

Public Document Pack

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Contact Officer:
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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 December 2023

Dear Sir/Madam

NOTICE OF HYBRID MEETING
COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY, 13TH DECEMBER, 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 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 5 - 14)

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.

4 **PROGRESS REPORT ON THE STRATEGIC HOUSING AND REGENERATION PROGRAMME 2 (SHARP2) AND THE TRANSITIONAL ACCOMMODATION CAPITAL PROGRAMME (TACP)** (Pages 15 - 38)

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

Purpose: To provide updates on the Council's SHARP2 programme, changes to the Social Housing Grant (SHG) programme, details the Welsh Government Transitional Accommodation Capital Programme (TACP) allocation of £1.6 million in October 2023 and progress on the acquisition of additional homes.

5 **RECOMMENDATIONS FROM THE SHELTERED HOUSING REVIEW TASK & FINISH GROUP** (Pages 39 - 50)

Report of Overview & Scrutiny Facilitator

Purpose: To consider the recommendations of the Sheltered Housing Review Task & Finish Group.

6 **COUNCIL PLAN 2023 -24 MID-YEAR PERFORMANCE REPORTING**
(Pages 51 - 82)

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

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

7 **VOID MANAGEMENT** (Pages 83 - 86)

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

Date of Meeting	Wednesday 13 th December, 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 10th January, 2024</p> <p>10am</p> <p>Members of the Environment & Economy OSC to be invited for this item</p>	<p>Welfare Reform</p> <p>Housing Management and Anti-Social Behaviour Policy</p> <p>Car Parking Provision – Council owned properties</p> <p>Welsh Housing Quality Standards (WHQS) 2023</p> <p>Alarm Service Charges Review</p>	<p>To update on the impacts of welfare reforms and the work that is ongoing to mitigate the impacts.</p> <p>To provide an overview of the changes that have been made to the Housing Management Policy and the Anti-Social Behaviour Policy in response to the Renting Homes Wales Act 2016.</p> <p>To provide an overview of Council’s Environmental Programme which includes the provision of car parking at Council owned properties.</p> <p>To provide an update on the new Welsh Housing Quality Standards (WHQS) 2023 and the Council’s obligations relating to delivery of the new standards.</p> <p>To outline the proposal to achieve full cost recovery for the Housing Revenue Account alarms service.</p>	<p>Assurance Monitoring</p> <p>Consultation</p> <p>Assurance Monitoring</p> <p>Assurance Monitoring</p> <p>Consultation</p>	<p>Service Manager (Housing Welfare and Communities)</p> <p>Strategic Housing & Program Delivery Manager</p> <p>Service Manager – Housing Assets</p> <p>Service Manager – Housing Assets</p> <p>Service Manager (Housing Welfare and Communities)</p>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<p>Wednesday 7th February, 2024</p> <p>10am</p>	<p>NEW Homes Business Plan</p> <p>Common Housing Register (Single Access Route to Housing - SARTH)</p> <p>Local Housing Market Assessment</p>	<p>To consider the NEW Homes Business Plan.</p> <p>To provide an annual update on the Common Housing Register.</p> <p>To present the outcome of the Local Housing Assessment, to include information on the private rented sector.</p>	<p>Consultation</p> <p>Assurance Monitoring</p> <p>Assurance Monitoring</p>	<p>Strategic Housing & Program Delivery Manager</p> <p>Service Manager – Housing & Prevention</p> <p>Strategic Housing & Program Delivery Manager</p>
<p>Wednesday 6th March, 2024</p> <p>10am</p>	<p>Homelessness and Rough Sleeper Update Report</p> <p>Dynamic Resource Scheduling System (DRS) Update</p>	<p>To provide an annual update on the work ongoing to mitigate Homelessness and support provided to rough sleepers.</p> <p>To provide an update on the DRS System</p>	<p>Assurance Monitoring</p> <p>Assurance Monitoring</p>	<p>Service Manager – Housing & Prevention</p> <p>Service Manager – Housing Assets</p>
<p>Wednesday 12th June, 2024</p> <p>10am</p>	<p>Communal Heating Charges 2024/25</p> <p>Customer Involvement Strategy</p>	<p>To consider the proposed heating charges in council properties with communal heating systems for 2024/25 prior to Cabinet approval.</p> <p>To consider the Customer Involvement Strategy.</p>	<p>Consultation</p> <p>Assurance Monitoring</p>	<p>Chief Officer (Housing & Communities)</p> <p>Service Manager (Housing Welfare and Communities)</p>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Wednesday 10th July, 2024 10am	Welfare Reform Update /Housing Rent Income	To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.	Assurance Monitoring	Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)
	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)

Items to be scheduled

- **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.
- **Rent Income Pilot Scheme** – As suggested at 12.07.23 meeting
- **De-carbonisation Strategy** – Workshop for Members as discussed at 12.07.2023 meeting
- **NEW Homes** – To present the outcome of the review of NEW Homes – moved from 10th January meeting to be scheduled to a new date.

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 /Housing Rent Income	To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.	Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)
Six monthly	Update on NEW Homes & Property Management	To update Members on the work of the NEW Homes & Property Management	Strategic Housing & Program Delivery Manager
Annually – September 2012	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.	Service Manager – Housing Assets
Monthly	Void Management	To provide a detailed update to the Committee on Void properties and the work undertaken to bring the properties back into use.	Service Manager – Housing Assets

ACTION TRACKING FOR THE COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
13.09.2023	6. Homelessness Budget Pressures	That the Chair write to the Welsh Government, on behalf of the Committee, to express its concern around the financial implications to the Local Authority following changes to the Housing Wales Act 2014 (HWA 2014) and the need for appropriate levels of resource and support to be provided to the Local Authority.	Ceri Shotton Martin Cooil Cllr Helen Brown	Letter being drafted to share with Chair.	On-going
13.09.2023	9. Void Management	In response to a question from Cllr Dale Selvester, Sean O'Donnell agreed to liaise with David Barnes around the total loss of Council Tax for those properties that had been empty for over 6 months.	Sean O'Donnell	Information circulated via e-mail to Committee Members on 06.12.2023	Completed
11.10.2023	4. Budget 2024/25 – Stage 2	Cllr Rosetta Dolphin asked if information on the out of county placements for the previous year could be provided. Sara Dulson suggested that this information be circulated following the meeting.	Sara Dulson	The information has been collated and will be shared with the Committee ahead of the 13.12.23 meeting	On-going
15.11.2023	3. Minutes	<u>13.09.2023</u> That the word 'properties' be amended to read 'prioritised' in the 4 th paragraph of page 12 of the minutes.	Ceri Shotton	The minutes have been amended and sent to translation for publication on the website.	Completed

ACTION TRACKING

APPENDIX 2

15.11.2023	5. Housing Revenue Account (HRA) 30 Year Financial Business Plan	That the comments made by the Committee be feedback to Cabinet.	Ceri Shotton	Comments have been collated and sent to the Cabinet Member and Chief Officer ahead of Cabinet on 19.12.2023	Completed
15.11.2023	6. Homelessness Budget Pressure - Options Paper	The Chair asked if information on the number of people waiting for sheltered accommodation by age could be provided. Martin Cooil agreed to provide this information following the meeting.	Martin Cooil	Information circulated to the Committee via e-mail.	Completed.
15.11.2023	6. Homelessness Budget Pressure - Options Paper	That the comments made by the Committee be feedback to Cabinet.	Ceri Shotton	Comments from the Committee collated and given at Cabinet on 21.11.2023.	Completed
15.11.2023	7. Housing Rent Income	In response to a question from Cllr Antony Wren around costs associated with taking court action, David Barnes agreed to provide information around the schedule of court fees to the Committee following the meeting.	David Barnes	Information on court costs circulated to Members of the Committee via e-mail on 16.11.2023	Completed



COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th December 2023
Report Subject	Progress report on the Strategic Housing and Regeneration Programme 2 (SHARP2) and the Transitional Accommodation Capital Programme (TACP)
Cabinet Member	Cabinet Member for Housing and Regeneration
Report Author	Chief Officer (Housing and Communities)
Type of Report	Operational

EXECUTIVE SUMMARY

The report provides an update on:

- Delivery of the Council's Strategic Housing and Regeneration Programme 2 (SHARP2) programme.
- Changes to the Social Housing Grant (SHG) programme since the report to Overview and Scrutiny (September 2023) and Cabinet (October 2023).
- Welsh Government Transitional Accommodation Capital Programme (TACP) allocation of £1.6 million.
- Progress on the acquisition of additional homes.

RECOMMENDATIONS

1.	To note the progress on delivery of SHARP2, SHG, TACP and 'Buy Backs'
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REPORT DETAILS

1.00	Background
1.01	<p>Strategic Housing and Regeneration Programme 2 (SHARP2)</p> <p>In the current financial year thirty-six new Council homes have been completed. There had been delays due to contractual matters and inclement weather and the projects slipped from the last financial year into this year. This consisted of the following:</p> <ul style="list-style-type: none"> • 30 new homes at Ffordd Hiraethog and Ffordd Pandarus, Mostyn (16 x 1 bed flats, 6 x 2 bed flats and 8 x 2 bed houses) completed by Wates. • 6 new homeless units at Duke Street, Flint (2 x 1 bed flats) and Park Lane, Holywell (4 x 1 bed flats) completed by Claytons.
1.03	<p><u>Nant y Gro</u> (properties: 41)</p> <p>Update: This scheme was originally due to be built by Wates around 5 years ago. Costs at that time were just over £5 million.</p> <p>Subsequently Wates re-costed the scheme at £7.9 million to cover increases in contractors and materials, together with additional extensive abnormal works which had highlighted significant lead contamination.</p> <p>At this point the scheme was still deemed to be viable. However, as considerable site preparation (muck shift) was required, we deferred start on site in winter.</p> <p>The contractor then advised the following year the costs had increased to £10.5 million. This made the scheme unviable by over £2 million additional costs. In addition, this was before the new grant regime and the standards relating to DQR / WHQS were in place.</p> <p>The original planning application has now expired. We shall be reviewing the need element scope of any future housing provision taking into account site levelling and contamination issues.</p> <p>Additional funding is required but grant would be based on current requirements rather than those of 5 years ago. Hence there is a possibility this scheme will be redundant; however, nothing is decided at this time.</p> <p>The scheme is not financially viable in its current form and will be reviewed.</p>
1.04	<p>The current developments in progress are as follows:</p> <p><u>Borough Grove</u> (properties and mix: 4 x 4 person, 2 bedroom houses) Architect: Lovelock Mitchell Engineer: Cadarn Consulting Engineers</p>

Update: All architects and engineers designs have been received. Currently awaiting landscaping designs for inclusion in the technical scrutiny documents which are due imminently. Technical scrutiny will be submitted by November 23 followed by pre-app planning advice.

Awaiting results of ecologist survey and will obtain quotations for the demolition and repair asbestos survey.

Alltami Road, Buckley (properties and Mix: 5 x 4 person, 2 bedroom and 5 x 5 person, 3 bed houses, 4 x 2 person, 1 bedroom flats).

Architect: Lovelock Mitchell

Engineer: Cadarn Consulting Engineers

Update: All architects and engineers designs have been received. Currently awaiting landscaping designs for inclusion in the technical scrutiny documents which are due imminently. Technical scrutiny will be submitted following a meeting with the local Councillors to outline the scheme.

An ecology survey has been undertaken and results are awaited. Consultation with Local Members to be undertaken.

Fford Llanarth (properties and Mix: 7 x 4 person, 2 bedroom houses, 4 x 3 person, 2 bed flats, 4 x 2 person, 1 bedroom flats, 3 x 6 Person, 4 Bed Houses and 2 x 5 Person, 3 Bed Houses).

Architect: Lovelock Mitchell

Engineer: Cadarn Consulting Engineers

Update: Lovelock Mitchell is now progressing with the scheme design and documentation for the public consultation and pre-application advice. Target for submission is 6th January 2023 for pre-application advice. Technical review has been completed by Welsh Government and the scheme has been approved.

A topographical survey has been ordered via KGB Infrastructure with completion expected by 30th November 2023.

SABS design has commenced with KGB Infrastructure with targeted submission date of 6th January 2024.

Rider Levett Bucknall have been appointed to provide detailed project costs.

Ecology survey has been completed and results are awaited.

Wirral View Hawarden (properties and mix: 4 x 4-person, 2 bedroom houses).

Architect: Halliday Clark

Engineer: KGB Infrastructure

Update: Halliday Clark are now progressing for secure by design approval by North Wales Police. We are currently awaiting feedback.

Technical review submission is targeted for 5th December 2023.

The topographical survey has been ordered via KGB Infrastructure with completion expected by mid-December 2023.

SABS design has commenced with KGB Infrastructure with targeted submission beginning of February 2024.

Rider Levett Bucknall have been appointed via the Welsh Procurement Alliance to provide detailed project costs.

We need to review the legal position regarding the access with the new build property erected on the boundary line.

An ecology survey is required due to the land adjoining.

School Road, Greenfield (properties and mix: 2 x 4 person, 2 bedroom and 1 x 5 person, 3 bed houses).

Architect: Lovelock Mitchell

Engineer: Cadarn Consulting Engineers

Update: All architects and engineers designs have been received.

Currently awaiting landscaping designs for inclusion in the technical scrutiny documents. Technical scrutiny will be submitted once consultation has been undertaken with the local Councillors, Holywell Town Council and the Chief Executive following the meeting last week. There is a potential issue regarding an agreement with Holywell Town Council fifteen years ago stating the land would remain as green space.

An ecology survey and topographical survey has been carried out and the results of the ecology survey are waited.

Alyn Road Buckley (properties and mix: 4 x 4 person, 3-bedroom houses)

Architect: Halliday Clark

Engineer: To be appointed

Update: Halliday Clark is now progressing for secure by design approval by North Wales Police. We are currently awaiting feedback.

