5 Properties creating 10 Units of accommodation • 22/23 – 2 Properties creating 2 units of accommodation

	<i>£25,000 to £35,000 for each property and up to £250,000 per application.</i>	
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Priority 1.4 To increase the supply through the private rented sector (PRS)		
Action	Task	Progress
<p>A dedicated PRS team / Officer in the Council</p>	<ul style="list-style-type: none"> • Realign existing staffing resources and expertise to develop an improved PRS offer across Flintshire. 	<p>FCC is still exploring the option of joining the WG Private Sector Leasing Pathfinder scheme which leases private sector properties and makes them available for homeless households.</p> <p>FCC is still aiming to recruit a Landlord Liaison officer and Private Rented Sector (PRS) access officer funded through the Housing Support Grant. These new posts would develop the PRS offer and build relationship with private landlords.</p> <p>The Bond scheme has been reviewed. WG has agreed to continue funding the Bond scheme and there is now flexibility in how the funding is used.</p> <ul style="list-style-type: none"> • Having commissioned ARC4 Consultants to complete a piece of research into the PRS in Flintshire regarding its availability, affordability and demand the report has now evidenced 50% fewer homes advertised on the market since 2018. • The finding of the report will be considered as part of our ongoing response to a challenging PRS.
<p>The delivery of a bespoke landlord offer</p>	<ul style="list-style-type: none"> • Consulting with private sector landlords through the Landlord Forum to establish a better understanding of the barriers and what the critical success factors would be to provide a successful offer. • Providing a range of offers for Landlords to incentivise their engagement and commitment to the Council including the BOND. 	<p>Successful Landlord Forums have taken place in June 2022, November 2022 and May 2023.</p>

	<ul style="list-style-type: none"> Ensuring the offer is flexible as well as robust and cost effective. 	
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Priority 1.5 To provide the right type of homes to meet the increased demand for single person accommodation and larger properties for families		
Action	Task	Progress
The RSL's and Council's new build programmes	<ul style="list-style-type: none"> Requiring higher numbers of single person accommodation and larger properties as part of all new build developments. Continuous assessment of priorities and regular updates 	<p>The Local Authority Prospectus will continue to prioritise the need for single person accommodation and highlights the growing need for smaller and some larger properties. Through the Local Authority Prospectus the aim is to ensure that we are meeting recognised need and demand. For example, around 80% of applicants on the housing register require 1 or 2 bed accommodation and our PDP programme aims to deliver around 70% smaller 1 and 2 bedroom homes</p> <p>Evidence of housing need is obtained via the Social and Affordable housing registers and is sought for all new development opportunities and informs the property mix that is to be built. Reference is also made to the LDP in relation to affordable housing. Quarterly meetings are held with RSL development partners to keep them advised about strategic priorities. This is in addition to quarterly meetings held with the WG and RSL partners and Regional Strategic Lead meetings.</p>
Developing innovative approaches	<ul style="list-style-type: none"> Reviewing best practice elsewhere and identifying a range of options that could meet our emerging demands for single person and larger units in a cost-effective way. Identifying innovative delivery models which can provide smaller units which are flexible and can be altered to meet changes in demand in the future. 	<p>New approaches to house building are considered where the site is suitable and to comply with WDQR 2021 which promotes enhanced environmental sustainability.</p> <p>FCC is working with the Active Building Centre to develop a scheme that strives towards carbon zero. Quick build developments using MMC and flexible modular construction is being explored on sites that are suitable and viable.</p>

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	<ul style="list-style-type: none"> Considering the appropriateness of different delivery methods such as self-build/custom build and co-operative approaches to meet the need. 	<p>FCC is exploring off site construction viability with a view to improving cost and or programme.</p>
Strategic acquisitions	<ul style="list-style-type: none"> Providing a strategic acquisition fund for properties which would meet a very specific need and for small numbers of properties. Requesting partner Housing Associations to utilise Social Housing Grant to acquire individual properties where there is a specific need which is either urgent or cannot be met through current stock. 	<p>2023/24 Social Housing Grant funding has been allocated via this year's PDP to fund an additional property acquisition in partnership with First Choice Housing Association. This property will help people who need specialist adapted accommodation and whom cannot be easily housed within the existing housing stock.</p> <p>In addition, FCC are looking to utilise SHG/TACP funding to acquire circa 20 properties via the Open market and Buy backs.</p> <p>We are also exploring bidding for Strategic Capital Projects funding in line with the North Wales Strategic Capital Plan in relation to HCF and IRCF Capital Funding to develop FCC Garage and other sites for specialist homes for those with learning disabilities</p> <ul style="list-style-type: none"> Partners are encouraged via the PDP Partners meetings to utilise Social Housing Grant and TACP, where appropriate to acquire individual properties. In addition, the Local Authority Prospectus and Specialist Housing register identifies where there is a specific need which is either urgent or cannot be met through current stock. Transitional Accommodation Capital Programme (TACP) funding has been made available by the WG for 20223/2024 and Partners are encouraged to submit eligible schemes for consideration.

Priority 1.6 To provide the right type of homes to improve the offer and scope of specialist housing provision		
Action	Task	Progress
An overarching / strategic framework for determining the most cost-effective delivery	<ul style="list-style-type: none"> • Reviewing the options for delivery i.e., adaptations; acquisition or new build and develop a universal assessment mechanism to determine the most cost-effective delivery option within an equality framework. • Reviewing and mapping resources available to meet the increasing demand for adaptations. • Exploring a partnership approach to funding and delivery including Council Housing / DFG teams, HAs Housing teams, Supporting People, Social Services, Occupational Health, Health and ICF partnership. • Lobbying Welsh Government to simplify funding for adaptations across all delivery partners. 	<p>An Occupational Therapist has been recruited which has provided a more effective coordinated approach across the different service areas in Flintshire that provide adaptations and support for people with disabilities.</p> <p>Linked to stock review and assessment</p>
Meeting the housing needs of people with disabilities	<ul style="list-style-type: none"> • Continuing to deliver as a partnership to meet the needs of people on the specialist housing register. • Maximising the use of adaptations to help sustain tenancies and reduce increased pressure on the housing register. • Considering potential strategic acquisitions to meet the needs of particular complex cases. 	<p><u>Specialist Housing Register (SHR)</u> 15 applicants were rehoused from the SHR during 2022/2023</p> <p>The Homeless team review identified the need for a Specialist Housing Support Officer to work with people whose needs cannot be easily met within the existing social housing supply.</p> <p>This is still pending and significant strain on homeless services means housing support capacity is being direct to the homeless area. An Occupational Therapist has been appointed and they are now embedded into the Team.</p>

	<ul style="list-style-type: none"> • Ensuring adapted properties are included on all Housing Association new build developments to meet the needs of the specialist register. • Exploring the delivery of adapted properties on market led schemes. 	<p>There are regular meetings with Phil Forbes, Development Manager Supported Housing (Mental Health), Regional Housing Support Collaborative Group (RHSCG). Phil is now an active member within the SARTH Operational panel</p> <p>The Local Authority Prospectus prioritises the need for Specialist housing provision on Social Housing Grant funded schemes. Funding will be allocated via the PDP to an additional Specialist housing scheme.</p>
Meeting the needs of people with complex health needs	<ul style="list-style-type: none"> • Developing a proactive relationship with the health sector to improve communication with Housing Strategy around housing needs of those in their care. • Delivering affordable transitional accommodation to reduce delayed transfer of care – Glan y Morfa – through securing funding and undertaking the necessary works. • Working with the Homeless Prevention team to inform provision and identify best practice 	<p>The Accommodation and Support Group meets regularly to identify opportunities to address priority groups. The Local Authority Prospectus prioritises the need for accommodation for specific client groups.</p> <p>Phil Forbes, Development Manager Supported Housing (Mental Health) Health, Regional Housing Support Collaborative Group (RHSCG) and the Housing Support planning group also meet regularly.</p> <p>Glan Y Morfa scheme is completed.</p> <p>The Accommodation and Support Group meets regularly to identify opportunities to address priority groups. The Local Authority Prospectus prioritises the need for accommodation for specific client groups.</p> <p>The Development Manager, Supported Housing (Mental Health) Health, Regional Housing Support Collaborative Group (RHSCG) & Housing support planning group also meet regularly.</p> <p>Emerging risks are increasing presentations of homelessness. As a result of mortgage repossessions and landlords selling homes we are identifying possible properties for purchase. This course of action can not only increase the supply of social housing but also prevent homelessness.</p>

<p>Providing the right type of housing to meet the needs older people</p>	<ul style="list-style-type: none"> • Understanding the housing needs of the older people. • Exploring alternative and innovative housing models for older people such as intergenerational properties or co-operative models, which help to keep older people active and healthier for longer. • Providing specialist provision such as extra care and supported housing for those older people with care needs including dementia. • Reviewing existing specific older person's social housing stock to ensure they can sustain tenancies. • Exploring potential to include age-friendly properties as part of new build market developments. 	<p>This will be considered as part of the ongoing Sheltered housing review and stock assessment condition surveys</p> <p>There are currently four Extra Care schemes in Flintshire providing 239 units of accommodation.</p> <p>Housing Strategy team provide comment on demand as per the Local Authority prospectus, LDP and housing waiting lists.</p> <p>As above</p>
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Priority 1.7 To provide the right type of accommodation for the Gypsy and Traveller community		
Action	Task	Progress
<p>Meet the need for residential pitches</p>	<ul style="list-style-type: none"> • Increasing the number of pitches in line with Flintshire's Gypsy and Traveller Accommodation Assessment (GTAA) through market led schemes and the refurbishment of the Council owned site. 	<p>Market led schemes have increased capacity by two pitches and two planning applications were submitted that could provide an additional seven pitches (pending Local Development Plan Planning Inspector review).</p> <p>Both applications to extend private sites were approved and are progressing. There is also work being undertaken around the future extension of Riverside the Councils gypsy and traveler site.</p> <p>The LDP was formally adopted in January 2023.</p>

<p>Provision of a transit site within the County</p>	<ul style="list-style-type: none"> Identifying and assessing potential sites to deliver a transit site in Flintshire. Applying for planning permission for transit site and secure Welsh Government Grant to deliver provision. 	<p>Preferred location for a transit site formed part of the LDP submission.</p> <p>The LDP was formally adopted in January 2023.</p> <p>An updated GTAA has been prepared but has yet to be submitted to WG, however, the assessment has confirmed the necessity for a small-scale transit site as per the approved GTAA, and site provision is made for this in the adopted LDP. There is also a requirement for additional pitches and officers in Planning, Environment and Economy have mapped all changes since the date of the refreshed assessment (April 2022) in terms of planning permissions and applications or appeals pending which could address the additional need identified. This will be published as an addendum update and sent to WG for approval. The updated GTAA will inform a future paper to Informal Cabinet.</p>
<p>Management of the Council owned site</p>	<ul style="list-style-type: none"> Review different management models for the Council owned site. Redesigning and delivering the refurbishment of the site to provide modern pitches. Developing an allocation policy for the site. 	<p>In relation to management of Riverside and transit site this will be developed once we have secured planning permission for the transit provision. As an interim measure we have engaged with Care and Repair who provide onsite support at Riverside around repairs.</p>

Priority 2: Provide support to ensure people live and remain in the right type of home

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Output	Timescale	Lead organisation/s	Progress
Deliver the actions identified in the Flintshire Homelessness Local Action Plan	March 2024	Flintshire County Council	<p>A new Housing Support Programme Strategy plan 2022-2026 has been developed which merges the Housing Support Grant Delivery Plan and local Homelessness Strategy as per the Welsh Government to create an overarching 4-year strategy for housing support and homelessness agendas from April 2022 onward.</p> <p>The development of the Housing Support Programme Strategy plan provides an opportunity to recruit a Project Manager and a Strategic</p>

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			<p>coordinator.</p> <p>As part of reviewing Flintshire's Housing offer priority no 5 of the Housing support programme strategy, opportunities to deliver a homeless hub and dispersed temporary accommodation model continues.</p>
Develop a Youth Homeless 'hub'	March 2024	Flintshire County Council	<p>A youth homeless hub is featured as a priority within the Local Authority prospectus. Identifying a potential location and partner agencies for delivery of this activity will be key to having a shared vision and appropriate setting for this accommodation and service delivery model.</p> <p>Internal Social care and Housing accommodation needs mapping exercises. There is potential for Social Housing Grant to be used for delivery of the accommodation.</p> <p>These hubs are still under consideration by the Housing strategy team. Further feasibility work continues but no specific sites have been identified.</p>
Reduce the number of people in temporary accommodation by 50% (33) over the period of the plan	March 2024	Flintshire County Council and RSL Partners	<p>This has not been feasible due to the increases in homelessness coupled with significant barriers to successfully moving people on which has resulted in more people requiring homeless accommodation.</p> <p>Emergency and temporary accommodation is limited in Flintshire and a lot of positive work is undertaken to help people sustain their housing to avoid the need to access emergency and temporary housing through prevention. However, in recent months, the increases in homelessness and significant barriers to successfully moving people on has resulted in more people requiring homeless accommodation.</p> <p>At the end of year 21/22 101 households were accommodated, the number now stand at 184 households.</p>
Deliver a transit site for the Gypsy and Traveller Community	March 2022	Flintshire County Council	<p>The LDP was formally adopted in January 2023.</p> <p>An updated GTAA has been prepared but has yet to be submitted to WG, however, the assessment has confirmed the necessity for a small-scale transit site as per the approved GTAA, and site provision is made for this in the adopted LDP. There is also a requirement for additional pitches and</p>

			officers in Planning, Environment and Economy have mapped all changes since the date of the refreshed assessment (April 2022) in terms of planning permissions and applications or appeals pending which could address the additional need identified. This will be published as an addendum update and sent to WG for approval. The updated GTAA will inform a future paper to Informal Cabinet.
Deliver one Extra Care during the period of the Strategy	March 2024	Flintshire County Council and RSL Partners	There is an ongoing review of older persons /supported housing stock.

