

Public Document Pack

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To: Cllr Marion Bateman (Chair)

Councillors: Pam Banks, Gillian Brockley, Helen Brown, Rosetta Dolphin,
Tina Claydon, Geoff Collett, David Evans, Chrissy Gee, Ted Palmer, Kevin Rush
and Dale Selvester

6 June 2024

Dear Sir/Madam

NOTICE OF REMOTE MEETING
COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY, 12TH JUNE, 2024 at 10.00 AM

Yours faithfully

Steven Goodrum
Democratic Services Manager

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 **APPOINTMENT OF CHAIR**

Purpose: At the Annual Meeting, Council determined that the Independent Group will chair this Committee. The Committee is advised that Councillor Marion Bateman is the Chair of the Committee for the municipal year.

2 **APPOINTMENT OF VICE CHAIR**

Purpose: To appoint a Vice-Chair for the Committee.

3 **APOLOGIES**

Purpose: To receive any apologies.

4 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

Purpose: To receive any Declarations and advise Members accordingly.

5 **MINUTES** (Pages 5 - 20)

Purpose: To confirm as a correct record the minutes of the meetings held on 7 February, 6 March and 22 April, 2024.

6 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 21 - 30)

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.

7 **COMMUNAL HEATING CHARGES 2024/25** (Pages 31 - 36)

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

Purpose: To consider the proposed heating charges in council properties with communal heating systems for 2024/25 prior to Cabinet approval.

8 **'TOGETHER WE CAN' COMMUNITY RESILIENCE AND SELF-RELIANCE**
(Pages 37 - 42)

Report of Chief Officer (Housing and Communities) - Cabinet Member for Finance and Social Value

Purpose: To provide an overview of the Audit Wales report and outline reflection of the content and recommendations made. A proposed response to the recommendations is made for consideration.

9 **HOUSING STRATEGY ACTION PLAN PERFORMANCE UPDATE** (Pages 43 - 108)

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

Purpose: To provide an annual update on the current Strategy.

10 **VOID MANAGEMENT** (Pages 109 - 110)

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

Purpose: To provide an update to the Committee on the number of Void properties and the work being 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 **WEDNESDAY 7 FEBRUARY 2024**

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Wednesday, 7 February 2024

PRESENT: Councillor Helen Brown (Chair)

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

APOLOGY: Councillor Ray Hughes

ALSO PRESENT: Councillors: Rob Davies, Mared Eastwood, Chrissy Gee, Allan Marshall and Andrew Parkhurst attended as observers

CONTRIBUTORS: Councillor Dave Hughes (Deputy Leader of the Council and Cabinet Member for Streetscene and the Regional Transport Strategy); Councillor Sean Bibby (Cabinet Member for Housing and Regeneration); Councillor Paul Johnson (Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement); Chief Executive; Chief Officer (Housing and communities); Housing & Prevention Service Manager; Service Manager (Housing Assets) and Housing Programmes Service Manager

Strategic Finance Manager and Principal Accountant (For minute number 71)

IN ATTENDANCE: Community & Education Overview & Scrutiny Facilitator

68. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

No declarations were made.

69. MINUTES

The minutes of the meeting held on 10th January 2024 were submitted for approval.

The minutes of the previous meeting were approved as a correct record, as moved and seconded by Councillor Geoff Collett and Councillor Kevin Rush.

RESOLVED:

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

70. FORWARD WORK PROGRAMME & ACTION TRACKING

The Facilitator presented the current Forward Work Programme for consideration and advised on the following amendment which had been made since the last meeting:-

- Audit Wales report: Homelessness services – Flintshire County Council report added to the Forward Work Programme for 6th March meeting.

In relation to the action tracking document, shown at Appendix 2 of the report, the Facilitator reported that a letter outlining the Committee's concerns around funding pressures for homelessness had been approved by the Chair and sent to Welsh Government (WG) and a copy of the reply would be circulated when received. The financial information requested around Out of County Placements had also been received and circulated to Members of the Committee.

In relation to outstanding actions, the Facilitator advised that a letter to WG around the promotion of Free School Meals had been drafted and would be shared with the Chair following the meeting. Also, a copy of the Pet Policy had been received and would be circulated to Members of the Committee following the meeting.

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

RESOLVED:

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

71. COUNCIL FUND BUDGET 2024/25

The Strategic Finance Manager presented a report to provide details of additional proposals for the Housing and Communities portfolio.

Following receipt of the disappointing Local Government Provisional Settlement, all portfolios had been tasked with reviewing their cost base to identify potential ways of reducing budgets or removing cost pressure to contribute more to meeting the remaining gap. Comments from Overview & Scrutiny committees on their respective areas would be collated for the final budget-setting reports to Cabinet and County Council on 20 February.

The Chief Officer (Housing & Communities) presented the proposed budget reductions for the Housing and Communities Portfolio, as outlined within the report and the committee was invited to review and comment on the Portfolio's options to reduce budgets.

Councillor Geoff Collett asked it was sensible to take money from reserves when Officers and Members know that next year's budget would be substantially worse and asked whether the proposals were not making things worse for the future. The Strategic Finance Manager said that options to address the issue of homelessness had

been approved and it was being suggested that an amount of reserves be ringfenced to give time for some of those options to come to fruition and address the issue. This would be more of a concern if no solutions were in place.

The Chair asked how confident Officers were that the solutions identified to address homelessness would work. The Chief Officer (Housing and Communities) said that some of the options previously considered by the Committee could be costed, for example, the refurbishment of properties for house share and she was confident that options would have an impact, but demand continued to increase. The Housing & Prevention Service Manager advised that projections had been developed but that a lot of homeless presentations were people who were homeless on the day. All that could be done as a crisis management service was to respond to what happens day to day.

The recommendation, as outlined within the report, was moved by Councillor Dennis Hutchinson and seconded by Councillor Rosetta Dolphin.

RESOLVED:

That the Housing and Communities portfolio's options to reduce budgets be noted.

72. COMMON HOUSING REGISTER (SINGLE ACCESS ROUTE TO HOUSING) SARTH

The Chief Officer (Housing and Communities) introduced a report to outline the current levels of housing need across the County and the disparity with the availability of social housing which was not increasing at the same rate as the levels of housing needs that are prevalent within our communities.

The Housing & Prevention Service Manager reported that the Single Access Route to Housing (SARTH) was a partnership between all the major providers of social housing in North Wales, covering the local authority areas of Conwy, Denbighshire and Flintshire. The service to applicants included the housing triage assessment, housing solutions triage, for those who present as homeless or at risk of homelessness, and a wide range of housing options advice. The service also managed all the applicants accepted onto the Common Housing Register once a clearly evidenced housing need had been identified. Only those applicants with a housing need were accepted onto the Housing Register, but all applicants benefited from housing options advice.

The Housing & Prevention Service Manager outlined future Policy direction for Social Housing allocations, as detailed within the report, and advised that Consultation on a White Paper on Ending Homelessness in Wales had recently closed. When specifically looking at allocations and social housing application the White Paper had considered a piece of research '*Allocations: Understanding more, in the context of homelessness in Wales*' which sought to understand the performance of social housing allocations in relation to the prevention and relief of homelessness.

The Housing & Prevention Service Manager referred to Housing Needs, as detailed in the report, and reported that the social housing register was increasing and as such waiting times for properties were becoming longer. There were 1,816 households on the Common Housing Register at the end of Q1 in the 2020/2021 period. And as evidenced in the chart within the report, below demand had grown in

the following years and the current number of eligible households on the Common Housing Register at the end of Q3 2023/2024 was 1,983 as at December 2023. The breakdown of data was found at Appendix 1 of the report.

An annual satisfaction survey was now completed for the Common Housing Register Service and attached at Appendix 2 of the report were the headline findings of the survey. All applicants were invited to engage in the survey and a total of 210 responses were received. Headline satisfaction data confirmed that when first approaching the Housing Register & Advice Team 51% of applicants felt the service offered was excellent (17%) or good (34%).

In response to a question from Councillor Rosetta Dolphin on what housing stock there was across the Council, including Housing Association partners, the Housing and Prevention Senior Manager agreed to circulate this information following the meeting.

Councillor Dale Selvester asked, in regard to cleansing the register, how often this was carried out throughout the year. He referred to the specialist housing needs, as detailed in the report, and asked if there was a specialist Occupational Therapist (OT) who worked with the Housing Portfolio to help find appropriate accommodation and also whether realistic feedback was provided to applicants wanting larger properties, given the lack of 5-bed properties across the County. He asked if people living in adapted properties, who no longer required the adaptations were contacted to see if they wanted to move, to help with the specialist housing need register and also whether the duplicate applications found was a training need when putting people on the register.

The Housing and Prevention Senior Manager responded that the register was not reviewed annually as a review as carried out throughout the year, with Band 1 applicants being reviewed as frequently as possible. There was a specialist OT who worked with the housing register team and any housing partners to consider major adaptations to avoid people needing to be added to the specialist housing need register and also to match people to the appropriate vacant properties. With regards to larger properties, the team try to manage expectations as best as they could and there was a mapping tool available to applicants on the website to show families where the limited number of social homes for larger families were across the County. He advised that the team do prioritise applicants wishing to downsize if the property was beneficial to the Council and do also carry out targeted work. He also advised that the duplications of applicants on the register was a training issue that was being addressed.

Councillor Selvester referred to the applications by property type in the report, which stated that 30 people were waiting for a 5-bed property but questioned why this figure was shown as 17 at section 1.08 of the report. The Housing and Prevention Senior Manager agreed to clarify this with the Committee following the meeting.

Cllr Dave Evans asked in what scenario would the Council allow someone onto the register in Band 4 if they were intentionally homeless or had no local connection. Following a response from the Housing and Prevention Senior Manager, the Chair suggested that a case study for each of the Bandings 1-4 to better explain the criteria for each banding be circulated to the Committee following the meeting.

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

RESOLVED:

- (a) That the current levels of housing need across the County and the growing pressures regarding social housing which was not aligned with the supply of available homes locally be noted; and
- (b) That the applicant feedback following the annual Customer Satisfaction Survey results for the Common Housing Register.

73. VOID MANAGEMENT

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

He outlined the number of new voids and those which had been completed and reported that 33 properties had been completed ready for allocation. He also outlined the following, as presented in the briefing note:-

- The number of major voids
- Total overall number of void properties which had increased slightly to 237
- The performance of the current contractors
- Top reasons for terminations

Councillor David Evans commented on the reasons for terminations listed within the briefing note and suggested that all of the reasons for termination be listed in order to match the number shown within the table. He said that he was reassured by the comments around the additional contractor but did not feel positive around the total number of void properties and said that he wanted to see this figure reduce drastically over the coming months.

Councillor Rosetta Dolphin asked how quickly were void properties which required no improvement works returned for allocation to a new tenant. The Service Manager responded that those properties would be classed as properties requiring minor works and would be allocated to the Council's internal team. The target for minor improvements was 20 working days and this target was being met. He added that 70% of properties required major works and that was the biggest cause of delays due to legacy issues.

Councillor Kevin Rush supported the comments made by Councillor Evans and raised concern that if the number of void properties returned followed the average over the last 8 months, it would take a number of years to bring down the number of void properties to a manageable level.

In response to a question from Councillor Dennis Hutchinson, the Service Manager advised that the Council work with a company to recycle furniture and in line with the Council's Policy, void properties should be returned in a clean and tidy condition and that anything left at the property could be a chargeable cost to the

Council. He said he would pick up Councillor Hutchinson's specific concern following the meeting.

The recommendation to note the update was moved by Councillor Geoff Collett and seconded by Councillor David Evans.

RESOLVED:

That the update be noted.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 – TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED:

That the press and public be excluded for the remainder of the meeting for the following item by virtue of exempt information under paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

74. NORTH EAST WALES (NEW) HOMES BUSINESS PLAN

The Housing Programmes Service Manager introduced the North East Wales (NEW) Homes Business Plan which set out key elements of the company's proposed development strategy. The Business Plan was approved by NEW Homes Board as a strategic planning document at its meeting on the 11th January 2024.

The Housing Programmes Service Manager responded to questions from Members around the Canton Depot site and Welsh Government (WG) funding and grants.

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

RESOLVED:

That the Committee approve the NEW Homes Business Plan 2024-2053.

75. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 11.17am)

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Chair

COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY 6 MARCH 2024

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Wednesday, 6 March 2024

PRESENT: Councillor Helen Brown (Chair)

Councillors: Pam Banks, Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, David Evans, Dennis Hutchinson, Ted Palmer, Kevin Rush and Linda Thew

SUBSTITUTIONS: Councillor Rob Davis (for Dale Selvester)

ALSO PRESENT: Councillors Allan Marshall and Billy Mullin attended as observers

CONTRIBUTORS: Councillor Dave Hughes (Deputy Leader of the Council and Cabinet Member for Streetscene and the Regional Transport Strategy); Councillor Sean Bibby (Cabinet Member for Housing and Regeneration); Chief Officer (Housing and Communities); Housing & Prevention Service Manager; Service Manager (Housing Assets) and Business Manager

IN ATTENDANCE: Community & Education Overview & Scrutiny Facilitator

76. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

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

77. FORWARD WORK PROGRAMME & ACTION TRACKING

The Facilitator presented the current Forward Work Programme for consideration and advised on the following amendments which had been made since the last meeting:-

- 'Together we can' Community resilience and self-reliance report added to the Forward Work Programme for the 12th June meeting.

In relation to the actions outstanding from the previous meetings, the Facilitator reported that a letter requesting that, at a national level, Welsh Government (WG) encourage parents to continue to apply for Free School Meals had been sent to WG and that a copy of the response would be circulated once it had been received. All of the actions relating to the Common Housing Register (Single Access Route to Housing – SARTH) had been completed.

The Facilitator agreed to circulate a copy of the letter sent to WG to the Cabinet Member following the meeting.

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

RESOLVED:

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

78. AUDIT WALES REPORT: HOMELESSNESS SERVICES – FLINTSHIRE COUNTY COUNCIL

The Chief Officer (Housing and Communities) introduced a report which outlined the process of the review by Audit Wales and shared the findings in their recommendations for the Council regarding the local approach to homelessness. The report also outlined the Council's response to those recommendations.

The Housing & Prevention Service Manager outlined the process of the Audit Wales review, which involved document reviews, interviews with key senior officers and Elected Members, and focus groups with front line staff directly involved in providing homelessness services. The overall findings of the review were that: the Council was delivering a high quality service, but this was unsustainable with the level of current funding.

The Housing & Prevention Service Manager outlined the three recommendations for the Council following the review of Homelessness Services in Flintshire, as outlined within the report. The Council's response to the Audit Wales report and the three recommendations was attached at Appendix 2 of the report.

The Cabinet Member for Housing and Regeneration commended the positive report received in a current challenging environment.

Councillor Rosetta Dolphin congratulated officers on a positive report. She commented on the lack of available properties to house people presented as homeless but said that the Homelessness Services Team were doing an excellent job given the restraints being faced.

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

RESOLVED:

- (a) That the Audit Wales report into Homelessness Services at Flintshire County Council be noted; and
- (b) That the suggested responses to the recommendations of Audit Wales be supported.

79. HOMELESSNESS AND ROUGH SLEEPER UPDATE REPORT AND HOMELESSNESS POLICY

The Chief Officer (Housing and Communities) introduced a report to provide an insight into homelessness and rough sleeping for 2023 which included the draft Homeless Accommodation Policy for review and approval.

The Housing & Prevention Service Manager provided a detailed update on the Statutory Homelessness Service. He outlined that Local Authorities duties were outlined in the Housing Wales Act 2014 Part 2, with regards to the prevention of homelessness and the management of homelessness when it occurred. Detailed in section 6 of the report was information about the duties within the legislation (Helping You Understand Housing Wales Act 2014).

In relation to funding, the Housing & Prevention Service Manager reported that whilst a significant amount of funding was provided for prevention activity through the Housing Support Grant (HSG), statutory services could not be funded through HSG. Therefore, the Council Fund was the main source of funding for the delivery of statutory homelessness services.

Demand for services continues to be high and the Housing & Prevention Service Manager referred to Appendix 1 of the report which outlined data relating to:-

- Homelessness Presentations;
- Out Of Hours Emergency Response;
- Homeless Accommodation; and
- Rough Sleeper Response

The Housing & Prevention Service Manager also provided a detailed update on the housing market challenges, as outlined within the report.

Councillor David Evans referred to the table outlined at appendix 1 showing the timeframe of homeless risk. In relation to people who present as 'homeless on the day,' he asked if those people were previously known to the Council, for example, had they contacted the Council previously and had now reached a housing position that couldn't continue. He also referred to the table outlined at appendix 1 showing the out of hours homeless emergency calls and asked whether any analysis of why some months were worse than others had been carried out.

The Housing & Prevention Service Manager outlined that the service was being proactive with data and working with the IT service to improve systems and reporting functions. Further analysis of the percentage of people presenting as 'homeless on the day' was being undertaken which would assist the service in the future. In relation to the data around out of hours homeless emergency calls, there was a perception that hot weather could drive tensions within homes, and it was known that domestic abuse reports often increase during periods of sport tournaments, where alcohol consumption increases. There was a need for further analysis of this data to understand better the fluctuations in numbers in different months.