Technical review submission is targeted for December 2023.

Topographical Survey is to be ordered with the appointment of the engineer.

Rider Levett Bucknall have been appointed via the Welsh Procurement Alliance to provide detailed project costs.

We now need to review the legal position regarding the garages and taking occupation to allow demolition to be carried out.

Multiple properties have access to the rear via site and we are reviewing how we can maintain this access for the occupiers without further costs for FCC.

Station Road Queensferry (properties and mix: 4 x 4 person, 2 bedroom flats).

Architect: Lovelock Mitchell

Engineer: To be appointed

Update: Lovelock Mitchell is currently reviewing the best layout options and density for the site. The site provides challenges with parking limited within the area and the site being used by local residents for parking. Multiple properties have access to the rear and park vehicles at the back, we are reviewing how we can maintain this access for the occupiers without further costs for FCC. This will require engagement with the local residents.

Technical review submission is targeted for January 2024.
The topographical survey is to be ordered with the appointment of the engineer.

The ecology survey has been ordered via Lovelock Mitchell and we are awaiting the report.

Rider Levett Bucknall have been appointed via the Welsh Procurement Alliance to provide detailed project costs.

There is a need to review the legal position regarding the garages and taking occupation to allow demolition to be carried out.

A demolition contractor will be required for the demolition of the garages and the toilet block.

Hebron Church, Mostyn (properties and mix: 4 x 4 person, 2-bedroom houses).

Architect: Lovelock Mitchell

Engineer: Cadarn Consulting Engineers

Update: All architects, engineers' designs have been received. We are currently awaiting landscaping designs for inclusion in the technical scrutiny documents which are due imminently. Technical scrutiny will be submitted by 3rd November 2023.

We are currently awaiting results of ecologist survey and we will obtain quotations for the demolition and repair asbestos survey.

If we are looking to demolish the existing Church building prior to the new build contract, we will need to arrange for the services to be disconnected and submit a planning application for the demolition along with a section 80 notice to Building Control. A tender process for the demolition works will also be required.

Following a meeting w/c 13th November 2023 and comments from our Planning and Highways colleagues there is potential in expanding the scheme to incorporate the shops and former surgery.

At present we need to obtain planning permission for the Church site so that we can continue with the purchase of the site.

Ty Mair, Mold (properties and mix: 36 dwellings in current scheme – mix to be determined).

Architect: Lawrey Architects

Update: Currently awaiting a meeting with three parties regarding the heads of terms which have been amended by Diocese. Following a meeting w/c 13th November 2023 and comments from our Planning and Highways colleagues the proposals for accessing the site should be acceptable with some work required for separating the children from the access road and providing some access for car parking for the school staff.

Penyffordd Junior School

Demolition Phase

The contractor, Total Demolition Ltd, has had a delay with engaging an asbestos contractor to remove the asbestos from the building. Confirmation has been received this week the price has now been agreed and should be ready to start on site within the next 3-4 weeks. They are currently putting the license notification into the HSE to be able to commence the works and progressing the Health and Safety Plan and Method Statements.

The contract documents need to be finalised and this will be progressed by the team. The team also need to employ a Health and Safety Advisor (potentially Rider Levett Bucknall who are on the WPA framework) to assess the Contractors Health and Safety Plan and Method Statements prior to work commencing.

Housing Development

A meeting took place on site with the Parish Council on the 4th October 2023 to discuss the options for the scheme, the split of the site (options of dividing it either North/ South or East/West) and the issue regarding the location of the main access road into the new housing development (whether it should be from Penymynydd Road or from Chester Road). The Parish Council and local community do not have a clear idea for the potential use of their portion of the site land and details have been provided of a Welsh Government Asset Collaboration Programme funding stream which could be accessed by the Parish Council for development of the site which could provide between £10,000 and £75,000 (revenue) and of up to £250,000 for capital projects.

A topographical survey is to be carried out on the site alongside an arboriculture survey for all the existing trees on the site before instructing architects for a design on an east / west split of the site.

Canton Depot (properties and mix: Subject to drainage design).

Architect: Halliday Clark

Engineer: Halliday Clark

Update: Canton Depot provides some unique challenges in relation to the site. The site has complex drainage issues and potential for being designated as a flood zone under TAN 15. Access to the site is also challenging with one access road owned by FCC and the other by an adjoining business. The adjoining land also presents challenges / problems with the retaining walls and a detailed structural assessment will be required.

Halliday Clark are now working with their engineers to review the drainage issues and the current open and closed culvert which runs through the

	<p>site. Once a suitable method of resolution for this project has been found we will be seeking the cost outline from Ridder Levett Bucknall.</p> <p>Timescales are complicated for the scheme due to the issues associated with the drainage and access. If these challenges can be resolved, then it is anticipated it will be c.6 months before technical review will be sought from the WG.</p> <p>High Steet, Connahs Quay (Old Music Shop) (properties and mix: 6 x 2-person, 1 bed flats) This is still with Planning. We are aware that there are other possible offers on the table to purchase this site.</p>
1.05	<p>Social Housing Grant (SHG)</p> <p>The Programme Delivery / Development Plan (PDP) containing the allocation of 3 years of SHG funding was reported to Overview and Scrutiny and Cabinet in September and October. There was a deliberate over subscription of the PDP to ensure full spend of our £13+ million allocation and to be a position to soak up any underspends elsewhere. Unfortunately, other LAs used the same approach.</p> <p>WG feedback indicated that they were pleased to note Years 1, 2 and 3 are fully allocated. However, they expressed concern that the main schemes grant remaining was circa £19.2m which was above our annual allocation. After review across Wales, they have advised that the Grant remaining must not exceed the annual allocation i.e., £13,352,142 and we have been asked to adjust our programme accordingly for Quarter 3.</p> <p>Due to circumstances beyond the control of both the LA and RSL's, including contractors going into administration, withdrawing due to increased costs, the cost-of-living crisis, rising interest rates together with wage and material inflation, there are three schemes where additional funding of circa £10.3m is now required together with a recently proposed scheme where circa £1.3m is required.</p> <p>There have been variations to the PDP including the removal of Highmere Drive, Connah's Quay.</p> <p>There has also been some slippage in relation to the Wern Farm and Well Street schemes, as a result of which we have been obliged to adjust this year's allocation of funding.</p>
1.07	<p>Transitional Accommodation Capital Programme (TACP)</p> <p>In July 2023 the Minister for Climate Change announced a new round of Transitional Accommodation Capital Programme (TACP) in the 2023-24 financial year.</p> <p>TACP was established in 2022 to bring forward good quality, longer term accommodation for people who are currently living in temporary accommodation. FCC were awarded over £500k in 2022/2023 which was utilised to bring back voids into use.</p>

The programme was intended to run in a similar way to last year – that is, consider applications for funding on a ‘first come, first served’ basis. All proposed schemes must meet housing needs in the relevant LA area/areas and must be used to support people from temporary accommodation into longer term accommodation. They also needed to meet TACP standards (please see attached Appendix 1).

A full list of scheme types supported by the programme is provided in the attached TACP standards document (Appendix 2). 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 Modern Methods of Construction (MMC), including for ‘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. For existing dwellings and acquisition of ‘off the shelf’ properties, the standards and maximum grant rate will be aligned under TACP and the Social Housing Grant (SHG). RSLs and LA development teams were obliged to confirm that they had discussed their schemes with the LA and that they would help to meet housing pressures in the area. In particular all TACP-funded homes would be allocated to tenants who are currently living in temporary accommodation. This includes everyone in housing need including people experiencing homelessness, and those being resettled from Syria, Afghanistan and Ukraine.

Funding allocated is for 2023-24 financial year only, so any slippage is a pressure for next financial year which the WG do not have a budget for. However, WG are not ruling out longer term projects, such as demolish and rebuild etc.

A proportional approach to the allocation of funding was taken by the WG based on the numbers of individuals that each LA area had in temporary accommodation (TA) and was based on a six-month average for each LA area (latest available data between Dec 22 – March 23).

WG advised Flintshire had been allocated a nominal sum of £1,598,251 but would allow a tolerance of up to £50k over if required.

As the funding was oversubscribed WG requested a review and prioritisation of the schemes using various parameters including how well the scheme meets local housing needs to reduce numbers in temporary accommodation and/or have a positive impact on those living in temporary accommodation – particularly B&B and hotels, where children and young people are housed and any other matters that are of particular importance to a local area.

The team prioritised the schemes in consultation with RSLs and FCC Homeless Prevention team.

1.09	<p>The TACP allocation for FCC for this financial year includes delivery of 28 units. This is made up of the following:</p> <ul style="list-style-type: none"> • 8 acquisitions plus 2 internal transfers from General Fund to HRA (9 x FCC & 1 x RSL) • 18 long term voids brought back into use (16 x FCC & 2 x RSL). <p>Please see appendix 3 for Welsh Government: TACP 2023-2024 Flintshire Priority Schemes Confirmation email advice dated 13th October 2023 and appendix 3A for details of all schemes within Flintshire approved for TACP funding.</p>
1.10	<p>Progress to date relating to buy backs is as follows:</p> <ul style="list-style-type: none"> • Four purchases completed • Seventeen purchases are in the pipeline

2.00	RESOURCE IMPLICATIONS
2.01	<p>Schemes are funded through SHG and TACP. In addition, all schemes must comply with the WG Standard Viability Model (SVM) in order to access SHG and TACP funding.</p>

3.00	CONSULTATIONS REQUIRED/CARRIED OUT
3.01	None.

4.00	APPENDICES
4.01	<p>Appendix 1 - Standards for Homes Delivered under the Transitional Accommodation Capital Programme (TACP), TACP Objectives.</p> <p>Appendix 2 - How SHG, RCG and TACP can be used.</p> <p>Appendix 3 - Welsh Government: TACP 2023-2024 - Flintshire Priority Schemes Confirmation email advice dated 13.10.23.</p> <p>Appendix 3A - Details of schemes approved for TACP funding.</p>

5.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
5.01	N/A.

6.00	CONTACT OFFICER DETAILS
6.01	Contact Officer: Paul Calland Strategic Housing and Development Programme Manager Telephone: 07825 377623 E-mail: paul.calland@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	N/A.

Appendix 1 - Standards for Homes Delivered under the Transitional Accommodation Capital Programme (TACP)

TACP Objectives

The programme seeks to create accommodation capacity in response to both pressures related to significant numbers (over 8,000) of people experiencing homelessness, living in temporary accommodation in Wales and the need to rapidly increase the supply of suitable and good quality transitional accommodation as part of the Welsh response to the Ukraine crisis.

The Welsh Government has a strong track record in the delivery of high-quality affordable homes, via local authority and Registered Social Landlord (RSL) partners, through the Social Housing Grant (SHG) programme. Homes delivered using SHG are usually new build and are required to meet our Welsh Government Design Quality requirements (WDQR2021) standards. This takes time, so to meet the urgent need to provide homes quickly in response to the current crisis the TACP has been established.

To respond urgently to the crisis, a pragmatic approach is required and, therefore, the following hierarchical approach to standards will be adopted, with the development of a new minimum standard for TACP. This will allow a greater choice of accommodation options to be delivered, at pace, which may not always meet WDQR2021.

Standards and Delivery

Accommodation delivered through TACP should adopt the following hierarchical approach to standards, recognising it will not always be possible to achieve the standard in full.

- WDQR2021 in full or with agreed departures.
- Welsh Housing Quality Standard (WHQS) in full or with agreed departures/ agreed timescales for meeting standard.

The preference is for homes that are self-contained so that people have exclusive use of their bedroom, bath/shower/toilet and kitchen and living areas.

It is acknowledged however that to quickly respond, homes may not initially deliver self-contained accommodation and standards may be lower than current social housing standards (WDQR2021/WHQS).

In these cases, Social Landlords must demonstrate that the accommodation proposed meets the **Minimum Standard** set out below and how it can be re modelled to meet as a minimum WHQS within 10 years and where possible WDQR2021.

Properties which are unable to meet WHQS can be purchased and used for a minimum of 5 years and a maximum of 10 years, after which they must be sold on the open market. 2

Consideration should be given to adopting Modern Methods of Construction (MMC) (when practical and cost effective) to reduce construction time.

Where Volumetric MMC solutions are being considered to deliver homes for Meanwhile Use they must be self-contained, capable of transferring from site to site, having bedroom space provided separately from other accommodation and meet the **Minimum Standard** set out below.

If the intention is to switch from Meanwhile Use to permanent use at a future date Social Landlords must demonstrate that the outcome proposal can be re modelled to meet WDQR2021.

Where Houses in Multiple Occupancy (HMOs) or Former nursing homes etc are acquired that cannot be converted to provide self-contained accommodation to meet WDQR / WHQS at point of purchase or within 10 years (agreed timescale as above) the **Minimum Standards for Shared Accommodation** set out below will apply.

Where existing RSL / LA properties are to be demolished and replaced with new homes they should always meet WDQR2021.

See **table 1** which sets out how standards should be applied depending on tenure / delivery route and indicates the level of technical scrutiny to be undertaken by Welsh Government.

Where social landlords have concerns that their proposals may not meet the standard, they should contact Welsh Government to discuss.

Scope

Funding will be available to support Social Landlords on a range of schemes which include:

Preferred options (Self-contained)

- 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.
- Buying former student, nursing accommodation or former care homes to convert into self-contained accommodation at point of purchase.

Other options (Shared Housing, for Short Term Use – (minimum of 5 years ownership – maximum of 10 Years ownership).

- Purchasing of HMOs for shared housing use which cannot be converted (at point of purchase or in the future) into family accommodation or self-contained flats and are retained as an HMO.
- Buying former student, nursing accommodation, former care homes, former hotels and bed and breakfast accommodation which cannot be converted (at point of purchase or in the future) into self-contained flats.