Priority 2.1 To reduce homelessness through prevention		
Action	Task	Progress
Work across the region with partners to prevent homelessness	<ul style="list-style-type: none"> Working across the region to develop a cross Local Authority Regional Homelessness Strategy, pulling together resources to deliver shared interventions where appropriate and cost effective. Developing a better understanding of the causes of homelessness to inform the development of the right interventions through collective, regional intelligence gathering. 	<p>The local private sector housing market is seeing significant challenges with fewer properties available each year and many landlords leaving the market. This creates homelessness as properties are sold, residents asked to leave and the availability of fewer properties resulting in them being increasingly unaffordable.</p> <p>Changes to the Housing Wales Act 2014 (HWA 2014) and specifically the introduction of an eleventh category of Priority Need for rough sleeping and those at risk of sleeping rough, sees a sustainment of the “no one left out” approach adopted during the Covid pandemic and now firmly establishes the principle on a legal footing and as standard practice in Wales.</p> <p>As a result, more people, and particularly single people, will be owed accommodation duties, significantly increasing demands and cost on already stretched homeless accommodation.</p> <p>External factors associated with the cost-of-living crisis and housing market conditions are increasing the levels of homelessness and place more burden operationally and financially on the Council</p>

		<p>Homelessness Presentations</p> <p>Numbers of homeless presentations continues to increase at the end of 2022/23, 1,598 presentations to the homeless service a significant increase from the previous year.</p> <p>There are ongoing concerns around Homeless presentations because of landlords serving notice due to them ceasing their landlord functions and selling their assets. Some landlords advise that they no longer wish to rent as a result of Renting Homes (Wales) Act (RHW) implications, rising interest rates and uncertainty about property values.</p> <p>Flintshire's Housing Support Programme Strategy 2022 -2026 is now in place.</p> <p>Regional Housing Support Grant (RHSG) meetings are held quarterly. Homeless leads meetings are also held across North Wales. This allows for joint working including Rapid rehousing, each local Authority (LA) has developed a Rapid Rehousing plan. FCC has recently received feedback from WG in relation to their Rapid Rehousing plan.</p>
<p>Work with partners in Flintshire to prevent homelessness</p>	<ul style="list-style-type: none"> • Develop a Local Action Plan for homelessness to ensure local issues are addressed. • Develop preventative measures by providing tenancy support and crisis management to enable the people to sustain their tenancies. 	<p>A Local Action Plan has been developed on the back of the robust needs assessment as part of the Housing Support Programme Strategy development and rapid rehousing transitional action plan work is ongoing</p> <p>The housing market and peoples support needs changed significantly due to the pandemic and resources were targeted at the most urgent and necessary intervention at the local level.</p> <p>RHW Act has also impacted on the ability to develop preventative measures.</p> <p>Additional Housing Support Grant allocation was received to develop more prevention activities, whilst also managing the high caseloads and numbers of people who were at risk of homelessness, and in homeless accommodation throughout the course of the pandemic. Various other funding has also been allocated from the WG to assist B&B placements & discretionary funding to ensure sustainability of tenancies for e.g., rent arrears top up of DHP funding etc.</p>

		During quarters 1& 2, 2023/24 Wales Audit office will be undertaking a review the Councils corporate approach to homeless prevention
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Priority 2.2 To reduce the demand for temporary accommodation		
Action	Task	Progress
Provide suitable accommodation to meet the needs of homeless	<ul style="list-style-type: none"> • Develop different models of delivery such as Housing First. • Develop a 'hub' to provide a range of services for the homeless including emergency beds and support services. • Working closely with Housing Strategy and development partners to inform the delivery of flexible and suitable accommodation. 	<p>We have developed Housing First with Denbighshire County Council and Conway funding via the Housing support Grant. This supports up to 20 people at any one time with complex needs.</p> <p>We are still utilising the Glanrafon emergency homeless hub. The Housing strategy team are exploring suitable sites for the provision of a new homeless hub/homeless accommodation. Reliance on B&B and hotels continues to be necessary</p> <p>Significant challenges remain including:</p> <ul style="list-style-type: none"> • Shortage of 1 bed accommodation as demand remains high • Renting Homes Wales Act 2016 (negative impacts in PRS) • Landlords exiting the PRS • "No one left out" scheme • Challenges in ensuring tenancies are sustained • Challenges relating to recruitment and retention of staff <p>Further feasibility work remains underway but no further specific sites have been identified.</p>
Increase availability of move on accommodation	<ul style="list-style-type: none"> • Undertake a review of the existing stock and explore options for increasing supply of move on accommodation. • Ensure commissioning priorities incorporate the necessary support required to sustain tenancies. 	<p>The Council are still in the process of completing internal and external stock condition surveys for all HRA properties. This will inform our investment programmes and will also identify any properties/assets that require further option appraisals based upon their condition, suitability, and investment requirements same</p> <p>Welsh Government developed a high-level action plan designed to end homelessness. A key pillar within the plan was for Wales to move to a Rapid Rehousing approach. This model has been adopted and will lead to a</p>

Priority 2.3 To provide the right type of support for the most vulnerable people		
Action	Task	Progress
Strategic commissioning of support services	<ul style="list-style-type: none"> Develop the Local Commissioning Plan incorporating the Regional Homelessness Strategy priorities to ensure a joined-up approach. Support the work of the Regional Collaborative Committee. 	<p>As a significant shift and change with its support programme and strategy has been developed which merges the Housing Support Grant Delivery Plan and local Homelessness Strategy into one strategic approach. The Council's strategic homelessness principles and members of the Council have supported high level priorities and strategy plan of funding support to WG. Plans to address the issue of 2022 onwards. The national and commissioning priorities will continue to be addressed through this plan and the Housing Support Programme Strategy.</p> <p>Opportunities for regional working and collaboration have been identified and referenced within localised plans with delivery of shared activities for North Wales delivered through the Housing Support Regional Delivery Group.</p>
Page 106	<ul style="list-style-type: none"> Commission support for priority groups: Youth homeless; Prison Leavers; Rough Sleepers; and Complex Needs. 	<p>The Programme Manager, North Wales Together , Seamless Services for People with Learning Disabilities has ascertained that because of the increasing numbers of people requiring care, support and accommodation, people with Learning Disabilities are often unable to be accommodated within their own communities close to family and friends. This leads to delays in seeking appropriate long-term housing for individuals and causes increased emergency admissions to residential care homes or inappropriate placements often some distance away from home. This increases the number of Residential Care placements overall, many of which are located out of area. The cost of these placements is increasing.</p> <p>In total, Flintshire has 1,002 people with Learning Disabilities (LD) living within the county. That is the highest number across the North Wales region. Flintshire currently has 81 individuals who are at risk of needing supported living</p>

		<p>accommodation within the next 4 years.</p> <ul style="list-style-type: none"> • 11 adults noted as having priority accommodation needs. • Flintshire have 49 out of county residential placements, 7 of whom wish to move closer to home. This number is comparatively higher than neighboring counties. • Flintshire have 37 people with LD living at home with elderly carers and likely to need supported accommodation in future years. • 20 young people identified as needing accommodation or at high risk of breakdown between now and 2027
<p>Working with partners and other teams in the Council to ensure available support.</p>	<ul style="list-style-type: none"> • Working with key stakeholders e.g. health to provide support packages at an early stage through joint protocols. • Working with Social Services and health colleagues to ensure supported living. • Working with strategic delivery partners to ensure capacity and scale of support is available to avoid unacceptable delays in provision for the individual. 	<p>There are significant challenges in delivering support packages with Health due to capacity and demand issues. Positive joint working with partners internally, through commissioned services and across public services has developed in pockets and the opportunity to co-ordinate and capture this and build on such momentum will be channeled through the Housing Support Programme Strategy. This includes LD services</p> <p>The ability to further develop services via the Housing Support Programme Strategy continues to be impaired by challenges in recruiting and retaining skilled staff. This presents obstacles and challenges for both Local Authorities and the Welsh Government whilst the sector seeks to find solutions to overcome and mitigate these challenges.</p>

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Priority 2.4 To provide a range of financial and social support		
Action	Task	Progress
<p>Ensuring a range of financial products to support people to access and remain in their home</p>	<ul style="list-style-type: none"> • Promote and develop affordable ownership products including Shared Equity; Homebuy and Rent to Own. • Promote private rent support 	<p>Affordable ownership products are provided via Section 106 planning contributions and in partnership with RSL's on suitable developments. Affordable ownership properties are marketed via Tai Teg when available for application.</p> <p>As previously referenced above a range of prevention activities have been developed and will continue to be explored to help people to avoid homelessness. If</p>

	<p>through the BOND.</p> <ul style="list-style-type: none"> • Develop access to affordable starter furnishing packages. • Provide financial management advice and access to financial products with the aim of reducing the risk of rent arrears / eviction. 	<p>despite intervention homelessness does occur support is available to help secure new homes within the private sector. However, this is increasingly challenging as fewer homes are on the market and significant costs make PRS rent unaffordable for many households.</p> <p>WG continues to fund the Bond scheme and there is now flexibility in how this funding is used.</p> <p>Funding is available and enhanced pots have been identified for Bonds, Rent In Advance and Deposits through the Homeless Service. This is in addition to funding such as Discretionary Housing payments.</p> <p>Various Welsh Government funding has enabled the Homeless Service to provide assistance such as Homestarter packs.</p> <p>Generic and Financial Housing Support services can be accessed via the Housing Support Gateway. Referrals to the Service may be made by Social Workers, Health Professionals, or any other professional from agencies (with permission of the individual/s) in addition to self-referrals.</p> <p>Specialist debt advice is available via the Housing support gateway and provides additional capacity and fast track entry for those of imminent risk of homelessness.</p>
Develop a range of innovative support to address key barriers	<ul style="list-style-type: none"> • Explore a range of initiatives, based on best practice, which will provide cost benefits in the medium term to the public finances. For example, a furniture rental social enterprise. 	Ongoing work through Housing support programme /strategy and operational delivery continues to focus on principles of prevention and earlier intervention, Move on from homelessness and makes best use of spend to save principles

Priority 2.5 To provide support for older people to either remain in their own home or move to more suitable accommodation

Action	Task	Progress
Review the SARTH to understand the housing needs of	<ul style="list-style-type: none"> • Develop a plan with our Housing Association partners to address the needs of older people on 	Further work is required with partners to develop localised plans and strategies to meet the needs of older people within social housing across Flintshire.

older people in social housing	SARTH.	FCC's sheltered housing review will be a significant piece of work. The Council are in the process of completing internal and external stock condition surveys for all HRA properties. This will inform our investment programmes and		
Output Reduce the number of households in the private sector in Flintshire who are in fuel poverty from 10.1% to 8% during the period of the strategy	<ul style="list-style-type: none"> Develop an understanding of demand for adaptations to enable future planning of resources. Links with Social Services; Residential Care homes; Extra Care and supported housing to scope out move on options. 	Timescale March 2024	Lead organisation/s Flintshire County Council	Progress Improvements are being made to fuel poor homes, including tariff switching advice, the installation of fuel efficient heating systems and improvements to Household EPC ratings. Households are provided with energy efficiency advice and referrals to other support agencies as needed. 1,198 households have received support since 01/10/2021.
Develop an understanding of the wider housing requirements for older people	<ul style="list-style-type: none"> Consult with interest groups to identify key issues, barriers and potential opportunities for an action plan. Review tenancy support and the potential of incentives to encourage downsizing where appropriate. 	Further work required with partners linked with review of stock assessment. The Ageing Well team is working closely with colleagues in Housing to establish clear actions that will enable older people to make informed choices about where they live to ensure they maintain their independence and to age well costs.		
		FCC is working with the North Wales housing providers in a 'rightsizing' project looking at whether people are in a property that is suitably sized for their needs. This will include under occupancy and downsizing incentives and aim to achieve a consistent approach across the North Wales region.		
		As referenced earlier the Council are in the process of completing internal and external stock condition surveys for all HRA properties. Once the internal and external stock condition surveys for all HRA properties have been undertaken and a full analysis of the stock has been undertaken then further consultations will take place with interest groups to identify key issues, barriers, and potential opportunities for an action plan.		
		This may include a review of tenancy support and the potential use of incentives to encourage downsizing where appropriate.		