The Cabinet Member commented on the data which was informative and had enabled comparative data with the rest of Wales. He agreed that legislative data from

WG was forward thinking and progressive and said that it was positive to see an uplift in the housing support grant but commented that in order to deliver such ambitious and wide ranging levels of support there was a need for adequate resources to be provided to the Council, as there continued to be pressure on the general budget.

Councillor Linda Thew thanked officers for the work they were undertaking which was difficult due to the lack of funding being provided by WG to meet all of the challenges. She asked that local Members be informed when properties were being purchased by the Council and people being moved into wards in order that they can respond to any queries from local residents. She also asked if the £1.6m acquired as part of the Transitional Accommodation Capital Funding Programme (TACP) was being used to purchase properties.

The Housing & Prevention Service Manager responded that where accommodation was being procured to meet the needs of the service or where development or intensive work was being carried out, local Members would be notified. He advised that the £1.6m was being invested in purchasing a number of properties, including exploring the purchase of properties from landlords who were looking to sell their properties in order to prevent tenants from becoming homeless. Some of the properties purchased would go into the Housing Revenue Account with others being used as temporary accommodation.

Appendix 2 – A Day in the life of the Homeless Team Case Study

The Housing & Prevention Service Manager presented the case study as shown at Appendix 2 of the report.

Appendix 3 – Homeless Accommodation Policy

The Housing & Prevention Service Manager presented the new Homeless Accommodation Policy as shown at Appendix 3 of the report.

In response to question from Councillor Ted Palmer around the eligibility for homeless accommodation, the Housing & Prevention Service Manager explained that the information presented was the categories of people, not the reason for their homelessness.

The recommendations as outlined within the report were moved by Councillor Dennis Hutchinson and seconded by Councillor Ted Palmer.

RESOLVED:

- (a) That the work being undertaken by the Housing and Prevention Service be noted and supported; and
- (b) That the draft Homeless Accommodation Policy be approved.

80. DYNAMIC RESOURCE SCHEDULING SYSTEM (DRS) UPDATE

The Service Manager (Housing Assets) introduced the report which provided an overview and update on the Dynamic Resource Scheduler (DRS) software, the changes made to the service during the pilot testing stages and the new measures implemented to improve overall customer satisfaction rates with regards to the service provided.

The Service Manager advised that the work outlined in the report was fully aligned and complementary to the work presently being undertaken to improve the online offer from the housing service, to make it easier and simpler for customers to diagnose faults and report repairs and support the preference from customers for a convenient appointments service to complete outstanding works. The report also focused on what had been delivered to date and outlined the next phase of the DRS pilot.

Review meetings had taken place with the lead planner and the operatives currently working on the pilot. The Service Manager reported that this had provided an opportunity to receive feedback on areas that had worked well and areas that required further improvements.

Councillor David Evans welcomed the report and said that he would be interested to see how the next phase of the DRS progressed. He asked if this system was exclusively for the Housing portfolio or whether other portfolios could utilise the system. The Service Manager explained that the system had been focused on the repairs and maintenance service, with a view to bringing in inspection appointments to the system at a later date. He advised that the Streetscene portfolio had their own system but staff briefings/workshops to demonstrate the DRS system would be arranged for all portfolios across the Council.

In response to a question from Councillor Linda Thew around contract costs, the Senior Manager said that the contract costs were provided in a previous report to the Committee but that he would extract and share with the Committee this information following the meeting.

The Cabinet Member thanked the officers for the report and said that tenants knowing when operatives would be visiting their properties to carry out repairs and maintenance was a positive improvement to the service.

The Chair suggested that a demonstration of the DRS be given to the Committee once the system has gone fully live.

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

RESOLVED:

That the pilot stages and next phase of the DRS testing before the Council moves into a fully functional and fully live DRS environment be noted.

81. VOID MANAGEMENT

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

He outlined the number of new voids and those which had been completed and reported that 33 properties had been completed ready for allocation. He also outlined the following, as presented in the briefing note:-

- The number of major voids
- Total overall number of void properties which had decreased to 227
- The performance of the current contractors
- Top reasons for terminations

In response to comments made by Councillor Dave Hughes on difficult to let properties, the Service Manager suggested amending the total number of voids information in future briefing notes to show how many of those were difficult to let.

In response to comments made by the Chair on the difficult to let properties being considered as part of the Sheltered Housing Review, the Service Manager agreed that difficult to let properties would go through the agreed matrix to consider if they could be improved/refurbished to be compliant with the Welsh Housing Quality Standard (WHQS). The Chief Officer (Housing & Assets) advised that low demand properties were being prioritised as part of the Sheltered Housing Review and that a progress report on the review would be presented to the Committee at a future meeting.

Councillor David Evans said that if properties were in low demand and required minor improvement works, shouldn't the Council be getting on with carrying out the works as soon as possible so that the properties could be allocated. The Chief Officer said that the majority of low demand properties were sheltered accommodation. One of the options to be considered was the re-designation of the properties but in order to do this it required an approval process to be undertaken.

Councillor Evans said that he had reviewed the last 12 months of data, and taking into consideration the hard to let properties, the number of void properties had only reduced by 32 over the last 12 months. He raised concerns that at the current rate, it would take around 7 years to reduce the void property backlog and asked what was being done to reduce this number quicker and what additional resources were required to drastically reduce this number. The Service Manager commented on the need to have terminated arrangements with one of the contractors and the possibility of bringing on board another contractor, but outlined the need to ensure that there was adequate staff in place as there were only a number of people who could manage and inspect works being carried out. He agreed that the number of void properties was high but anticipated that the number of properties would reduce to under 200 by the summer and reported that spend was currently between £12,000 and £15,000 per property to make them complaint before being let.

In response to further concerns raised by Councillor Evans, the Chief Officer (Housing and Communities) advised that contractors were robustly monitored and that it was possible to add additional contractors from the framework when feasible to do so. There was a commitment to bring back into use 40/50 void properties per month and

there were currently 120 properties being worked on. It was hoped that there would be a significant de-crease by the month of June.

In response to a question from Councillor Ted Palmer around the number of properties being worked on, the Service Manager explained that 90 properties had been allocated to contractors with 30 allocated to the Council's Direct Labour Organisation (DLO). He commented that the figures presented to the Committee did not reflect the amount of time spent at a property and the need to prioritise properties to be available to the Homeless Team.

The Cabinet Member commented on the number of properties being worked on, which he said was unprecedented in scale and said that he was confident that Members would see the backlog reduce.

In response to comments made by Councillor Geoff Collett on the management of contractors, the Service Manager advised that the contractors had been brought on through the framework and were getting used to the Council's specifications and standard of work. He said that the standard of work had been very high but if the Council felt that targets were not being met, there were options to explore the use of other contractors from the framework.

RESOLVED:

That the update be noted.

82. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 11.49 am)

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Chair

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
MONDAY 22 APRIL 2024

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Monday, 22 April 2024

PRESENT: Councillor Helen Brown (Chair)

Councillors: Gillian Brockley, Tina Claydon, David Evans, Ted Palmer, Kevin Rush, Dale Selvester and Linda Thew

SUBSTITUTIONS: Councillors: Mel Buckley (for Geoff Collett) and Bill Crease (for Pam Banks)

APOLOGY: Councillor Rosetta Dolphin

ALSO PRESENT: Councillors: Marion Bateman and Debbie Owen attended as observers

CONTRIBUTORS: Councillor Sean Bibby (Cabinet Member for Housing and Regeneration); Chief Officer (Housing and Communities) and Service Manager (Housing Assets)

IN ATTENDANCE: Community & Education Overview & Scrutiny Facilitator

83. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

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

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 – TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED:

That the press and public be excluded for the remainder of the meeting for the following item by virtue of exempt information under paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

84. CAPITAL WORKS – PROCUREMENT OF WELSH HOUSING QUALITY STANDARD (WHQS) ENVELOPE WORKS TO COUNCIL OWNED PROPERTIES (ROOFING, POINTING, RENDERING, WINDOWS & DOORS ETC.)

The Service Manager (Housing Assets) introduced a report to seek approval from the Committee, to appoint two contractors: by Direct Award through the Procure Plus Framework, to carry out Whole House Envelope works to approximately 1500 properties over the next five financial years. This work continued the second tranche of planned capital improvements to ensure the Council's rented homes continued to meet the current Welsh Housing Quality Standards (WHQS) standard and all legislative requirements.

The Service Manager provided background and an overview of the tendering exercise with Procure Plus and also the performance of the contractors.

Councillor Ted Palmer commented on the work carried out by the contractors which he said had been very good, with any issues resolved quickly.

In response to questions from Councillor David Evans on works carried out where properties adjoin private properties, the Service Manager provided details of the engagement with private property owners and the independent appointment of a third party surveyor.

The recommendation as outlined within the report was moved by Councillor Ted Palmer and seconded by Councillor Kevin Rush.

RESOLVED:

That the Committee support Cabinet and the Cabinet Member for Housing approving the Direct Award to the two contractors, as outlined within the report, to carry out the Whole House Envelope programme, through the Procure Plus framework.

85. MEMBERS OF THE PRESS IN ATTENDANCE

There were no members of the press in attendance.

(The meeting started at 11.00 am and ended at 11.13 am)

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Chair



COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 12 th June, 2024
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 July, 2024</p> <p>10am</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 25</p>	<p>Council Plan 2023/28: End of Year Performance Monitoring Report for 2023/24</p> <p>Sheltered Housing Review Update</p> <p>Customer Involvement Strategy</p> <p>Void Management</p>	<p>To review progress against the priorities identified within the Council Plan 2023/28</p> <p>To provide the Committee with an update on the Sheltered Housing Review</p> <p>To consider the Customer Involvement Strategy</p> <p>To provide an update to the Committee on the number of Void properties and the work being undertaken to bring the properties back into use.</p>	<p>Assurance Monitoring</p> <p>Consultation</p> <p>Assurance Monitoring</p> <p>Assurance Monitoring</p>	<p>Chief Officer (Housing & Communities)</p> <p>Service Manager – Housing Assets</p> <p>Service Manager (Housing Welfare and Communities)</p> <p>Service Manager – Housing Assets</p>
<p>Wednesday 11th September, 2024</p> <p>10am</p>	<p>NEW Homes review</p> <p>Housing Rent Income</p>	<p>To outline the outcome of the NEW Homes review.</p> <p>To provide the latest operational update on the collection of housing rent and to set out proposed changes to the Corporate Debt Recovery</p>	<p>Consultation</p> <p>Assurance Monitoring</p>	<p>Strategic Housing & Program Delivery Manager</p> <p>Service Manager - Revenues and Procurement</p>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	Welfare Reform Update	<p>Policy to strengthen the rent enforcement process.</p> <p>To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.</p>	Assurance Monitoring	Service Manager (Housing Welfare and Communities)
<p>Wednesday 9th October, 2024</p> <p>10am</p>				
<p>Wednesday 13th November, 2024</p> <p>10am</p>				
<p>Wednesday 11th December, 2024</p> <p>10am</p>				
<p>Wednesday 15th January, 2025</p> <p>10am</p>				
<p>Wednesday 12th February, 2025</p> <p>10am</p>				

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<p>Wednesday 12th March, 2025</p> <p>10am</p>				
<p>Wednesday 9th April, 2025</p> <p>10am</p>				
<p>Wednesday 7th May, 2025</p> <p>10am</p>				
<p>Wednesday 11th June, 2025</p> <p>10am</p>				
<p>Wednesday 9th July, 2025</p> <p>10am</p>				

Items to be scheduled

- **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

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 28	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
10.01.2024	Minutes <u>15.11.2023</u>	Following a query from Cllr Rosetta Dolphin, it was agreed that a copy of the outcome of the garage site review by ward be circulated to Members of the Committee within the next month.	Sean O'Donnell / Ceri Shotton		
10.01.2024	6. Car Parking Provision – Council Owned Properties	Following questions around future schemes, it was agreed that information on the priority of schemes be shared with Members of the Committee.	Sean O'Donnell / Ceri Shotton		
10.01.2024	8. Cost of Living and Welfare Reform	Following a request that the information contained within the report be circulated to all Members for information, it was suggested that an information flyer be produced and circulated to all Members of the Council.	Jen Griffiths / Ceri Shotton		
06.03.2024	6. Dynamic Resource Scheduler (DRS) – Update	In response to a question from Cllr Linda Thew around contract costs, Sean O'Donnell said that the contract costs were provided in a previous report to the Committee but that he would extract and share with the Committee this information following the meeting.	Sean O'Donnell		

ACTION TRACKING

APPENDIX 2

06.03.2024	6. Dynamic Resource Scheduler (DRS) – Update	The Chair suggested that a demonstration of the DRS be given to the Committee once the system has gone fully live.	Sean O’Donnell / Denise Price		
06.03.2024	7. Void Management	In response to comments made by Cllr Dave Hughes on difficult to let properties, Sean O’Donnell suggested amending the total number of voids information in future briefing notes to show how many of those were difficult to let.	Sean O’Donnell		



COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 12 th June 2024
Report Subject	Communal Heating Charges 2024/25
Cabinet Member	Cabinet Member for Housing
Report Author	Strategic Finance Manager (Commercial and Housing)
Type of Report	Operational

EXECUTIVE SUMMARY

The Housing and Communities portfolio currently operates eight communal heating schemes within Flintshire, with 417 properties on communal heating systems. The Council has recently renegotiated the fuel tariff to be charged for 2024/25 as the previous contract ended in March 2024.

The rate chargeable for gas is expected to decrease by approximately 51% over the next 12 months. Communal contract holders are billed based on the Council's Industrial and Commercial Contract rate and although electricity and gas market prices remain two times higher than historic average market prices, the Council contracted gas rates are now reducing from their high point in 2022/23.

New communal heating charges are based on the prior year's energy use which ensures an accurate assessment of costs and impacts on the heating reserve account. To recover the projected heating charges in full we will need to align our communal heating charges to ensure full cost recovery.

The proposed recharges for 2024/25 are set out within this report.

RECOMMENDATIONS

1	That the Committee support the proposed changes to the current heating charges at Council properties with communal heating schemes, as outlined in the report. All changes to take effect from 31 st July 2024.
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REPORT DETAILS

1.00	EXPLAINING THE COMMUNAL HEATING RECHARGES
1.01	<p>The Housing and Communities portfolio currently operates eight communal heating schemes within Flintshire, with 417 properties on communal heating systems. Contract holders are recharged based on the Council's Industrial and Commercial Contract rate which has recently been renegotiated by the Council as the previous contract ended in March 2024. The tariff for gas is expected to reduce by approximately 51% for the next 12 months.</p>
1.02	<p>The cost of fuel used within these communal heating schemes is paid for initially by the Authority through a heating reserve account and then collected from contract holders in addition to their weekly rent.</p>
1.03	<p>Each year the new communal heating charges are calculated based on the previous year's energy use which enables us to project the costs and impacts (negative or positive) on the heating reserve account.</p>
1.04	<p>Any proposed changes to charges are intended to ensure that each communal heating scheme recovers the full energy cost charged in respect of each scheme.</p>
1.05	<p>Currently, the Council charges contract holders for the energy consumed within each block. This is a basic flat rate charge irrespective of individual usage. The method of applying heating charges is to apply uplifts or decreases to contract holders each year, based on previous year's usage plus energy rate costs. Steps are in place to start charging contract holders for their individual usage within the next 12 months.</p>
1.06	<p><u>2021/22</u></p> <p>In 2021/22 on average, the total energy usage reduced slightly across our communal heating schemes and there was a further reduction in costs of 14%. This resulted in a small surplus on the heating reserve in most of our properties.</p>
1.07	<p><u>2022/23</u></p> <p>In 2022/23, the total energy usage reduced slightly in most of our communal heating schemes and the rate per kWh remained the same as the previous year. This resulted in a small surplus on the heating reserve in all but one of our properties, which is factored into the 2023/24 recharge calculations.</p> <p>Contract holders at these properties were eligible to apply for the Energy Bills Support Scheme (£400 for winter 2022/23) if they had not already received the support on another of their utility bills.</p>

2023/24

For 2023/24, we reduced the amount charged to contract holders on the communal heating scheme, based on the “heat loss estimate” in communal areas as shown below.

Site Address	Heat Loss (%)
Acacia Close, Mold	30%
Bolingbroke & Richard Heights, Flint	20%
Castle Heights, Flint	25%
Chapel Court, Connahs Quay	30%
Glan Y Morfa Court, Connahs Quay	20%
Llwyn Aled, Holywell	30%
Llwyn Bueno, Holywell	30%

In addition to this, we ‘annualised’ the charge to contract holders for one year only (i.e., calculate the weekly cost for the full year, excluding the shortfall that is building up between 1st April and 30th July 2023 due to the 2022/23 recharge rates being applied in this period) to be recouped in future years as utility prices stabilised. This was estimated at a £0.080m deficit but due to additional energy support the Council received in 2023/24 this has reduced to £0.029m which will need to be recovered in 2024/25 charges.

1.08

2024/25

If we continued to calculate the charge in the same way as previous years, contract holders who are on the communal heating systems would be subject to reductions of circa 51% for 2024/25, based on the newly agreed gas tariff of £0.057 per kWh and dependant on their prior years usage.