Minimum Standards

From 1 December, when the Renting Homes (Wales) Act 2016 comes into force, all accommodation delivered through TACP must comply with the requirement under the Act for homes to be fit for human habitation (FFHH) - see [section 93 of the 2016 Act](#). This in addition to the requirement under section 92 to keep the dwelling in repair, which is similar to the current repairing obligation. For further information see the Welsh Government's "[Fitness of homes for human habitation: guidance for landlords](#)".

Generally, accommodation must be in a good state of repair, safe and secure, adequately heated, fuel efficient and well insulated, contain up to date kitchens and bathrooms, be well managed, located in attractive and safe environments and where possible, accessible for the specific needs of those living there.

Accommodation must have sufficient space for nominal occupancy and everyday living. Nominal occupancy is determined by bedroom and living space floor area. Space for everyday living is determined by the furniture requirements to suit nominal occupancy.

Minimum Space Standards for Nominal Occupancy

Bedrooms used solely for sleeping:

- Single Minimum 6m²

- Double..... Minimum 10m²
- Living room ... Minimum 10m² (up to 3-person occupancy plus 2m² for each additional person)
- Kitchen / Dining space – 6m² (up to 3-person occupancy plus 2m² for each additional person)
- Example of acceptable floor area for self-contained accommodation:
 - 1P1B home circa 32m².
 - 2P1B home circa 36m².
 - 3P2B home circa 42m².

Note: Kitchens and bathrooms are unsuitable for sleeping accommodation.

Preferably people should have access to outdoor space directly accessible from their home or conveniently located shared amenity space. However, it is recognised that such spaces may not always be available.

Wherever possible homes should be accessible and Lifetime Homes standards should be adopted where practical and cost effective to do so.

Minimum Standards for Shared Accommodation

The use of shared accommodation (including HMOs) should only be considered for properties with up to 5 bedrooms and only where the person/group of people who are to move into them want to live in an HMO setting.

These standards apply to Shared housing that cannot be converted to meet WDQR2021 / WHQS at point of purchase or within 10 years to provide self-contained accommodation.

Communal or shared spaces include kitchens/food preparation areas, lounge/recreational space, dining areas, bathing and toilet facilities, front entrance, and hallway spaces.

To create a 'family scale' ideally shared accommodation should be provided in clusters of up to a maximum of 5 bedrooms (single circa 8.5m² and or double circa 12.5m² with ensuite bath and or shower, toilet, and wash hand basin – circa 2.5m² inc.) plus shared kitchen, dining and living space.

Wherever possible, en-suite bathing and toilet facilities should be provided. Where it is not possible to provide ensuite facilities, bedrooms should still be provided in clusters of up to a maximum of five bedrooms (single and or double with floor areas as stated in Standards for Nominal Occupancy) plus shared kitchen, dining and living space but with minimum shared facilities, conveniently located, as follows:

- 5 persons and below – separate facility comprising a bath and or shower, toilet, and wash hand basin.
- 5– 10 persons – 2 separate facilities.

Shared living, kitchen / dining space should meet the Standards for Nominal Occupancy (see above) but it is recognised this will not always be possible and where social landlords have concerns that their proposals may not meet the standard, they should contact Welsh Government to discuss.

Published – 7 July 2023

Transitional Accommodation Capital Programme (TACP)

Application of Standards and WG Technical Scrutiny

Type	Suggested Standard	Technical Scrutiny
Demolition and newbuild of existing RSL/LA properties	WDQR2021.	Full technical scrutiny required i.e. Concept followed by Pre-Planning submission. For expediency, good quality Concept submissions will be issued with a Pre-Planning response.
Voids – refurbish/minor remodelling	WHQS as a minimum. WG will consider lower space standards providing homes have adequate space and facilities for everyday living.	Application is assessed to check floor area and review costs –plans may be requested.

Voids – Remodelling (including extensions or loft conversions

MMC – (Meanwhile or Long-term use). Using available cleared sites i.e. sites which do not require significant demolition or remediation. Meanwhile use means providing homes which are capable of being transferred from site to site.

Property Acquisitions i.e., purchase of existing dwellings e.g., former RTB or properties for sale on the open market including long term empty properties. Also includes purchase of existing and former Homebuy/Shared ownership properties

WDQR2021 where practicable / cost effective to do so (within the constraints imposed by working within an existing building) or if this cannot be achieved due to constraints, WHQS, as a minimum.

Meanwhile use - Homes should meet the Minimum Standards if intended for meanwhile use only and be capable of being transferred from site to site.

If homes are to be switched from meanwhile use to permanent use at a future date Social Landlords must demonstrate that the outcome proposal can be re modelled to meet WDQR201.

Long term use - WDQR2021

Properties can be purchased if they can reach WHQS over time.

Properties which will never be capable of reaching WHQS can be purchased only if they meet the Minimum Standards. These properties must be used for a minimum of 5 years and a maximum of 10 years, after which they must be sold on the open market.

Floor plans only required.

Meanwhile use - Floor plans only and for sites over 20 units a site plan to demonstrate place-making.

Plans showing outcome proposals

Long term use - Full technical scrutiny required i.e. Concept followed by Pre- Planning submission. For expediency, good quality Concept submissions will be issued with a Pre-Planning response.

See Existing Dwelling and Off the Shelf Guidance. Technical scrutiny will be carried out on a spot check basis where floor plans only (existing and proposed) will be required.

Property acquisitions from Private Developers i.e., Off the shelf acquisitions – properties not previously lived in)

Properties can be purchased if they can reach WHQS over time

See Existing Dwelling and Off the Shelf Guidance. Technical scrutiny will be carried out on a spot check basis where floor plans and site layouts to demonstrate use of external spaces will be required.

Property acquisitions from Private Rented Sector (including the purchase of tenanted properties)

Properties can be purchased if they can reach WHQS over time.

See Existing Dwelling and Off the Shelf Guidance. Technical scrutiny will be carried out on a spot check basis where floor plans only (existing and proposed) will be required.

Properties which will never be capable of reaching WHQS can be purchased only if they meet the Minimum Standards. These properties must be used for a minimum of 5 years and a maximum of 10 years, after which they must be sold on the open market.

Property Acquisitions - Houses in Multiple Occupation

HMOs can be purchased if proposal is to convert/remodel into self-contained homes which should comply with WDQR2021 where practicable.

Floor plans only (existing and proposed)

If properties remain in use as HMOs, they must meet the Minimum Standards for Shared Accommodation and be used for a minimum of 5 years and a maximum of 10 years, after which they must be sold on the open market.

Property Acquisition of non-domestic buildings to convert into housing

Preferably WDQR2021 where practicable and WHQS as a minimum.

Floor plans only (existing and proposed) and site layouts to demonstrate use of external spaces

Grant recipients will be required to meet with WG (TACP and Technical

Buying former student, nursing accommodation or former care homes

Buying former hotels and Bed & Breakfasts to convert into self-contained accommodation

Buying former student, nursing accommodation or former care homes

Buying former hotels and Bed & Breakfasts which are unable to be converted into self-contained accommodation

Preferably WDQR2021 where practicable and WHQS as a minimum.

Must meet the Minimum Standard Properties must be used for a minimum of 5 years and a maximum of 10 years, after which they must be sold on the open market.

Scrutiny officials to fully understand the background and design proposals).

Floor plans only (existing and proposed) and site layouts to demonstrate use of external spaces.

Grant recipients will be required to meet with WG (TACP and Technical Scrutiny officials to fully understand the background and design proposals).

Floor plans only (existing and proposed) and site layouts to demonstrate

Appendix 2: How SHG, TACP and RCG can be used

Category	SHG & RCG Only	RCG Only	TACP Only	SHG, TACP & RCG
Greenfield/Brown Field Sites (Newbuild) – Social Rent, Intermediate Rent, Shared Ownership – General needs, Older persons, Supported Housing and Extracare	X			
Property Acquisitions for people with learning disabilities, physical disabilities or specific requirements	X			
Mortgage Rescue (i.e. from owner occupation to Social Rent)	X			
Homebuy		X		
Extensions – Extensions to existing stock for existing tenants living in over-crowded conditions (includes attic conversions)		X		
Conversions – Conversions to existing stock i.e. two properties into one for existing tenants living in over-crowded conditions		X		
Downward Staircasing – Grant Funded Shared ownership and Homebuy – buying back share/part share to reduce mortgage repayment or return to Social Rent		X		
Voids – refurbishment/minor re-modelling			X	
Voids – significant refurbishment/re-modelling			X	
Voids – Conversion of existing stock e.g. flats to houses			X	
Voids – Extensions to void properties, including loft conversions and converting two properties into one e.g. for larger families currently in temporary accommodation			X	
MMC (meanwhile use or Long-term) – e.g. using available cleared sites i.e. sites which do not require significant demolition or remediation. Meanwhile use means providing homes which are capable of being transferred from site to site.			X	
Tenanted Property acquisitions from private landlords where tenant will be made homeless. Includes HMOs that cannot be converted into self-contained accommodation			X	
Buying former student, nursing accommodation, care homes, hotels and Bed & Breakfasts which are unable to be converted into self-contained accommodation			X	
Demolition and Newbuild of existing RSL/LA properties				X

Property acquisitions i.e. purchase of existing dwellings e.g. former RTB/RTA or properties for sale on the open market including long term empty properties				X
Vacant Property acquisitions from private landlords, including HMOs that can be converted into self-contained accommodation				X
Property acquisitions from private developers (Off the Shelf – (OTS)) i.e. properties not previously lived in				X
Off the Shelf – early engagement with private developers – prebuild where design can be influenced				X
Property acquisitions for people in temporary accommodation who require wheelchair accessible accommodation				X
Property acquisition of non-domestic buildings to convert into housing				X
Buying former student, nursing accommodation, care homes, hotels and Bed & Breakfasts which are being converted into self-contained accommodation				X
Purchase of existing and former Homebuy/Shared ownership properties (for existing LCHO owners, if they are in mortgage difficulties – Mortgage Rescue scheme or downward staircasing would apply- see above).				X

Appendix 3: Welsh Government: TACP 2023-2024 - Flintshire Priority Schemes Confirmation email advice dated 13.10.23 and details of schemes.

Thank you for completing the Expression of Interest prioritisation exercise for your local authority area and returning the Summary Report to us. To confirm, your LA area has been notionally allocated £1,598,251 to bring forward schemes for TACP funding.

We have reviewed your submission and, based on the information provided to us, we are pleased to indicatively approve the schemes listed in the attached spreadsheet for inclusion in the Transitional Accommodation Capital Programme (TACP) for 2023-24.

Please review the attached list and inform us immediately if any of the schemes are no longer proceeding or if there have been any significant changes to the costs and/or timescales. We would be grateful if you could confirm receipt of this email and share this list with relevant RSL partners.

Re-allocation of unused funding

It is important to note that if you have not met your total notional allocation amount, the unallocated funding will be redistributed across other LA areas with schemes in excess of their notional allocations in order to maximise available funding and additional homes that can be delivered.

'Reserve' lists

We will shortly be writing to you to confirm which (if any) of the schemes on your reserve list will be moved into the main TACP Programme.

Next steps

A guide to the application and grant payment process for each scheme type will follow this email shortly. Please read this guidance carefully and let us know if anything is unclear.

Timescales for submitting documentation

We recognise that everyone is working at pace on property acquisitions and request that Capital Funding Application forms are submitted by 19 January 2024. **If you are unable to meet this deadline, please contact us as soon as possible so we can fully understand the position.**

Summary

We would like to reiterate our thanks to everyone for the considerable effort that has been made in bringing forward schemes for inclusion in TACP.

It is imperative that everyone submits all the necessary information as quickly as possible. Please do not leave your applications/claims to the last minute as this is a heavily backloaded programme and we do not want the majority of work to be left to March.

If you are aware that schemes are slipping, please inform us as soon as possible so that we can confirm whether funding is available next year. Please also inform us as soon as possible if, for any reason, a project on the priority list cannot progress as this may allow a project on the 'reserve' list to be brought forward.

All applications, queries and returns must be submitted to the TACP mailbox TransitionalCapitalProgramme@gov.wales
Please note, it is the responsibility of all Social Landlords participating in TACP to ensure that properties submitted and funded meet the standards stated in the TACP Standards document

Many thanks for taking the time to read this email. If you have any questions on the Programme or would like to discuss your schemes in more detail, please get in touch.

Kind regards

Kevin Silver



Rheolwr Llety Trosiannol / Transitional Accommodation Manager
Ymateb Dyngarol i Wcráin / Ukraine Humanitarian Response
Llywodraeth Cymru / Welsh Government

Rhif ffôn / Telephone 03000 625301
Ebost / Email: Kevin.silver@gov.wales

Hapus i gyfathrebu'n Saesneg neu yn y Gymraeg
Happy to communicate in English or Welsh.

