Gareth Owens LL.B Barrister/Bargyfreithiwr
Chief Officer (Governance)
Prif Swyddog (Llywodraethu)

Contact Officer:
Ceri Shotton 01352 702305
ceri.shotton@flintshire.gov.uk

To: Cllr Marion Bateman (Chair)

Councillors: Pam Banks, Sean Bibby, Gillian Brockley, Tina Claydon, Geoff Collett, Rob Davies, Rosetta Dolphin, Ted Palmer, Kevin Rush, Dale Selvester and Ant Turton

9 January 2025

Dear Sir/Madam

NOTICE OF HYBRID MEETING
COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE
WEDNESDAY, 15TH JANUARY, 2025 at **10.00 AM**

Yours faithfully

Steven Goodrum
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Delyn Committee Room, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. A recording of the meeting will also be available, shortly after the meeting at https://flintshire.public-i.tv/core/portal/home

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

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 5 - 8)

Purpose: To confirm as a correct record the minutes of the meeting held on 11 December, 2024.

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

Report of Community and Education Overview & Scrutiny Facilitator

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

5 WELSH HOUSING QUALITY STANDARDS (WHQS 2 2023) AND HOUSING DISREPAIR (HDR) UPDATE (Pages 19 - 28)

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

Purpose: To provide an update on the WHQS, including information on the Voids Lettable Standards and disrepair costs.

6 PROVISION OF TRANSIT SITE ACCOMMODATION FOR THE GYPSY ROMA TRAVELLER COMMUNITY IN FLINTSHIRE (Pages 29 - 40)

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

Purpose: To present the Gypsy and Traveller Accommodation Assessment.

7 **FOOD POVERTY UPDATE** (Pages 41 - 50)

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

Purpose: To provide an update in relation to the work that has been ongoing and the work that is planned in relation to the food poverty priority area. And to also highlight the positive role Flintshire has played in developing partnerships, supporting other organisations and facilitating action.

8 **CORPORATE RISK REGISTER** (Pages 51 - 104)

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

Purpose: To review the Council's Corporate Risk Register.

9 **COUNCIL PLAN (2023-28) MID-YEAR PERFORMANCE REPORT 2024/25** (Pages 105 - 156)

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

Purpose: To review and monitor the Council's performance including actions and measures, as set out in the Council Plan (2023-28) at mid-year for 2024/25.

10 **VOID MANAGEMENT** (Pages 157 - 158)

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

Purpose: To provide an update on the number of Void properties and the work undertaken to bring in 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
11 DECEMBER 2024

Minutes of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Wednesday, 11 December 2024

PRESENT:	**Councillor Marion Bateman (Chair)** Councillors: Pam Banks, Sean Bibby, Gillian Brockley, Tina Claydon, Geoff Collett, Rob Davies, Rosetta Dolphin and Kevin Rush
ALSO PRESENT:	Councillors: David Evans and Paul Johnson attended as observers
SUBSTITUTIONS:	Councillors: Jason Shallcross (for Ant Turton) and Ryan McKeown (for Ted Palmer)
CONTRIBUTORS:	Councillor Helen Brown (Cabinet Member for Housing and Communities); Chief Officer (Housing and Communities) and Service Manager (Housing & Assets); Housing & Prevention Service Manager (for agenda item 7) Capital Works Team Manager and Team Leader – Capital Works (for agenda item 9)
IN ATTENDANCE:	Democratic Services Officers and Overview & Scrutiny Facilitator

39. APPOINTMENT OF CHAIR (Link to Recording)

RESOLVED:

That the appointment of Councillor Marion Bateman as Chair of the Committee for the remaining 2024/25 municipal year be noted.

40. APPOINTMENT OF VICE-CHAIR (Link to Recording)

RESOLVED:

That Councillor Tina Claydon be appointed Vice-Chair for the remaining 2024/25 municipal year.

41. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

No declarations of interest were made.

42. MINUTES (Link to Recording)

RESOLVED:

That the minutes (agenda item number 5) of the meeting held on 13 November be approved as a correct record.

43. FORWARD WORK PROGRAMME AND ACTION TRACKING (Link to Recording)

The Overview & Scrutiny Facilitator presented a report (agenda item number 6) to consider the current Forward Work Programme (FWP) and Action Tracking progress.

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.

44. IN-YEAR OVERSPEND ACTION PLAN 2024/25 (Link to Recording)

The Chief Officer (Housing and Communities) presented a report (agenda item number 7) to update the Committee on the in-year action plan, which aimed to address the projected revenue budget monitoring 2024/25 overspend position (month 6) for the Housing and Communities portfolio.

RESOLVED:

That the Committee note the measures within the 2024/25 action plan being considered towards improving the financial position by the end of the financial year.