The charges proposed would be as follows:

Communal Area		Weekly Charge 2023/24	Increase/ (Decrease) 2024/25	Revised Weekly Charge 2024/25	% Decrease
Bolingbroke Heights, Flint	1 Bedroom	£ 12.65	-£ 7.70	£ 4.95	-61%
	2 Bedroom	£ 15.18	-£ 9.24	£ 5.94	-61%
Richard Heights	1 Bedroom	£ 12.65	-£ 7.70	£ 4.95	-61%
	2 Bedroom	£ 15.18	-£ 9.24	£ 5.94	-61%
Castle Heights, Flint	1 Bedroom	£ 12.90	-£ 6.40	£ 6.50	-50%
	2 Bedroom	£ 15.48	-£ 7.68	£ 7.80	-50%
Llwyn Beuno, Holywell	1 Bedroom	£ 20.80	-£ 14.30	£ 6.50	-69%
	2 Bedroom	£ 24.96	-£ 17.16	£ 7.80	-69%

	Llwyn Aled, Holywell	1 Bedroom	£ 22.25	-£ 17.55	£ 4.70	-79%
		2 Bedroom	£ 26.70	-£ 21.06	£ 5.64	-79%
	Acacia Close, Mold	1 Bedroom	£ 19.90	-£ 15.25	£ 4.65	-77%
		2 Bedroom	£ 23.88	-£ 18.30	£ 5.58	-77%
		3 Bedroom	£ 26.87	-£ 20.59	£ 6.28	-77%
	Glan-y-Morfa Court1, Connahs Quay	1 Bedroom	£ 19.00	-£ 8.70	£ 10.30	-46%
		2 Bedroom	£ 22.80	-£ 10.44	£ 12.36	-46%
	Glan-y-Morfa Court2, Connahs Quay	1 Bedroom	£ 18.20	-£ 7.80	£ 10.40	-43%
	Chapel Court, Connah's Quay	1 Bedroom	£ 18.85	-£ 9.65	£ 9.20	-51%
		2 Bedroom	£ 22.62	-£ 11.58	£ 11.04	-51%

1.09 The energy contract prices are fixed for a 12-month period only due to the volatility of the markets.

1.10 We will be implementing a phased approach in 2024/25 to individual billing for all communal contracts based on actual usage rather than a proportional charge due to triggering the requirements of The Heat Network (Metering and Billing) Regulations.

The Council have commenced with the installation of individual meters to all Council owned dwellings within the HRA, which are served by a communal heating system. This will include linking the new meters to a portal so the Council can accurately provide our contract holders with a statement of their energy usage and bill them accordingly. The Council are also in the process of installing additional heating controls to our contract holders' homes where feasible, so that their heating can be individually controlled and regulated. These works will be completed within the 2024/25 financial year.

In addition, works are also planned to replace any communal heating system that is reaching the end of its life cycle, replacing them with new and more efficient heating systems.

Based on this, it may prove difficult to recover any deficit remaining on the heating reserve and this will need to be considered when looking at the 2024/25 recharges.

2.00 RESOURCE IMPLICATIONS

2.01 As identified above.

3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01 Contract holders cannot claim Housing Benefit for the cost of domestic heating.

3.02	Estimates have been based on energy usage during 2023/24. A severe winter could lead to higher costs which may lead to an increased charge during 2024/25.
3.03	Contract holders have previously benefitted from preferential rates due to the Council having secured a low fixed rate for fuel up to March 2023. Due to energy price increases, it is likely that contract holders will be liable for higher energy costs which could impact individuals' ability to pay.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
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4.01	No formal consultation required.
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5.00	APPENDICES
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5.01	None.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	None.
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7.00	CONTACT OFFICER DETAILS
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7.01	<p>Contact Officer: Rachael Corbelli, Strategic Finance Manager Telephone: 01352 703363 E-mail: rachael.corbelli@flintshire.gov.uk</p>
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8.00	GLOSSARY OF TERMS
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8.01	<p>Housing Revenue Account: records all revenue expenditure and income relating to the provision of council dwellings and related services.</p> <p>Contract holder: a person who occupies land or property rented from a landlord (in this instance Flintshire County Council).</p> <p>Heating Reserve Account: the account which records all expenditure on communal heating and all income from contract holders.</p>
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COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 12 th June 2024
Report Subject	'Together we can' Community resilience and self-reliance
Cabinet Member	Cabinet Member for Finance and Social Value
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

This report provides an overview of the Audit Wales report “‘Together we can’ Community resilience and self-reliance”, which highlights how building community resilience and self-reliance may help reduce reliance on local authority services in future, if local authorities shift from being a ‘direct provider’ to ‘enabler’.

‘Together we can’ is the third report published by Audit Wales in a series focused on poverty and what local government is doing to tackle it.

The report also highlights the recommendations and expectations of Audit Wales in terms of local authorities next steps.

RECOMMENDATIONS

1	That the Committee consider the findings and recommendations of the Audit Wales “‘Together we can’ Community resilience and self-reliance” report.
2	That the Committee note the recommended response in relation to Audit Wales recommendations.

REPORT DETAILS

1.00	EXPLAINING THE AUDIT WALES “TOGETHER WE CAN’ COMMUNITY RESILIENCE AND SELF-RELIANCE” REPORT
1.01	<p>Introduction and overview</p> <p>Audit Wales have undertaken a programme of work focused on poverty and how local government is tackling it.</p> <p>“Together we can’ Community resilience and self-reliance” is the third and final report published by Audit Wales in this programme of work. The first report established a baseline of poverty as the major challenge across all levels of government in Wales. The second report explored the use of social enterprises as a means to help deliver more and reduce demand.</p>
1.02	<p>Published in January 2023, the ‘Together we can’ report captures Audit Wales review of how local authorities are helping communities to thrive independently. It explores the priority given to community resilience in local plans and how local authorities are equipping people to be less reliant on public services.</p>
1.03	<p>The report recognises the challenges faced by the public sector over recent years, including austerity and the COVID-19 pandemic. Whilst there is appreciation of the innovation and creativity of the sector in response, the current cost of living crisis is highlighted as likely to raise demand for services, with limited capacity and opportunities for further efficiencies within local government to be able to respond to those most in need.</p>
1.04	<p>The ‘Together we can’ report suggests that there is a growing interest in local authorities to encourage community resilience, whereby residents are equipped to do more for themselves to reduce reliance on public services.</p> <p>This concept has been around for some time in relation to responses to local emergencies, i.e., flooding, but Audit Wales highlight that it has now begun to feature in corporate plans and strategies more broadly in terms of equipping people to be able to manage the problems they are facing.</p>
1.05	<p>The key findings are summarised in the Audit Wales report and include:</p> <ul style="list-style-type: none"> • Local authorities face challenging times and have found it difficult to support greater community resilience and self-reliance. • The focus on community resilience in response to emergencies misses opportunities for ‘broader impact’. • Whilst community resilience is a common priority for local authorities in Wales it is poorly defined and narrowly focused. • Growth in areas such as volunteering, Community Asset Transfers, community hubs, and community co-ordinators are cited as demonstrating the commitment of local authorities to transform how they work. • Barriers include capacity, resources and skills shortage. • The COVID-19 pandemic has shown the significant amount of community goodwill that can be built upon. • Local authorities need to seize the opportunity to shift to being an ‘enabler’ rather than ‘provider’.

1.06	<p>Further information</p> <p>Audit Wales suggest that through supporting communities to be more self-reliant local authorities can change, or reduce, what they do and provide. However, they advise that for transformation to be successful, it will require local authority leadership.</p> <p>The report suggests that there is a fundamental shift required, from local authorities being ‘direct providers’ to becoming ‘enablers’.</p>
1.07	<p>Audit Wales make the case for local authorities to clearly define and have a shared understanding of community resilience and self-reliance. Their findings suggest this is lacking despite 19 of the 22 local authorities having well-being objectives linked to promoting community resilience.</p>
1.08	<p>The ‘Together we can’ report indicates that to date local authorities have mainly supported self-reliance through one or more of the following:</p> <ul style="list-style-type: none"> • Volunteering • Empowering communities • Community Asset Transfers • Promoting access to community-based services <p>The report provides examples from across Wales in these four areas. We know that there are some good examples of practice within Flintshire and the Council is cited in the Audit Wales report in terms of the positive response to action taken to address the shortages in social care.</p>
1.09	<p>The barriers to increasing self-reliance and greater community resilience were identified in the report as:</p> <ul style="list-style-type: none"> • Lack of resources, skills, and capacity to lead this work. • Unable to redirect resources. • Lack of trust and perceived lack of appetite in local communities. • Delivery culture of councils. • Limitations in collaborative or joined up working. • No strategic vision. • Lack of understanding of needs.
1.10	<p>Audit Wales highlight an opportunity following the pandemic, which demonstrates that communities can take action and be less reliant, with signs of a ‘resurgence in community activism’ but to sustain this requires a change in how local authorities work.</p>
1.11	<p>In the report, Audit Wales predict that local authorities will deliver less in future and will look very different in years to come.</p> <p>The report identifies some key approaches that local authorities are seeking to reduce demand through building community resilience and self-reliance:</p> <ul style="list-style-type: none"> • Developing a clear future vision. • Having two-way conversations – what will change look and feel like? • Council Members revitalised as community champions. • Reconsidering work of council employees. • Recognition of different solutions being needed in different places.

	<ul style="list-style-type: none"> Retaining wealth locally and ensuring it works for the community. <p>Further detail and examples of all these approaches are provided in the report.</p>
1.12	<p>Recommendations</p> <p>In the recommendations section, Audit Wales highlight that they expect each local authority to consider the findings of the review and the recommendations contained within the ‘Together we can’ report.</p> <p>There is also an expectation that the Councils Governance and Audit Committee receives a copy of the Audit Wales report and monitors response to the recommendations made within it.</p>
1.13	<p>The recommendations made by Audit Wales in the ‘Together we can’ report include:</p> <ol style="list-style-type: none"> Local authorities need to have the right systems and arrangements in place. They should conduct a self-evaluation (one is provided by Audit Wales) to evaluate current practice, performance, etc.; identify where improvement is needed; and develop and implement an action plan to tackle any gaps identified or improvements required. The action plan developed following the self-evaluation should be formally approved, and there should be regular reporting and monitoring of performance to scrutiny committees, with flexibility to revise actions in light of evaluation and performance.

2.00	RESOURCE IMPLICATIONS
2.01	<p>Whilst in principle the recommendations made in the ‘Together we can’ report are desirable, implementation of the recommendations would require cross organisational work, with no dedicated resource or capacity within existing teams to oversee and co-ordinate. Although, it is acknowledged that community resilience sits under the Housing and Communities Portfolio in Flintshire.</p>
2.02	<p>Whilst there may be long-term benefits to all in supporting greater community resilience and self-reliance, it will not be easy to achieve and will require Council resource to drive and implement.</p>
2.03	<p>The report recognises the difficulties facing local authorities, some of which are struggling to maintain statutory services, and that switching resources from stretched services is not easy. However, Audit Wales argue that without investment on the ground to grow capacity and resilience, communities cannot respond.</p>
2.04	<p>The Audit Wales report promotes local authorities building community resilience and self-reliance to reduce demand on local authorities and help address the budgetary challenges. Yet there appears to be no cost benefit analysis to suggest that the examples provided in the report are supporting these outcomes. Indeed, the report recognises that for initiatives to be successful there is a need for ongoing local authority involvement.</p>

2.05	Local experience suggests that the examples provided by Audit Wales in the report are unlikely to pay back the time and investment required to implement, let alone provide ongoing savings. So, whilst building community resilience to support well-being and social capital may be desirable, local experience would suggest framing it as a tool to reduce demand and save costs for local authorities is perhaps misleading.
2.06	<p>Therefore, the recommendations made by Audit Wales have been considered. Whilst these are acknowledged and accepted in principle (that is the right arrangements and processes in place may help strengthen community resilience and self-reliance) local experience is that some of the activities Audit Wales refer to do not achieve the outcomes Audit Wales suggest.</p> <p>In addition, the Council cannot achieve the output of the recommendations. Completion of a self-assessment and subsequent action plan is not achievable in the current climate given the financial constraints on the Council and the lack of available capacity/resource to undertake such a cross organisational piece of work, especially if it is unlikely to yield the outcomes suggested.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	An Integrated Impact Assessment (IIA) has not been completed as this report is to provide an overview of the Audit Wales 'Together we can' report.
3.02	The Council must be content with the risk of not undertaking the recommendations and the Council's Governance and Audit Committee must be satisfied with the response in 2.06.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	<p>This report will be presented to:</p> <ul style="list-style-type: none"> • Community and Housing Overview and Scrutiny Committee on 12th June 2014, • Cabinet on 18th June 2024, and • Governance and Audit Committee on 24th June 2024.

5.00	APPENDICES
5.01	Not applicable.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>‘Together we can’ Community resilience and self-reliance, published by Audit Wales in January 2023 and available online: https://www.audit.wales/publication/together-we-can-community-resilience-and-self-reliance</p> <p>The material is acknowledged as the Auditor General for Wales copyright.</p>

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Kelly Oldham-Jones – Strategic Executive Officer Jen Griffiths – Senior Manager, Housing and Communities Niall Waller – Service Manager – Enterprise and Regeneration</p> <p>Telephone: 01352 702143 / 01352 702929 / 01352 702137 Cymraeg/Welsh: 01267 224923</p> <p>E-mail: kelly.oldham-jones@flintshire.gov.uk Jen.Griffiths@flintshire.gov.uk niall.waller@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Auditor General for Wales: Appointed by the Queen and independent of government the Auditor General for Wales is the statutory external auditor of most of the Welsh public sector.</p> <p>Audit Wales: refers to the Auditor General for Wales and the Wales Audit Office.</p> <p>Wales Audit Office: works to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.</p>



COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 12 th June 2024
Report Subject	Housing Strategy Action Plan Performance Update
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

The purpose of this report is to provide an update on delivery of the Housing Strategy Delivery Plan 2019 - 2024 with a particular focus on the financial year 2023/24.

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

- Priority 1: Increase supply to provide the right type of homes in the right location.
- Priority 2: Provide support to ensure people live and remain in the right type of home.
- Priority 3: Improve the quality and sustainability of homes.

RECOMMENDATIONS

1.	To note the progress on delivery of the Housing Strategy Action Plan 2019 - 2024.
2.	To note the changes outlined in the report to the following: <ul style="list-style-type: none"> • The alignment of standards and intervention rate for acquisitions under the Social Housing Grant (SHG) with those under the Transitional Accommodation Capital Programme (TACP). • The updated timeframe for renewal of the current Housing Strategy.

REPORT DETAILS

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

	Priority 3																		
1.09	<p>Priority 3 aims to improve the quality of existing housing stock and develop innovative, energy efficient new stock to contribute towards target of reducing the emissions of greenhouse gases by 3% per year as set out in the Climate Change Strategy for Wales Delivery Plan for Emission Reduction.</p> <p>Decarbonisation is an evolving agenda and Welsh Government has revised the Welsh Development Quality Requirements (WDQR 2021) that relates to all new affordable housing, setting out space standards and the aim to progress towards homes being carbon zero.</p>																		
	Planned Development Delivery Programme (PDP)																		
1.10	<p>There have been delays to the delivery of the Planned Development Delivery Programme (PDP). Generic issues around scheme viability remain. As a result, we have seen a significant hiatus in development of new housing across the County. This emanates from the cost-of-living crisis, rising interest rates together with wage and material inflation and delays in material availability.</p> <p>We continue to work closely with our RSL partners to try and mitigate the various challenges which have resulted in delays to schemes. These include the increase in the cost of living which has led to contractors entering administration and withdrawing from contracts due to increased costs and reduced scheme viability.</p> <p>The report advises that completions remain below target in the current year but demonstrates how this will increase in future years as the PDP approved by Welsh Government gears up to deliver around 530 new homes over the next three years (based on PDP for 2023/24).</p> <p>Welsh Government is yet to confirm funding for 2024/25 onwards.</p>																		
1.11	<p>Progress against established measures:</p> <p>Council Stock - 50</p> <p>Schemes have slipped in the programme and are currently at Welsh Government Technical Approval stage before the planning applications can be submitted. We anticipate that 55 units will be on site in the last quarter of 2024/25.</p> <p>Mostyn (30) and homeless provision at Duke Street and Park Lane (6) were technically on site at the start of April 2023 i.e., this financial year and are now included in the number of Council Homes completed figure.</p> <table border="1"> <thead> <tr> <th>Site</th> <th>LHMA</th> <th>Property type</th> <th>Funding Stream</th> <th>Funds as per PDP</th> <th>Number of units</th> </tr> </thead> <tbody> <tr> <td>Park Lane, Holywell</td> <td>Flint and Coast</td> <td>4 x 1B homeless units</td> <td>SHG</td> <td>PDP 23/24 £338,673</td> <td>4</td> </tr> <tr> <td>Duke Street, Flint</td> <td>Flint and Coast</td> <td>2 x 1B homeless units</td> <td>SHG</td> <td>PDP 2023/24 £151,794</td> <td>2</td> </tr> </tbody> </table>	Site	LHMA	Property type	Funding Stream	Funds as per PDP	Number of units	Park Lane, Holywell	Flint and Coast	4 x 1B homeless units	SHG	PDP 23/24 £338,673	4	Duke Street, Flint	Flint and Coast	2 x 1B homeless units	SHG	PDP 2023/24 £151,794	2
Site	LHMA	Property type	Funding Stream	Funds as per PDP	Number of units														
Park Lane, Holywell	Flint and Coast	4 x 1B homeless units	SHG	PDP 23/24 £338,673	4														
Duke Street, Flint	Flint and Coast	2 x 1B homeless units	SHG	PDP 2023/24 £151,794	2														