Notional Allocation Amount	
Flintshire	£1,598,251

Number of Dwellings
28

Scheme Cost Total	Indicative Grant Total	Average Grant Rate Total
£2,557,588	£1,641,505	72%

Scheme Ref	Category	Applicant	Works	Number of Dwellings	Property code	Total Scheme Cost £	Indicative Grant funding	Grant Rate Percentage %
A23-461	Acquisitions	Flintshire LA	Required	1	4P3B H	£150,000	£90,000	60%
A23-462	Acquisitions	Flintshire LA	Required	1	4P3B H	£235,000	£141,000	60%
A23-463	Acquisitions	Flintshire LA	Required	1	4P3B H	£225,000	£135,000	60%
A23-464	Acquisitions	Flintshire LA	Required	1	2P1B F	£135,000	£81,000	60%
A23-465	Acquisitions	Flintshire LA	Required	1	4P3B F	£127,500	£76,500	60%
A23-473	Acquisitions	Flintshire LA	Required	1	3P2B H	£170,000	£102,000	60%
A23-105	Acquisitions	Wales & West Housing Association Limited	Required	1	5P3B H	£171,000	£102,600	60%
V23-396	Acquisitions	Flintshire LA	Refurbish	1	3P2B H	£196,447	£98,224	50%
V23-395	Acquisitions	Flintshire LA	Refurbish	1	3P2B H	£196,447	£98,224	50%
V23-404	Acquisitions	Flintshire LA	Conversion	1	3P2B F	£220,000	£132,000	60%
V23-401	Void	Flintshire LA	Refurbish	1	3P2B H	£24,794	£19,837	80%
V23-085	Void	Clwyd Alyn Housing Limited	Refurbish	1	5P3B H	£38,000	£30,400	80%
V23-084	Void	Clwyd Alyn Housing Limited	Refurbish	1	4P2B B	£35,600	£28,480	80%
V23-386	Void	Flintshire LA	Refurbish	1	4P3B H	£58,800	£47,040	80%
V23-389	Void	Flintshire LA	Refurbish	1	2P1B B	£25,200	£20,160	80%
V23-384	Void	Flintshire LA	Refurbish	1	3P2B H	£47,600	£38,080	80%
V23-381	Void	Flintshire LA	Refurbish	1	3P2B B	£33,600	£26,880	80%
V23-391	Void	Flintshire LA	Refurbish	1	2P1B F	£25,200	£20,160	80%
V23-376	Void	Flintshire LA	Refurbish	1	4P3B H	£58,800	£47,040	80%
V23-383	Void	Flintshire LA	Refurbish	1	4P3B H	£58,800	£47,040	80%
V23-371	Void	Flintshire LA	Refurbish	1	2P1B F	£25,200	£20,160	80%
V23-379	Void	Flintshire LA	Refurbish	1	4P3B H	£58,800	£47,040	80%
V23-375	Void	Flintshire LA	Refurbish	1	4P3B H	£58,800	£47,040	80%
V23-373	Void	Flintshire LA	Refurbish	1	4P3B H	£58,800	£47,040	80%
V23-385	Void	Flintshire LA	Refurbish	1	3P2B H	£47,600	£38,080	80%
V23-390	Void	Flintshire LA	Refurbish	1	2P1B B	£25,200	£20,160	80%
V23-388	Void	Flintshire LA	Refurbish	1	2P1B B	£25,200	£20,160	80%
V23-382	Void	Flintshire LA	Refurbish	1	2P1B B	£25,200	£20,160	80%

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th December, 2023
Report Subject	Recommendations from the Sheltered Housing Review Task & Finish Group
Cabinet Member	Cabinet Member for Housing & Regeneration
Report Author	Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

A decision was made by the Community & Housing Overview & Scrutiny Committee on the 8th March, 2023 to establish a Sheltered Housing Review Task & Finish Group. This followed the recommendation of the Committee at its meeting on 8th February, 2023, following consideration of the Sheltered Housing Review report.

The Group has met on three separate occasions to consider the terms of reference of the Group, the Scoring Matrix and the Communications and Engagement Plan.

This report sets out the recommendations made by the Group, for consideration by the Community & Housing Overview & Scrutiny Committee with a view to making recommendations to Cabinet.

RECOMMENDATIONS

1	That the Committee endorse the recommendations of the Task & Finish Group and submit them to Cabinet for its consideration.
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REPORT DETAILS

1.00	EXPLAINING THE WORK OF THE TASK & FINISH GROUP
1.01	<p>The Community & Housing Overview & Scrutiny Committee considered the Sheltered Housing Review report at its meeting on 8th February, 2023. The purpose of the report was to seek the Committee's views on the proposed methodology to be utilised to identify assets to be included in the review and the associated option appraisal of these assets.</p> <p>It was proposed that a Task & Finish Group be set up to consider how the project would proceed. This was supported by the Committee and a report seeking the Committee's consideration on setting up a Task & Finish Group was considered at its meeting on 8th March, 2023.</p> <p>The Committee supported the establishment of a Task & Finish Group to review the proposed methodology for the review and how consultation would be carried out with contract holders. It was also suggested that the Task & Finish Group be made up of 6 Members of the Committee.</p>
1.02	<p>The Sheltered Housing Review Task & Finish Group was established in March 2023. The Membership of the group is as follows:-</p> <ul style="list-style-type: none"> • Cllr Helen Brown • Cllr Geoff Collett • Cllr Dale Selvester • Cllr Linda Thew <p>At the first meeting, Cllr Geoff Collett was appointed Chair of the Task & Finish Group.</p>
1.03	<p>Meetings of the Task & Finish Group were also attended by Vicky Clark, Chief Officer (Housing & Communities); Jen Griffiths, Service Manager (Housing Welfare and Communities); Sean O'Donnell, Service Manager – Housing Assets who provided specialist advice.</p>
1.04	<p>The first meeting of the Task & Finish Group to consider and approve the terms of reference was on 29th September, 2023. A copy of the terms of reference, as approved, was circulated to the Committee via e-mail following the meeting.</p>
1.05	<p>The second meeting of the Task & Finish Group was held on 1st November, 2023. During this meeting, the Members were given a detailed presentation on the proposed scoring matrix to be used during the sheltered housing review and provided with examples demonstrating the use of the matrix. A copy of the scoring matrix example is shown at Appendix 1 of the report.</p>
1.06	<p>The third, and final meeting of the Task & Finish Group was held on 23rd November, 2023. During this meeting, the Members considered the Communications and Engagement Plan to be used during the sheltered housing review. A copy of the proposed Plan is shown at Appendix 2 of</p>

	the report.
1.07	<p>The Task & Finish Group, during its meeting, proposed the following changes to the Scoring Matrix and Communications and Engagement Plan:-</p> <p><u>Scoring Matrix</u> The Task & Finish Group supported the scoring matrix but suggested the following amendments:-</p> <ul style="list-style-type: none"> • Where there is more than one Local Member for a ward, the scores should be combined; • That consideration be given to amending the weighting of scores on the housing estate matrix. <p><u>Communications and Engagement Plan</u> The Task & Finish Group supported the Communications and Engagement Plan with the following amendments:-</p> <ul style="list-style-type: none"> • That the recommendation of 'Demolition' be re-worded to 'Demolition/Re-development' shown on the list of possible recommendations arising from the review of a scheme; • That a short explanation of the following terms be added to the document:- <ul style="list-style-type: none"> I. Demolition/Re-development II. Refurbishment III. Redesignation • That consultation with the Cabinet Member for Housing & Regeneration be included within the document.
1.08	The proposed changes by the Task & Finish Group, if supported by the Committee, will be presented alongside the Sheltered Housing Review report to Cabinet on 19 th December, 2023.

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

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Statutory consultations and notifications would need to be undertaken prior to adoption of any changes in policy entitlements. Statutory consultations on policy change options have not been considered or authorised by the Council's Cabinet.

4.00	RISK MANAGEMENT
4.01	An equalities impact assessment will be required for any approved policy changes.

5.00	APPENDICES
5.01	Appendix 1 – Sheltered Review Housing Estate Matrix Appendix 2 – Sheltered Review Assets Matrix Example Appendix 3 – Communication and Engagement Plan

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. Contact Officer: Ceri Shotton Overview & Scrutiny Facilitator Telephone: 01352 702305 E-mail: ceri.shotton@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	None.

SHELTER REVIEW MATRIX - HOUSING & ESTATES



RATIONALE

REF	MATRIX CATEGORIES	CRITERIA / CONSIDERATIONS	RATIONALE			ADDRESS NUMBER OF UNITS ARCHETYPE			ADDRESS NUMBER OF UNITS ARCHETYPE			ADDRESS NUMBER OF UNITS ARCHETYPE		
			HIGH	MEDIUM	LOW	SCORE	ACTUAL DATA	COMMENTS	SCORE	ACTUAL DATA	COMMENTS	SCORE	ACTUAL DATA	COMMENTS
1	DESIRABILITY		10-8	7-4	3-0									
a	Reputational issues	NHO INPUT	Police & Ten. Enforcement Involved	Housing Officer & other tenants aware	Ons tenants/ local residents	0		Good reputation, accessible flats can be sought after	0		Good reputation, accessible flats can be sought after.	0		Good reputation
b	ASB Incidents	REACT CASES/POLICE STATS	Police Involved, High number, Any cases on React	Medium Number, Any cases on React	Low number	0		Currently only ASB reported is youths gathering outside	4		Currently one case on React re noise nuisance. Also have just mediated a dispute over children from a house adjoining tenants which didn't get as far as React. Generally a quiet scheme.	0		N/A
c	Car Parking	EASE OF CAR PARKING AND AVAILABILITY	Less than 50% available = 10 Score	Between 50% - 80% available = 5 Score	Over 80% available = 0 Score	10		Parking is poor - on outskirts of scheme so even to access some of Flats can mean a walk that excludes many disabled applicants. Small number of free spaces close by, with only one disabled space. Other carpark accessible by stairs at far end	10		Parking is very poor. There is just one carpark to the rear of the flats, which is usually full. It is also on a substantial slope and has a steep path down to the flats, which runs under trees and can be slippery in autumn/winter.	5		Parking requires review
d	Amenities	ESSENTIAL AMENITIES WITHIN WANDERATE CATCHMENT AREA	No shops, pharmacies, bus routes in close onto.	Limited amenities in close onto.	Sufficient amenities in close onto.	0		Excellent access to town centre	0		Excellent access to town centre.	0		Excellent access to town centre.
e	Limited Travel Links	PROXIMITY TO PUBLIC TRANSPORT	Unavailable, exceeds 0.1 mile	Close proximity, Low Frequency	Close proximity, High Frequency	3		Directly outside where buses go from. May have to go down steep down slope on route.	5		The flats have excellent access to bus services. However depending on where the individual flat is located, access can involve a medium walk involving hills and steps.	0		Very good access to all services
f	Limited Social networks etc.	ASD INPUT	No Availability	Limited Availability	High Availability/ Access with varied options	3		Scheme has a communal room, right by town centre	3		Scheme has communal room and provided people can do the hill, the scheme is right by the town centre.	2		Very good access to all services
g	Location and Accessibility	REMOTE COMPLEX, SITUATED ON A HILL WITH MULTIPLE STEPS TO ACCESS PROPERTY ETC	Remote, Located on a steep hill with Multiple Steps etc.	Remote and Difficult to Access	Close to Town Centre, Good Access for all users	5		May need to ascend steps. Right next to Town Centre but most direct route does involve walking down quite a steep incline. See car parking issues above.	6		Short walk from town centre - very close but depending on where flat is can mean a walk up a steep hill or stairs.	2		Short walk from town centre
h	Existing Tenant Satisfaction Survey	SATISFACTION SURVEY RESULTS WITH REGARDS TO PROPERTY/COMPLEX ETC	Below 60% Satisfaction Score = 10	Below 80% above 60% Score = 5	Above 80% Score = 0	0			0					
1	Local Member Approval for Scheme re-designation	LOCAL MEMBER SUPPORT	Local Member in Favour = 10 Score		Local Member against reclassification = 0 Score	0			0					
2	ATTRIBUTES													
a	Access / Elevator Lifts etc.	ACCESS	Access via Stairs/ Stairs only - Very difficult to access	Access via Stairs/ Stairs only - Difficult to access	Lifts, Stair Lifts, No Stairs - Easy Access	6		First and second floor flats are upstairs, no lifts. Lower ground floor flats may be a distance from parking - no guaranteed parking spaces. Hill to town centre	8		Second and first floor flats are upstairs, no lift. Many "ground floor" flats are accessed only by long walks and steps or steep paths. Access via flats very steep.	2		Very good
b	Security Storage	EASE OF SCOOTER STORAGE AND AVAILABILITY	Less than 50% available = 10 Score	Between 50% - 80% available = 5 Score	Over 80% available = 0	10		No specific storage or changing	10		No specific storage or changing	10		No specific storage or changing
c	Security	KMS COMMUNAL ACCESS CONTROL, CAMERAS, LIGHTING	Security Low - No Security Equipment etc.	Security Medium - KMS installed	KMS installed. Camera and Excellent Lighting	10		No security equipment	10		No security equipment	10		No security equipment
d	Communal Garden/ Outdoor Space	GARDENS OR OUTDOOR SPACE TO SOCIALISE	No Availability	Limited Availability	High Availability/ Access with varied options	0		Good communal garden areas maintained by Council. Tenants have own benches, flower pots etc. without the responsibility of a full garden.	0		Good communal garden areas maintained by Council. Tenants have own benches, flower pots etc. without the responsibility of a full garden.	0		Good communal garden areas maintained by Council. Tenants have own benches, flower pots etc. without the responsibility of a full garden.
3	AVAILABILITY OF SHELTERED STOCK IN AREA													
a	Alternative Stock	ALTERNATIVE SHELTERED STOCK WITH CLOSE PROXIMITY	High Availability/ Access with varied options	Limited Availability	No Availability	5		More Flats across the road, but has worse access issues as built into top of steep hill. More Flats just off High Street and half of these are ground floor but parking very limited and poor reputation.	5		Across road from More Flats which has slightly better access as the hill is less pronounced. More Flats just off high street but poor parking and reputation, plus half are first floor.	5		No other accommodation nearby
4	TENANT TURNOVER													
a	Average length of tenancy	HOW LONG ON AVERAGE TENANTS REMAIN	Less than 2 years = 10 Score	Over 2 years but under 5 years = 5 Score	Over 5 years = 0 Score	0			0					
b	Number of Terminations	HOW LONG ON AVERAGE TENANTS REMAIN	More than 30% = 10 Score	Less than 30% but more than 5% = 5 Score	Less than 5% = 0 Score	0	5		0	0	0	0	0	0
c	Waiting list/demand	WAITING LIST VOLUME	Less than 10% = 10 Score	Less than 30% but more than 5% = 5 Score	More than 30% = 0 Score	10		Currently 7 people on list who all need ground floor, one room and level access approach. Few flats meet this criteria.	10		Currently 7 people on list who all need ground floor, one room and level access approach. Few flats meet this criteria.	0	15	15 on waiting list, highly sought after
d	Number of refusals	HOW MANY TENANTS DO NOT WISH TO SECURE A TENANCY	More than 30% = 10 Score	Less than 30% but more than 5% = 5 Score	Less than 5% = 0 Score	5		Quite a few are refused, but also some people are overriden as the flats will not meet their needs e.g. everyone on the list will currently be overriden for first and second floor flats as they can't do stairs.	5		Quite a few are refused, but also some people are overriden as the flats will not meet their needs e.g. everyone on the list will currently be overriden for first and second floor flats as they can't do stairs.	0	0	No refusals
e	Number of long term voids	POTENTIAL ISSUES WITH STOCK ASSET OR LETTING	More than 30% = 10 Score	Less than 30% but more than 5% = 5 Score	Less than 5% = 0 Score	0		Currently no long term voids but 2 first floor flats and one basement flat have the potential to be as 0 there is none no one on the list who can do stairs.	0		Currently on long term voids but 3 out of 3 are on upper 0 floors and there is no list for them.	0	0	No long term voids
5	RENT LOSS													
a	Rent received Loss	RENTAL INCOME LOSS	More than 10% = 10 Score	Less than 30% but more than 5% = 5 Score	Less than 5% = 0 Score	5	8%		0	3%	0	1%		
						SCORES	72		76		38			