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<p>Complete the Welsh Housing Quality Standard programme by 100%</p>	<p>March 2021</p>	<p>Flintshire County Council and RSL Partners</p>	<p>The Council achieved WHQS compliance in December 2021 and are now in the maintenance phase of this investment programme.</p> <p>Clwyd Alyn achieved WHQS compliance in March 2017.</p> <p>Wales and West have maintained WHQS. However there were 12 units with an Acceptable Fail as follows;</p> <ul style="list-style-type: none"> • 3 Properties where the EPC is lower than 65 (Physical Constraints) • 3 Properties level access to Garden (Physical constraints) • 2 Bathroom extractor fans (Physical Constraints) • 1 Property where no grip assisted floor in Kitchen and no extractor Fan (Residents choice) • 1 Property has level access Garden and rear garden safe suitable (Physical Constraints) • 1 LGSR (Residents Choice) • 1 EICR (Timing) <p>Grwp Cynefin (GC) state 100% of homes have passed the WHQS subject to acceptable fails (latest Annual report 2021/2022). As per GC Corporate Plan 2019/24 GC have an investment programme which aims to reduce its number of acceptable fails to ensure tenants live in good quality affordable homes.</p>
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Priority 3.1 Maximising energy efficiency standards and delivery methods

Action	Task	Progress
Private sector renewal energy loans	<ul style="list-style-type: none"> Maximise the use of the loan products aimed at owner occupiers to bring properties up to a good standard by making them energy efficient and removing hazards. 	<p>Private sector loans are available for owner occupiers to support schemes that provide funding for new central heating and property improvements. This is a Welsh Government loan which is available at a zero percent interest rate. 15 loans have been arranged since October 2021, there is an expectation that the use of the loans will increase as new funding streams are starting to commence, such as Eco4 which started July 2022 and the next phase of Warm Homes funding which is expected to start before the end of December.</p>
Gas infill programme for social housing properties that are off-gas	<ul style="list-style-type: none"> Working with Wales and West Utilities to extend the gas network to bring more convenient and cost-effective heating to residents across all tenures. Niall 	<p>The Domestic Energy Efficiency Team currently provides the Housing Asset Service with various support services including, but not limited to, Project Management, Solar PV installations, Planned Heating and Renewable installations, and EPC surveys for all HRA properties.</p> <p>The Domestic Energy Efficiency Project Team no longer supports a gas infill programme; however, Flintshire Council does have a contract with Wales and West Utilities to administer the distribution of gas connection vouchers, aimed at supporting households without a gas mains connection. Between April 2021 and</p>

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		October 2022, the scheme has provided 250 gas vouchers to individual households.
Retro fit of energy efficiency measures for vulnerable residents in all tenures	<ul style="list-style-type: none"> Identify the strategic sites within communities that need redevelopment. Niall 	<p>As referenced above the Domestic Energy Efficiency Team currently provides the Housing Asset Service with various support services including but not limited to, Project Management, Solar PV installations, Planned Heating and Renewable installations, and EPC surveys for all HRA properties.</p> <p>The Domestic Energy Efficiency Project Teamwork in partnership with the Housing department to deliver the Optimised Retrofit Programme, utilise Flintshire Council energy crisis fund, and work in partnership with utility companies to maximise household benefits from the installation of new, efficient heating systems, insulation and the use of renewable energy. New funding streams, such as Eco4 which started July 2022 and the next phase of Warm Homes funding, will help ensure that Flintshire Council is contributing towards a reduction in fuel poverty and the carbon footprint across the county.</p>
Deliver the Warm Homes Fund	<ul style="list-style-type: none"> The Council has secured £3m to tackle fuel poverty in Flintshire by improving efficiency through for example: fitting new heating systems or accessing the gas network. 	As referenced above The Domestic Energy Efficiency Team currently provides the Housing Asset Service with various support services including but not limited to, Project Management, Solar PV installations, Planned Heating and

		<p>Renewable installations, and EPC surveys for all HRA properties.</p> <p>The Warm Homes Fund programme was drawn to a successful conclusion in 2021 having supported 658 households. The Council has applied for further funding, particularly targeting the installation of air source heats pumps and awaits final approval.</p> <p>Although the Warm Homes project finished at the end of December 2021. Warm Wales are still providing support to Flintshire residents but not via funding from the Warm Homes Fund. This project is now part of the Healthy Homes Healthy People project. Partnerships and Development Director, Warm Wales has advised that they received 1,874 referrals between 1.4.22 to 31.3.23 of which 742 were for residents living in Flintshire.</p>
Arbed for Wales programme	<ul style="list-style-type: none"> A spatially targeted WG programme focusing on windows and doors and external wall insulation, to address fuel poverty in the private sector. 	The ARBED programme concluded in 2021

Priority 3.2 Improving the quality and standard of accommodation in the private sector

Action	Task	Progress
Healthy Homes and Healthy	<ul style="list-style-type: none"> Encourage different teams to think more broadly when 	The HSG funds a Healthy Homes and

<p>People – 2025 project bringing together a voluntary group of concerned people and organisations working with a shared purpose of ending avoidable health inequality in North Wales</p>	<p>undertaking their daily roles to improve the homes of people in the private sector.</p>	<p>Healthy People project to provide support to improve the homes of all people. It is tenure neutral, so it is open to all.</p>
<p>Rent Smart Wales</p>	<ul style="list-style-type: none"> • Work with Landlords to promote Rent Smart Wales and improve the standards of the private rented stock. 	<p>PRS access services includes the Bond schemes, Private LL forum and engagement links with RSW, NRLA and WG. The private rented team is now in place. Landlord forums took place last year in February and November. Simon White, Head of Housing Strategy, Welsh Government was in attendance at both and was available to answer questions.</p> <p>A further Landlord forum was held in May 2023 in partnership with the National Residential Landlord Association (NRLA). This includes hosting a Financial Support Special featuring guest speakers from Warm Wales and Cambrian Credit Union.</p>

Priority 3.3 Completing the WHQS programme by 2020 across all social housing stock		
Action	Task	Progress
<p>The Council Stock</p>	<ul style="list-style-type: none"> • Complete environmental improvements by 2020 and identify funding to undertake the external works. 	<p>The Council achieved WHQS compliance in December 2021 following Welsh Governments extension to the original 2020 deadline. We are now in the maintenance phase of this investment programme.</p>

		<p>The Council completed a high percentage of external stock condition surveys which will prioritise any immediate works accordingly. Future funding requirements are also being identified and these will be captured through our Business Planning arrangements.</p>
<p>Housing Association partners' stock</p>	<ul style="list-style-type: none"> • Complete environmental improvements by 2020. 	<ul style="list-style-type: none"> • Clwyd Alyn achieved WHQS compliance in March 2017. However, following the addition of the Polish Housing Society stock which was not WHQS compliant Clwyd Alyn advised Welsh Government that those properties would be logged as acceptable fails. Clwyd Alyn has taken the decision alongside Welsh Government and Gwynedd Council to re-develop the Polish Housing Society scheme a planning application for the re development has been submitted but waiting determination, once redeveloped homes will comply with WDQR • Wales and West Housing (WWH) provided the following overview: <ol style="list-style-type: none"> 1. Major Works started between 1/4/22 & 31/3/23 2. Cambria work based on Original Estimate <p>Decarbonisation Major Works – ORP Funding</p>

1. Window Replacement, EWI installation & PIV system – to 9 flats (222k Majority of works completed within this time scale)

Major Works

- Total value of work (including PAG's) - £489k
 - Number of kitchens replaced – 32
 - Number of bathrooms replaced – 2
 - Number of external doors replaced – 2
 - Number of roofs replaced – 1
9. Number of PAG's delivered- 15 (£54k)

WHQS

12 Acceptable Fails in the Flintshire area:

- 3 Properties where the EPC is lower than 65 (Physical Constraints)
- 3 Properties level access to Garden (Physical constraints)
- 2 Bathroom extractor fans (Physical Constraints)
- 1 Property where no grip assisted floor in Kitchen and no extractor Fan (Residents choice)
- 1 Property has level access Garden and rear garden safe suitable (Physical Constraints)
- 1 LGSR (Residents Choice)
- 1 EICR (Timing)

Priority 3.4 Adopt a collaborative approach to preparing for the increase in demand for adaptations in properties to allow residents to remain in their home.		
Action	Task	Progress
Set appropriate strategic objectives for adaptations that focus on wellbeing and independence	<ul style="list-style-type: none"> Establish a partnership which incorporates all partners with funding for adaptations including: <ol style="list-style-type: none"> The Council's HRA budget Private sector Disabilities Funding Grant; Care and Repair, ENABLE for minor and major adaptations for those in the private sector; Housing Associations can access Physical Adaptation Grants for existing tenants. Jen Griffiths 	This work will be progressed as part of the adaptations and specialist housing review work, outlined earlier as it is dependent on stock survey outcomes.
Improve the intelligence on the demand for adaptations	<ul style="list-style-type: none"> Pull together a range of data from all partners to establish a better understanding of future demand. 	
Link the systems for managing and delivering adaptations	<ul style="list-style-type: none"> Collaboratively develop adapted housing policies for all partners as part of the Specialist Housing Group. Review service standards for adaptations in line with Welsh Government. Consider how the EHRC toolkit can be utilised in Flintshire. 	

Priority 3.5 Improve the standard of new build properties built by the Council and Housing Associations		
Action	Task	Progress
Utilising the Flintshire House Standards	<ul style="list-style-type: none"> Continually review and evaluate the standards to ensure they are relevant and contribute to the wider energy efficiency agenda. Consider introducing further requirements such as solar panels / PVs, electric car charging points. 	Flintshire Housing Standards have been superseded by the Welsh Development Quality Requirements 2021 (WDQR). All future affordable housing schemes must meet this standard. The standards have set space requirements and include higher energy efficiency measures moving towards carbon zero.
Welsh Government's Design Quality	<ul style="list-style-type: none"> Ensure a consistent standard of quality of internal layout is achieved across a range of standard house types that are as 	See above

Requirements (DQR)	flexible as possible to cater for most resident's needs.	
Deliver different construction methods	<ul style="list-style-type: none"> • Deliver new builds using sustainable materials including timber frame / SIPs and improve SAP ratings as part of SHARP. • Develop procurement opportunities through collaboration with Housing Association partners to deliver new construction methods. • Develop using off site manufacturing to reduce waste and quicker construction methods. 	<p>Modern Methods of Construction is a priority and featured within WDQR 2021. Therefore, all new affordable housing schemes will be built using MMC and utilising construction methods that minimise environmental impact.</p> <p>As above</p> <p>Homelessness Phase 2 Capital funding will deliver 6 units for Homeless households. These have been built using MMC (Park Lane x 4 units and Duke Street x 2 units). Duke Street have been completed and are occupied; Park Lane is due to complete August 2023.</p>

Provider	site	To be determined	1 bed Apt	2 bed Apt	1 bed bungalow	2 bed bungalow	2 bed bungalow adapted	3 bed bungalow	3 bed adapted House	3 bed bungalow adapted	2 bed house	3 bed house	4 bed house	Supported housing	Total Units
Clwyd Alyn	66a Mold Road, Mynydd Isa		4			2				1	24	25			56
Clwyd Alyn	Older persons/sheltered Buckley													60	60
Clwyd Alyn	LD bungalows Buckley				13										13
Clwyd Alyn	Northern Gateway Strategic Site Deeside	21	6	18		3	2				20	24	6		100
Clwyd Alyn	Princess Avenue, Buckley		8	2									2		12
Clwyd Alyn	Well Street, Buckley	56													56
Clwyd Alyn	Wrexham Road, Abermorddu		18								24	22	6		70
Clwyd Alyn	Hlghmere Drive, CQ		10								18	17	4		49
First Choice HA	17 Elm Road, Queensferry								1						1
First Choice HA	Specialist Housing Provision allocated														1
First Choice HA	Westhaven, Holywell Rd, Ewloe														4
Flintshire	Alltami Road, Buckley			4							6	4			14
Flintshire	Alyn Road, Buckley										4				4
Flintshire	Borough Grove, Flint										4				4
Flintshire	Canton Depot, Bagillt		14	14							6	17			51
Flintshire	Duke Street, Homeless provision													2	2
Flintshire	Ffordd Hiraethog, Mostyn		4	6											10
Flintshire	Ffordd Llanarth, Connahs Quay		4	4							7	2	3		20
Flintshire	Hebron, Mostyn										4				4
Flintshire	High Steet, Connahs Quay (Old Music Shop)			6											6
Flintshire	Park Lane Homeless Provision													4	4
Flintshire	Penyffordd School										12	8			20
Flintshire	School Lane, Greenfield										2	1			3
Flintshire	Station Road, Queensferry		4												4
Flintshire	Ty Mair, Mold		10	10	1	2					6	7			36
Flintshire	Wirral View, Hawarden										4				4
Flintshire	Bryn Tirion Shotton		13												13
Flintshire	4 Buy Backs		4												4
Grwp Cynefin	Mortgage Rescue (2-addresses to be advised)		2												2
Grwp Cynefin	Rhewl Fawr, Penyffordd Holywell (phase 3)										6	2			8
Grwp Cynefin	homebuy Details to be confirmed		2												2
Grwp Cynefin	Homebuy 4 Bramley Way, Flintshire, CH5 3LG		1												1
North Wales Housing	Former Spectrum Garden Centre, Mold Road, Cefn y Bedd, Flintshire LL12 9UR		20								3	4	3		30
Wales & West	New Inn, Sandycroft					8									8
Wales & West	Land at Brunswick Road, Buckley		7	2											9
Wales & West	Wern Farm Bagillt		8		4	2					25	4	2		45
	Totals		86	130	66	18	17	2	0	1	1	175	139	24	730