Ffordd Hiraethog and Ffordd Pandarus in Mostyn	Flint and Coast	16 x 1B flats, 6 x 2B flats & 8 x 2B houses	SHG	PDP 2023/24 £760,382	30
<u>Sub Total</u>					36
Acquisitions					
5 Oak Tree Close, Shotton	Connah's Quay, Broughton and Queensferry	1 x 2B house		Councils existing resources	1
39 Wern Ucha , Bagillt	Flint and Coast	1 x 3B house	SHG	PDP 2023/24 £129,285	1
5 Larch Avenue Shotton	Connah's Quay, Broughton and Queensferry	1 x 3B House	TACP	TACP 2023/24 £15,9300	1
1 South Bank, Queensferry	Connah's Quay, Broughton and Queensferry	1 x 3B house	TACP	TACP 2023/24 £179 ,950	1
11 Deva Avenue, Connah's Quay	Connah's Quay, Broughton and Queensferry	1 x 2B house	TACP	TACP 2023/24 £133 908	1
1B Cestrian Street, Connah's Quay	Connah's Quay, Broughton and Queensferry	1 x 1B flat	TACP	TACP 2023/24 £59, 737	1
7 Bowlers Court, Mostyn Street Shotton	Connah's Quay, Broughton and Queensferry	1 x 1B flat	TACP	TACP 2023/24 £48, 127	1
35 Bretton Drive Broughton.	Connah's Quay, Broughton and Queensferry	1 x 2B flat	TACP	TCAP 2023/24 £94, 989	1
39 Ewloe Heath Buckley Ty' Rllwyfen, Buckley	Mold and Buckley	1 x 2B flat	TACP	TACP 2023/24 £109, 434	1
7A & 7B Pierce Street, Queensferry.	Connah's Quay, Broughton and Queensferry	2 x 1B flat	TACP	TACP 2023/24 £103 318	2

50 Meadowbank, Holway, Holywell	Flint and Coast	1 x 2B house	TACP	TACP 2023/24	1
93 & 95 Hawarden Road, Hope	South Boarder	2 x 2B houses	TACP	TACP 2023/24 Acquisition and Construction	2
Sub Total					14
Total					50

Registered Social Landlords (RSL's) Stock – 30

RSLs provided 30 additional new homes including 1 unit to meet specialist provision.

RSL	Site	LHMA	Property type	Funding Stream	Funds as per PDP	No
W&W	61, Powell Road, Buckley	Mold & Buckley	1 x 3B house	TACP	TACP £83,977	1
FCHA	17, Elm Road, Queensferry	Connah's Quay, Broughton & Queensferry	Specialist housing provision 3 bed house	SHG	PDP 2023/24 £297,300	1
Grwp Cynefin	Rhewl Fawr, Penyfford Holywell (phase 3)	Flint & Coast	6 x 2B houses & 2 x 3B houses	SHG	PDP 2023/24 £883,468	8
Grwp Cynefin	Homebuy – 4, Bramley Way, Hawarden	Mold & Buckley	1 x 3B house	RCG	PDP 2023/24 £60,530	1
Grwp Cynefin	Homebuy – 15 Llys Brenig, Ewloe	Mold & Buckley	1 x 3 B house	RCG	PDP 2023/24 £ 86,530	1
Clwyd Alyn	Princess Avenue, Buckley	Mold & Buckley	8 x 1B flats, 2 x 2 B flats & 2 x 3B houses	SHG	PDP 2023/24 £1,238,909	12
Clwyd Alyn	Dee Gardens, Garden City	Garden City	4 x 3B houses & 2 x 4B houses	SHG	PDP 2023/24 £ 1,054,984	6
Total						30

1.12	The action plan is presented annually to Cabinet, Communities and Housing Overview and Scrutiny Committee and Housing Association partners via the RSL Strategic Housing Group.
1.13	The PDP process moved to an online portal last year allowing RSLs to add updates and schemes directly onto the system for consideration by the Council's housing strategy team.
1.14	Local authorities were previously allowed to use up to 20% of their SHG budget for acquisitions. As at July 2023 the WG recognised that local authorities might continue to experience difficulties in achieving full spend, so to maximise the number of homes brought forward the limit has been removed.
1.15	Welsh Government has aligned the standards and intervention rate for acquisitions (existing dwellings and off the shelf purchases) under SHG with those from the Transitional Accommodation Capital Programme (TACP), allowing a greater choice of accommodation options to be delivered at pace.
1.16	<p>TACP funding for 2023/24 was announced in July 2023 with updated criteria and eligibility published. FCC submitted an 'expression of wish' form in August 2023 for schemes that Flintshire County Council (FCC) would like to bring forward for consideration for TACP funding in relation to acquisitions, voids, and large-scale acquisitions for conversion. The WG then requested details of any reserve schemes included on the original expression of wish form in August 2023. On the 20th of December 2023 the WG announced that, subject to Ministerial approval, some additional funding would be available for TACP from January 2024 and that FCC had been allocated an indicative additional sum of £1,082,426.</p> <p>FCC submitted additional schemes and we were successful in our application. In addition to our initial Transitional Accommodation Capital Programme (TACP) allocation of circa £1.6m we have been able to access additional TACP funding, taking our allocation to circa £3.5m which, with help of our RSL partners, has enabled us to both acquire additional homes and to assist in bringing over 100 void properties back into use.</p>
RENEWAL OF THE HOUSING STRATEGY AND ACTION PLAN	
1.17	The current Housing Strategy and action plan runs from 2019 until 2024. The section below proposes a timetable to review and refresh the Housing Strategy from 2025 until 2030.
1.18	<p>The current Housing Strategy built on previous achievements but was developed within the context of the then current challenges, such as welfare reform, the increase in 'hidden' homeless and limited resources. The context has changed significantly since 2019 including:</p> <ul style="list-style-type: none"> • The UK has left the European Union. • War in Ukraine. • Average house prices have risen across Wales from £160k in 2019 to £219k in 2022. • The Covid Pandemic (first reported in December 2019).

	<ul style="list-style-type: none"> • Inflation / CPI 1.4% in 2019, 6.8% last year, and as at March 2004 (for all items) stands at 3.8%. • The pound to the dollar was £1.22 (2019) - £0.79 (2023). • Full implementation of the Renting Homes Wales Act 2016 in December 2022. • Significant increase in homelessness. • Local Development Plan (LDP) adopted for FCC.
1.19	<p>The Local Housing Market Assessment (LHMA) is a key tool in assessing demand for housing locally to inform planning policy and the local housing strategy and is currently in the process of being updated.</p> <p>New guidance and LHMA tool have been introduced by Welsh Government on the development and formatting of these assessments. Arc4 have been commissioned to undertake this study in readiness for submission to Welsh Government in early 2024. A draft has been submitted to the WG with the caveat it is not published as we are currently in the process of clarifying some of the information and outcomes outlined in the draft LHMA. We have some concerns over the results and assumptions that the new tool and guidance has produced. Consequently, this has impacted on the outline timeframe for renewal of the Housing Strategy.</p>
1.20	<p>Next Steps</p> <p>The Housing Strategy is a collaborative document and will involve extensive consultation with a wide variety of stakeholders. Following the template of previous iterations of the strategy, the below sets out an updated outline framework for renewal of the strategy.</p> <ul style="list-style-type: none"> • Internal Council/Officer workshop - May /June 2024 • Private Rented Sector partners workshop - May/June/July 2024 • RSL partners workshop - May/June/July 2024 • An initial draft strategy document as a basis for formal external consultation for consideration by Overview and Scrutiny and Cabinet - September/October 2024 • Formal Consultation – October to December 2024 • Final Review inclusive of comments received during the consultation period by Overview and Scrutiny and Cabinet - December 2024/January 2025. • New plan published - March 2025

2.00	RESOURCE IMPLICATIONS
2.01	<p>Revenue: The Housing Strategy Action Plan is a strategic document, there are no implications for the approved revenue budget for either the current financial year or for future financial years.</p> <p>Capital: The Housing Strategy Action Plan is a strategic document, there are no implications for the approved Capital programme relating to the Strategy or Action Plan other than already approved borrowing by NEW Homes and through the Housing Revenue Account (HRA) borrowing capacity.</p>

	<p>Human resources: The Housing Strategy team is operating with limited resources. There were some actions within the Action Plan in 2023 that referred to the potential for new posts to be recruited to assist in delivering additional services.</p> <p>A systems analyst and project officer post for property acquisitions has been identified and options are being explored as to how best to recruit to these positions.</p> <p>Challenges relating to the recruitment and retention of staff remain.</p> <p><u>Agency Staff</u> Two Strategic Housing and Regeneration Programme Delivery Managers commenced in February and March 2023 and are now embedded into the Team. A Senior Maintenance Surveyor placement continues.</p> <p><u>Apprentices</u> Two apprentices were recruited in September 2023. The graduate trainee is currently working in the development team but will also work across the Housing Asset team.</p> <p>Both apprentices have settled in well.</p>
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3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The reporting of the Housing Strategy Action Plan is a progress report rather than a new policy therefore an impact assessment is not deemed as necessary.</p>
3.02	<p>An internal Audit was undertaken in 2022/23 – Right Type of Home in the Right Location - Housing and Communities. The final report dated March 2022/23 was rated amber / green; key controls generally operating effectively but with recommendations in relation to some fine tuning which we have implemented including the creation of a risk register.</p> <p>Schemes are appraised on a regular basis to ensure that where possible, risks are identified at an early stage and mitigating actions are taken to ensure the timely delivery of schemes within the PDP.</p> <p>For 2023/24 WG advised that the Flintshire County Council (FCC) SHG allocation was £13,352,142. WG set budgets for the next three years. The allocation for years two and three is also £13,352,142.</p> <p>Over this three-year period Flintshire will be allocated circa £40m, however, it has received applications for SHG schemes in excess of this figure. For example, four ‘reserve’ schemes currently have a total grant requirement of circa £18m with two ‘proposed’ schemes circa £11m. We are in the process of reviewing and prioritising SHG Schemes for 2024/25 onwards.</p> <p>Reserve schemes are those which the Local Authority agrees are strategically important and will be brought into the main programme as</p>

soon as funding is available or scheme deliverability permits. Reserve schemes act as a backup for the SHG programme i.e., they take up slippage within authorities' own programmes or can take up slippage from other Wales authorities so are essential to programme delivery.

Proposed schemes are those which the Local Authority is likely to support or have long lead in times. Local Authorities should be entirely transparent with their RSL partners / LA development teams on the likelihood of potential schemes being supported within the main programme.

In attempting to try and ensure that all viable schemes were included within the PDP some allocated grant funding fell outside the year three funding window. The WG stipulated that the remaining grant figure in year 4 could not exceed our annual allocation of circa £13.3m. This resulted in a review of schemes with four schemes removed - land at Wern Farm, Bagillt (45 units), former Spectrum Garden Centre, Mold Road, Cefn y Bedd (30 units), older persons scheme, Buckley (60 units) and learning disabilities bungalows, Buckley (13 units).

Moreover, increasing costs have led to some RSLs requiring additional funding to ensure the viability of their schemes. Materials, labour shortages of skilled labour and wider economic pressures on contractor mean some have gone into liquidation.

The intention is to negotiate with the RSLs after reviewing all schemes and be in a position, if later in the year WG offers access to 'slippage' funding, to apply for, and allocate, additional funding to viable schemes this financial year.

Key risks have been identified as follows:

Delays to delivery and additional funding requirements

There are some RSLs whom have received considerable sums of grant monies in previous years, but as additional funding has been required due to increased costs and contractors entering administration the schemes have been delayed.

This includes the following schemes:

- Northern Gateway (100 units) and 66a Mold Road, Mynydd Isa (56 units).
- New Inn, Station Road (8 units) and Land at Brunswick Road, Buckley (9 units).

All four are now on site.

The schemes are being closely monitored to ensure delivery.

- 66a Mold Road – The contractor is now on site. This Scheme has been allocated additional SHG funding of £3,562.887 in 23/24. Contract completion date is set for 15th November 2025 however

	<p>there will be a phased handover approach and we anticipate phase one handover to be around January / February 2025, circa 10 units.</p> <ul style="list-style-type: none"> • Northern Gateway – new contractor on site. This scheme has been allocated additional SHG funding of £ 7,048,883 in 23/24. This will be a phased delivery and we are anticipating circa 15 units at the end of 24/25. Both 66a Mold Road and Northern Gateway are complex sites where piling is required so the RSL is currently adopting a conservative approach as to when the first properties on each site will be completed. • New Inn, Station Road – initial contract was dissolved. Additional funding of £821,000 has been allocated in 2023/24. Completion is anticipated by end of Q2. • Land at Brunswick Road, Buckley - Contractor entered Administration. Additional funding of circa £743,975 has been allocated in 2023/24. Anticipated completion by end of Q3. <p>Concentration of allocated funding to one RSL</p> <p>We are closely monitoring this situation. Concerns have been aired previously with both the WG and the RSL. There is also an over subscription of alternative schemes. After encouraging partners to put forward viable schemes for inclusion in the PDP for 2024/25 there is likely to be an over subscription of alternative schemes which we need to prioritise in consultation with RSL Partners and the WG.</p> <p>Other identified risks</p> <p>Utilising the risk register there are an additional five schemes (pre-construction) which have been rated red. Of these three relate to RSL schemes and two relate to FCC schemes.</p> <p>RSL Schemes - two RSL schemes in Buckley (older persons / elderly care provision and learning disabilities bungalows) have been delayed due to outline planning having only been obtained in February 2024 and were designated as ‘reserve’ schemes.</p> <p>One scheme, Wern Farm, Bagillt, was also designated a ‘reserve’ scheme, as the RSL advised that it may be possible to acquire the site in 24/25 but that may fall into 25/26.</p> <p>Flintshire County Schemes - two FCC Schemes (Canton Depot, Bagillt & High Steet, Connahs Quay (Old Music Shop)) are impacted by the risk of flooding (Tan 15 designation flooding).</p> <p>We do not currently have any schemes on the PDP where they are deemed to be unviable.</p>
3.03	<p>Cost of living pressures, the economic impacts of global shipping disruption and the continuing impacts of the War in Ukraine are continuing to place significant cost and availability pressures placed on labour and materials.</p>
3.04	<p>Environmental impacts of phosphate on drainage systems. As part of the LDP adoption process, the Planning Strategy Team developed a</p>

	Phosphate Mitigation Strategy in collaboration with Wrexham County Borough Council last year.
3.05	<p>There is a continued risk of increased demand on homeless prevention services as termination notices have risen. As of March 2024, there were 282 placements (363 people) accommodated in emergency and temporary accommodation in Flintshire compared to 55 households in February 2021.</p> <p>As a result of rising interest rates and the potential for rates to rise further or stay at this level for longer there is a potential risk of increased demand on homeless prevention services if repossessions start to grow which may also result in increased demand for social and affordable homes.</p>
3.06	The ability to ensure that planned developments meet the standard viability models as required to access funding from the Welsh Government may be compromised.
3.07	The continuing challenging economic situation and the additional costs of borrowing and servicing debt repayments and meeting updated Welsh Housing Quality Standard (WHQS) 2023 may impact on RSL's ability to borrow.
3.08	Scheme viability may be impacted by rising costs.
3.09	Reduction in funding to LAs following more than a decade of austerity pre pandemic together with increases in pay and utility bills along with other existing and emerging cost pressures means Flintshire County Council is potentially facing a significant forecasted budget gap.
3.10	<p>The private rented sector continues to be adversely affected by the Renting Homes Wales Act 2016 in addition to the above issues leading landlords to exit the market.</p> <p>The Renting Homes Wales Act is also impacting on RSLs and LAs in relation to the definition and circumstances as to when an Electrical Installation Condition Report (EICR) is required.</p>

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

5.00	APPENDICES
5.01	<p>Appendix 1 - Housing Strategy Action Plan Progress Report 31st March 2023</p> <p>Appendix 2 - Risk Matrix</p>

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Flintshire Housing Strategy & Action Plan 2019 - 2024 https://www.flintshire.gov.uk/en/PDFFiles/Housing/Flintshire-Housing-Strategy-and-Action-plan-2019-2024.pdf</p> <p>Local Development Plan – Flintshire https://www.flintshire.gov.uk/en/Resident/Planning/Flintshire-Local-Development-Plan.aspx</p> <p>Flintshire County Council Prospectus Local Authority prospectus (agreed October 2023)</p>
7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Marj Cooper, Housing Strategy Manager Telephone: 01352 70 3721 E-mail: marj.cooper@flintshire.gov.uk</p>
8.00	GLOSSARY OF TERMS
8.01	<p>Budget: a statement expressing the Council’s policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Financial Year: the period of 12 months commencing on 1 April</p> <p>Single Access Route to Housing (SARTH) Policy – the regional common policy for all major social landlords allocating social housing properties across Flintshire.</p> <p>Social Housing Grant – Welsh Government funding that may be available to housing associations and developing Local Authorities. It is to help fund new affordable housing e.g. for social rent. To qualify for grant homes must comply with Welsh Government Development Quality Requirements (WDQR) and standard viability models.</p> <p>Transitional Accommodation Capital Programme (TACP) - Funding will be available to support Social Landlords on a range of schemes. In summary, the Programme will continue to fund voids and remodelling, demolition and newbuild, and conversion. These scheme types apply to LA/RSL existing stock. TACP will also support MMC, including for ‘meanwhile use’, acquisitions i.e. Existing Dwellings and Off the Shelf purchases as well as ‘acquire to convert’. In some cases, TACP can support the acquisition of tenanted properties from Private Sector Landlords where the tenant will be made homeless.</p>