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Address/Scheme	Ward	Number of Properties	AVERAGE SAP SCORE	DECARB Investment Req	Cost per Unit to reach SAP A	WQGS Future Investment 2021-2025	WQGS Investment per Unit	Rent Income	30 years	Void Rent Loss	30 years	Void Rent Loss per Unit	Void Spend	30 years	Void Spend per Unit	Repairs Spend	30 years	Repair Spend per Unit	Total Expenditure	Total Expenditure per Unit	Total Income (After Rent Loss)	Surplus/ Deficit	Financial Assessment Score	Asset Condition/ Compliance Score	Housing Management Matrix Score	Overall Status	ACTION
Block 1	Flintshire	41	D/E	£ 1,640,000.00	£ 40,000.00	£ 2,008,000.00	£ 48,975.61	£ 788,159.98	£ 4,728,959.88	£ 27,446.39	£ 164,678.34	£ 669.42	£ 79,684.08	£ 478,104.48	£ 1,943.51	£ 107,534.01	£ 645,204.06	£ 2,622.78	£ 4,771,308.54	£ 116,373.38	£ 4,564,281.54	£ (207,027.00)					Progress to Options Appraisal Stage
Block 2	Flintshire	33	D/E	£ 1,320,000.00	£ 40,000.00	£ 2,216,000.00	£ 67,151.52	£ 653,162.16	£ 3,918,972.96	£ 26,049.48	£ 156,296.88	£ 789.38	£ 71,118.70	£ 426,712.20	£ 2,155.11	£ 68,202.04	£ 409,212.24	£ 2,066.73	£ 4,371,924.44	£ 132,492.56	£ 3,762,676.08	£ (609,248.36)					Progress to Options Appraisal Stage
Block 3	Flintshire	62	D	£ 1,860,000.00	£ 30,000.00	£ 1,968,000.00	£ 31,741.94	£ 1,268,339.83	£ 7,610,038.98	£ 26,950.59	£ 161,703.54	£ 434.69	£ 112,452.35	£ 674,714.10	£ 1,813.75	£ 204,730.28	£ 1,228,381.68	£ 3,302.10	£ 5,731,095.78	£ 92,437.03	£ 7,448,335.44	£ 1,717,239.66					

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Sheltered Housing Review

Communications & Engagement Plan

Where a sheltered scheme is identified for review via the agreed matrix and methodology, it will be recommended for either:

- Refurbishment / regeneration – Scheme has some issues requiring intervention – for example, additional works required to make the scheme more attractive to existing and future tenants.
- Redesignation - Scheme has some issues requiring intervention – for example, may benefit from re-designation to a more sustainable client group.
- Demolition / re-development – Scheme potentially requires significant intervention to address more fundamental demand / sustainability issues and not be able to achieve compliance and therefore considered for demolition / re-development. A full options appraisal will be undertaken to explore all options and associated costs.

It is vital to communicate across all stakeholders effectively.

Contract Holders in particular must be fully engaged through the process as we recognise the potential sensitivities and strong emotions that may be provoked when looking to address changes to homes and indeed those communities.

If involvement and consultation is effective, Contract Holders will need to be kept fully informed, feel they have participated, contributed, and been listened to. As we know it is not always possible to provide exactly the solution Contract Holders want but we should listen to and consider their views. It is then vital that Contract Holders know and understand how the final decision was reached.

We are fully committed to the following:

- Identify stakeholders for each scheme – this will always include Contract Holders, Cabinet Member for Housing and Regeneration and local members associated with the scheme.
- Honesty and openness – where changes are necessary set this out from the start and be clear about what Contract Holders and stakeholders can, and cannot, influence.
- Share new information with stakeholders as soon as possible.
- Adopt and tailor a range of methods of communication, engagement and consultation as appropriate to each project and scheme.
- Engage Contract Holders where possible on finding innovative or creative solutions.
- Ensure Contract Holders are central to the review of their scheme from the start and not ignore their fears.
- Work with Contract Holders to build confidence and trust.
- Identify a key single point of contact throughout the process to ensure continuity.

- Review processes and effectiveness of methodology on a regular basis to ensure it is effective and meeting the needs of the relevant stakeholders.

DRAFT

Scheme Identified

- Type of project identified as either refurbishment, demolition or redesignation.
- Identify our stakeholders for the project - Contract Holders, Cabinet Member for Housing and Regeneration, Local Members, staff and any others e.g. family members, other building users as appropriate
- Single point of contact member of staff identified
- Type of communication identified for information and consultation depending on scheme outcome to be implemented along with required timescales
- All information will be provided via written communication in letters, newsletters, surveys etc.
- Face to face meetings, drop-in session and consultation sessions will be held on site where appropriate or in the vicinity of the scheme so all Contract Holders may attend if they so wish. Prior notice will be provided

Review of Consultation Response

- Upon completion of any consultation activity a review of the findings will be undertaken
- Proposals will be updated/amended as necessary (and where required will be sent for formal approval)
- Final plans presented to stakeholders. This will be done by written communication to all Contract Holders in the first instance giving details of next steps, timeframes and reasons behind any final decisions along with impact of their consultation responses

Implementation of Project Plan

- Once project is due to commence stakeholders will be given sufficient notice and information by written communication.
- Depending on the type of scheme identified, this may include details of the contractor, timeframes for any work, where they can access further support and any other key contacts they may require
- Information sessions may be held either on the scheme or in the vicinity for tenants to ask any questions they may have or to view any plans
- If refurbishment - regular newsletters will be produced with updates on the work being undertaken
- For all types of project (depending on complexity of refurb) it may be necessary to refer to the decant policy and work with contract holders to ensure smooth transition

Project Review

- Upon project completion, all Contract Holders will be asked to provide feedback via a survey on their experiences of the project overall and communications they will have received
- Final communications will be sent with confirmation, feedback on the survey and information on final outcomes
- All feedback will be reviewed and lessons learnt identified and communicated to relevant stakeholders

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 13 th December, 2023
Report Subject	Council Plan 2023/24 Mid-Year Performance Monitoring Report
Cabinet Member	Cabinet Member for Housing & Regeneration
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Council Plan 2023/28 was adopted by the Council in June 2023. This report presents a summary of performance of progress against the Council Plan priorities identified for 2023/24 at the mid-year position, relevant to the Community & Housing Overview & Scrutiny Committee.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.

RECOMMENDATION

1.	To support the levels of progress and confidence in the achievement of priorities as detailed within the Council Plan 2023/28 for delivery within 2023/24.
2.	To support overall performance against Council Plan 2023/24 performance indicators/measures.
3.	To be assured by explanations given for those areas of underperformance.

REPORT DETAILS

1.00	EXPLAINING THE COUNCIL PLAN 2023/24 PERFORMANCE AT MID-YEAR																																							
1.01	The Council Plan Mid-Year Performance Report provides an explanation of the progress made towards the delivery of the priorities set out in the 2023/28 Council Plan for delivery within 2023/24. The narrative is supported by information on performance indicators and/or milestones.																																							
1.02	This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.																																							
1.03	<p>Monitoring Activities</p> <p>Each of the sub-priorities under each theme within the Plan have high level activities which are monitored over time. ‘Progress’ shows action against scheduled activity and is categorised as:</p> <ul style="list-style-type: none"> • RED: Limited Progress – delay in scheduled activity and, not on track • AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track • GREEN: Good Progress – activities completed on schedule and on track 																																							
1.04	<p>Progress against Council Plan activity (Actions)</p> <p>In summary, our overall progress against the activities identified in the Council Plan for 2023/24 is:</p> <ul style="list-style-type: none"> • Good (green) progress was achieved in 67% (99) of activities. • Satisfactory (amber) progress was achieved in 30% (44) of activities. • Limited (red) progress was made in 3% (4) of activities. <table border="1" data-bbox="320 1420 1394 1845"> <thead> <tr> <th rowspan="2">PRIORITY</th> <th colspan="3">ACTIONS</th> </tr> <tr> <th>GREEN</th> <th>AMBER</th> <th>RED</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>14</td> <td>3</td> <td>0</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>11</td> <td>10</td> <td>0</td> </tr> <tr> <td>Green Society and Environment</td> <td>16</td> <td>11</td> <td>2</td> </tr> <tr> <td>Economy</td> <td>17</td> <td>5</td> <td>1</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>18</td> <td>2</td> <td>0</td> </tr> <tr> <td>Education and Skills</td> <td>14</td> <td>6</td> <td>0</td> </tr> <tr> <td>A Well Managed Council</td> <td>9</td> <td>7</td> <td>1</td> </tr> <tr> <td>Overall Progress</td> <td>99 (67%)</td> <td>44 (30%)</td> <td>4 (3%)</td> </tr> </tbody> </table>	PRIORITY	ACTIONS			GREEN	AMBER	RED	Poverty	14	3	0	Affordable and Accessible Housing	11	10	0	Green Society and Environment	16	11	2	Economy	17	5	1	Personal and Community Well-being	18	2	0	Education and Skills	14	6	0	A Well Managed Council	9	7	1	Overall Progress	99 (67%)	44 (30%)	4 (3%)
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Overall Progress	99 (67%)	44 (30%)	4 (3%)																																					
1.05	There are no activities which show a Red RAG status and are off track at mid-year, relevant to the Community & Housing OSC.																																							

1.06	<p>Performance against the Council Plan Performance Indicators (Measures)</p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> • RED - Under-performance against target. • AMBER - Where improvement may have been made but performance has missed the target. • GREEN - Positive performance against target. 																																							
1.07	<p>Analysis of the mid-year performance against the targets set for 2023/24 shows:</p> <ul style="list-style-type: none"> • 32 (46%) measures have a green RAG status • 14 (20%) measures have an amber RAG status • 24 (34%) measures have a red RAG status <table border="1" data-bbox="320 831 1393 1249"> <thead> <tr> <th rowspan="2">PRIORITY</th> <th colspan="3">MEASURES</th> </tr> <tr> <th>GREEN</th> <th>AMBER</th> <th>RED</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>6</td> <td>1</td> <td>3</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>8</td> <td>3</td> <td>12</td> </tr> <tr> <td>Green Society and Environment</td> <td>4</td> <td>2</td> <td>5</td> </tr> <tr> <td>Economy</td> <td>3</td> <td>1</td> <td>1</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>11</td> <td>2</td> <td>0</td> </tr> <tr> <td>Education and Skills</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>A Well Managed Council</td> <td>0</td> <td>5</td> <td>3</td> </tr> <tr> <td>Overall Progress</td> <td>32 (46%)</td> <td>14 (20%)</td> <td>24 (34%)</td> </tr> </tbody> </table>	PRIORITY	MEASURES			GREEN	AMBER	RED	Poverty	6	1	3	Affordable and Accessible Housing	8	3	12	Green Society and Environment	4	2	5	Economy	3	1	1	Personal and Community Well-being	11	2	0	Education and Skills	0	0	0	A Well Managed Council	0	5	3	Overall Progress	32 (46%)	14 (20%)	24 (34%)
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Overall Progress	32 (46%)	14 (20%)	24 (34%)																																					
1.08	<p>The performance indicators/measures which show a Red RAG status for performance against the target set, relevant to the Community & Housing OSC are listed below:</p> <p>PRIORITY: POVERTY Sub Priority: Income Poverty CHC003M - Total spend of Discretionary Housing Payments (%) (Actual 87% – Target 50%) Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required. This has been the result of the financial impacts amongst households during the cost-of-living crisis. Currently we receive additional funding via Homeless Prevention Funding and will consider how we can utilise a Discretionary Support Scheme to support households in a broader way.</p> <p>Sub Priority: Food Poverty CHC006M - Number of residents supported by the “Hospital to Home” meals service. (Actual 0 – Target 74) Changes have been made to the 'Hospital to Home' service and a three-</p>																																							

month pilot is due to commence in November 2023. Therefore, there is no data available for mid-year.