Appendix 2 - Risk Matrix

Provider	Site/programme	Established	Risk	Total Units	Last reviewed	PD	Desk top Feasibility	Viability	LDP	Still viable? SVM?	Within Budget	Funding Stream	Phosphates?	Pre App	SAs	Planning	Tender	Estimated start	Contractor Appointed	Estimated completion date	Managing Actions as per notes	Timescales for remediation of risks	Risk Action owners	Link to Comp risk register NRO/SN/R06						
Clywd Alyn	56a Mold Road, Mynydd Iba	Y	Amber	Mold	56	03/08/2023	Y	Y	Y	Y	N	SHG	N	Y	Y	Y	N	10/08/2023	N	30/03/2024	Planning App	Oct-23	Clywd Alyn and	RHC12						
Clywd Alyn	Older Persons/Elderly care provision, Buckley	Y	Red	Mold	63	03/08/2023	Y	Y	Y	Y	TBC	TBC	SHG	Y	N	TBC	N	TBC	N	TBC	N	TBC	Meeting with	Sep-23	Clywd Alyn/Flint	RHC11				
Clywd Alyn	LD Hunglows Buckley (Older Persons/Elderly care)	Y	Red	Mold	13	03/08/2023	Y	Y	Y	Y	TBC	TBC	SHG	Y	N	TBC	N	TBC	N	TBC	N	TBC	Andy Roberts	Sep-23	Clywd Alyn/Flint	RHC11				
Clywd Alyn	Northern Gateway Strategic Site Deeside	Y	Red	Gardle	100	03/08/2023	Y	Y	Y	Y	TBC	TBC	SHG	N	Y	Y	N	TBC	N	TBC	N	TBC	Looking for	Oct-23	Clywd Alyn	RHC11				
Clywd Alyn	Princess Avenue, Buckley	Y	Green	Mold	12	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	Y	Y	Y	Y	Y	Y	Y	Y	31/03/2024	Y	31/03/2024			RHC12			
Clywd Alyn	Well Street, Buckley	Y	Red	Mold	56	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	Y	Y	Y	N	TBC	N	TBC	N	TBC	starting the	Oct-23	Clywd Alyn/Flint	RHC11				
Clywd Alyn	Wrexham road, Abermorddu	Y	Amber	South	70		Y	Y	Y	Y	Y	TBC	SHG	N	TBC	TBC	TBC	TBC	Y	TBC	Y	TBC					RHC11			
First Choice HA	17 Elm Road, Queensferry	Y	Green	Conna	1	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	Y	Y	Y	Y	Y	Y	Y	25/03/2022	Y	13/08/2023			FCHA	RHC12		
First Choice HA	Westhaven, Holywell Rd, Ewloe	Y	Amber	Mold	4	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	N	Y	N	N	N	15/09/2022	N	30/01/2024	pre plan & T	Oct-23	FCHA	RHC12				
Flintshire	Ailham Road, Buckley	Y	Amber	Mold	14	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	Y	N	N	N	N	N	Mar-24	N	Mar-25	Assess Capax	Oct-23	Andy Roberts	RHC11				
Flintshire	Alyn Road, Buckley	Y	Amber	Mold	4	03/08/2023	Y	N	N	Y	Y	TBC	SHG	TBC	N	N	N	N	N	Mar-24	N	Mar-25	Assess Capax	Oct-23	Andy Roberts	RHC11				
Flintshire	Borough Grove, Flint	Y	Green	Flint	8	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	N	Mar-24	N	Nov-24					Housing Strategy	RHC11		
Flintshire	Canton Depot, Bagillt	Y	Red	Flint	51	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	N	None	N	TBC	Andy Roberts	Oct-23	Andy Roberts/Flint	RHC11				
Flintshire	Duke Street, Homeless provision	Y	Green	Flint	2	03/08/2023	Y	Y	Y	Y	Y	N	SHG/pN	N	N	Y	Y	Y	Y	Actual start	Y	Jun-23					Housing Strategy	RHC12		
Flintshire	Flordd Hiraeathog, Mostyn	Y	Green	Flint	10	03/08/2023	Y	Y	Y	Y	Y	SHG	N	N	Y	Y	Y	Y	Y	Actual start	Y	Oct-21	Y	Dec-22					Housing Strategy	RHC12
Flintshire	Flordd Llanarth, Connahs Quay	Y	Amber	Conna	20	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	N	Apr-24	N	Oct-25					Oct-23	Hous strategy	RHC11	
Flintshire	Hebron, Mostyn	Y	Green	Flint	4	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	N	N	N	N	TBC	N	TBC	N					Oct-23	Hous strategy	RHC11
Flintshire	High Street, Connahs Quay (Old Music Shop)	Y	Red	Conna	6	03/08/2023	Y	TBC	TBC	Y	TBC	TBC	SHG	N	Y	N	N	N	TBC	N	TBC	N	Housing Str	Oct-23	Planning			RHC11		
Flintshire	Park Lane Homeless Provision Holywell	Y	Green	Flint	4	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N/A	Y	N	Y	Y	Y	Actual start	Y	Jul-23					Aug-23	Hous strategy	RHC12	
Flintshire	Penyffordd School	Y	Amber	Mold	20	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	TBC	N	N	N	2024/2025	N	TBC	Excavation re	Sep-23	Hous strategy			RHC11		
Flintshire	School Lane, Greenfield	Y	Amber	Flint	3	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	TBC	N	N	N	TBC	N	TBC	Resolve Holi	Oct-23	Hous strategy			RHC11		
Flintshire	Station Road, Queensferry	Y	Amber	Conna	4	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	N	TBC	N	N	N	TBC	N	TBC	Car parking i	Oct-23	Housing Strategy			RHC11		
Flintshire	Ty Mair, Mold	Y	Amber	Mold	36	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	TBC	N	N	N	TBC	N	TBC	meeting to	Nov-23	Housing Strategy			RHC11		
Flintshire	Wirral View, Hawarden	Y	Green	Mold	4	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	TBC	N	N	N	TBC	N	TBC	Technical re	Oct-23	Housing Strategy			RHC11		
Grwp Cymefin	Mortgage Rescue (2-addresses to be advised)	Y	Amber	N/A	2	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	N	TBC	N/A	TBC	Each request	N/A	Tai Teg	N/A				
Grwp Cymefin	Rhewl Fawr, Penyffordd Holywell (phase 3)	Y	Green	Flint	8	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	Y	Y	Y	Y	Y	Y	01/11/2022	Y	31/08/2023					Grwp Cymefin	RHC12		
Wales & West	Land at Brunswydd Road, Buckley	Y	Green	Mold	9	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	Y	Y	Y	Y	Y	Y	01/06/2022	Y	30/09/2023					Wales & West	RHC12		
Wales & West	New Inn, Sandycroft	Y	Green	Gardle	8	03/08/2023	Y	Y	Y	Y	Y	Y	SHG	N	Y	Y	Y	Y	Y	01/10/2023	Y	01/07/2024					Wales & West	RHC11		
Wales & West	Wern Farm, Bagillt	Y	Amber	Flint	45	03/08/2023	Y	Y	Y	Y	Y	TBC	SHG	N	Y	N	N	N	N	30/06/2024	N	30/06/2024	Ned to sort c	Nov-23	Wales & West/Flint	RHC11				
Clywd Alyn	Highmere Drive, Connahs' Quay	Y	Amber	Conna	50	03/08/2023	N	Y	TBC	Y	TBC	SHG	TBC	Y	Y	Y	N	N	TBC	N	TBC	will have to	Oct-23	Clywd Alyn	RHC11					
First Choice HA	FCHA 2289 1 bed LD scheme property to be sou	Y	Amber	N/A	1	03/08/2023	N	Y	Y	Y	Y	TBC	SHG	N	N	N/A	N	N	TBC	N	TBC	To go onto P	Aug-23	FCHA	RHC11					
NWHA	Former Spectrum Garden Centre, Mold Road, Cefn y Bala	Y	Amber	South	30		Y	Y	Y	Y	Y	TBC	TBC	SHG	TBC	N	N	N	N	TBC	TBC									RHC11

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COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th September 2023
Report Subject	Flintshire Housing Need Prospectus
Cabinet Member	Cabinet Member for Housing and Regeneration
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

Welsh Government (WG) requires that each Local Authority (LA) develop a Housing Needs Prospectus to be updated on an annual basis.

The current prospectus has been reviewed and an updated draft developed for approval. The format and content have not changed significantly to alter the direction of travel set out in last year's prospectus. The changes identified in the report reflect the increasing demand for social housing from the housing register and homelessness duties including significantly increased demand for temporary accommodation which is impacting on the homeless prevention team and the Councils revenue budget.

The Local Development Plan (LDP) was formally adopted on the 24th January 2023 and covers the period 2015 to 2030. It forms part of the statutory development plan alongside Future Wales: The National Plan 2040.

This report provides the annual update on the Council Housing Needs prospectus in order to ensure, that as part of the WG Grant framework, the LA identifies their priorities for Social Housing Grant, in addition to providing a clear and concise summary of housing need and demand.

The Prospectus will be used by WG to approve the Programme Delivery/Development Plan (PDP) and to ensure that schemes are meeting the identified need and priorities including progress towards meeting the priorities set out in the Local Housing Strategy 2019-24

1.00	RECOMMENDATIONS
1.01	That the Committee support the content of the draft Flintshire Housing Need Prospectus.

1.02	That the Committee note the Local Housing Strategy 2019-24 is due for review next year.
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REPORT DETAILS

2.00	EXPLAINING THE HOUSING NEED PROSPECTUS
2.01	Welsh Government (WG) requires that each Local Authority (LA) updates their Housing Need Prospectus on an annual basis.
2.02	The aim of the prospectus is to inform affordable housing delivery and shape the Social Housing Grant (SHG) programme by setting out what the LA priorities are and to provide a guide about what type of housing is needed and in what locations.
2.03	<p>For 2023/24 WG has advised that the Flintshire County Council (FCC) SHG allocation is £13,352,142. WG has set budgets for the next three years. The allocation for years two and three is also £13,352,142.</p> <p>Over this three-year period Flintshire will be allocated circa £40m, however, it has received applications for SHG schemes currently totalling £64m. We currently have around 28 “Main” Schemes listed in the PDP with SHG Grant funding allocated.</p> <p>In attempting to try and ensure that all viable Schemes are included within the PDP it is possible that some allocated grant funding may fall outside the year three funding window.</p>
2.04	<p>The Transitional Accommodation Capital Programme (TACP) has been re-opened and the WG has invited applications for funding directly from LAs and Registered Social Landlords (RSLs). The aim of this funding is to support people with move on from temporary accommodation into longer term accommodation.</p> <p>TACP funding may be used for the following:</p> <ul style="list-style-type: none"> • Demolition and newbuild of existing stock. • Voids (bringing longer term voids back into use). • Using available sites awaiting re-development for long term use or meanwhile use. • Converting existing (non-residential) buildings owned by Social Landlords. • Property acquisitions (off the market including long term empty properties). • Property acquisitions from Private Developers (i.e., Off the shelf acquisitions). • Property acquisitions from Private Rented Sector (including the purchase of tenanted properties). • Purchasing of HMOs to convert into family accommodation or self-contained flats at point of purchase. • Buying buildings to convert into housing.

2.05	Strategic Capital Programme funding has also been announced. The Council has provided a list of potential Capital projects for the 7-10 year North Wales Strategy. The Schemes proposed by the Council relate to the development of specialist Learning Disability accommodation.
2.06	To access SHG, housing providers (e.g., Registered Social Landlords / FCC) now apply to FCC's Housing Strategy team and WG via an online portal named Manage Homes and Places to request support for funding.
2.07	It is intended that housing providers will refer to the prospectus when they are progressing new affordable housing development sites so they can plan to deliver schemes that better meet the Councils priorities and the housing need for the area.
2.08	WG will refer to the prospectus when they are scrutinising SHG applications.
2.09	The draft Flintshire Housing Need Prospectus has been written in collaboration with Social Services, the Homelessness team and Planning Service and reflects the Council's current demands on services and the ambitions set out in the Flintshire Housing Strategy 2019-24.
2.10	It is intended that the prospectus will be refreshed annually and will be an evolving document that can flex as the Council's housing priorities and needs change. This includes reflecting the Local Housing Market Assessment (LHMA) when it is updated later this year.
2.11	The Local Development plan (LDP) was formally adopted on the 24 th January 2023.
2.12	The FCC Housing Needs Prospectus (appendix 1) has been updated to explain how the LA's priorities have been determined.
2.13	The Prospectus will be presented annually to Cabinet and Housing Association partners via the RSL Strategic Housing Group. Although WG has not requested that the prospectus be updated this year, due to the LDP now being adopted, it has been refreshed to reflect the increasing pressures on homeless services and temporary accommodation.

3.00	RESOURCE IMPLICATIONS
3.01	<p>Revenue: the Housing Prospectus is a strategic guidance document. There are implications for the approved revenue budget for both the current financial year and for future financial years. This includes significant additional temporary accommodation costs for accommodating homeless households and Social Services costs for care.</p> <p>Capital: the FCC Housing Needs Prospectus is a strategic document, there are no implications for the approved capital programme relating to the Strategy or Action Plan.</p>

	<p>Human Resources: The Housing Strategy team is operating with limited resources. Two Apprentices, subject to their achieving the required grades to access University places have been recruited and are due to commence September 2023.</p> <p>The Housing Team is currently exploring options to recruit for a Project post in relation to “Buy Back” properties.</p>
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4.00	RISK MANAGEMENT
4.01	The requirement for LAs to develop a Housing Need Prospectus has been instigated by WG. If the LA fails to submit an updated Housing Need Prospectus when requested by WG then future affordable housing schemes that receive SHG support may not meet LA priorities or housing need.
4.02	Cost of living pressures and the impacts of the War in Ukraine are continuing to place significant cost and availability pressures placed on labour and materials.
4.03	<p>Environmental impacts of phosphates on drainage systems.</p> <p>As part of the LDP adoption process, the Planning Strategy Team have already developed a Phosphate Mitigation Strategy in collaboration with Wrexham County Borough Council. Work by Welsh Water and Natural Resources Wales also continues in relation to a review of Waste Water Treatment Works and whether they have permits to treat phosphorous and are operating within those permits. NRW have recently confirmed permits for Mold and Buckley treatment works and will release their review for Hope works shortly, where the outcome has confirmed that headroom capacity exists at each works to treat further phosphorous from new development, thereby removing the need to mitigate for any phosphate impact.</p>
4.04	The challenging economic situation and the additional costs of borrowing and servicing debt repayments may impact on RSL’s ability to borrow.
4.05	As a result of raising interest rates and the likely trajectory of rates to rise there is a potential risk of increased demand on homeless prevention services if repossessions should start to grow which may also result in increased demand for social and affordable homes.
4.06	Scheme viability may be impacted by rising costs. This may be mitigated by use of fluctuation clauses within build contracts. In addition, WG has recognised the challenges and has increased the amount of Grant funding that may be available for each property type. This has been achieved by the WG increasing the Acceptable Cost Guidance (ACG’s) for each property type being developed and adjusting the formula.
4.07	There are challenges relating to recruitment and retention of staff. Partnership options will be explored to manage development processes.