Appendix 1 Local Housing Strategy Action Plan Progress Report March 2024

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

Output	Timescale	Lead organisation/s	Progress
<p>To meet the annual shortfall of 238 affordable housing as identified in the Local Housing Market Assessment (LHMA) 2019 by delivering the following tenures:</p> <p>(i) To increase the number of new social rent properties (RSL or Council) by 86 per annum</p> <p>(ii) To increase the number of intermediate rent properties (NEW Homes or RSLs) by 57 per annum</p> <p>(iii) To increase the number of intermediate ownership properties (through s106</p>	Annual	Flintshire County Council and RSL Partners	<p>Target not achieved - the number of properties completed was 80.</p> <p>There have been delays to the programme. Generic issues around scheme viability remain. As a result of which we have seen a significant hiatus in development of new housing across the County. This emanates from the cost-of-living crisis, rising interest rates together with wage and material inflation and delays in material availability.</p> <p>This has led to contractors and developers entering administration.</p> <p>Four schemes were affected by the above issues and although they are now on site after receiving additional WG funding, we anticipate that the above issues may well continue to impact on new schemes going forward.</p> <p>We continue to work closely with our RSL partners to try and mitigate the various challenges which have resulted in delays to schemes. These include the increase in the cost of living which has led to</p>

<p>provision or RSLs) by 95 per annum</p>			<p>contractors entering administration and withdrawing from contracts due to increased costs and reduced scheme viability.</p> <p>Completions remain below target in the current year, but we anticipate that this will increase in future years as the Planned Development Programme (PDP) approved by Welsh Government in 2023/24 gears up to deliver around 530 new homes over the next three years (based on PDP for 2023/24).</p> <p>The above figures are broken down as follows.</p> <ul style="list-style-type: none"> • Number of new social rent properties (RSL or Council) – 80 • Number of intermediate rent properties (NEW Homes or RSL's) – nil • The number of intermediate ownership properties (through s106 provision or RSLs) – nil <p>This year's programme should see the following completed:</p> <ul style="list-style-type: none"> • New social rent properties (RSL or Council) – 54 • Currently on site – RSL = 173 • Due for completion next year - RSL = 42 • Due for completion next year NEW homes = 13 • Due to be on site next year FCC = 55
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			<p>Nant y Gro (41) should have been on site but is currently under review due to cost increases and scheme viability.</p> <p>The Programme Development/Delivery Plan (PDP) aims to deliver circa 530 units over the next 3 years. This includes some of the proposed SHARP programme.</p> <p>WG funding for 2024/25 is yet to be confirmed.</p> <p>A summary of the PDP is available at appendix (i)</p> <p>Members should note that schemes are subject to Cabinet / New Homes Board approval, planning decisions, local Ward Member consultation and Welsh Government (WG) Grant approvals.</p>
Deliver 5% (10) new build properties per annum to meet demand specialist provision	Annual	Flintshire County Council and RSL Partners	<p>Number of new build units to meet specialist provision - target is 10.</p> <p>We had anticipated that 5 units would have been provided in 2023/2024. One unit was developed leaving a shortfall of 9 units against target.</p> <p><u>Completed April 2023 to March 2024</u></p> <ul style="list-style-type: none"> • 17 Elm Road, Queensferry 1 property <p><u>Anticipated to complete April 2023 to March 2024</u></p> <ul style="list-style-type: none"> • Westhaven, Holywell Rd, Ewloe 3 units excluding staff provision of 1 unit - did not

			<p>complete due to delays in acquiring the property. It is due to complete 25.4.24.</p> <ul style="list-style-type: none"> • FCHA 2289 - 1 bed complex health provision - Copper Beech Close - the sale of the property is a probate sale, and it was not possible to complete the acquisition by 28.3.24 (the end of the financial year). <p>Due to the complexity and variety of needs of those on the Specialist Housing Register the Housing Strategy team continues to explore other options including the potential redevelopment of Flintshire County Councils' (FCC) garage sites for specialist accommodation for those with LD. In addition, regular meetings have been convened with the Specialist Housing Register team to develop a brief for this cohort.</p> <p>Visits to potential sites, arranged with the Learning Disabilities Team, in conjunction with the Programme Manager, North Wales Together, Seamless Services for People with Learning Disabilities took place last year.</p> <p>Topographical surveys have been carried out on two of the sites and we shall be looking at appointing architects to produce feasibility schemes in the next couple of months.</p>
Deliver 20 major adaptations on existing properties per annum (all tenures)	Annual	Flintshire County Council	<p>Target not achieved.</p> <ul style="list-style-type: none"> • Local Authority properties – 5 completed.

		and RSL Partners	<ul style="list-style-type: none"> • Private properties - 9 completed. • Some of these large adaptations may have commenced in the previous financial year. • Currently there are 6 large adaptations in progress on Council properties and circa 12 on private properties. • Clwyd Alyn completed - 15 adaptations (PAGs) in Flintshire costing £62,935.95.
Increase the percentage of one-bedroom social rented properties by 20% (16) per year of all new build social rented properties	Annual	Flintshire County Council and RSL Partners	Achieved - 28 one bed units delivered.
Reduce the number of empty properties by 10% (50) over the lifetime of the strategy	March 2025	Flintshire County Council	<p>With the help of Houses into Home loans, tracking down existing owners and providing other assistance 77 units have been brought back into use: exceeding the target.</p> <ul style="list-style-type: none"> • 2019/20 – 19 properties • 2020/21 – 10 properties • 2021/22 – 18 Properties • 2022/23 – 11 properties • 2023/24 – 19 properties

Priority 1.1 To increase the supply of all types and tenures of affordable housing through new build developments		
Action	Tasks	Progress
The RSL Welsh Government Social Housing Grant programme	Increasing development capacity in Flintshire through zoning additional Housing Associations.	<p>The FCC Social Housing Grant has increased significantly from the allocation of £5.2 million in 2020/21.</p> <p>The amount allocated for 2021/22 increased to £10.2 million. The allocation for 2022/23 was £13.3 million. This was fully allocated to schemes in the PDP.</p> <p>Over 96% (£12.7 million) of the allocated funding was paid out by the Welsh Government in 2023/2024.</p> <p>SHG budgets for 2024 onwards are due to be announced shortly by the WG.</p> <p>Welsh Government moved the PDP process to an online portal last year named 'Manage Homes and Places'.</p> <p>RSLs are now able to add schemes and updates directly onto the system for consideration by the local authority housing strategy team.</p> <p>We anticipate that our professional, productive relationships will continue with our partner RSLs and that they will continue to feel confident in discussing their schemes prior to adding them to the PDP Portal.</p>

	<p>Ensuring maximum number of properties delivered using the available funding</p>	<p>Should any schemes receive negative pre-planning application advice or be refused planning they will be updated on the Portal and withdrawn.</p> <p>WG has previously allocated Flintshire circa £39m over a 3-year period. However as at April 2024 it has received proposed schemes with total grant requirement of circa £11.2m for SHG together with reserve schemes of circa £18m.</p> <p>The PDP aimed to deliver around 730 units during the PDP 3 year period from 2023/24 (subject to financial appraisals, planning and technical approvals and consultation etc.). The majority, 81% were made up of social rent with around 5% affordable rent properties.</p> <p>Around 26 schemes were originally prioritised for inclusion within the main programme. The WG then stipulated that the grant remaining figure in year 4 could not exceed our annual allocation of circa £13.3m. Schemes were reviewed and four schemes were removed - land at Wern Farm, Bagillt (45 units), former Spectrum Garden Centre, Mold Road, Cefn y Bedd (30 units), Older persons scheme, Buckley (60 units) and LD bungalows Buckley (13 units).</p> <p>In addition, the developer withdrew from the Highmere Drive scheme (49 units).</p> <p>Although the WG has yet to announce SHG grant</p>
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		<p>funding for 2024/25 onwards we expect that we shall face a similar predicament relating to over-subscription in the next financial year.</p> <p>Additionally, not all schemes were able to be progressed for various reasons. This includes unforeseen progress issues with the agent and developer on one site, delays in acquiring sites and the purchase of a property for use by a household on the Specialist Housing register which could not be completed due to issues relating to probate.</p> <p>As referenced earlier there have been delays to the programme. Generic issues around scheme viability remain. We continue to work closely with our RSL partners to try and mitigate the various challenges which have resulted in delays to schemes. These include the increase in the cost of living which has led to contractors entering administration and withdrawing from contracts due to increased costs and reduced scheme viability. Contractor insolvency and repricing/funding pressures impacted on start on site for Northern Gateway (100 units), 66a Mold Road, Mynydd Isa (56 units) and completion of New Inn, Station Road (8 units) and Land at Brunswick Road, Buckley (9 units).</p> <p>As a result of the above a significant proportion of this year's SHG funding was allocated to existing schemes where additional WG funding was required.</p>
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	<p>Ensuring a robust reserve list of schemes.</p>	<p>Nevertheless circa 96% of the allocated Social Housing Grant of £13.3m has been drawn down this financial year.</p> <p>Transitional Accommodation Capital (TACP) Funding was announced in July 2023 with updated criteria and eligibility published.</p> <p>FCC submitted an 'expression of wish form' in August 2023 for schemes that Flintshire County Council would like to bring forward for consideration for TACP funding in relation to acquisitions, voids and large- scale acquisitions for conversion.</p> <p>WG allocated Transitional Accommodation Capital (TACP) funding of circa £1.6m. We have also been able to access additional TACP funding, taking our allocation to circa £3.5m, which in conjunction with our RSL partners has enabled us to both acquire 14 additional homes and to assist in bringing over 100 void properties back into use.</p> <p>The Council maintains a list of potential and reserve schemes. Reserve schemes are those which the Local Authority agreed are strategically important and will be brought into the main programme as soon as funding is available or scheme deliverability permits. Reserve schemes act as a backup for the SHG programme i.e., they take up slippage within authorities' own</p>
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	<p>Ensuring the type and tenure meets local housing needs, primarily social rent properties, informed by the Council's Housing Strategy Team.</p>	<p>programmes or can take up “All Wales” slippage so are essential to programme delivery.</p> <p>Potential schemes are those which the Local Authority is likely to support or have long lead in times.</p> <p>Schemes in the potential list are in the very early stages of development and may be prior to planning application submissions or consultation with local members. Should any schemes receive negative pre-planning application advice or be refused planning they will be withdrawn from the PDP.</p> <p>In 2021 WG opened up zoning so all RSLs that operate across the North Wales region can work in every Local Authority area and request support for Social Housing Grant. Therefore, there are now 7 RSL's who can access Grant in Flintshire.</p> <p>The Welsh Government (WG) have previously requested all Local Authorities produce a Local Authority Prospectus that sets out housing need and priorities for the area. This will help to inform future Social Housing Grant allocation. The draft Flintshire Local Authority Prospectus was approved by Cabinet on the 17th October 2023.</p> <p>This will be updated once the Local Housing Market Assessment (LHMA) has been refreshed.</p>
<p>The Council's</p>	<p>Meeting the HRA Business Plan's ambition to</p>	<p>From 2021 - 2026 WG have an ambitious target</p>

<p>new build programme: SHARP / HRA</p>	<p>deliver 50 new social rent homes per annum up to 2030 in order to meet the demand of the social housing register.</p> <p>Ensuring the delivery of new builds adds value through addressing the pressures for certain housing types by basing development plans on intelligence.</p> <p>Utilising Welsh Government's Affordable Housing Grant to support delivery.</p>	<p>to deliver 20,000 new low carbon social homes and have opened up the Social Housing Grant programme to developing Local Authorities.</p> <p>FCC reviewed the Housing Programmes Team to secure additional resources to deliver new-build housing schemes. Two additional Agency Development Managers were appointed to the Housing Programme team in March 2023.</p> <p>The Housing strategy team also secured two Apprentices who started in September 2023. One Apprentice will also be working across / shared with the Housing Assets team.</p> <p>In 2024/2025 the aim is to commence build of 55 FCC new social rent homes.</p> <p>Future schemes are subject to Cabinet approval, planning etc. and WG Grant approvals. FCC and NEW Homes continue to work proactively to increase the number of social and affordable rent properties available to meet identified housing demand across Flintshire. In accordance with WG strategic housing policy, the Council will work with an increased focus upon working collaboratively with partner housing associations to jointly deliver new housing schemes.</p>
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	Securing a lift in the borrowing cap to enable additional financial resources to meet the Council's delivery ambitions.	New development schemes will be procured either via the Welsh Procurement Alliance (WPA) selection process or North Wales Construction Partnership (NWCP3).
NEW Homes investment	<p>Supporting the delivery of affordable rented properties through SHARP for NEW Homes.</p> <p>Ensuring NEW Homes maximises its ability to invest in the delivery of affordable rented properties through using their existing assets.</p>	<p>NEW Homes currently owns and manages 173 units. NEW Homes are in the process of acquiring a further 13 properties.</p> <p>There was slippage in quarter 4 due to some legal issues around s.106 details relating to 6 properties at Maes Gwern and completion delays relating to 7 properties at Penyffordd via Redrow which we expected to have been completed this financial year2023/2024. Maple Way was also due to complete in 2023/2024</p> <p>We anticipate that these 14 properties will complete next financial year.</p> <p>The business plan allows for future schemes, as below subject to Cabinet / NEW Homes Board approval, consultation, planning and technical approvals and WG grant approvals.</p> <ul style="list-style-type: none"> Year 2024/2025 and 20255/2026 – circa 74 including 6 at Maes Gwern, 7 at Penyffordd and 1 at Maple Way.
Maximising the provision of affordable housing on	Ensuring the new LDP affordable housing planning policy requirements maximises appropriate on-site provision.	<p>The Local development Plan (LDP) was formally adopted on the 24th January 2023.</p> <p>HN3: Affordable Housing now requires that</p>

	<p>Considering investing in designs for multi-generational / flexible homes</p> <p>Increasing the use of social value in service planning and procurement in order to maximise opportunities and support vulnerable residents.</p>	<p>value is embedded within procurement.</p> <p>The North Wales construction framework is the second local authority-driven construction framework in the region and will build on the award-winning work that has already changed how construction projects are procured in the region. The framework will be used to deliver a range of major projects across North Wales with a combined value of £500 million, offering a host of opportunities for supply chain development.</p> <p>The aim of the framework is ambitious: to secure improvements to the built environment through delivery of best value, energy efficient, sustainable facilities; utilising the highest possible safety and environment standards, innovation and collaboration, whilst creating a lasting legacy through targeted investment in employment and communities. This will address the Programme for Wales' priorities and deliver a step change in construction procurement for the region.</p>
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Priority 1.2 To increase the supply through better use of existing social housing stock		
Action	Task	Progress
The Council's housing stock	<p>Undertaking a review of the stock and tenancies to determine where there is under occupation or where there is capacity to realign the use of the stock</p> <p>Reviewing the existing use of stock to assess best use</p>	<p>A working group to review all sheltered housing schemes was set up last year to assess suitability as older persons housing in the future. Flintshire has a sizeable amount of older persons stock and therefore this review has taken longer than anticipated.</p> <p>The review has widened in scope to consider what the Flintshire 'offer' of sheltered housing should be.</p> <p>A matrix has been developed and will be used to assess sheltered schemes that require substantial investment or that have housing management challenges. A pilot project is being explored that will focus on a specific scheme.</p> <p>The Council has finalised the scoring matrix, including the consultation process that will be used to evaluate each sheltered scheme before we consider reclassification. Areas of consideration consist of but are not limited to, Desirability, Amenities, Access & Egress, Allocation Waiting Lists, Rent Loss and Asset Compliance.</p> <p>FCC is still working with the North Wales housing providers in a 'rightsizing' project This project has stalled but the intention is to recommence the work.</p>

	Developing an incentive scheme to encourage movement in the stock where it can be proven to meet a need from the housing register and address under occupation / overcrowding.	To be agreed
Partner Housing Association stock	Review existing use of stock to assess best use in line with strategic priorities.	<p>FCC continues to work with partner housing associations through the strategic and operational SARTH groups to identify challenges and develop ways of maximising allocations within existing stock.</p> <p>It is anticipated that all of the RSLs will be involved in the rightsizing project when recommenced as outlined above.</p>
Accessible Housing	<p>Develop an Accessible Housing Register for all social housing stock to enable better use of adapted stock.</p> <p>Assess the register to identify where there are homes with adaptations that could be utilised.</p>	<p>This is linked to the ongoing sheltered housing review and condition surveys and is therefore dependent on the completion of these workstreams. Once the above is completed this will be explored further.</p> <p>The Specialist housing register is considered when looking at housing need or new build affordable housing schemes and planning applications. NEW Homes and FCC new build housing schemes include consultation at inception stage (with Housing occupational health and Social Services) to ensure housing requirements for people with accessible needs can be met.</p> <p>FCC and NEW Homes developments with ground</p>