PRIORITY: AFFORDABLE AND ACCESSIBLE HOUSING

Sub Priority: Housing Support and Homeless Prevention

CHC007M - Number of presentations to the homeless service

(Actual 907 – Target 700)

Presentations to the homeless service continue to be significant (490 presentations in quarter 1 and 417 presentations in quarter 2). Of those households who identified as at risk of homelessness or homeless and approached the Council for support a total of 644 progressed to a Homeless Assessment (Section 62 Housing (Wales) Act 2014). Those who did not progress were either offered advice and assistance, as they were not at risk of homelessness, ineligible, or further contact was not made when Officers were seeking to undertake the Homeless Assessment.

CHC008M - Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014

(Actual 64.44% – Target 70%)

Data still to be validated as part of Welsh Government WHO12 National Reporting. Whilst performance is below target this is still positive performance in light of the current housing conditions when considering the few opportunities there are to prevent homelessness in many cases.

CHC010M - Number of households accommodated by the Council under Housing (Wales) Act 2014 homeless duties.

(Actual 218 – Target 150)

Demand for homeless accommodation remains high and significant barriers to moving people on through both private rented sector due to limited availability and high rent costs, along with the limited availability of social housing. The significant lack of 1 bed social housing for people under the age of 55 remains the greatest barrier to helping people exit homelessness and this group accounts for approx. 80% of the homeless cohort. The number of households in homeless accommodation increased significantly in quarter 1 but have remained relatively stable in quarter 2 with a slight reduction in Month 6.

CHC011M - Average length of stay (days) for those households in interim homeless accommodation under Housing (Wales) Act 2014

(Actual 193 – Target 130)

Pressures on homeless accommodation continue to be significant with high numbers of households assisted with accommodation due to homelessness. With significant barriers to move on from homeless accommodation due to lack of available social housing of the right types in the right places and a difficult private rented sector, it is not a surprise that people are remaining in homeless accommodation longer. The homeless cohort average stay is 193 but this can be broken down further by household type. Singles and couples without children are reported as 200 days average. Families are reported as 152 days average.

Sub Priority: Housing Needs and Housing Options

CHC015M - Number of applicants rehoused via SARTH by All Housing Partners

(Actual 257 – Target 310)

There have been a total of 117 applicants rehoused in quarter one and 140 for quarter two, which gives a total of 257 applicants rehoused at the mid-year point. The breakdown is as follows; 24 Clwyd and Alyn, 212 Flintshire County Council and 21 Wales and West to date.

Sub Priority: Social Housing

CHC018M - Number of Council Homes under construction

(Actual 3 – Target 14)

Schemes have slipped in the program and are currently at the Welsh Government Technical Approval stage before the Planning applications can be made with a view to being on site in the first quarter of 2024/25.

CHC022M - Number of Residential Social Landlords (RSL's) homes under construction

(Actual 21 – Target 96)

There has been slippage on two large schemes (156 units) at Northern Gateway and Mynydd Isa where both main contractors have gone into liquidation requiring the engagement of new Contractors. There has also been a delay while waiting on a decision from Welsh Government regarding additional funding on some of the schemes. We anticipate that these schemes will be on site under construction in the fourth quarter of 2023/24.

CHC023M - Number of Residential Social Landlord (RSL's) homes completed.

(Actual 8 – Target 17)

Eight properties have been completed so far this year and the remainder are expected to be completed by the end of this financial year.

CHC039M - Total number of Medium Disabled Adaptations completed.

(Actual 39 – Target 50)

We are reliant on Occupational Therapist referrals for any adaptations, we do not have any control over the amount we receive, neither are they in control of the number of requests they receive from members of the public. It is therefore difficult to set a target, so we use the previous year's figures to set the target.

CHC043M - Total number of Large Disabled Adaptations completed.

(Actual 3 – Target 4)

Similar to medium adaptations it is difficult to set a target apart from looking at previous years. Large adaptations are even more difficult to ascertain when they will complete as some are slower than others due to their complexity and designs. Some need planning, others don't, and some contractors can start quicker than others. Currently, we have 2 large cases with works ongoing, 2 cases with a contractor waiting to start, 2 cases out for tender and 6 cases currently being worked on by the surveyor.

CHC044M - Average number of days to complete a Large Disabled adaptation.

(Actual 693 – Target 456)

Positively a number of large legacy cases were completed in the first quarter of this financial year, however, in doing so this had had an adverse effect on our target. However, as all legacy cases have now been completed the

average number of days to complete large cases will start to reduce.

Sub Priority: Private Rented Sector

CHC040M - Landlords engaged through Flintshire Landlord Forum
(Actual 25 – Target 40)

This is a new measure so this year will form the baseline data for future targets. The Landlord Forum aims to meet four times a year and last met in May 2023 with 25 landlords and or lettings agents attending. The focus of the Forum was on Financial Support for Landlords and Residents. A further Forum was planned for September 2023 but had to be cancelled but will be picked up in Quarter 3 and will focus on Resident Welfare and Complex Housing Needs.

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

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
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3.01	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1" style="width: 100%; margin-bottom: 10px;"> <tr> <td style="width: 40%;">Long-term</td> <td rowspan="5">Throughout the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2023/24.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1" style="width: 100%; margin-bottom: 10px;"> <tr> <td style="width: 40%;">Prosperous Wales</td> <td rowspan="7">Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table> <p>Council’s Well-being Objectives</p> <p>The Council undertook a review of its Well-being Objectives during the development of the Council Plan. The updated set of Well-being Objectives are a more focused set of seven. The Well-being Objectives identified have associated priorities for which they resonate. See the full list below.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 30%;">Priority</th> <th>Well-being Objective</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient</td> </tr> </tbody> </table>	Long-term	Throughout the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2023/24.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales	Priority	Well-being Objective	Poverty	Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient
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	Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities
	Green Society and Environment	Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
	Economy	Connecting communities and enabling a sustainable economic recovery and growth
	Personal and Community Well-being	Supporting people in need to live as well as they can
	Education and Skills	Enabling and Supporting Learning Communities
	A Well Managed Council	A responsible, resourceful, and trusted Council operating as efficiently as possible

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	The actions/measures detailed within the Council Plan are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers and Senior Managers have contributed towards reporting of relevant information.

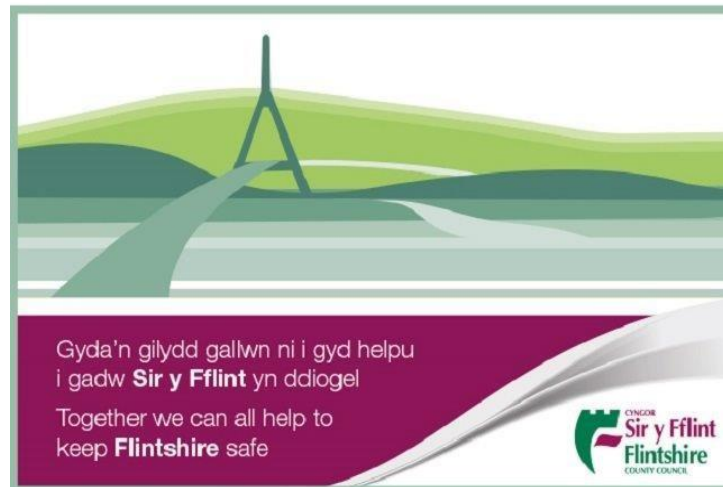
5.00	APPENDICES
5.01	Appendix 1 - Council Plan 2023/24 Mid-Year Performance Monitoring Report.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Council Plan 2023/28.

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

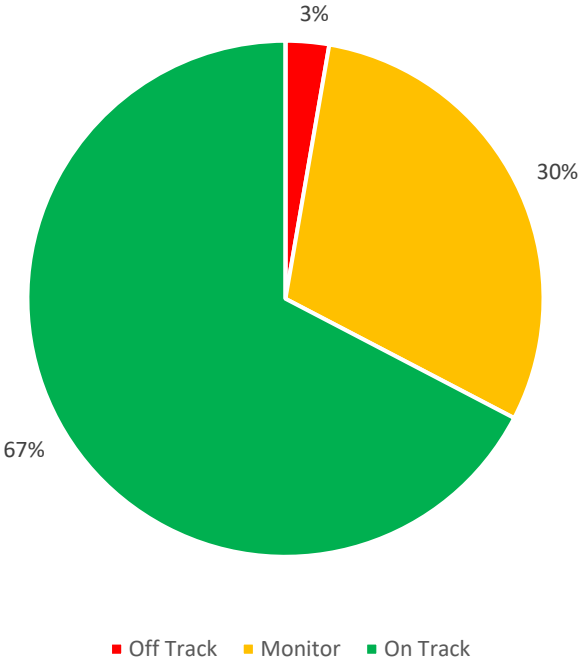
8.00	GLOSSARY OF TERMS
8.01	<p>Council Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to ‘set out any actions to increase the extent to which the council is meeting the performance requirements.’ Plans for organisations should be robust; be clear on where it wants to go; and how it will get there.</p> <p>An explanation of the report headings:</p> <p>Measures (Key Performance Indicators - KPIs)</p> <p>Actual (YTD) – the year-to-date performance identified i.e., by numbers, percentages, etc</p> <p>Target (YTD) – The target for the year to date which is set at the beginning of the year.</p> <p>Current RAG Rating – This measures performance for the year against the target. It is automatically generated according to the data.</p> <ul style="list-style-type: none"> • Red = a position of under performance against target • Amber = a mid-position where improvement may have been made but performance has missed the target; and • Green = a position of positive performance against the target.

Council Plan Mid-Year Performance Monitoring Report 2023/24

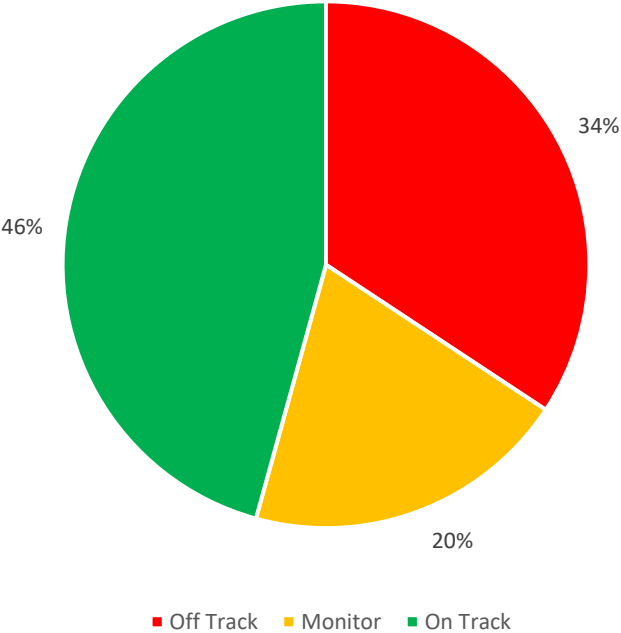


Analysis

Council Plan - Action RAG Status



Council Plan - Measure RAG Status



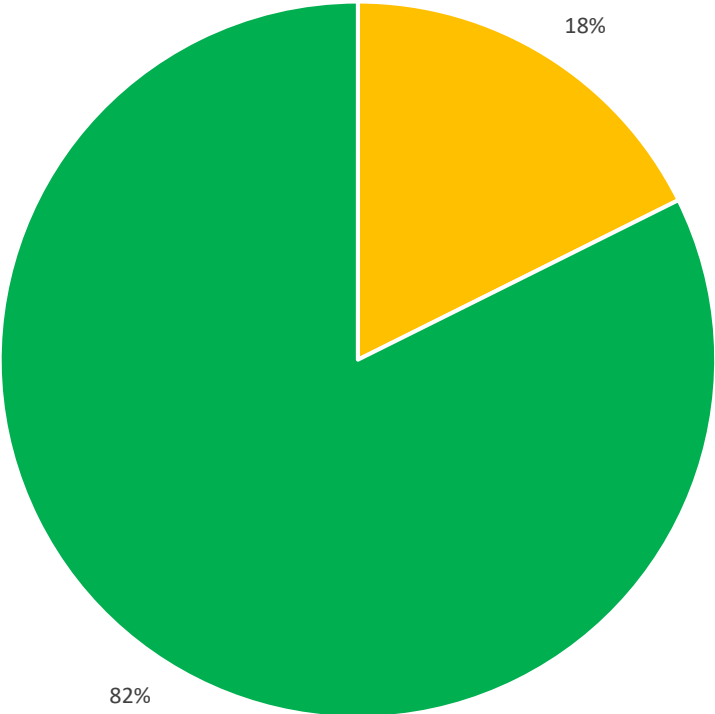
Page 60

- Key**
- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
 - Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
 - ★ Green: Good Progress – activities completed on schedule and on track.