4.08	<p>An internal Audit was undertaken in 2022/23 – Right Type of Home in the Right Location - Housing and Communities. The Final report dated March 2022/23 was rated amber/green; key controls generally operating effectively but with recommendations in relation to some fine tuning which we have implemented including the creation of a risk register.</p> <p>Schemes are appraised on a regular basis to ensure that where possible, risks are identified at an early stage and mitigating actions are taken to ensure the timely delivery of Schemes within the PDP.</p>																		
4.9	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1" data-bbox="320 566 1380 1272"> <tr> <td data-bbox="320 566 743 678">Long-term</td> <td data-bbox="751 566 1380 678">Positive - more affordable homes will be provided in the right location.</td> </tr> <tr> <td data-bbox="320 689 743 824">Prevention</td> <td data-bbox="751 689 1380 824">Preventing - preventing people becoming homeless by developing accommodation to meet Local Authority priorities.</td> </tr> <tr> <td data-bbox="320 835 743 969">Integration</td> <td data-bbox="751 835 1380 969">Positive – the delivery of a range of affordable homes will contribute to integration within communities</td> </tr> <tr> <td data-bbox="320 981 743 1115">Collaboration</td> <td data-bbox="751 981 1380 1115">Positive – the SHG programme is delivered in partnership with RSLs and WG.</td> </tr> <tr> <td data-bbox="320 1126 743 1261">Involvement</td> <td data-bbox="751 1126 1380 1261">Positive - the SHG programme involves a range of stakeholders to enable its delivery.</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1" data-bbox="320 1417 1380 2038"> <tr> <td data-bbox="320 1417 743 1529">Prosperous Wales</td> <td data-bbox="751 1417 1380 1529">Positive - ensuring the right homes are built and in the right places.</td> </tr> <tr> <td data-bbox="320 1541 743 1720">Resilient Wales</td> <td data-bbox="751 1541 1380 1720">Positive - new homes are built to a good quality and built to high environmental standards as required by WG as part of the SHG process.</td> </tr> <tr> <td data-bbox="320 1731 743 1910">Healthier Wales</td> <td data-bbox="751 1731 1380 1910">Positive - ensuring homes meet the needs of all people in our society including those who are most vulnerable supporting their well-being.</td> </tr> <tr> <td data-bbox="320 1921 743 2038">More equal Wales</td> <td data-bbox="751 1921 1380 2038">Positive - providing good quality and decent homes for vulnerable people including homeless accommodation, single household, specially adapted homes etc.</td> </tr> </table>	Long-term	Positive - more affordable homes will be provided in the right location.	Prevention	Preventing - preventing people becoming homeless by developing accommodation to meet Local Authority priorities.	Integration	Positive – the delivery of a range of affordable homes will contribute to integration within communities	Collaboration	Positive – the SHG programme is delivered in partnership with RSLs and WG.	Involvement	Positive - the SHG programme involves a range of stakeholders to enable its delivery.	Prosperous Wales	Positive - ensuring the right homes are built and in the right places.	Resilient Wales	Positive - new homes are built to a good quality and built to high environmental standards as required by WG as part of the SHG process.	Healthier Wales	Positive - ensuring homes meet the needs of all people in our society including those who are most vulnerable supporting their well-being.	More equal Wales	Positive - providing good quality and decent homes for vulnerable people including homeless accommodation, single household, specially adapted homes etc.
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	Cohesive Wales	Positive - contributing to attractive, viable, safe, and well-connected communities through promoting good design and collaborative delivery.
	Vibrant Wales	Positive - ensuring our communities are diverse by developing a range of property types and tenures based on housing need and LA priorities.
	Globally responsible Wales	Positive – the prospectus will inform new-build developments that will contribute to improving the economic, social, environmental and cultural well-being of Wales.

5.00	CONSULTATIONS REQUIRED/CARRIED OUT
5.01	The prospectus has been written in collaboration with Social Services, the Homelessness team and the Planning Service.
5.02	The report is to be presented to the Community, Housing and Assets Overview and Scrutiny Committee on the 13 th September 2023.

6.00	APPENDICES
6.01	Appendix 1 – Proposed Flintshire Housing Need Prospectus.

7.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
7.01	Local Development Plan (LDP) https://www.flintshire.gov.uk/en/Resident/Planning/Flintshire-Local-Development-Plan.aspx

8.00	CONTACT OFFICER DETAILS
8.01	Contact Officer: Marj Cooper, Housing Strategy Manager Telephone: 01352 70 3721 E-mail: : marj.cooper@flintshire.gov.uk

9.00	GLOSSARY OF TERMS
9.01	Social Housing Grant (SHG) – Welsh Government funding that may be available to Housing associations and developing Local Authorities. It is to

help fund new affordable housing e.g. for social rent. To qualify for grant homes must comply with Welsh Government Development Quality Requirements (WDQR) and complete the current Grant application form and ensure that any scheme meets the WG standard viability tests.

Transitional Accommodation Capital Programme (TACP) - TACP

funding may be used for the following:

- Demolition and newbuild of existing stock.
- Voids (bringing longer term voids back into use).
- Using available sites awaiting re-development for long term use or meanwhile use.
- Converting existing (non-residential) buildings owned by Social Landlords.
- Property acquisitions (off the market including long term empty properties).
- Property acquisitions from Private Developers i.e., Off the shelf acquisitions).
- Property acquisitions from Private Rented Sector (including the purchase of tenanted properties).
- Purchasing of HMOs to convert into family accommodation or self-contained flats at point of purchase.
- Buying buildings to convert into housing.

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Flintshire County Council Prospectus
Draft August 2023

Summary of Local Authority Priorities for Social Housing Grant

- General needs for social rent and intermediate affordable housing based on the local areas need as demonstrated via SARTH and Tai Teg
- 1 bedroom accommodation
- Specialist housing provision (wheelchair adapted/ larger properties/ special needs) to be included within all housing schemes where the development site is deemed as suitable and appropriate subject to feasibility and financial viability
- Older persons/elderly scheme in Buckley subject to budget provisions within Social Services funding
- Supported housing for specific client groups (e.g. learning/ physical disabilities/ complex needs/ mental health) and suitable model, progressed in partnership with Social Services and Housing Strategy
- 16 - 24yrs supported housing and hub
- Homeless temporary accommodation hub

The Welsh Government requires that each Local Authority develop a Housing Needs prospectus to be updated on an annual basis. A review of the Prospectus has been completed and a draft has been developed for approval.

The content and priorities have not changed significantly to alter the direction of travel set out in out in the first iteration.

The most significant changes noted are the significant increase in Homeless Households accommodated to 169 as at 31.3.23 up from 115 as at the 25.10.22. This includes a significant number of single person households, circa 83%. Presentation data for 2021/22 and 2022/23 up to week 48 reporting period shows

1,134 homeless presentations in 2022/23 compared to 1,076 for the same period in 2021/22, a slight increase on the previous year.

The loss of Private Rented Accommodation appears to be the main driver.

Section 1 – Strategic Housing Priorities

The Flintshire Housing Strategy and Action Plan 2019-2024 sets out the Council's ambition to provide affordable housing across Flintshire. The Strategy identifies three strategic priorities:

Priority 1: Increase supply to provide the right type of homes in the right location.

Priority 2: Provide support to ensure people live and remain in the right type of home; and

Priority 3: Improve the quality and sustainability of our homes

The Housing Strategy (2019-2024) has an accompanying action plan and provides the following outputs:

- To meet the annual shortfall of 238 affordable housing as identified in the Local Housing Market Assessment (LHMA) 2019 (Addendum February 2020) by delivering the following tenures:
 - (i) To increase the number of new social rent properties (RSL or Council) by 86 per annum
 - (ii) To increase the number of intermediate rent properties (NEW Homes or RSLs) by 57 per annum
 - (iii) To increase the number of intermediate ownership properties (through s.106 provision or RSLs) by 95 per annum.
- Deliver 5% (10) new build properties per annum to meet demand for specialist provision.
- Deliver 20 major adaptations on existing properties per annum (all tenures).
- Increase the percentage of one bedroom social rented properties by 20% (16) per year of all new build social rented properties.

In addition, the Local Development Plan (LDP) was formally adopted on the 24.1.23.

HN3: Affordable Housing advises that:

Affordable housing contributions will be sought on developments of 10 or more units in accordance with the following quotas which should be taken as a target for negotiation on a site by site basis subject to detailed viability considerations:

- 40% in the Central sub market area;
- 35% in the Connahs Quay, Queensferry and Broughton sub market area;

- 15% in the Flint and Coast sub market area;
- 20% in the Garden City sub market area;
- 40% in the Mold and Buckley sub market area;
- 30% in the South Border sub market area.

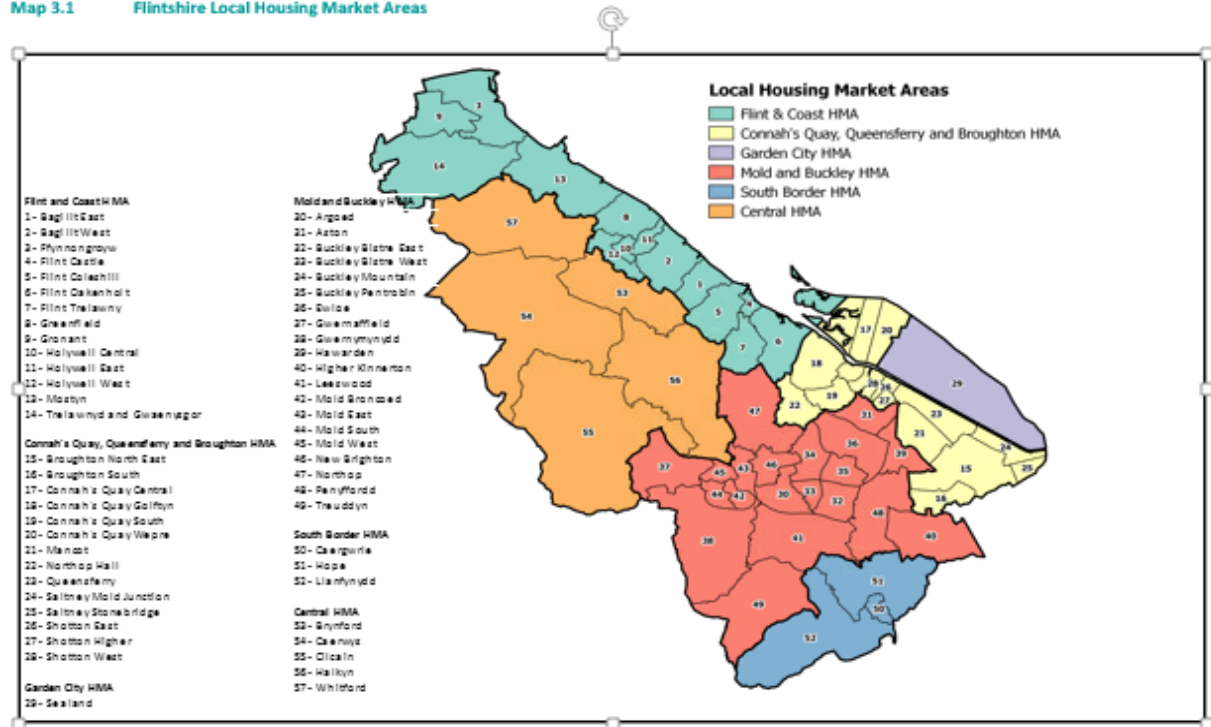
Affordable housing will be expected to be delivered on site in the first instance and only in exceptional circumstances will off site or commuted sum contributions be accepted in lieu of on-site provision. Overall the LDP sets a target for 2,265 of its overall housing requirement (6,950) to be provided as affordable housing via the planning system.

In addition the Welsh Government Standard Viability Model (SVM) has been reviewed to take into account cost increases in materials and labour costs.

Section 2 – Housing Need, Demand and Priorities

The Local Housing Market Assessment (February 2020) defines six Housing Market Areas, shown in the map below and detailing Council Wards.

Map 3.1 Flintshire Local Housing Market Areas



The current LHMA identifies an annual shortfall of 238 affordable units. The assessment recommends a need for the following property types:

- 1 / 2 bedroom, general needs (45.6%)
- 3 bedroom general needs (28.3%)
- 4+ bedroom general needs (12%)
- Older persons' stock (14.1%)

And suggests the tenure split as below.