	<p>Engage with Housing Occupational Health and Social Services as early as possible on all developments to ensure all accessible needs are met.</p>	<p>floor flats/ bungalows will be developed using wheelchair space standards where the site is deemed as suitable. The Local Authority Prospectus emphasises specialist and supported housing provision being included within grant funded developments.</p> <p>The Housing Strategy team attend regular meetings to discuss the needs of those on the Specialist Housing register.</p> <p>We are currently exploring the possibility of repurposing / utilising existing HRA garage sites for the development of suitable accommodation for this cohort.</p> <p>We have had topographical surveys carried out on two of the sites and we shall be looking at appointing Architects to produce feasibility schemes in the next couple of months.</p> <p>The Housing Strategy team also hold regular meetings with the Programme Manager, North Wales Together: Seamless Services for People with Learning Disabilities and their team.</p> <p>FCC recruited an Occupational Therapist (OT) in January 2023. The OT works within the Housing register team and across the DFG Adaptations team to work to improve opportunities for applicants on the Specialist Housing register and build links with other departments.</p>
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		The OT is now embedded into the housing and preventions service, housing management, DFG and social services teams.
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Priority 1.3 To increase the supply by bringing empty homes back into use

Action	Task	Progress
Developing relevant policies to maximise legal powers	<p>Develop a policy for Flintshire to maximise legal powers including the potential to compulsory purchase or take ownership on a temporary basis.</p> <p>Explore potential resources with Welsh Government for compulsory purchase orders</p> <p>Developing an initiative, in partnership with our Housing Associations, to bring back empty properties into use to meet specific needs such as for larger families.</p>	<p>Working closely with Council tax and utilising land registry information we are targeting long term empty properties by tracking down and engaging with the owners and offering financial assistance.</p> <p>Flintshire accessed Transitional Accommodation Capital (TACP) Programme funding of circa 3.5m. This, with the assistance of our RSL partners, allowed for more than 100 properties to be brought back into use and includes the conversion of two properties into one large family home.</p>
Reducing empty properties	Working closely with partner Housing Associations and the Council Tax Team to identify those properties which are long term empty and are causing issues to the local community.	It was previously agreed with Council Tax to advertise the houses into home loans scheme by including a leaflet in the council tax bills 2023/24 which are sent to every property in the authority. We are planning to undertake a similar exercise for the next Council Tax bill for 2025/26.
The provision of financial support to bring empty properties back	<p>Promoting 'Houses to Homes' loans, which aims to bring empty properties back into use through providing affordable loans up to £25k in the private sector.</p> <p><i>Amounts were increased last year from £25,000</i></p>	As above.

into use	<i>to £35,000 for each property and up to £250,000 per application.</i>	
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Priority 1.4 To increase the supply through the private rented sector (PRS)

Action	Task	Progress
A dedicated PRS team / Officer in the Council	Realign existing staffing resources and expertise to develop an improved PRS offer across Flintshire.	Following the shutdown of the FCC Bond scheme this officer has now moved over to private sector and landlord support post. This post will sit within the “Homefinder” team, following a restructure of the Housing and Prevention Service, which will bring together the housing register, advice, homeless accommodation management and private sector support.
The delivery of a bespoke landlord offer	<p>Consulting with private sector landlords through the Landlord Forum to establish a better understanding of the barriers and what the critical success factors would be to provide a successful offer.</p> <p>Providing a range of offers for Landlords to incentivise their engagement and commitment to the Council including the BOND.</p>	<p>Successful Landlord Forums took place in June 2022, November 2022 and May 2023.</p> <p>Due to unforeseen circumstances the Landlord Forum scheduled for September 2023 had to be postponed.</p> <p>Through use of spend to save budgets and discretionary homeless funding we continue to work with landlords through a range of tenancy rescue activities and to assist residents access homeless assistance by securing private rented properties.</p>

	Ensuring the offer is flexible as well as robust and cost effective.	We continue to engage with landlords and will be signing up to the all Wales leasing scheme in 24/25. Landlord forums are held online in partnership with the National Residential Landlords Association (NRLA).
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Priority 1.5 To provide the right type of homes to meet the increased demand for single person accommodation and larger properties for families		
Action	Task	Progress
The RSL's and Council's new build programmes	<p>Requiring higher numbers of single person accommodation and larger properties as part of all new build developments.</p> <p>Continuous assessment of priorities and regular updates</p>	<p>The Local Authority Prospectus will continue to prioritise the need for single person accommodation and highlights the growing need for smaller and some larger properties. Through the Local Authority Prospectus, the aim is to ensure that we are meeting recognised need and demand. For example, around 80% of applicants on the housing register require 1 or 2 bed accommodation and our PDP programme aims to deliver around 70% smaller 1 and 2 bedroom homes.</p> <p>Evidence of housing need is obtained via the Social and Affordable housing registers and is sought for all new development opportunities and informs the property mix that is to be built.</p> <p>Reference is also made to the LDP in relation to affordable housing. Quarterly meetings are held with RSL development partners to keep them advised about strategic priorities. This is in</p>

		<p>addition to quarterly meetings held with the WG and RSL partners and Regional Strategic Lead meetings.</p> <p>An updated LHMA is in the process of being completed and will influence the refresh of the Local Authority Prospectus</p>
Developing innovative approaches	<p>Reviewing best practice elsewhere and identifying a range of options that could meet our emerging demands for single person and larger units in a cost effective way.</p> <p>Identifying innovative delivery models which can provide smaller units which are flexible and can be altered to meet changes in demand in the future.</p> <p>Considering the appropriateness of different delivery methods such as self-build/custom build and co-operative approaches to meet the need.</p>	<p>New approaches to house building are considered where the site is suitable and to comply with WDQR 2021 which promotes enhanced environmental sustainability.</p> <p>FCC is working with the Active Building Centre to develop a scheme that strives towards carbon zero. Quick build developments using MMC and flexible modular construction is being explored on sites that are suitable and viable.</p> <p>FCC is exploring off site construction viability with a view to improving cost and or programme.</p>
Strategic acquisitions	<p>Providing a strategic acquisition fund for properties which would meet a very specific need and for small numbers of properties.</p>	<p>2024/25 Social Housing Grant and TACP funding has yet to be confirmed by the WG. It is anticipated that funding will be allocated via this year's PDP to fund two property acquisitions in partnership with First Choice Housing Association.</p> <p>These properties will help people who need specialist adapted accommodation and whom</p>

	<p>Requesting partner Housing Associations to utilise Social Housing Grant to acquire individual properties where there is a specific need which is either urgent or cannot be met through current stock.</p>	<p>cannot be easily housed within the existing housing stock.</p> <p>Partners are encouraged via the PDP Partners meetings to utilise Social Housing Grant and TACP where appropriate to acquire individual properties. In addition, the Local Authority Prospectus and Specialist Housing register identifies where there is a specific need which is either urgent or cannot be met through current stock.</p> <p>We anticipate that Transitional Accommodation Capital Programme (TACP) funding will be made available by the WG for 2024/2025 and partners will be encouraged to submit eligible schemes for consideration.</p>
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Priority 1.6 To provide the right type of homes to improve the offer and scope of specialist housing provision		
Action	Task	Progress
<p>An overarching / strategic framework for determining the most cost effective delivery</p>	<p>Reviewing the options for delivery i.e., adaptations; acquisition or new build and develop a universal assessment mechanism to determine the most cost effective delivery option within an equality framework.</p> <p>Reviewing and mapping resources available to meet the increasing demand for adaptations.</p> <p>Exploring a partnership approach to funding and</p>	<p>An Occupational Therapist (OT) was recruited last year which has led to a more effective coordinated approach across the different service areas in Flintshire that provide adaptations and support for people with disabilities.</p> <p>As part of the restructure of Housing and Prevention services and changes within OT locality services a full review of housing related pathways will be completed in partnership with</p>

	<p>delivery including Council Housing / DFG teams, HAs Housing teams, Supporting People, Social Services, Occupational Health, Health and ICF partnership.</p> <p>Lobbying Welsh Government to simplify funding for adaptations across all delivery partners.</p>	<p>the OT service. An additional OT has been costed into the restructure to support aids, adaptations and related activity. The restructure will be completed 24/25.</p> <p>This is also linked to the stock review and assessment which will be completed this financial year 2024/25.</p>
<p>Meeting the housing needs of people with disabilities</p>	<p>Continuing to deliver as a partnership to meet the needs of people on the specialist housing register (SHR).</p> <p>Maximising the use of adaptations to help sustain tenancies and reduce increased pressure on the housing register.</p> <p>Considering potential strategic acquisitions to meet the needs of particular complex cases.</p> <p>Ensuring adapted properties are included on all Housing Association new build developments to meet the needs of the specialist register.</p>	<p>9 applicants were rehoused from the SHR during 2023/2024</p> <p>Applicants for social housing whose current housing does not meet their needs due to disabilities will be considered for aids and adaptation via Disabled Facilities Grant (DFG) or social housing adaptations. If these avenues of housing solution are unavailable the applicant will be considered for relocation via the Common Allocations policy based on urgency and housing need.</p> <p>TACP funding has enabled Flintshire to adopt a new approach and to purchase properties to rescue some of the most complex cases if suitable to remain in their current property.</p> <p>Phil Forbes, Development Manager Supported Housing (Mental Health), Regional Housing Support Collaborative Group (RHSCG) is an active member within the SARTH Operational panel.</p>

	<p>Exploring the delivery of adapted properties on market led schemes.</p>	<p>The Local Authority Prospectus prioritises the need for specialist housing provision on Social Housing Grant funded schemes. Funding will be allocated via the PDP to an additional Specialist housing scheme.</p>
<p>Meeting the needs of people with complex health needs</p>	<p>Developing a proactive relationship with the health sector to improve communication with Housing Strategy around housing needs of those in their care.</p> <p>Delivering affordable transitional accommodation to reduce delayed transfer of care – Glan y Morfa – through securing funding and undertaking the necessary works.</p> <p>Working with the Homeless Prevention team to inform provision and identify best practice.</p>	<p>We have developed a wellbeing recovery service offering housing related support for people experiencing mental health issues and historical trauma in response to housing support programme analysis which identified a gap in provision for people with mental health issues but not open to secondary care.</p> <p>Currently we are developing a complex needs support housing complex. This was identified via the housing support programme need and analysis as above.</p> <p>During the second half of 23/24 the council established an Ending Homelessness Board with representatives from all portfolios. A specific delivery group focusing on partnerships, protocols and problem cases has been tasked with developing a complex case panel to tackle and respond to difficult situations for our most vulnerable households in terms of housing, hardship and homelessness.</p> <p>The Ending Homelessness Board and delivery groups will be responsible for oversight and delivery of the Rapid Rehousing Transition Plan.</p>

<p>Providing the right type of housing to meet the needs older people</p>	<p>Understanding the housing needs of the older people.</p> <p>Exploring alternative and innovative housing models for older people such as intergenerational properties or co-operative models, which help to keep older people active and healthier for longer.</p> <p>Providing specialist provision such as extra care and supported housing for those older people with care needs including dementia.</p> <p>Reviewing existing specific older person’s social housing stock to ensure they can sustain tenancies.</p> <p>Exploring potential to include age-friendly properties as part of new build market developments.</p>	<p>This will be considered as part of the ongoing Sheltered Housing Review. When each scheme is assessed any required improvement works will be scheduled accordingly within the housing assets service.</p> <p>There are currently four Extra Care schemes in Flintshire providing 239 units of accommodation.</p> <p>Housing Strategy team provide comment on demand as per the Local Authority prospectus, LDP and housing waiting lists.</p> <p>As above</p>
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Priority 1.7 To provide the right type of accommodation for the Gypsy and Traveller community		
Action	Task	Progress
<p>Meet the need for residential pitches</p>	<p>Increasing the number of pitches in line with Flintshire’s Gypsy and Traveller Accommodation Assessment (GTAA) through market led schemes and the refurbishment of the Council owned site.</p>	<p>Market led schemes continue to increase capacity. There are a number of planning applications being considered for new sites across the County which will potentially meet the requirements of the 2022 GTAA (approved by Welsh Government in 2024).</p>
<p>Provision of a</p>	<p>Identifying and assessing potential sites to deliver</p>	<p>The GTAA 2022, approved by Welsh</p>

County Output	Description	Timescale	Lead organisation/s	Progress
Deliver the actions identified in the Flintshire Homelessness Local Action Plan	a transit site in Flintshire. Applying for planning permission for transit site and secure Welsh Government Grant to deliver provision.	March 2024	Flintshire County Council	Government in 2024, supports the provision of a 6-pitch transit site. A report is due to go through committee cycle in June 2024 for approval by Cabinet to commence the planning consultation process and seek dialogue with the WG around site capital funding. Flintshire's Rapid Rehousing Transition Plan has been submitted to the WG and delivery of this plan will be overseen by the Ending Homelessness Board. A Rapid Rehousing Strategy Coordinator will be appointed during 2024/25.
Management of the Council owned site	Review different management models for the Council owned site.			In relation to the management of Riverside and transit site this will be developed once we have secured planning permission for the transit provision. As an interim measure we have supported housing for young people is engaged with Care and Repair who provide onsite support at Riverside around repairs.
Develop a Youth Homeless 'hub'	Homeless 'hub'	March 2024	Flintshire County Council	Expansion of the existing site is on hold whilst the WG decide on the transport links situated nearby. Redesigning and delivering the refurbishment of the site to provide modern pitches. Developing an allocation policy for the site.

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

		Council	<p>featured as a priority within the Local Authority prospectus. Identifying a potential location and partner agencies for delivery of this activity will be key to having a shared vision and appropriate setting for this accommodation and service delivery model.</p> <p>Internal social care and housing accommodation needs mapping exercises. There is potential for Social Housing Grant to be used for delivery of the accommodation.</p> <p>These hubs are still under consideration by the housing strategy team. Further feasibility work continues but no specific sites have been identified.</p>
Reduce the number of people in temporary accommodation by 50% (33) over the period of the plan	March 2024	Flintshire County Council and RSL Partners	<p>This has not been feasible due to the increases in homelessness coupled with significant barriers to successfully moving people on which has resulted in more people requiring homeless accommodation.</p> <p>Emergency and temporary accommodation is limited in Flintshire and a lot of positive work is undertaken to help people sustain their housing to avoid the need to access emergency and temporary housing through prevention.</p> <p>However, in recent months, the increases</p>

			<p>in homelessness and significant barriers to successfully moving people on has resulted in more people requiring temporary / emergency accommodation.</p> <p>The number of homeless people accommodated across Wales continues to rise and Flintshire is no different. The Rapid Rehousing Transition Plan provides focussed coordination for our efforts to prevent more homelessness whilst also moving people on from homeless accommodation. This will be achieved by moving people on as quickly as possible through increasing the supply of housing and removal of barriers to both social and private sector housing.</p> <p>At the end of year 2021/22 101 households were accommodated, 184 households in 2022/23. The number as at the end of March 2024 now stands at 282.</p>
Deliver a transit site for the Gypsy and Traveller Community	March 2022	Flintshire County Council	An updated GTAA has been signed off by the WG, which supports the provision of a transit site in the County.
Deliver one Extra Care during the period of the Strategy	March 2024	Flintshire County Council and RSL Partners	There is an ongoing review of older persons /supported housing stock.