Poverty

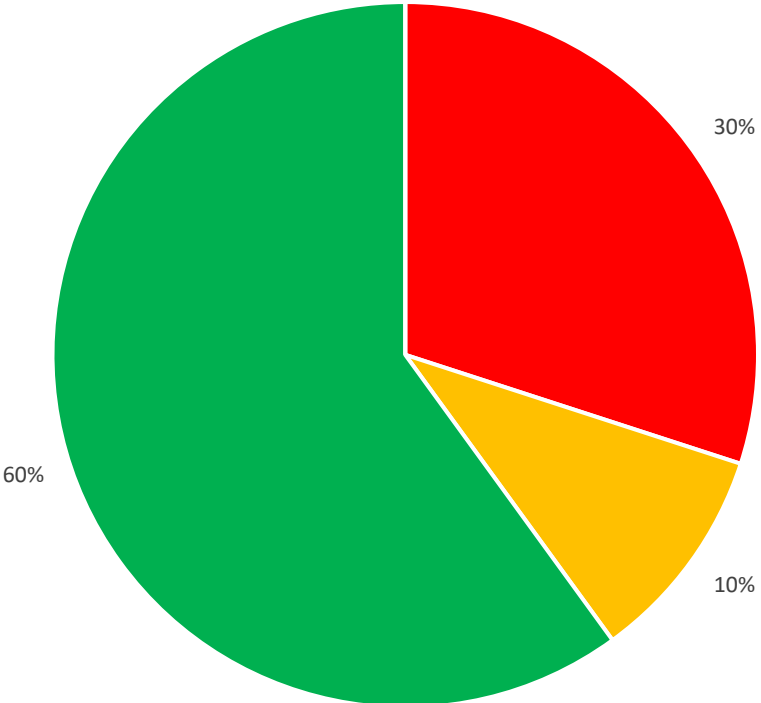
Poverty Overall Performance

Poverty - Action RAG Status



Off Track Monitor On Track

Poverty - Measure RAG Status

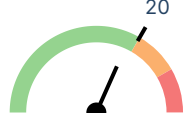

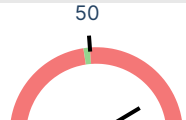
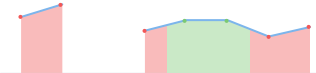


Off Track Monitor On Track

Income Poverty

Action	Percentage Complete	RAG	Comment
Deliver Welsh Government support schemes linked to the cost-of-living crisis	100%	★	All Welsh Government Cost of Living schemes have now closed. Currently no further schemes have been announced for 2023/24.
Ensuring that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently	50%	★	The improvement in processing times for quarter two, will ensure customers are receiving the benefits and grants they are entitled to quickly, and therefore making the claim process smoother and more satisfactory. This will also encourage the customers to claim again in the future, if they are entitled to do so.
Explore development of support schemes to mitigate in work poverty	100%	★	Currently considering options as to how the Council can help support low income households, who have been significantly affected by the current cost of living crisis, to ensure support enables households to remain in their own homes and mitigating the risk of potential homelessness. The Council also actively promote and successfully administer non standard grant schemes, such as the fuel support schemes.
Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place	90%	★	The Community Support Hub in Shotton has been funded until March 2024. Agencies attend to provide support in 5 key areas: food, income, fuel, digital and mental health. We are working in collaboration with Warm Wales and Citizen Advice Bureau (CAB) to utilise their floating support services and both Warm Wales and CAB visit community led hubs across the County to provide support, especially in regards to the cost of living crisis.
Maximise take up of the Discretionary Housing Payments scheme and other financial support	87%	★	The Discretionary Housing Payment (DHP) expenditure continues to increase due to the additional financial pressures, including higher rent costs and the rise of fuel bills, which has had an impact on tenants ability to pay their rent. Welsh Government are continually encouraging local authorities to use DHP in the prevention of homelessness and to support households in financial need.
Maximise the number of people signposted for support to facilitate longer term change	50%	★	With the continuation of the impacts of the pandemic and the ongoing cost of living crisis, referrals continue to be received and the ongoing advice and support, forms part of the Discretionary Housing Payments (DHP) application process, even if a DHP is unsuccessful. It is envisaged that figures will continue to rise with the increase in fuel prices.

Income Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	19.00	20.00	24.00	 19.00	
<p>Performance has improved by 6 days since quarter one, which brings us back on target. The improvement is a result of recruitment and training, as we are now back to being fully staffed within the Assessment Officer team.</p>						
CHC002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	5.00	8.00	9.00	 5.00	
<p>Performance has improved by one day since quarter one. Recruitment has enabled us to improve our performance and move further within our target.</p>						
CHC003M	Total spend of Discretionary Housing Payments (%)	87.00%	50.00%	80.00%	 87.00%	
<p>Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required. This has been the result of the financial impacts amongst households during the cost of living crisis. Currently we receive additional funding via Homeless Prevention Funding and will consider how we can utilise a Discretionary Support Scheme to support households in a broader way.</p>						

Food Poverty

Action	Percentage Complete	RAG	Comment
Continue to develop delivery of a "Hospital to Home" meals service	10%	●	Changes have been made on how the 'Hospital to Home' service will be delivered going forward and in November 2023, a three month pilot will commence to review, analyse and prove the concept can be a success, which will then enable us to attract further funding to support this initiative.
Continue to roll out a transported and delivered food service "Mobile Meals" to those who are vulnerable	100%	★	The Well Fed Meals on Wheels service launched in April 2023, when the successful Croeso Cynnes project ceased. We have received funding to subsidise meals sold on the mobile van visiting rural areas and meals sold at the Well Fed food hubs situated in sheltered community centre's and community led hubs across the County. Since April 2023, the service has proved popular with a high intake of customers.
Further develop the warm spaces initiative in partnership with organisations and third sector	90%	●	The Croeso Cynnes projects ceased in March 2023. Unfortunately we were unsuccessful in our bid for the Shared Posterity Fund to be able to fund the opening of further warm hubs. We have continued to open the sheltered community centres supporting our elderly residents to come together to meet with friends and attend groups/activities, as well as the opportunity to purchase Well Fed Meals. We currently have 16 sheltered community centres open daily.
Introduce and develop a 'Well Fed at Home' service	100%	★	The 'Well Fed at Homes' service launched in April 2023. We have received funding to subsidise the meals sold on the Well Fed mobile shop. The service is proving popular thus far and meals are also being delivered to the sheltered community centres and community led hubs across the County.

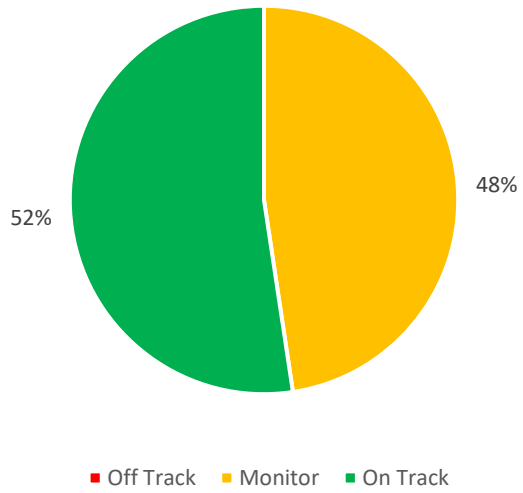
Food Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC005M	Number of residents enrolled in the "Mobile Meals" service	190.00	20.00			
<p>As this is a new initiative, we do not have any previous figures to use as a base line. We initially set a target of 40 customers using the Meals on Wheels service by the end of March 2024. However, we have already surpassed this and in quarter one we had 180 customers and in quarter 2 there has been a further 10 customers using the service, totalling to 190 customers.</p>						
CHC006M	Number of residents supported by the "Hospital to Home" meals service	0.00	74.00			
<p>Changes have been made to the 'Hospital to Home' service and a three month pilot is due to commence in November 2023. Therefore, there is no data available for mid-year.</p>						

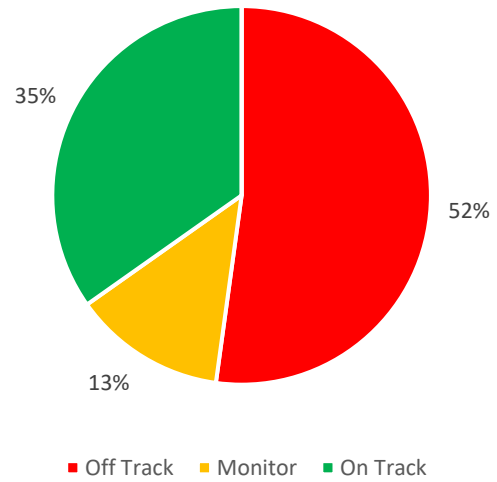
Affordable and Accessible Housing

Affordable and Accessible Housing Overall Performance

Affordable and Accessible Housing - Action RAG Status



Affordable and Accessible Housing - Measure RAG Status



Housing Support and Homeless Prevention

Action	Percentage Complete	RAG	Comment
Commission a wide range of housing related support that meets the needs of the people of Flintshire	20%	●	Completed the re-tendering of all Housing Support Grants funded Domestic Abuse projects. Consultations ongoing regarding Family Supported Accommodation and all Floating Support. Now in a position to tender for a Complex Needs age 25+ supported housing project.
Deliver our Rapid Rehousing Transition Plan	30%	●	Due to increased operational demand for homeless services and limited officer capacity the Rapid Rehousing Plan process is behind schedule. A high level action plan is in place and a job description for Strategic Co-ordinator is awaiting job evaluation ahead of recruitment. Final version of the Rapid Rehousing Transition Plan is to be submitted to Welsh Government in quarter three and development of an "Ending Homelessness Board" is being explored to drive forward the Rapid Rehousing agenda.
Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	50%	★	Strong joint working in place for complex case work and responding to crisis issues as they arise. The last Housing Support & Homeless Forum focussed on ways to improve collaborative working and the group is eager to explore a Complex Case and Advisors Panel where professionals can bring issues of concern around housing and homelessness for advice and guidance before reaching crisis point. Paper also taken to Chief Officers Team in September 2023 to explore ways to ensure homelessness is a shared challenge across all Council services.
Ensure when homelessness does occur it is rare, brief and non-recurring	50%	★	Statutory and Housing Support Grant funded services delivered and commissioned by the Council continue to work on ensuring homelessness is "rare" through positive prevention work and early intervention. When homeless does occur every effort is made to move people on from homeless accommodation quickly so it is "brief" and ongoing support is available to reduce the likelihood of homelessness being "re-occurring". Wales Audit Office have been completing a review of Flintshire's Homeless Services during Quarter 1 and Quarter 2 and the findings of this review are expected in Quarter 3.
Identify a site for a young person's homeless hub offering accommodation and support services	25%	●	Currently revisiting and refining the details of the brief and developing a revised specification with youth justice, homelessness, youth services and social services colleagues for a "Hub" and arranging visits to existing hubs in other authorities to understand the best designs and service configurations.
Progress build project for the new homeless hub accommodation.	50%	●	Feasibility work for supported homeless provision is underway. A potential site has been identified and initial feasibility study in progress, and several options are being explored.
Promote housing support and homeless prevention services with our residents and partners	50%	★	Work continues to promote services through website content and active engagement with residents electronically which for many is a preferred method of sourcing information. Additionally officers regularly attend local activities to promote services and support offers through groups such as Local Community Hubs, Children's Services Forum and Citizen Advice Bureau frontline worker events.

Housing Support and Homeless Prevention

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC007M	Number of presentations to the homeless service	907.00	700.00	737.00	<p>0.7k 907.00</p>	
<p>Presentations to the homeless service continue to be significant. In quarter 1 there were 490 presentations and in quarter 2, 417 presentation. Of those households who identified as at risk of homelessness or homeless and approached the Council for support a total of 644 progressed to a Homeless Assessment (Section 62 Housing (Wales) Act 2014). Those who did not progress were either offered advice and assistance, as they were not at risk of homelessness, ineligible, or further contact was not made when Officers were seeking to undertake the Homeless Assessment.</p>						
CHC008M	Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014	64.44%	70.00%	65.00%	<p>70 64.44%</p>	
<p>Data still to be validated as part of Welsh Government WHO12 National Reporting. Whilst performance is below target this is still positive performance in light of the current housing conditions when considering the few opportunities there are to prevent homelessness in many cases.</p>						
CHC009M	Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	33.33%	45.00%	45.00%	<p>45 33.33%</p>	
<p>Data still to be validated as part of Welsh Government WHO12 National Reporting. Performance is below target and is reflective of the current housing conditions. With fewer homes available to meet peoples needs it is an ongoing challenge to help people to exit homelessness.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC010M	Number of households accommodated by the Council under Housing (Wales) Act 2014 homeless duties	218.00	150.00	115.00		

Demand for homeless accommodation remains high and significant barriers to moving people on through both private rented sector due to limited availability and high rent costs, along with the limited availability of social housing. The significant lack of 1 bed social housing for people under the age of 55 remains the greatest barrier to helping people exit homelessness and this group accounts for approx. 80% of the homeless cohort. The number of households in homeless accommodation increased significantly in quarter 1 but have remained relatively stable in quarter 2 with a slight reduction in Month 6.

CHC011M	Average length of stay (days) for those households in interim homeless accommodation under Housing (Wales) Act 2014	193.00	130.00	117.00		
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Pressures on homeless accommodation continue to be significant with high numbers of households assisted with accommodation due to homelessness. With significant barriers to move on from homeless accommodation due to lack of available social housing of the right types in the right places and a difficult private rented sector, it is not a surprise that people are remaining in homeless accommodation longer. The homeless cohort average stay is 193 but this can be broken down further by household type. Singles and couples without children are reported as 200 day average. Families are reported as 152 days average.

CHC012M	Number of referrals received through the Housing Support Gateway	952.00	700.00	646.00		
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For quarter one of 2023-24, the Housing Support Grant Gateway received 419 referrals for support. In quarter two, 533 referrals were received for support. Looking at trends from previous years, and discussing referral levels with other services, a reduction in demand is common during the Q1 period. We gradually saw an increase towards the end of quarter one and saw this increase continue for quarter two.

Figures have increased from previous years, likely due to the fact we have actively been promoting our service and the introduction of a new service wide case management system. The new system has meant services who we would previously not manage referrals for, now receive their referrals via the Gateway, which will increase numbers of referrals passing through our IT system.

Housing Needs and Housing Options

Action	Percentage Complete	RAG	Comment
Create a Single Point of Access service for housing help and advice	20%	●	A customer journey review workshop has been completed with all staff across the Housing and Prevention Service and a dedicated Homeless Duty Officer is currently being piloted to inform the final stages of the move to a Single Point of Access.
Develop self-service approaches that enable people to identify their own housing options through online support	60%	●	The website is currently under development to include more self-service housing options advice. Developments include a waiting time calculator to be rehoused into Social Housing and eligibility tool.