- Social rented (30%),
- Intermediate rent (30%) – where rent levels are usually based on a Local Housing Allowance or 80% of the open market rents
- Affordable ownership (40%)

This tenure split is sought on private developments and secured as planning obligations. However, a different tenure mix will be developed on RSL or Local Authority led schemes where a higher number of social rented homes can be achieved. Instead, tenure mix will be determined on a site specific basis taking into account housing need, size of development, local area, and overall scheme viability.

The current LHMA is due to be updated circa Q4 of this financial year and will inform next year's Prospectus and the review of the Housing Strategy 2024-2029

Summary of social housing stock including RSL stock

There are 9,919 social rent dwellings in Flintshire. The table below shows the property types for the social housing stock (figures include FCC and RSL stock, May 2021 data).

Property Types	Stock numbers	Approx. Percentage
Studio	23	0.2%
1 bed flat	640	6.4%
2 bed flat	538	5.4%
3 bed flat	21	0.2%
1 bed bungalow	332	3.3%
2 bed bungalow	159	1.6%
3 bed bungalow	12	0.1%
4 bed bungalow	2	0.02%
1 bed house	25	0.2%
2 bed house	1435	14.4%
3 bed house	4028	40.6%
4 bed house	183	1.8%
5+ bed house	12	0.1%
Over 55/ sheltered studio	90	0.9%
Over 55/ sheltered 1 bed	1422	14.3%
Over 55/ sheltered 2 bed	969	9.7%
Over 55/ sheltered 3 bed	28	0.2%
Total	9919	

Three bedroom houses make up the highest proportion of housing stock at nearly 41% and 25% of all social housing is designated for the over 55's or sheltered housing.

There are very few larger homes with 4 or more bedrooms or larger bungalows with 3 or more bedrooms. The number of 1 bedroom flats for general needs is low in comparison to the number of people who need this size of home.

Housing Need and Demand

Flintshire is uniquely placed as the gateway to Wales. The county of Flintshire is situated in North East Wales. Cheshire lies to the east, Denbighshire to the West and Wrexham to the south. Flint and Mold are the main town areas.

The main population centres are in the towns of Flint, Buckley, Deeside and Mold. The remainder of the population are located in, either a westward linear pattern extending along the Flintshire coast, within more rural and dispersed communities to the central and western areas of the County or in more commuter-based villages to the south and east.

As at 1st March 2023 there were 2445 live applications, a slight reduction compared with 2519 live applicants as at 26th October 2022. Demand on SARTH and the affordable register (Tai Teg) fluctuates as applicants are added and deleted as a result of changes in circumstances, data updates and data cleanse exercises etc.

In addition, applications are reviewed on a regular basis to ensure that applications still meet the SARTH eligibility criteria and that applicants are able to demonstrate that they still have a "Recognised Housing Need".

At a more detailed level, housing need is identified through the 'social' housing register, known as SARTH (Single Access Route to Housing) and through the Tai Teg register which holds details of applicants who wish to apply for 'affordable'/ intermediate rental and / or purchase properties via the 'affordable' route.

According to the 'social' housing register data (1st March 2023) Mold & Mynydd Isa, Flint, Connahs Quay, Buckley and Shotton remain areas most in demand and by and large align with the current distribution of the population.

Between the last two censuses (held in 2011 and 2021), the population of Flintshire increased by 1.6%, from just over 152,500 in 2011 to around 155,000 in 2021.

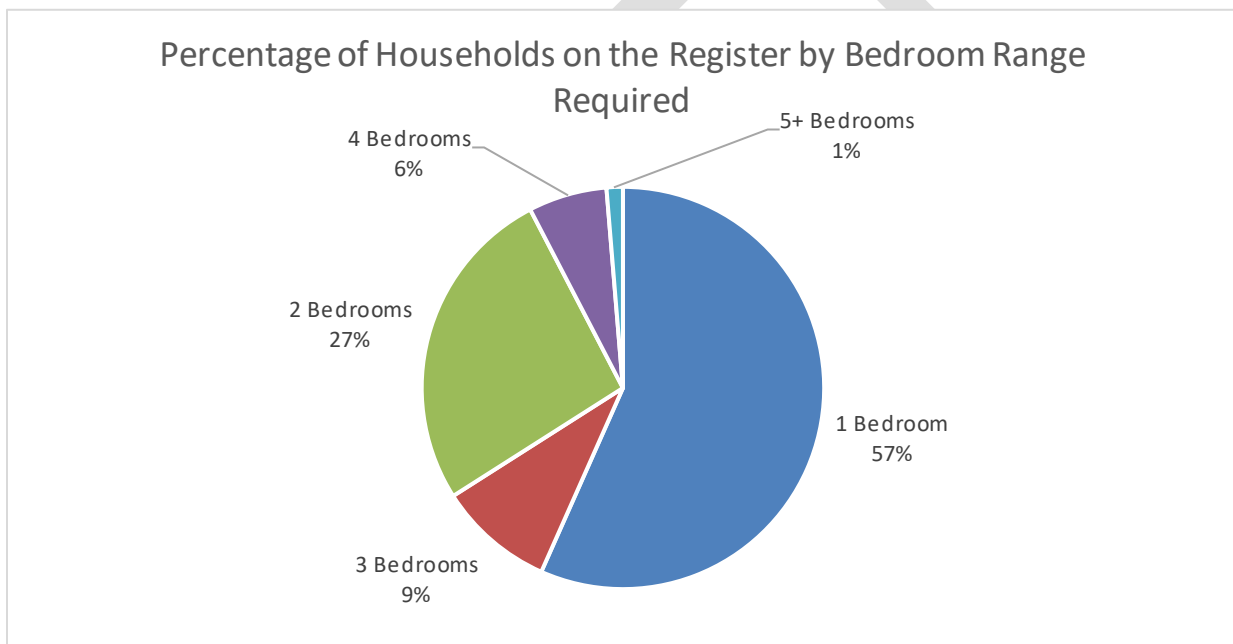
There has also been a significant increase over of 23.7% in people aged 65 living in Flintshire and a decrease of 3.0% in people aged 15 to 64 years.

Property Types

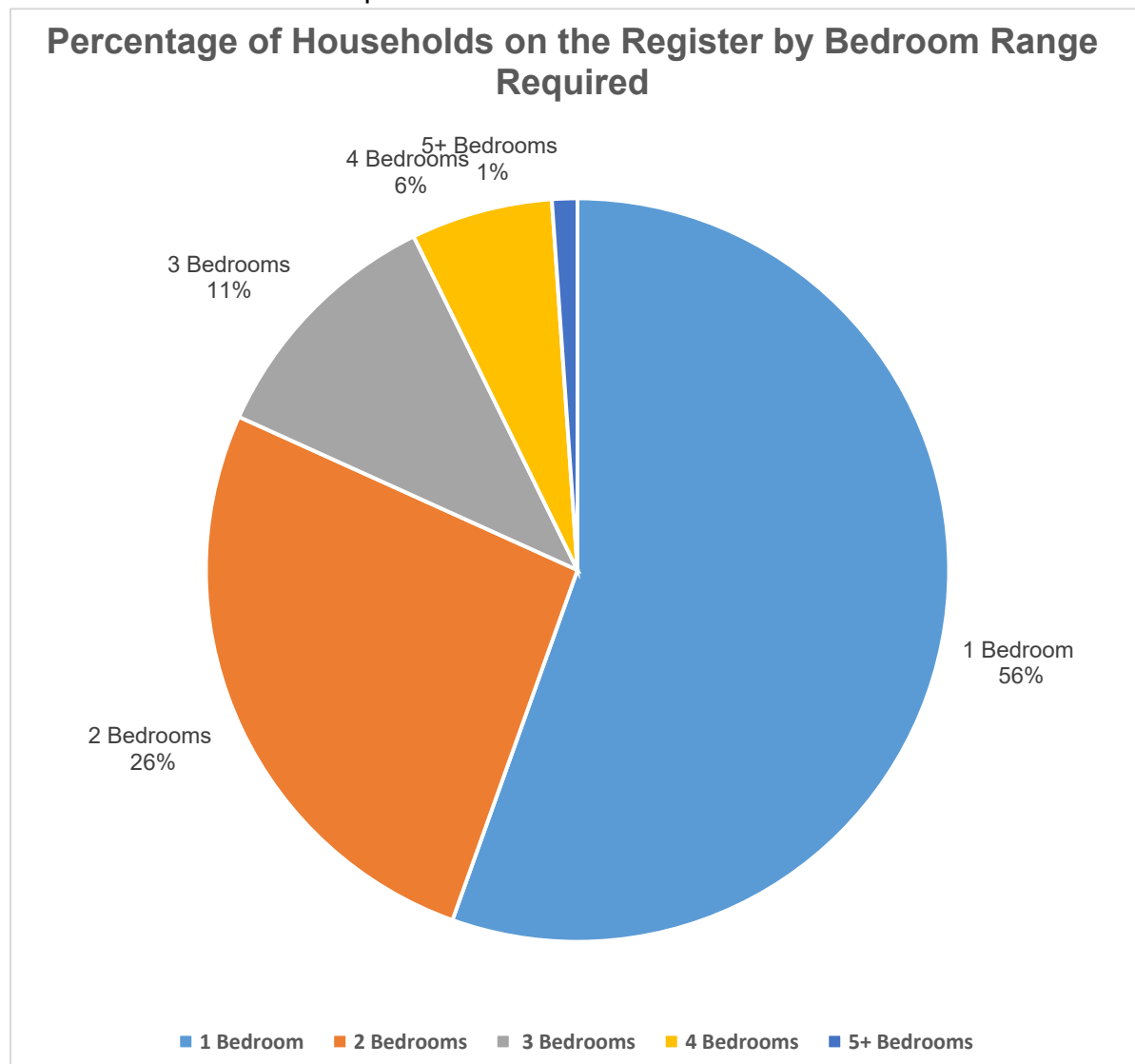
According to the Social Housing register the majority of these households require 1 bedroom accommodation. The next highest demand property type is 2 bedroom houses and there is also a need for larger property types 4+ bedrooms.

For all Applicants as of 1st March 2023 Mold & Mynydd Isa had the highest number of Applicants for all property types (882) followed by Connahs Quay (831) and Buckley (816). As demonstrated by the charts below there has been little change in the percentage of households on the register by bedroom range between October 2022 and the first quarter of 2023/2024.

Information as at October 2022



Information as at the first quarter of 2023/23024



Demand Areas

The five areas with the most significant demand as at 1st March 2023 remain similar Mold / Mynydd Isa (882), Connah's Quay (831), Buckley (816), Shotton (786) and Flint (771). A breakdown of demand for each property type is available by SARTH housing area and can be provided on request.

Specialist Housing Register

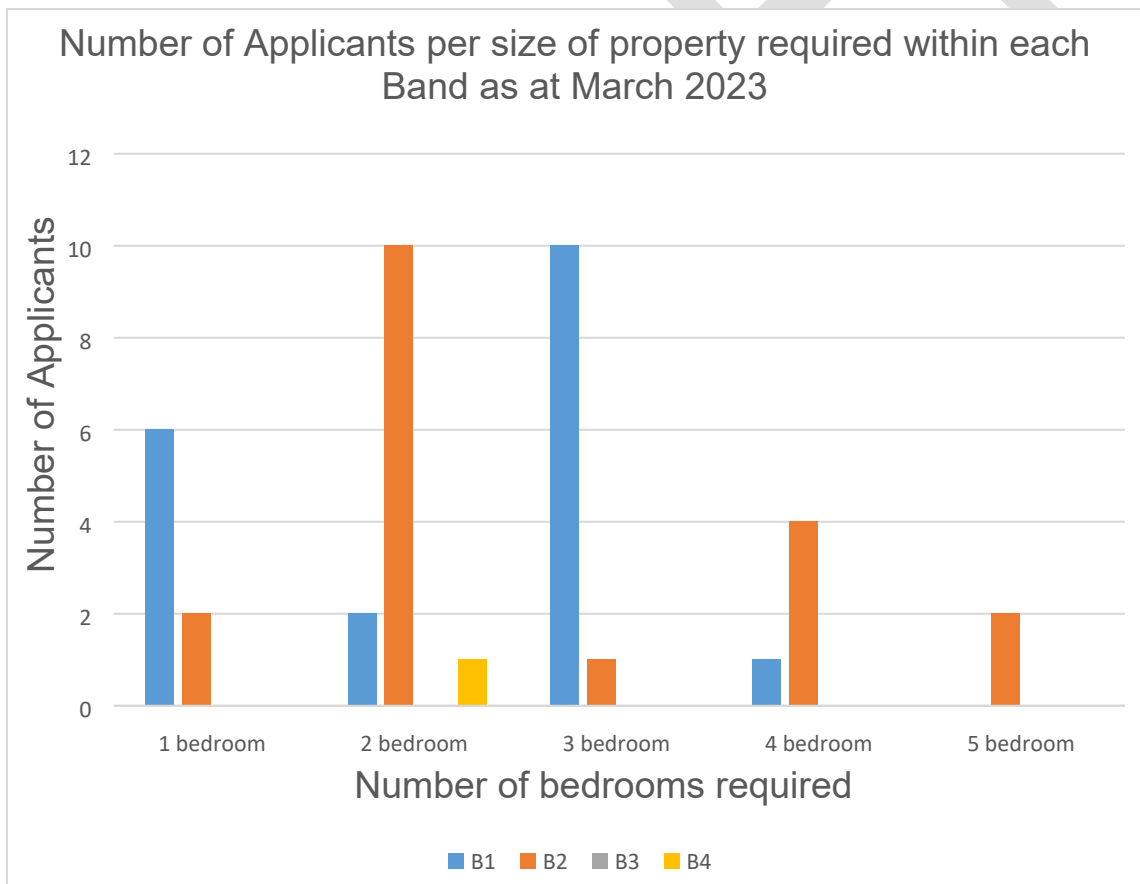
The Specialist Housing Register (SHR) consists of households who have applied to the social housing register via SARTH and whom cannot be easily rehoused within the existing housing stock.