Priority 2.1 To reduce homelessness through prevention

Action	Task	Progress
<p>Work across the region with partners to prevent homelessness</p>	<p>Working across the region to develop a cross Local Authority Regional Homelessness Strategy, pulling together resources to deliver shared interventions where appropriate and cost effective.</p> <p>Developing a better understanding of the causes of homelessness to inform the development of the right interventions through collective, regional intelligence gathering.</p>	<p>The local private sector housing market continues to see significant challenges with fewer properties available each year and many landlords leaving the market.</p> <p>This creates homelessness as properties are sold, residents asked to leave and the availability of fewer properties resulting in them being increasingly unaffordable.</p> <p>Changes to the Housing Wales Act 2014 (HWA 2014) and specifically the introduction of an eleventh category of priority need for rough sleeping and those at risk of sleeping rough, sees a sustainment of the “no one left out” approach adopted during the Covid pandemic and now firmly establishes the principle on a legal footing and as standard practice in Wales.</p> <p>As a result, more people, and particularly single people, will be owed accommodation duties, significantly increasing demands and cost on already stretched homeless accommodation. External factors associated with the cost-of-living crisis and housing market conditions are increasing the levels of homelessness and place more burden operationally and financially on the Council.</p> <p>Homelessness Presentations Numbers of homeless presentations continues to increase. At the end of 2022/23 there were 1,598</p>

		<p>presentations to the homeless service a significant increase from the previous year.</p> <p>This trajectory has continued and as at 31st March 2024 there were 2005 presentations.</p> <p>Of those households who were identified as 'at risk of homelessness or homeless' and approached the Council for support a total of 1274 progressed to a homelessness assessment. This compares with 911 in the previous year which demonstrates a 39.8% increase in demand for service.</p> <p>There are ongoing concerns around homeless presentations because of landlords serving notice due to them ceasing their landlord functions and selling their assets. Some landlords advise that they no longer wish to rent as a result of Renting Homes (Wales) Act (RHW) implications, rising interest rates and uncertainty about property values.</p> <p>Flintshire's Housing Support Programme Strategy 2022 - 2026 is now in place.</p> <p>Regional Housing Support Grant (RHSG) meetings are held quarterly.</p> <p>Homelessness leads meetings are also held across North Wales. This allows for effective joint and partnership working.</p>
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		In the run up to full implementation of RWH act and specific 6-month notice period expiring June 2023 there was a significant increase in private sector notices which resulted in significant addition presentations to the Council.
Work with partners in Flintshire to prevent homelessness.	<p>Develop a Local Action Plan for homelessness to ensure local issues are addressed.</p> <p>Develop preventative measures by providing tenancy support and crisis management to enable the people to sustain their tenancies.</p>	<p>Flintshire’s Rapid Rehousing Transition Plan has been submitted to Welsh Government.</p> <p>We continue to work with partners and community services through the Flintshire support network.</p> <p>A recent Audit Wales review of homeless services in Flintshire cited particular strengths and positive feedback from partners during the review in regard to collaboration and multi-agency working.</p>

Priority 2.2 To reduce the demand for temporary accommodation		
Action	Task	Progress
Provide suitable accommodation to meet the needs of homeless	Develop different models of delivery such as Housing First.	Every effort is made to reduce the need for homeless accommodation, however, as is the case across Wales, homelessness and demand for homeless accommodation continues to increase. Our focus is now on delivering better quality and effective homeless accommodation in the short to medium term with a longer term aspiration of reducing numbers of homeless

	<p>Develop a 'hub' to provide a range of services for the homeless including emergency beds and support services.</p> <p>Working closely with Housing Strategy and development partners to inform the delivery of flexible and suitable accommodation.</p>	<p>accommodation placements.</p> <p>Having initiated partnerships with Conway and Denbighshire County Councils to deliver a sub-regional housing first service we are now going out to tender for a specific FCC housing first service which will support our most complex residents.</p> <p>We continue to operate a range of services from Glanrafon homeless hub. We also now deliver a range of diversionary activities and housing related support services across our temporary and emergency portfolio settings.</p> <p>Significant challenges remain including:</p> <ul style="list-style-type: none"> • Shortage of 1 bed accommodation as demand remains high. • Renting Homes Wales Act 2016 (negative impacts in PRS). • Landlords exiting the PRS. • "No one left out" scheme. • Challenges in ensuring tenancies are sustained. • Challenges relating to recruitment and retention of staff. <p>Further feasibility work remains underway but no further specific sites have been identified.</p>
Increase	Undertake a review of the existing stock and	The Council are in the process of completing

Priority 2.3 To provide the right type of support for the most vulnerable people

Action	Task	Progress
<p>availability of Strategic Commissioning of support services</p> <p>move on accommodation</p>	<p>explore options for increasing supply of move on accommodation</p> <p>Develop the Local Commissioning Plan incorporating the Regional Homelessness Strategy priorities to ensure a joined-up approach.</p> <p>Support the work of the Regional Collaborative Committee.</p> <p>Ensure commissioning priorities incorporate the necessary support required to sustain tenancies.</p>	<p>internal and external stock condition surveys for all HRA properties. This will inform our housing support grant funded services with a standstill budget for the last 3 years. We are now planning for 2024/25 and the 7.8% increase in appraisals based upon their condition, suitability and investment requirements</p> <p>stabilise service delivery and support Minister ambition of ensuring real living wage within the sector.</p> <p>Reviewing the social housing supply and stock profile is a key action within the Rapid Rehousing Transition plan</p> <p>No Regional Development Co-ordinator (RDC) has been in post for some months. The decision has now been made that Denbighshire County Council will host the RDC with funding from each of the 6 LAs. This post will work across the LAs lined in the transition plan.</p>

	<p>Commission support for priority groups: Youth homeless; Prison Leavers; Rough Sleepers; and Complex Needs.</p>	<p>to ensure regional working in line with the Rapid Rehousing Plan.</p> <p>Opportunities for regional working and collaboration will be identified and referenced within localised plans with delivery of shared activities for North Wales delivered through the Housing Support Regional Delivery Group.</p> <p>As a result of the increasing numbers of people requiring care, support and accommodation, people with Learning Disabilities are often unable to be accommodated within their own communities close to family and friends. This leads to delays in seeking appropriate long-term housing for individuals and causes increased emergency admissions to residential care homes or inappropriate placements often some distance away from home.</p> <p>In 2018 all six Local Authorities and BCUHB developed a North Wales Learning Disability Strategy which includes the aim to reduce the number of people placed out of their area because of a lack of suitable placements locally and for more people with learning disabilities to have choice and control over where they live.</p> <p>The North Wales Together (NWT) programme has been working for some years to scope, promote and, where appropriate, support the development of sufficient tenancy based supported living resources to meet the growing</p>
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		<p>need. As part of this work, NWT has identified the need for supported housing in the Flintshire area. North Wales Together has collated numbers (May 2023) of individuals in need of accommodation between now and 2026 across each North Wales County.</p> <p>Current need is made up of several areas of pressure.</p> <ul style="list-style-type: none">• Young people coming through transition, many with complex needs.• Individuals living with older carers whose placements come about suddenly due to a carer's inability to continue caring.• Individuals living in residential placements out of county who were placed there due to a lack of suitable accommodation at the time of placement.• Individuals living with families who have reached the point of long-term accommodation planning. <p>In total, Flintshire has 1002 people with LD living within the county. That is the highest number across the North Wales region.</p> <p>Flintshire currently has:</p> <ul style="list-style-type: none">• 56 individuals who are at high risk of needing supported living accommodation within the next 4 years.• 15 adults noted as having priority accommodation needs.• 55 out of county residential placements, 7
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		<p>of whom wish to move closer to home. This number is comparatively higher than neighbouring counties.</p> <ul style="list-style-type: none"> • 16 people with LD living at home with elderly carers and likely to need supported accommodation in future years. • 18 young people identified as needing accommodation or at high risk of breakdown between now and 2027.
<p>Working with partners and other teams in the Council to ensure available support.</p>	<p>Working with key stakeholders e.g., health to provide support packages at an early stage through joint protocols.</p> <p>Working with Social Services and health colleagues to ensure supported living.</p> <p>Working with strategic delivery partners to ensure capacity and scale of support is available to avoid unacceptable delays in provision for the individual.</p>	<p>The Ending Homelessness Board has been established with the delivery group focusing on partnership working. This will provide further opportunities to engage social care and health colleagues to ensure pathways to support and access to specialist services when required.</p>

Priority 2.4 To provide a range of financial and social support		
Action	Task	Progress
<p>Ensuring a range of financial products to support people to access and remain in their home</p>	<p>Promote and develop affordable ownership products including Shared Equity; Homebuy and Rent to Own.</p>	<p>Affordable ownership products are provided via section 106 planning contributions and in partnership with RSLs on suitable developments.</p> <p>Affordable ownership properties are marketed via Tai Teg when available for application.</p> <p>As previously referenced above a range of</p>

	<p>Promote private rent support through the BOND.</p> <p>Develop access to affordable starter furnishing packages.</p> <p>Provide financial management advice and access to financial products with the aim of reducing the risk of rent arrears / eviction.</p>	<p>prevention activities have been developed and will continue to be explored to help people to avoid homelessness. If, despite intervention, homelessness does occur support is available to help secure new homes within the private sector in particular.</p> <p>Following discussions with WG the Bond scheme for Flintshire has been disbanded in 23/24 and our focus is now on supporting access to the PRS through spend to save and discretionary homelessness funding. This is in direct response to feedback from landlords.</p> <p>Residents who are not eligible for a Discretionary Assistance Fund grant (DAF) can access alternative funding through charitable sector or other forms of discretionary funding accessed through the council. This ensures people can exit homeless accommodation promptly and promotes a positive start in their new home.</p> <p>Various Welsh Government funding has enabled the homeless service to provide assistance such as Homestarter packs.</p> <p>The Housing Support Gateway continues to receive a high number of referrals who access needs and signpost to a wide range of commissioned services delivered by and on behalf of the Council.</p> <p>Generic and financial housing support services</p>
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		<p>can be accessed via the Housing Support Gateway. Referrals to the service may be made by social workers, health professionals, or any other professional from agencies (with permission of the individual/s) in addition to self-referrals.</p>
<p>Develop a range of innovative support to address key barriers</p>	<p>Explore a range of initiatives, based on best practice, which will provide cost benefits in the medium term to the public finances. For example, a furniture rental social enterprise.</p>	<p>Further work is required through the development of the Local Action plan for the Housing Support Programme Strategy.</p> <p>During the pandemic excellent joint working was achieved with Flintshire Furniture Recycle Project to enable the provision of fully furnished temporary accommodation units when capacity within homeless accommodation has grown significantly.</p> <p>We continue to deliver a wide range of housing related support services to respond to local needs although this has been a challenge with 3 years of standstill budget for HSG grant.</p> <p>The recent announcement of a 7.8% uplift in HSG for 24/25 is welcomed. However, this funding will only meet and respond to the current financial pressures within the sector and is unlikely to lead to significant increase in service capacity or new services.</p>

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

Action	Task	Progress
<p>Review the SARTH to understand the housing needs of older people in social housing</p>	<p>Develop a plan with our Housing Association partners to address the needs of older people on SARTH.</p> <p>Develop an understanding of demand for adaptations to enable future planning of resources.</p> <p>Links with Social Services; Residential Care homes; Extra Care and supported housing to scope out move on options.</p>	<p>Further work is required with partners to develop localised plans and strategies to meet the needs of older people within social housing across Flintshire.</p> <p>FCC's sheltered housing review will be a significant piece of work in regard to this. The Council are in the process of completing internal and external stock condition surveys for all HRA properties. This will inform our investment programmes and will also identify any properties/assets that require further option appraisals based upon their condition, suitability and investment requirements.</p> <p>This work has yet to be completed and was due to be raised at the SARTH operational meeting.</p>
<p>Develop an understanding of the wider housing requirements for older people</p>	<p>Consult with interest groups to identify key issues, barriers and potential opportunities for an action plan.</p> <p>Review tenancy support and the potential of incentives to encourage downsizing where appropriate.</p>	<p>Further work required with partners.</p> <p>As referenced earlier the Council are in the process of completing internal and external stock condition surveys for all HRA properties. Once the internal and external stock condition surveys for all HRA properties and a full analysis of the stock has been undertaken then further consultations will take place with interest groups</p>

				to identify key issues, barriers and potential opportunities for an action plan.
Output		Timescale	Lead organisation/s	Progress
Reduce the number of households in the private sector in Flintshire who are in fuel poverty from 10.1% to 8% during the period of the strategy		March 2024	Flintshire County Council	This may include a review of tenancy support and improvements are being made to fuel poor homes, including the installation of fuel-efficient heating systems and improvements to household EPC ratings.
Priority 3: Improve the quality and sustainability of homes				Households are provided with energy efficiency advice and referrals to other support agencies as needed.
				<p>The Domestic Energy Efficiency Team have continued to support the general public within Flintshire and have supported 763 residents from both the private and public sector between October 2023 to April 2024, some of whom would be classed as being vulnerable and in the most need of assistance to help tackle fuel poverty.</p> <p>Notwithstanding the work of the Council and partner agencies, fuel poverty is expected to continue to rise in response to the unprecedented energy costs being experienced during the current energy crisis.</p>

			<p>A stock condition survey will need to be completed to determine the County's fuel poverty ratio; however, this is unlikely to provide a true reflection of the work carried out and may only be of limited use until the current energy crisis stabilises.</p>
<p>Complete the Welsh Housing Quality Standard programme by 100%</p>	<p>March 2021</p>	<p>Flintshire County Council and RSL Partners</p>	<p>The updated WHQS 2023 standard published in April 2024 contains the following material changes to the standard published in October 2023:</p> <ul style="list-style-type: none"> • Full guidance on Balancing Carbon Emissions across a Housing Portfolio • Full guidance on Whole Stock Assessments and Target Energy Pathway
			<p>For social landlords to meet the standard, homes must be:</p> <ul style="list-style-type: none"> • In a good state of repair • Safe and secure • Affordable to heat and have minimal environmental impact • Fitted with an up-to-date kitchen and utility area • Fitted with an up-to-date bathroom • Comfortable and promotes wellbeing • A suitable garden; and have • Attractive outside space. <p>The Council previously achieved WHQS</p>

		<p>compliance in December 2021 and are now in the process or working towards complying with the new WHQS 2023.</p> <p>We understand that RSL's will also working towards complying with the new WHQS 2023.</p> <p>Adra achieved 100% compliance with WHQS (2008) in March 2015, and are now working on estimating the cost of achieving WHQS 2023 and the level of GAP funding required.</p> <p>Wales & West reported the following.</p> <p>Major Works started between 01.04.23 – 01.04.24 including PAG's.</p> <table border="1"> <tr> <td>Bathrooms</td> <td>23 properties</td> </tr> <tr> <td>EWI, Solar & Battery</td> <td>1 scheme</td> </tr> <tr> <td>Fencing</td> <td>2 schemes & 1 properties</td> </tr> <tr> <td>Sink hole repairs</td> <td>1 property</td> </tr> <tr> <td>Path repairs</td> <td>1 Scheme</td> </tr> <tr> <td>PAGS (£45K)</td> <td>13 properties</td> </tr> <tr> <td>Boiler upgrades</td> <td>14 properties</td> </tr> <tr> <td>Cyclical decoration</td> <td>1 Scheme</td> </tr> <tr> <td>Kitchen</td> <td>10 properties</td> </tr> </table>	Bathrooms	23 properties	EWI, Solar & Battery	1 scheme	Fencing	2 schemes & 1 properties	Sink hole repairs	1 property	Path repairs	1 Scheme	PAGS (£45K)	13 properties	Boiler upgrades	14 properties	Cyclical decoration	1 Scheme	Kitchen	10 properties
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			<table border="1"> <tr> <td>Replacement</td> <td></td> </tr> <tr> <td>Roof Replacement</td> <td>1 property</td> </tr> </table> <p>10 Acceptable fails in the Flintshire area:</p> <ul style="list-style-type: none"> • 3 x RdSAP <65. • 1 x Kitchen floor covering. • 4 x Level access to garden. • 2 x bathroom extract fan. <p>Grwp Cynefin (GC) advised 100% of homes have passed the WHQS subject to acceptable fails. We are currently working as per GC Corporate Plan 2019/24 and our investment programme which aims to reduce its number of acceptable fails to ensure tenants live in good quality affordable homes. We are producing a new corporate plan in conjunction with the Strategic Asset management plan and 30 year business plan and will share these completed documents with all of our partners when complete.</p> <p>Clwyd Alyn are currently reviewing and putting plans in place to deliver.</p>	Replacement		Roof Replacement	1 property
Replacement							
Roof Replacement	1 property						

Priority 3.1 Maximising energy efficiency standards and delivery methods		
Action	Task	Progress
Private sector renewal energy loans	Maximise the use of the loan products aimed at owner occupiers to bring properties up to a good standard by making them energy	The private sector loans utilise Welsh Government funding to provide zero percent interest loan for owner occupiers to improve

	efficient and removing hazards.	their properties. The funding has been available to 36 properties since October 2021 and the Council is exploring the option of increasing the amount of Welsh Government funding to offer more loans to the public improving their homes.
Gas infill programme for social housing properties that are off-gas	Working with Wales and West Utilities to extend the gas network to bring more convenient and cost-effective heating to residents across all tenures.	<p>The Domestic Energy Efficiency Team advised last year that they currently provide the Housing Asset Service with various support services including but not limited to, Project Management, Solar PV installations, Planned Heating and Renewable installations and EPC surveys for all HRA properties.</p> <p>The Domestic Energy Efficiency Project Team no longer supports a gas infill programme, however Flintshire Council does have a contract with Wales and West Utilities to administer the distribution of gas connection vouchers, aimed at supporting households without a gas mains connection.</p> <p>Between April 2023 and March 2024, the scheme provided 23 gas vouchers to individual households</p>
Retro fit of energy efficiency measures for vulnerable residents in all tenures	Identify the strategic sites within communities that need redevelopment.	As referenced above the Domestic Energy Efficiency Team have previously advised that currently it provides the Housing Asset Service with various support services including but not limited to, Project Management, Solar PV installations, Planned Heating and Renewable installations and

		<p>EPC surveys for all HRA properties.</p> <p>The Domestic Energy Efficiency Project Team utilise Flintshire Councils energy crisis fund and work in partnership with utility companies to maximise household benefits from the installation of new, efficient heating systems, insulation, and the use of renewable energy. Funding streams, such as Eco4, will help ensure that Flintshire Council is contributing towards a reduction in fuel poverty and the carbon footprint across the county</p>
<p>Deliver the Warm Homes Fund</p>	<p>The Council has secured £3m to tackle fuel poverty in Flintshire by improving efficiency through for example: fitting new heating systems or accessing the gas network.</p>	<p>The Warm Homes Fund programme was drawn to a successful conclusion in 2021 having supported 658 households.</p> <p>A total of 1224 households have been supported and around 3672 residents.</p> <ul style="list-style-type: none"> • 25% supporting those in Housing Association properties. • 29% in Flintshire owned properties. • The remaining 46% private rented and owner occupied. • 3328 interventions were provided looking at affordable warmth, energy advice and support, income maximisation and crisis support, looking at emergency gas and electric top ups, food support, oil and support facilitating three-way phone calls with energy providers to ensure that their

		<p>gas and electric is affordable.</p> <ul style="list-style-type: none"> • Savings of around £232,400 giving on average £189.87 per household • 74% saw an improvement of their personal wellbeing. • 79% saw an improvement in their anxiety. <p>The Domestic Energy Efficiency Team have continued to support the general public within Flintshire and have supported 763 residents from both the private and public sector between October 2023 to April 2024, some of whom would be classed as being vulnerable and in the most need of assistance to help tackle fuel poverty.</p>
Arbed for Wales programme	A spatially targeted WG programme focusing on windows and doors and external wall insulation, to address fuel poverty in the private sector.	The ARBED programme concluded in 2021.