Housing Needs and Housing Options

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC013M	Number of applicants on the Common Housing Register	2,197.00	2,400.00	2,438.00	<p>2,197.00</p>	
<p>At the end of quarter one there were 2297 live applications for Social Housing and by the mid year point there is a decrease of 4%. However, the demand for Social Housing remains high compared to the properties that become available each year.</p>						
CHC015M	Number of applicants rehoused via SARTH by All Housing Partners	257.00	310.00	235.00	<p>257.00</p>	
<p>There have been a total of 117 applicants rehoused in quarter one and for quarter two 140, which gives a total of 257 applicants rehoused at the mid year point. The breakdown is as follows; 24 Clwyd & Alyn, 212 Flintshire County Council and 21 Wales & West to date.</p>						
CHC016M	Number of applicants rehoused via SARTH by Flintshire County Council	212.00	220.00	179.00	<p>212.00</p>	
<p>There have been a total of 121 applicants rehoused into Flintshire County Council properties during the quarter two of this year. 212 applicants have been rehoused at mid year point.</p>						

Social Housing

Action	Percentage Complete	RAG	Comment
Ensure increase in stock capacity meets the identified needs and demands	80%	★	Over 70% of the programme for development consists of one or two bedroom units. The housing prospectus has identified a higher percentage of housing is required for single person households under retirement age and smaller households. There is an historic imbalance in the proportion of housing available to this group. Most council housing consists of two or three bedroom houses for families and sheltered housing for people over the age of 55.
Ensure that any new social housing stock meets Development Quality Requirements (DQR) standard energy efficiency A rating	100%	★	All properties completed have been designed to meet Development Quality Requirements and will achieve an energy efficiency rating of A.
Finalise the plan for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	50%	★	The Decarbonisation Strategy is currently in draft form and the service is currently reviewing associated work programmes and plans. The Strategy will be finalised alongside the programme of works over the next 3 years in line with Welsh Government deadlines. The delayed launch of WHQS 2023 has impacted upon our timescales. Contract Holder and Member workshops will be organised and updates conveyed through Programme Board meetings, Housing Scrutiny and management team meetings.
Implement the initial recommendations of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants	50%	★	The Sheltered Housing review task group have now met and agreed the terms of reference. The task group will meet over two additional meetings, to agree the methodology and also the consultation process. Once this has been agreed and the task group finalised, the Sheltered Housing review will continue and officers will progress with the Council owned sheltered complex's across the county, moving forward with the recommendations following each review.
In partnership with Denbighshire Council, create a new Dynamic Procurement System in order to ensure CPR's are met and provide a wider opportunity for tendering Disabled Adaptation projects	70%	●	Currently Flintshire County Council and Denbighshire County Council staff are meeting with Procurement every few weeks, to ensure progress is occurring on the creation of the Dynamic Procurement System, with a view to it being ready early 2024.
Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	80%	★	Main schemes have been delayed in the programme to quarter one of 2024-25. We anticipated the total number of new properties for the Council and NEW Homes stock will be 52, plus any additional buy backs that can be completed by the end of the financial year.
Maximise Welsh Government Funding to increase stock capacity	100%	★	All schemes are designed to maximize the amount of funding, while providing the optimum number of properties on each scheme.
Work with housing association partners to build new social housing properties and additional affordable properties	40%	●	There have been some delays in the programme with two large schemes at Northern Gateway and Mynydd Isa requiring the employment of two new main contractors and awaiting on decision from Welsh Government regarding additional funding. However we anticipate being on site by the end of the year for over 170 properties. As a consequence the number completed this year will be reduced to 20 properties.

Action	Percentage Complete	RAG	Comment
Work with residents to ensure our communities are well managed, safe, and sustainable places to live	75%	●	Regular 'Housing Surgeries' are held in various communities within the County, with Housing Officers and contract holders attending to ensure our communities are well managed, safe, and sustainable. Housing Officers are also more visible on their 'patch' areas.

Social Housing

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC018M	Number of Council Homes under construction	3.00	14.00	36.00		
<p>Schemes have slipped in the program and are currently at the Welsh Government Technical Approval stage before the Planning applications can be made with a view to being on site in the first quarter of 2024/25.</p>						
CHC019M	Number of Council Homes completed	36.00	4.00	0.00		
<p>When the figures show that we are ahead of programme this year with number of homes completed, this is a result of slippage from the schemes included in the last financial years figures.</p>						
CHC020M	Number of Affordable Homes under construction via NEW Homes	13.00	13.00	5.00		
<p>We are currently on target to achieve the completion of NEW homes properties under construction within the financial year.</p>						
CHC021M	Number of Affordable Homes completed via NEW Homes.	0.00	0.00	0.00		
<p>Properties currently under construction are on target for completion by the end of the financial year 2023-24.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC022M	Number of Residential Social Landlords (RSL's) homes under construction	21.00	96.00			
<p>There has been slippage on two large schemes (156 units) at Northern Gateway and Mynydd Isa where both main contractors have gone into liquidation requiring the engagement of new Contractors. There has also been a delay while waiting on a decision from Welsh Government regarding additional funding on some of the schemes. We anticipate that these schemes will be on site under construction in the fourth quarter of 2023/24.</p>						
CHC023M	Number of Residential Social Landlord (RSL's) homes completed	8.00	17.00			
<p>Eight properties have been completed so far this year and the remainder are expected to be completed by the end of this financial year.</p>						
CHC026M	Total number of Small Disabled Adaptations completed	638.00	160.00			
<p>We are completely reliant on the Occupational Therapist referrals, therefore it is very difficult to predict targets. We are, however, currently looking at data regarding this increase in demand as the demand has been increasing since 2021 by nearly 50% each year.</p>						
CHC027M	Average number of days to complete a Small Disabled adaptation	14.00	28.00			
<p>Small Adaptations are being completed by Care and Repair contractors and they have taken on more staff to alleviate the high demand to ensure targets as set out by Welsh Government Housing Standards are still being met.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC034M	Total number of Disabled Adaptations completed	680.00	214.00			
<p>This figure is considerably higher than the estimated target due to the increase in demand of small adaptations.</p>						
CHC039M	Total number of Medium Disabled Adaptations completed	39.00	50.00			
<p>We are reliant on Occupational Therapist referrals for any adaptations, we do not have any control over the amount we receive, neither are they in control of the amount of requests they receive from members of the public. It is therefore difficult to set a target so we use the previous years figures to set the target.</p>						
CHC042M	Average number of days to complete a Medium Disabled adaptation	108.00	122.00			
<p>Medium adaptations do vary in timelines as some cases can be straightforward, but others are more complicated. However, overall we are completing them within the requested timeline as set out by Welsh Government Housing Standards.</p>						
CHC043M	Total number of Large Disabled Adaptations completed	3.00	4.00			
<p>Similar to medium adaptations it is difficult to set a target apart from looking at previous years. Large adaptations are even more difficult to ascertain when they will complete as some are slower than others due to their complexity and designs. Some need planning, others don't and some contractors can start quicker than others. Currently, we have 2 large cases with works ongoing, 2 cases with a contractor waiting to start, 2 cases out for tender and 6 cases currently being worked on by the surveyor.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC044M	Average number of days to complete a Large Disabled adaptation	693.00	456.00		<p>456 693.00</p>	

Positively, a number of large legacy cases were completed in the first quarter of this financial year, however, in doing so this had an adverse effect on our target. As all legacy cases have now been completed, the average number of days to complete large cases will start to reduce.

Private Rented Sector

Action	Percentage Complete	RAG	Comment
Create a Private Sector Housing Support Team	30%	●	As part of the Housing & Prevention Service restructure a new Homefinder Team will be established including Housing Advice, Housing Register, management of Homeless Accommodation and Private Sector and Landlord Support. Recruitment to Homeless Accommodation staff is underway following vacancies and new posts in the job evaluation process and fully costed within service budget and Housing Support Grant.
Engage with private sector tenants, giving them a voice, and responding to their needs	50%	★	Active engagement with residents who are experiencing housing problems in the private rented sector and for those seeking rehousing in the private sector is ongoing through casework. In response to residents concerns over rent in advance and the need for enhanced deposits we have allocated a significant proportion of our Discretionary Homeless Funding and Spend to Save budgets to this issue and we are also exploring opportunities for Rent Guarantee Scheme. The Regional Tenant Pulse Group led by TPAS (Tenant Participation Advisory Service) Cymru continues to meet to engage with private sector contract holders and to produce information for these residents.
Work in partnership with landlords and private sector agents to better understand their needs	50%	★	We continue to use social media as a way to reach out to landlords and also use the the Council Newsletter and Rentsmart Wales Targeted Landlord engagement streams to promote Flintshire Landlord Support Services and the Landlord Forum. We have also completed a refresh of the "state of the Flintshire Private Rented Sector report" for the months January - June 2023 to review the availability and movements of private rented homes in Flintshire and this research actively engages with Lettings Agents in Flintshire, all of whom confirm the demand far outstrips supply and availability is down significantly on previous years, and costs increasing at a time when housing is needed the most. Some landlords are still actively exploring sale of their homes and leaving the market place. Additional demands on the limited available homes locally are emerging through activities such as the Home Office Asylum Seeker Resettlement Scheme.

Private Rented Sector

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC040M	Landlords engaged through Flintshire Landlord Forum	25.00	40.00			

This is a new measure so this year will form the baseline data for future targets. The Landlord Forum aims to meet four times a year and last met in May 2023 with 25 landlords and or lettings agents attending. The focus of the Forum was on Financial Support for Landlords and Residents. A further Forum was planned for September 2023 but had to be cancelled but will be picked up in quarter 3 and will focus on Resident Welfare and Complex Housing Needs.

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**Community and Housing Overview and Scrutiny Committee
 Voids Management Update
 Reporting period: November 2023**

Key figures			M	J	J	A	S	O	N
Number of new void properties in reporting period			25	28	20	20	26	26	46
Number of properties completed ready for allocation			30	30	39	33	28	29	40
Number of allocation offers accepted			-	-	-	-	-	29	40
Number of lettings			-	-	-	-	-	32	38
Breakdown of total void figures	Housing Assets	Major voids	132	142	134	107	101	100	84
		Minor voids	52	60	53	45	34	35	44
		TBC	79	59	55	82	97	94	107
	Housing Management	High Demand	169	171	165	153	129	127	115
		In Progress	92	90	77	79	101	102	90
		Low Demand	-	-	-	-	-	-	28
		TBC	2	0	0	2	2	2	2
Property Type	General Needs		120	122	109	113	120	116	117
	Sheltered		143	139	133	121	112	115	118
Property Type	1 bed		90	91	87	77	72	74	70
	2 bed		98	96	92	89	91	84	89
	3 bed		71	69	57	61	63	65	69
	4 bed		3	4	5	6	5	5	6
	4 bed plus		1	1	1	1	1	1	1
Capital District Areas	Buckley		26	29	25	26	24	28	27
	C'Quay & Shotton		62	60	58	57	54	47	45
	Deeside & Saltney		34	31	32	33	34	35	36
	Flint		54	51	49	43	45	45	48
	Holywell		56	55	47	48	49	51	59
	Mold		31	35	31	27	26	23	20
Total voids			263	261	242	234	232	229	235

	<p>Key activity against void action plan</p>
	<p><i>Bullet point list of activity against action plan in reporting period</i></p> <p>B3 - Management and performance monitoring of Void Refurbishment Framework</p> <ul style="list-style-type: none"> • 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. <p>D4 – Undertake benchmarking against other local authorities.</p> <ul style="list-style-type: none"> • Linked to the new WHQS 2023, in the process of ascertaining what works are required to meet future requirements to achieve compliance. - This will inform targets. • Review the existing categories and associated targets - Are new categories required.
	<p>Next steps</p>
	<p><i>Bullet point list of activity planned against action plan in next reporting period.</i></p> <p>A1 - Identification of additional funding streams</p> <ul style="list-style-type: none"> • <i>The Council have secured TACP phase 1 funding - £548k.</i> • <i>The Council have now also recently secured TACP phase 2 - £1.6m</i> <p>A2 - Identify budget requirements to achieve WHQS 2023 and Decarb</p> <ul style="list-style-type: none"> • <i>WHQS 2023 has now landed (October)</i> • <i>Reviewing standards and updating our specifications and standards</i> • <i>Reviewing existing WHQS refurb programmes and stock surveys</i> • <i>Working with finance colleagues to inform the HRA Business Plan</i> • <i>Procure additional workstreams via tendering exercises etc.</i>
	<p>Any other information</p>
	<p><i>Provision of other information to Overview and Scrutiny Committee</i></p> <p><i>Allocated Budget for this year:</i></p> <ul style="list-style-type: none"> • <i>£4.6m Overall Total Voids Budget</i> <p><i>Void properties require major investment:</i></p> <ul style="list-style-type: none"> • <i>Approximately 70%</i> <p><i>Top reasons for terminations:</i></p> <ul style="list-style-type: none"> • <i>November</i> <ul style="list-style-type: none"> ○ <i>Deceased (14)</i> ○ <i>Transfer to FCC property (13)</i> ○ <i>Residential Care (6)</i>

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 65 Voids)

Number of Team Leaders who manage contractors

- 2 Team Leaders

Number of Capital Works Surveyors who manage contractors

- 2 Surveyors

Low Demand assets

- **Bolingbroke Heights 2-Bed**
- **Castle Heights 2-Bed**
- **Richard Heights 2-Bed**

Reasons – Due to desirability concerns relating to the communal areas and open spaces, along with the existing service offer. Also relating to the bedroom tax applied to those persons under the age of 66.

- **Llwyn Aled**
- **Llwyn Beuno**

Reasons – Due to access and egress issues. Existing tenants (contract holders) along with any applicants who have refused an allocation offer, have expressed difficulties and or concerns with regards to the number of steps/ internal staircases.

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