As at March 2023 there were 39 applicants (46 as at October 2022). Apart from one applicant who was in Band 4 the other applicants were placed in Band 1 and 2. Of these 19 applicants were in Band 1 which includes those with an urgent medical, welfare or disability related need whilst Band 2 includes People who need to move on medical or welfare grounds (including grounds relating to disability).

Around a third of all applicants (13) required a 2 bed property closely followed by 26% (10) who required a 3 bed property, 6 Applicants required a 4+ bed property.

For Band 1 applicants 9 required a 3 bed property - this equates to circa 23% (40% October 2023).

There is demand in most areas of Flintshire and the greatest need remains for 1 and 3 bedroom adaptable properties. The preferred property type remains a bungalow



Homelessness

Numbers of homeless presentations continues to be high. Presentation data for 2021/22 and 2022/23 up to week 48 reporting period shows 1,134 homeless presentations in

2022/23 compared to 1,076 for the same period in 2021/22, a slight increase on the previous year.

Prior to the Covid pandemic there were 11 households placed in homeless accommodation in Flintshire. In February 2021 the numbers had increased to 55 households. As at March 2023 there were 169 households.

Of these a significant number 141, circa 83%, were single person households.

In March 2016, 75 FCC households were in emergency/temporary accommodation. As at 31/3/22 there were 101 increasing to 115 households by the 25/10/22.

Due to the shortage of suitable homes, the move on from temporary accommodation is challenging and can take a long time. The Council aims to ensure that everyone who has been provided with temporary accommodation will be supported into long-term sustainable housing that is suitable for their needs.

The council is working on a revised strategy and policy framework to incorporate Welsh Government's aspiration to introduce the Rapid Rehousing model for future allocations across Wales.

In addition, Transitional Accommodation Capital Programme (TACP) funding has been announced for 2023 / 2024. FCC and Partners are able to submit an expression of interest form to access this funding.

Tai Teg Register

Tai Teg manages the 'affordable / intermediate' housing register which includes homes to rent at intermediate rent and homes to purchase. Various purchase options are available including Rent to Own, Homebuy, shared equity, discounted s.106 properties, shared ownership and self-build. Applicants may register to apply for homes to rent and / or to purchase.

In Flintshire, as at April 2023 Tai Teg reported that for the period October 2022 – March 2023 (with ready to apply status) there were 769 applicants who wished to be considered for intermediate rental properties, 249 for intermediate rent and purchase and 445 for home ownership.

The highest demand areas for intermediate rent based on combined choices was similar to that in July 2022. As at 21st March 2023 Flint, Mold and Mynydd Isa, Connah's Quay,

Buckley Broughton, Ewloe Penyffordd (Chester) and Treffynnon, were the highest demand areas. Two and three bed houses are most in demand.

The highest demand areas for intermediate purchase based on combined choices were Mold and Mynydd Isa, Buckley, Connah's Quay, Flint, Broughton and Penyffordd (Chester).

For intermediate purchase, houses are still the preferred option, with most demand being for either a two or three bedroom house.

A breakdown of demand for each property type / tenure is available for individual housing areas and can be provided on request

Older persons/Elderly Care provision

There are currently Extra Care schemes in Flint, Mold, Holywell and Shotton. The Flintshire model of Extra Care provides high quality units, in-house home care provision and 24 hour support.

The existing Extra Care schemes are detailed in the table below. Each scheme holds a waiting list of people who have expressed an interest for this type of accommodation and provides an indication of demand levels (information as at the end of the Financial year).

Extra Care Scheme	No. of Properties at Scheme	Number of Applicants on Waiting List
Llys Raddington, Flint	73	10
Llys Jasmine, Mold	61	28
Plas Yr Ywen, Holywell	55	9
Llys Eleanor, Shotton	50	8

Supported Housing – Learning Disabilities, Mental Health and Complex Needs

As a result of the increasing numbers of people requiring care, support and accommodation, people with Learning Disabilities are often unable to be accommodated within their own communities close to family and friends. This leads to delays in seeking appropriate long-term housing for individuals and causes increased emergency admissions to residential care homes or inappropriate placements often some distance away from home.

In 2018 all six Local Authorities and BCUHB developed a North Wales Learning Disability Strategy which includes the aim to reduce the number of people placed out of their area because of a lack of suitable placements locally and for more people with learning disabilities to have choice and control over where they live.

The North Wales Together programme has been working for some years to scope, promote and, where appropriate, support the development of sufficient tenancy based supported living resources to meet the growing need. As part of this work, NWT has identified the need for supported housing in the Flintshire area.

North Wales Together has collated numbers (January 2023) of individuals in need of accommodation between now and 2026 across each North Wales County.

Current need is made up of several areas of pressure

- Young people coming through transition, many with complex needs.
- Individuals living with older carers whose placements come about suddenly due to a carer's inability to continue caring.
- Individuals living in residential placements out of county who were placed there due to a lack of suitable accommodation at the time of placement.
- Individuals living with families who have reached the point of long-term accommodation planning.

In total, Flintshire has 1039 people with LD living within the county. That is the highest number across the North Wales region.

Flintshire currently has:

- **81** individuals who are at risk of needing supported living accommodation within the next 4 years.
- **17** adults noted as having priority accommodation needs.
- **49** out of county residential placements, **7** of whom wish to move closer to home. This number is comparatively higher than neighbouring counties.
- **37** people with LD living at home with elderly carers and likely to need supported accommodation in future years.
- **20** young people identified as needing accommodation or at high risk of breakdown between now and 2027.

Supported Housing – Young persons (16-24 years) and community hub

The Flintshire Housing Strategy provides an aspiration to develop a youth homeless hub, providing emergency provision and consisting of 6 - 8 self-contained units with onsite staff support. It may provide a facility where advice, education, training facilities and other support services are available for the young people in residence as well as the wider community. It is important that this facility can integrate within the local area, be easily accessible and have shops and amenities close by. Preferred locations are Mold and the Deeside area. Feasibility work remains underway but no specific site has been identified.

Supported Housing –Temporary accommodation for single homeless people

Flintshire County Council currently operates a Homeless Hub providing 23 units of self-contained portacabin style accommodation which was established as part of the emergency Covid response. The Council recognises that this is not a suitable long term option. As an alternative provision, the Council would like to develop approximately 18 self-contained units that can be used as temporary accommodation with on-site staff support. This may be provided as one larger facility or in smaller sized blocks of flats. The preferred location would be the Deeside area.

Six units have been developed at Duke Street and Park Lane.

Further feasibility work remains underway but no further specific sites have been identified. In addition, we have submitted a bid for TACP for additional funding for Buy backs for “meanwhile” use

Regeneration of Town Centres

The Housing Strategy team continue to liaise with the FCC Regeneration Team to explore funding options and agree a cohesive plan. To assist with this and to help identify the relevant town centres the Regeneration team appointed Consultants, Willmott Dixon.

Section 3 – Programme Development Plan (PDP) Schemes

Schemes should be progressed in collaboration with Housing Strategy. Early discussions are welcomed so that schemes can be developed and informed by the housing need demonstrated via SARTH and the Tai Teg register. To achieve mixed communities and to take into account ongoing housing management practicalities it is acknowledged that a flexible approach may be necessary for any given location and some property types / tenures may not be suitable.

RSLs should submit schemes to Housing Strategy using the revised Welsh Government Portal, Manage Homes and Places.

Schemes will be prioritised for inclusion within the main programme PDP that:

- Are in areas with higher housing need (social and intermediate)
- Provide the type and tenure that meets local housing need
- Provide the right type of home in the right location
- Provide smaller homes such as 1/2 bed flats and 2-bed houses
- Provide specialist housing including wheelchair accessible and larger properties
- Provide supported housing for identified client groups
- Planning permission will be in place /submitted and well advanced
- Progressed SAB approval
- Have a realistic likelihood of being able to comply with regulation relating to phosphates
- Are aligned with the LDP and are policy compliant
- Local member and / or Community consultation has taken place where appropriate

Schemes will not be included in the main PDP that have known planning objections which cannot be overcome or significant challenges which cannot be addressed. Pre-application planning advice should be sought for schemes that are intended for inclusion on the main programme PDP and where available a copy of the positive pre-application response included with any submission.

Section 4 – Monitoring and Governance

A summary of the PDP for 2024/2025 is provided at appendix 1 and details the number of homes, circa 730 together with property types and tenures that it is expected to deliver.

The PDP will be monitored by Flintshire Housing Strategy Team in partnership with Welsh Government and RSL partners via:

- Flintshire Strategic Housing Board – quarterly meeting attended by Chief Executives / Senior Officers from partner RSLs, Flintshire Housing Strategy Team and Homelessness Team.
- Flintshire Development Partners Meeting – attended by RSL Development Teams, Flintshire Housing Strategy Team, Welsh Government Funding Team. Meetings will monitor the PDP, encourage open communication, identify challenges and share information. The 2023/24 dates have been set to coincide ahead of PDP quarterly submissions. The next meeting dates are:

29.08.23 10.00 -12.00

31.10.23 10.00 -12.00

09.01.24 10.00 -12.00

- Quarterly individual meetings between Flintshire County Council Housing Strategy and each RSL Development Team are held to discuss new opportunities and schemes in more detail. Additional meetings are held as deemed necessary.
- We aim to create an “open door” environment in order that partners may have confidence in discussing their schemes and any challenges that they may be facing.
- On site meetings with RSL’s at potential development sites are encouraged. This allows for the updating of the PDP in order that those developments with a realistic chance of progressing may be added.

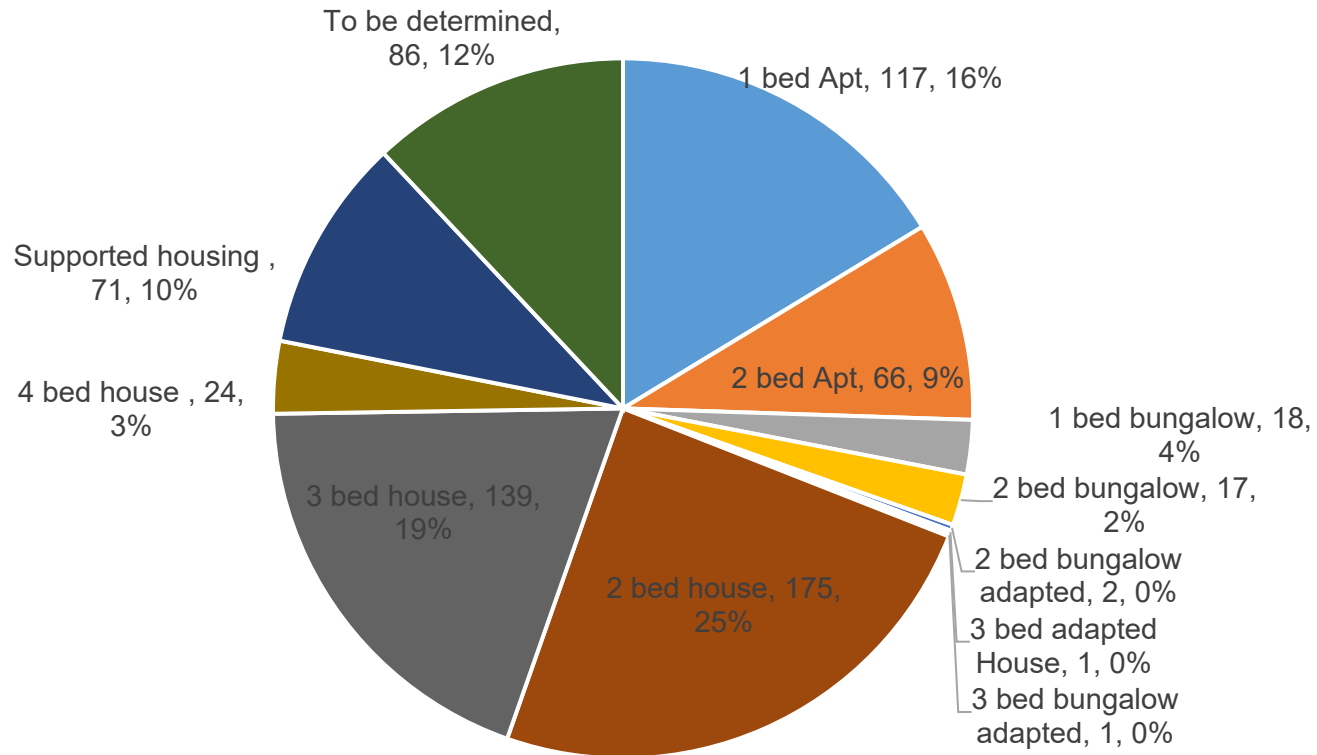
The prospectus will be refreshed on an annual basis.