Priority 3.2 Improving the quality and standard of accommodation in the private sector		
Action	Task	Progress
Healthy Homes and Healthy People – 2025 project bringing together a voluntary group of concerned people and organisations working	Encourage different teams to think more broadly when undertaking their daily roles to improve the homes of people in the private sector.	Healthy Homes, Healthy People is funded by Wales & West Utilities and is delivered in partnership with Community Energy Plus and National Energy Action. They work in conjunction with a number of agencies and organisations including Dwr Cymru Welsh Water, Care & Repair, local authorities and a

with a shared purpose of ending avoidable health inequality in North Wales		range of national and local charities. Healthy Homes, Healthy People is open to everyone, but some of the services that they refer to have their own eligibility criteria. These criteria usually relate to whether someone is on a low income, on certain means-tested benefits and / or have health conditions.
Rent Smart Wales	Work with Landlords to promote Rent Smart Wales and improve the standards of the private rented stock.	Currently homelessness and other officers liaise and provide signposting to Landlords.

Priority 3.3 Completing the WHQS programme by 2020 across all social housing stock		
Action	Task	Progress
The Council stock	Complete environmental improvements by 2020 and identify funding to undertake the external works.	The Council achieved WHQS compliance in December 2021. As referenced earlier we are now in the process of working towards complying with the new WHQS 2023.
Housing Association partners' stock	Complete environmental improvements by 2020.	RSLs are expected to be working towards complying with the new WHQS 2023.

Priority 3.4 Adopt a collaborative approach to preparing for the increase in demand for adaptations in properties to allow residents to remain in their home.

Action	Task	Progress
Set appropriate strategic objectives for adaptations that focus on wellbeing and independence	Establish a partnership which incorporates all partners with funding for adaptations including: <ul style="list-style-type: none"> (i) The Council's HRA budget; (ii) Private sector Disabilities Funding Grant; (iii) Care and Repair, ENABLE for minor and major adaptations for those in the private sector; (iv) Housing Associations can access Physical Adaptation Grants for existing tenants. 	In March 2023 Local authority adaptations team and Private sector Disabled Facilities Grant (DFG) team amalgamated. Unfortunately, both surveyors who joined the team last year went on long term sick. In addition, the private sector DFG team changed to a new system, so this delayed aligning procedures although this has now commenced. It will take time to get a good understanding of demand and there are changes to which need further review, for example, it has only been of recent that consideration would be given to extensions on council properties.
Improve the intelligence on the demand for adaptations	Pull together a range of data from all partners to establish a better understanding of future demand.	
Link the systems for managing and delivering adaptations	Collaboratively develop adapted housing policies for all partners as part of the Specialist Housing Group. Review service standards for adaptations in line with Welsh Government. Consider how the EHRC toolkit can be utilised in Flintshire.	

Priority 3.5 Improve the standard of new build properties built by the Council and Housing Associations		
Action	Task	Progress
Utilising the Flintshire House Standards	Continually review and evaluate the standards to ensure they are relevant and contribute to the wider energy efficiency	Flintshire housing standards have been superseded by the Welsh Development Quality Requirements 2021 (WDQR). All

	<p>agenda.</p> <p>Consider introducing further requirements such as solar panels / PVs, electric car charging points.</p>	<p>future affordable housing schemes have to meet this standard. The standards have set space requirements and include higher energy efficiency measures moving towards carbon zero.</p> <p>As referenced earlier the WG has issued new guidance on new WHQS standards in April 2024.</p>
Welsh Government's Design Quality Requirements (DQR)	Ensure a consistent standard of quality of internal layout is achieved across a range of standard house types that are as flexible as possible to cater for most resident's needs.	See above
Deliver different construction methods	<p>Deliver new builds using sustainable materials including timber frame / SIPs, and improve SAP ratings as part of SHARP</p> <p>Develop procurement opportunities through collaboration with Housing Association partners to deliver new construction methods.</p> <p>Develop using off site manufacturing to reduce waste and quicker construction methods.</p>	<p>Modern Methods of Construction (MMC) is a priority and featured within WDQR 2021. Therefore, all new affordable housing schemes will be built using MMC and utilising construction methods that minimise environmental impact.</p> <p>As above</p> <p>Homelessness phase 2 capital funding helped to deliver 6 units for homeless households. These have been built using MMC (Park Lane x 4 units and Duke Street x 2 units).</p>

Appendix Updated Summary of expected Programme Development/Delivery Plan 2023/ 2024

Provider	site	To be determined	1 bed Apt	2 bed Apt	1 bed bungalow	2 bed bungalow	2 bed bungalow adapted	3 bed bungalow	3 bed adapted House	3 bed bungalow adapted	2 bed house	3 bed house	4 bed house	supported housing	Total Units
Clwyd Alyn	66a Mold Road, Mynydd Isa		4			2					1	24	25		56
Clwyd Alyn	Northern Gateway Strategic Site Deeside	21	6	18		5					10	34	6		100
Clwyd Alyn	Princess Avenue, Buckley		8	2									2		12
Clwyd Alyn	Well Street, Buckley Scheme being worked on	56													56
Clwyd Alyn	Wrexham Road, Abermorddu		18								24	22	6		70
Clwyd Alyn	Dee Gardens											4	2		6
First Choice HA	17 Elm Road, Queensferry								1						1
First Choice HA	FCHA 2180 Specialist Housing Provision allocated as 2 bed bungalow conf awaited						1								1
First Choice HA	Westhaven, Holywell Rd, Ewloe													3	3
Flintshire	Alltami Road, Buckley			4							6	4			14
Flintshire	Alyn Road, Buckley										4				4
Flintshire	Borough Grove, Flint										4				4
Flintshire	Canton Depot, Bagillt, orientation to be revisited		14	14							6	17			51
Flintshire	Duke Street, Homeless provision													2	2
Flintshire	Ffordd Hiraethog, Mostyn		4	6											10
Flintshire	Ffordd Llanarth, Connahs Quay		4	4							7	2	3		20
Flintshire	Hebron, Mostyn										4				4
Flintshire	High Steet, Connahs Quay (Old Music Shop)			6											6
Flintshire	Park Lane Homeless Provision													4	4
Flintshire	Penyfford School										12	8			20
Flintshire	School Lane, Greenfield										2	1			3
Flintshire	Station Road, Queensferry		4												4
Flintshire	Ty Mair, Mold		10	10	1	2					6	7			36
Flintshire	Wirral View, Hawarden										4				4
Flintshire	39 Wern Ucha buy back											1			1
Grwp Cynefin	Mortgage Rescue (2-addresses to be advised)	2													2
Grwp Cynefin	Homebuy 4 Bramley Way, Flintshire										1				1
Grwp Cynefin	15 Lllys Brenig - Homebuy								1						1
Grwp Cynefin	Rhewl Fawr, Penyffordd Holywell (phase 3)										6	2			8
Wales & West	Land at Brunswick Road, Buckley		7	2											9
Wales & West	New Inn, Station Road										8				8
Wales & West	Land at Brunswick Road, Buckley		7	2											9
Totals		79	86	68	1	9	1	0	2	1	128	129	17	9	530

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Provider	Site/programme	Need Established	Risk	W/MT	Total Units	Last reviewed	PDP	Desk top Feasibility	Viability	LDP	Still viable? SVM?	Within Budget	Funding Stream	Phosphates?	Pre App	SABS	Planning	Tender	Estimated start	Contractor Appointed	Estimated completion date	Mitigating Actions as per notes	Timescales for remediation of risk	Risk Action owners	link to Corp risk risger NR05/NR06
Clwyd Alyn	66a Mold Road, Mynydd Isa	Y	Green	Mold &	56	27/03/2024	Y	Y	Y	Y	Y	N	SHG	24.11.2	Y	Y	Y	N	10/08/2023	Y	30/03/2024	WG agreed additional fundin		Clwyd Alyn and Pl	RHC12
Clwyd Alyn	Older Persons/Elderly care provision Buckley	Y	Red	Mold &	60	27/03/2024	Y	Y	R	Y	TBC	TBC	SHG	Y	N	TBC	N	N	TBC	N	TBC	Reserve	Jun-24	Clwyd Alyn/ Plann	RHC11
Clwyd Alyn	LD bungalows Buckley (Older Persons/Elderly care p	Y	Red	Mold &	13	27/03/2024	Y	Y	R	Y	TBC	TBC	SHG	Y	N	TBC	N	N	TBC	N	TBC	Reserve	Jun-24	Clwyd Alyn/ Plann	RHC11
Clwyd Alyn	Northern Gateway Strategic Site Deeside	Y	Green	Garder	100	27/03/2024	Y	Y	Y	Y	Y	N	SHG	N	Y	Y	Y	N	TBC	Y	TBC	WG agreed additional fundin		Clwyd Alyn	RHC12
Clwyd Alyn	Princess Avenue, Buckley	Y	Green	Mold &	12	27/03/2024	Y	Y	Y	Y	Y	Y	SHG	Y	Y	Y	Y	Y	31/03/2022	Y	27/03/2024				RHC12
Clwyd Alyn	Well Street, Buckley	Y	Amber	Mold &	56	27/03/2024	Y	Y	TBC	Y	TBC	TBC	SHG	Y	Y	Y	Y	N	TBC	N	TBC	Outline plann	Jun-24	Clwyd Alyn/Plann	RHC11
Clwyd Alyn	Wrexham road, Abermorddu	Y	Amber	South	70	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	N	TBC	TBC	TBC	TBC	TBC	Y	TBC	£50k allocated	Jun-24	Clwyd Alyn	RCH11
First Choice HA	Westhaven, Holywell Rd, Ewloe	Y	Green	Mold &	3	27/03/2024	Y	Y	Y	Y	Y	N	SHG	N	N	Y	N	N	15/09/2022	N	30/03/2024				RHC12
Flintshire	Alltami Road, Buckley	Y	Amber	Mold &	14	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	Y	N	N	N	N	Mar-24	N	Mar-25	Assess Capac	Sep-24	Dev Team	RHC11
Flintshire	Alyn Road, Buckley	Y	Amber	Mold &	4	27/03/2024	Y	N	N	Y	Y	TBC	SHG	TBC	N	N	N	N	Mar-24	N	Mar-25	Assess Capac	Sep-24	Dev Team	RHC11
Flintshire	Borough Grove, Flint	Y	Amber	Flint &	4	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	Mar-24	N	Mar-25	Asbestos rem	Sep-24	Dev Team	RHC11
Flintshire	Canton Depot, Bagillt	Y	Red	Flint &	51	27/03/2024	Y	Y	TBC	Y	TBC	TBC	SHG	N	N	N	N	N	TBC	N	TBC	review draina	Jun-24	Andy Roberts/Pau	RHC11
Flintshire	Ffordd Llanarth, Connahs Quay	Y	Amber	Connal	20	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	Apr-24	N	Oct-25	Lovelock Mitc	Jun-24	Dev Team	RHC11
Flintshire	Hebron, Mostyn	Y	Amber	Flint &	4	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	N	N	N	TBC	N	TBC	Planning app	Sep-24	Dev Team	RHC11
Flintshire	High Steet, Connahs Quay (Old Music Shop)	Y	Red	Connal	6	27/03/3024	Y	TBC	TBC	Y	TBC	TBC	SHG	N	Y	N	N	N	TBC	N	TBC	Housing Strate	Jun-24	Dev Team	RHC11
Flintshire	Penyfford School	Y	Amber	Mold &	20	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	TBC	N	TBC	N	N	2024/2025	N	TBC	Housing Strate	Sep-24	Dev Team	RHC11
Flintshire	School Lane, Greenfield	Y	Amber	Flint &	3	27/03/2004	Y	Y	TBC	Y	TBC	TBC	SHG	TBC	N	TBC	N	N	TBC	N	TBC	31.10.23 chief	Jun-24	Dev Team	RHC11
Flintshire	Station Road, Queensferry	Y	Amber	Connal	4	27/03/2024	Y	Y	TBC	Y	TBC	TBC	SHG	N	N	TBC	N	N	TBC	N	TBC	Best layout be	Jun-24	Dev Team	RHC11
Flintshire	Ty Mair, Mold	Y	Amber	Mold &	36	27/03/2024	Y	Y	TBC	Y	TBC	TBC	SHG	TBC	N	TBC	N	N	TBC	N	TBC	meeting to sig	Jun-24	Dev Team	RHC11
Flintshire	Wirral View, Hawarden	Y	Amber	Mold &	4	27/03/2024	Y	Y	TBC	Y	TBC	TBC	SHG	TBC	N	TBC	N	N	TBC	N	TBC	Technical revi	Jun-24	Dev Team	RHC11
Grwp Cymdeithas	Mortgage Rescue (2-addresses to be advised)	Y	Amber	N/A	2	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	N	N	N	N	N	TBC	N/A	TBC	Each request	N/A	Tai Teg	N/A
Wales & West	Land at Brunswick Road, Buckley	Y	Green	Mold &	9	27/03/2024	Y	Y	Y	Y	Y	N	SHG	Y	Y	Y	Y	Y	01/06/2022	Y	31/03/2025	On site		Wales & West	RHC12
Wales & West	New Inn, Sandycroft	Y	Green	Garder	8	27/03/2024	Y	Y	Y	Y	Y	N	SHG	N	Y	Y	Y	Y	29/08/2023	Y	01/07/2024	On site		Wales & West	RHC11
Wales & West	Wern Farm, Bagillt	Y	Red	Flint &	45	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	N	Y	N	N	N	30/06/2024	N	30/06/2026	Reserve	Jun-24	Wales & West/Pla	RHC11
First Choice HA	FCHA 2289 1 bed Copper Beech Close	Y	Amber	Connal	1	27/03/2024	N	Y	Y	Y	Y	TBC	SHG	N	N	N	N/A	N	TBC	N	TBC	complete sale	Jun-24	FCHA	RHC11
NWHA	Former Spectrum Garden Centre, Mold Road, Cefn	Y	Amber	South	30	27/03/2024	Y	Y	Y	Y	Y	TBC	SHG	TBC	TBC	TBC	Y	N	TBC		TBC	Reserve	Jun-24	NWHA	RHC11

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Communities and Housing Overview and Scrutiny Committee Voids Management Update Reporting period: May 2024

Key figures			O	N	D	J	F	M	A	M
Number of new void properties in reporting period			26	46	20	39	25	17	38	39
Number of properties identified as difficult to let or subject to major capital investment			-	-	-	-	-	-	25	25
Number of properties completed ready for allocation			29	40	24	33	35	23	44	48
Number of allocation offers accepted			29	40	24	33	31	27	39	41
Number of lettings			32	38	21	34	30	25	31	28
Breakdown of total void figures	Housing Assets	Major voids	100	84	-	90	101	108	125	138
		Minor voids	35	44	-	63	51	54	49	48
		TBC	94	107	-	84	75	59	41	20
	Housing Management	High Demand	127	115	-	134	143	169	180	191
		In Progress	102	90	-	73	57	32	9	1
		Low Demand	-	28	-	30	27	20	26	14
		TBC	2	2	-	0	0	0	0	0
Property Type	General Needs		116	117	-	105	103	114	104	96
	Sheltered		115	118	-	132	124	107	111	110
Property Type	1 bed		74	70	-	77	73	79	82	80
	2 bed		84	89	-	95	83	71	67	65
	3 bed		65	69	-	65	65	66	62	57
	4 bed		5	6	-	5	5	4	3	2
	4 bed plus		1	1	-	1	1	1	1	2
Capital District Areas	Buckley		28	27	-	29	27	29	22	21
	C'Quay & Shotton		47	45	-	37	34	31	32	29
	Deeside & Saltney		35	36	-	33	31	29	32	30
	Flint		45	48	-	61	62	61	59	59
	Holywell		51	59	-	56	53	50	44	43
	Mold		23	20	-	21	20	21	26	24
Total voids			229	235	231	237	227	221	190	181

Additional information

Provision of other information to Overview and Scrutiny Committee

Top reasons for terminations:

- *April*
 - *Deceased (11)*
 - *Residential Care (7)*
 - *Moved to alternative accommodation (6)*

- *May*
 - *Deceased (11)*
 - *Residential Care (8)*
 - *Moved to alternative accommodation (7)*

Work Allocation

Total number of voids being worked upon - 142

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.

- **Knights Green**

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.