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Appendix 1 - Summary of expected Programme Development/Delivery Plan 2023/2024, 2024/2025 & 2025/2026

Provider	site	To be determined	1 bed Apt	2 bed Apt	1 bed bungalow	2 bed bungalow	2 bed bungalow adapted	3 bed bungalow	3 bed adapted House	3 bed bungalow adapted	2 bed house	3 bed house	4 bed house	Supported housing	Total Units
Clwyd Alyn	66a Mold Road, Mynydd Isa		4			2				1	24	25			56
Clwyd Alyn	Older persons/sheltered Buckley													60	60
Clwyd Alyn	LD bungalows Buckley				13										13
Clwyd Alyn	Northern Gateway Strategic Site Deeside	21	6	18		3	2				20	24	6		100
Clwyd Alyn	Princess Avenue, Buckley		8	2								2			12
Clwyd Alyn	Well Street, Buckley	56													56
Clwyd Alyn	Wrexham Road, Abermorddu		18								24	22	6		70
Clwyd Alyn	Hlghmere Drive, CQ		10								18	17	4		49
First Choice HA	17 Elm Road, Queensferry								1						1
First Choice HA	Specialist Housing Provision allocated													1	1
First Choice HA	Westhaven, Holywell Rd, Ewloe													4	4
Flintshire	Alltami Road, Buckley			4							6	4			14
Flintshire	Alyn Road, Buckley										4				4
Flintshire	Borough Grove, Flint										4				4
Flintshire	Canton Depot, Bagillt		14	14							6	17			51
Flintshire	Duke Street, Homeless provision													2	2
Flintshire	Ffordd Hiraethog, Mostyn		4	6											10
Flintshire	Ffordd Llanarth, Connahs Quay		4	4							7	2	3		20
Flintshire	Hebron, Mostyn										4				4
Flintshire	High Steet, Connahs Quay (Old Music Shop)			6											6
Flintshire	Park Lane Homeless Provision													4	4
Flintshire	Penyffordd School										12	8			20
Flintshire	School Lane, Greenfield										2	1			3
Flintshire	Station Road, Queensferry		4												4
Flintshire	Ty Mair, Mold		10	10	1	2					6	7			36
Flintshire	Wirral View, Hawarden										4				4
Flintshire	4 Buy Backs		4												4
Grwp Cynefin	Mortgage Rescue (2-addresses to be advised)		2												2
Grwp Cynefin	Rhewl Fawr, Penyffordd Holywell (phase 3)										6	2			8
Grwp Cynefin	homebuy Details to be confirmed		2												2
Grwp Cynefin	Homebuy 4 Bramley Way, Flintshire, CH5 3LG		1												1
North Wales Housing	Former Spectrum Garden Centre, Mold Road, Cefn y Bedd, Flintshire LL12 9UR		20								3	4	3		30
Wales & West	New Inn, Sandycroft					8									8
Wales & West	Land at Brunswick Road, Buckley		7	2											9
Wales & West	Wern Farm Bagillt		8		4	2					25	4	2		45
	Totals	86	117	66	18	17	2	0	1	1	175	139	24	71	717

Property Types expected to be delivered from Main Programme schemes 2023/2024, 2024/2025 & 2025/26



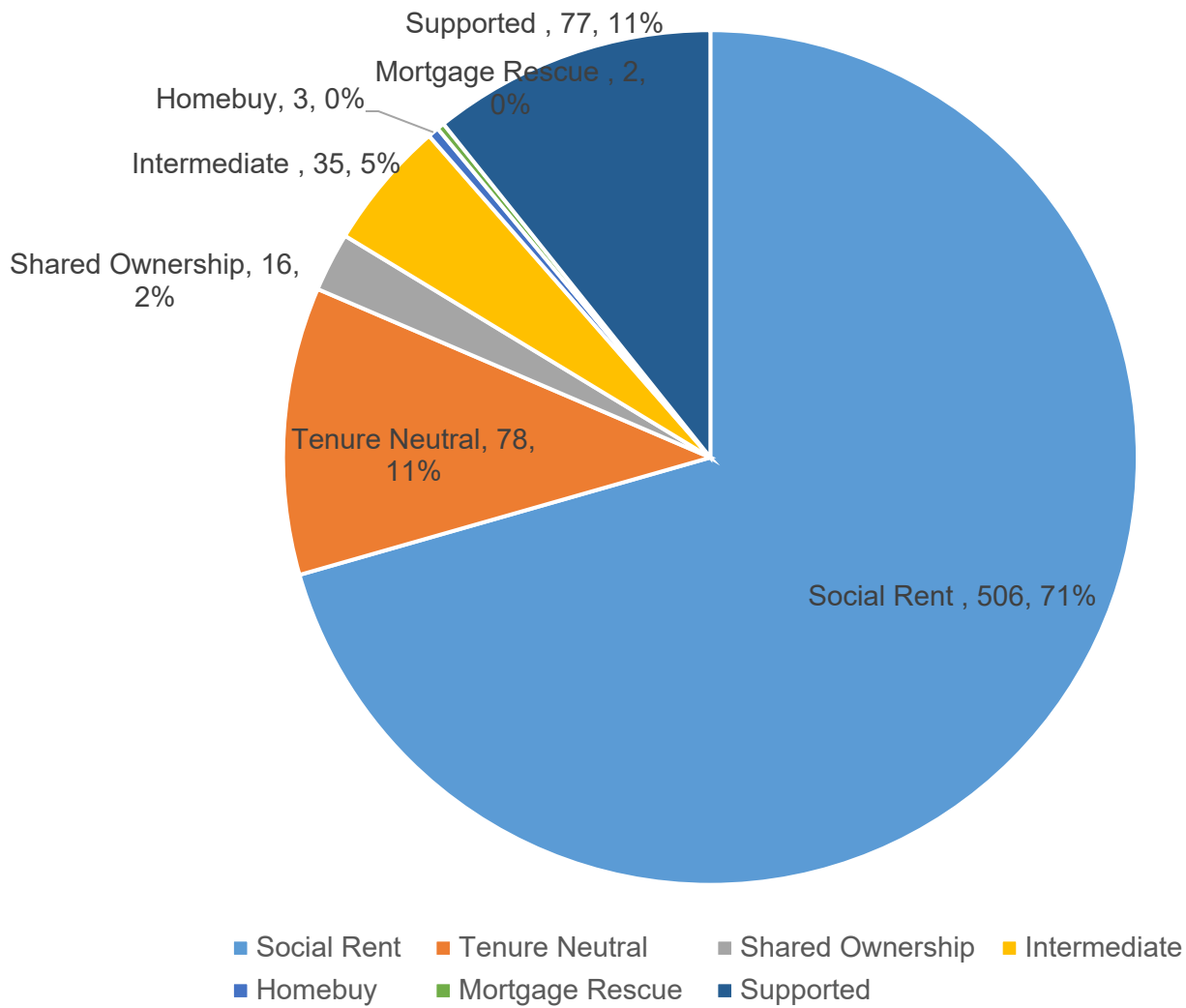
- 1 bed Apt
- 2 bed Apt
- 1 bed bungalow
- 2 bed bungalow
- 2 bed bungalow adapted
- 3 bed adapted House
- 3 bed bungalow adapted
- 2 bed house
- 3 bed house
- 4 bed house
- Supported housing
- To be determined

Breakdown of tenure of expected Programme Development/Delivery Plan Main Programme 2023/2024, 2024/2025 & 2025/2026

Provider	site	Social Rent	Tenure Neutral	Shared Ownership	Homebuy	Intermediate	Mortgage Rescue	Supported	Total Units
Clwyd Alyn	66a Mold Road, Mynydd Isa	17	39						56
Clwyd Alyn	Older persons/sheltered Buckley							60	60
Clwyd Alyn	LD bungalows Buckley							13	13
Clwyd Alyn	Northern Gateway Strategic Site Deeside	84		16					100
Clwyd Alyn	Princess Avenue, Buckley	12							12
Clwyd Alyn	Well Street, Buckley	56							56
Clwyd Alyn	Hghmere Drive, CQ	10	39						49
Clwyd Alyn	Wrexham Road, Abermorddu	50				20			70
First Choice HA	17 Elm Road, Queensferry	1							1
First Choice HA	Specialist Housing Provision allocated	1							1
First Choice HA	Westhaven, Holywell Rd, Ewloe							4	4
Flintshire	Alltami Road, Buckley	14							14
Flintshire	Alyn Road, Buckley	4							4
Flintshire	Borough Grove, Flint	4							4
Flintshire	Canton Depot, Bagillt	51							51
Flintshire	Duke Street, Homeless provision	2							2
Flintshire	Ffordd Hiraethog, Mostyn	10							10

Flintshire	Ffordd Llanarth, Connahs Quay	20							20
Flintshire	Hebron, Mostyn	4							4
Flintshire	High Steet, Connahs Quay (Old Music Shop)	6							6
Flintshire	Park Lane Homeless Provision	4							4
Flintshire	Penyfford School	20							20
Flintshire	School Lane, Greenfield	3							3
Flintshire	Station Road, Queensferry	4							4
Flintshire	Ty Mair, Mold	36							36
Flintshire	Wirral View, Hawarden	4							4
Flintshire	4 Buy Backs	4							4
Grwp Cynefin	Mortgage Rescue (2-addresses to be advised)						2		2
Grwp Cynefin	Rhewl Fawr, Penyffordd Holywell (phase 3)	6				2			8
Grwp Cynefin	Homebuy details to be confirmed				2				2
Grwp Cynefin	Homebuy 4 Bramley Way, Flintshire, CH5 3LG				1				1
North Wales Housing	Former Spectrum Garden Centre, Mold Road, Cefn y Bedd, Flintshire LL12 9UR	17				13			30
Wales & West	New Inn, Station Rd. Sandycroft	8							8
Wales & West	Land at Brunswick Road, Buckley	9							9
Wales & West	Wern Farm Bagillt	45							45
	Totals	506	78	16	3	35	2	77	717

Chart of Expected Tenure of Properties through Main Programme schemes 2023/2024, 2024/2025 & 2025/2026



Potential schemes 2023/2024, 2024/2025 & 2025/2026

Potential RSL Schemes	Provider	Site	Estimated number of unit
	Adra	Land off Ffordd Pedrog, Oakenholt, Flint/Quarry Farm Oakenholt	128
	Wales & West	Ewloe Social Club, Old Mold Road, Ewloe,	27
	North Wales Housing Association	Innisfree, Nant Mawr Road, Buckley	8
		Quay Building Fron Road Connahs Quay	20
Potential FCC Schemes			
	Flintshire County Council	Trelogan Bowling Green site	15
	Flintshire County Council	Croes Atti	21
	Flintshire County Council	Mold Offices	20
	Flintshire County Council	Rhydymwyn, School site, Mold	20
	Flintshire County Council	Bryn Tirion , Shotton	13
Total			272

Schemes in the potential list are in the very early stages of development and may be prior to planning application submissions or consultation with local members. Should any schemes receive negative pre-planning application advice or be refused planning they will be withdrawn from the PDP.



**Communities and Housing Overview and Scrutiny Committee
 Voids Management Update
 Reporting period: August 2023**

Key figures			M	A	M	J	J	A
Number of new void properties in reporting period			26	24	25	28	20	20
Number of properties completed ready for allocation			23	18	30	30	39	33
Breakdown of total void figures	Housing Assets	Major voids	129	137	132	142	134	107
		Minor voids	57	50	52	60	53	45
		TBC	73	81	79	59	55	82
	Housing Management	Demand	158	173	169	171	165	153
		Low demand	93	90	92	90	77	79
		TBC	8	5	2	0	0	2
Property Type	General Needs		118	125	120	122	109	113
	Sheltered		141	143	143	139	133	121
Property Type	1 bed		87	89	90	91	87	77
	2 bed		99	100	98	96	92	89
	3 bed		70	76	71	69	57	61
	4 bed		2	2	3	4	5	6
	4 bed plus		1	1	1	1	1	1
Capital District Areas	Buckley		23	26	26	29	25	26
	C'Quay & Shotton		56	61	62	60	58	57
	Deeside & Saltney		33	35	34	31	32	33
	Flint		57	53	54	51	49	43
	Holywell		59	61	56	55	47	48
	Mold		31	32	31	35	31	27
Total voids			259	268	263	261	242	234

Key activity against void action plan

Bullet point list of activity against action plan in reporting period

B3 - Management and performance monitoring of Void Refurbishment Framework

- Allocation of work to newly commissioned contractors in line with their capacity to deliver
- Progress meetings scheduled over the next 12 months to monitor performance and quality
- Contractors Performance meetings set up for the next 12 months - to monitor target times, quality of work, capacity, and general performance.
- All meetings will be recorded to evaluate and provide ongoing evidence of performance standards.

Next steps

Bullet point list of activity planned against action plan in next reporting period

D4 – Undertake benchmarking against other local authorities

- Commence with contacting local authorities
- Ascertain different void standards and categories

Any other information

Provision of other information to Overview and Scrutiny Committee

Allocated Budget for this year:

- £4.6m Overall Total Voids Budget

Void properties require major investment:

- Approximately 70%

Top reasons for terminations:

- August
 - Deceased (7)
 - Transfer to FCC property (5)
 - Mutual exchange (5)
 - Residential Care (3)

In-house DLO Team - Work Allocation

Number of operatives within the DLO team

- 32 operatives (working on approximately 25-30 Voids)

Number of Team Leaders who manage the DLO

- 2 Team Leaders

Contractor - Work Allocation

Number of Contractors

- 6 Contractors (working on approximately 50 Voids)

Number of Team Leaders who manage contractors

- 2 Team Leaders

Number of Capital Works Surveyors who manage contractors

- 2 Surveyors

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