45. GARAGE SITE REVIEW (Link to Recording)

The Service Manager (Housing & Assets) presented a report (agenda item number 8) which focused on the works which had been completed and continued to be delivered through the Council's environmental programme in relation to the garage demolition programme and provision of car parking. The report also detailed the scoring matrix used by officers for prioritising scheme requests.

In response to a question from Councillor Bibby, the Service Manager (Housing & Assets) said that he would ask the New Development Manager to provide an update on proposals for Nant Y Gro Garages in Holywell and provide this information following the meeting.

RESOLVED:

(a) That the Committee note the process for scoring and prioritising car parking improvement requests and garage site demolition; and

(b) That the Committee note the outcome of the development team review of garage sites and plot sites where demolition works have been completed.

46. DE-CARBONISATION STRATEGY UPDATE (Link to Recording)

The Service Manager (Housing & Assets) and Capital Works Team Manager presented a report (agenda item number 9) to provide an update and overview regarding the Councils obligation to create a decarbonisation strategy which complied with the new Welsh Housing Quality Standards (WHQS 2 2023) and the delivery of the new standards.

The recommendation made by the Committee and any comments made would be reported to Cabinet.

RESOLVED:

That the Committee support the delivery of the next phase of the capital investment programme to ensure compliance with the newly updated Welsh Housing Quality Standards requirements and the proposed Decarbonisation Strategy.

47. VOID MANAGEMENT (Link to Recording)

The Service Manager - Housing & Assets presented the key figures and key activities against the void action plan, as outlined in the briefing note (agenda item number 10).

RESOLVED:

That the update be noted.

48. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

None.

(The meeting started at 11am and ended at 12.02pm)

……………………………………………………

Chair

Meetings of the Community & Housing Overview & Scrutiny Committee are webcast and can be viewed by visiting the webcast library at http://flintshire.public-i.tv/core/portal/home

COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 15th January, 2025
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	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: 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 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
Wednesday 12th February, 2025 **10am**	**Common Housing Register (Single Access Route to Housing - SARTH)**	To provide an annual update on the Common Housing Register.	Assurance Monitoring	Housing & Prevention Service Manager
	NEW Homes review	To outline the outcome the progress on the review of NEW Homes and the next steps.	Consultation	Strategic Housing & Delivery Programme Manager
VOID SITE VISIT – Friday 21st February, 2025 at 10am				
Wednesday 12th March, 2025 **10am**	**Housing Rent Income**	To provide the latest operational update on the collection of housing rent and to set out proposed changes to the Corporate Debt Recovery Policy to strengthen the rent enforcement process.	Assurance Monitoring	Service Manager - Revenues and Procurement
	Welfare Reform Update	To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.	Assurance Monitoring	Service Manager (Housing Welfare and Communities)
	Housing Support Grant Programme	To provide an update on the Housing Support Grant Programme.	Information Sharing	Housing & Prevention Service Manager

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	Local Housing Market Needs Assessment	To present the Local Housing Market Needs Assessment	Information Sharing	Strategic Housing & Delivery Programme Manager
Wednesday 9th April, 2025 **10am**	**Variation of Contracts**	To present the proposed variations to Tenancy Contracts. To include information on Estate & Property Management.	Consultation	Service Manager (Housing Welfare and Communities)
	Homelessness	To provide an update to the Committee on the Homelessness Services.	Assurance Monitoring	Housing & Prevention Service Manager
	Sheltered Housing Review Update	To provide an update on the Sheltered Housing Review, to include information on options around the re-designation of properties.	Assurance Monitoring	Service Manager (Housing Welfare and Communities)
	Corporate Risk Register	To review the Council's Corporate Risk Register.	Assurance Monitoring	Strategic Performance Advisor
	Disabled Adaptations Policy	To present the Disabled Adaptations Policy.	Assurance Monitoring	Service Manager (Housing Welfare and Communities)
	Housing Strategy	To consider the Housing Strategy	Consultation	Strategic Housing & Delivery Programme Manager
Wednesday 7th May, 2025 **10am**				

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Wednesday 11th June, 2025 **10am**	**Communal Heating Charges 2025/26**	To consider the proposed heating charges in council properties with communal heating systems for 2025/26 prior to Cabinet approval.	Assurance Monitoring	Chief Officer (Housing and Communities)
	STAR Survey	To present the outcome of the STAR Survey	Information Sharing	Service Manager (Housing Welfare and Communities)
Wednesday 9th July, 2025 **10am**	**Corporate Risk Register**	To review the Council’s Corporate Risk Register.	Assurance Monitoring	Strategic Performance Advisor

Items to be scheduled

- **Rent Income Pilot Scheme –** As suggested at 12.07.23 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 –	**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 APPENDIX 2

ACTION TRACKING FOR THE COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
11.09.2024	5. Housing Rent Income	In response to requests for additional information in future reports, the following was suggested/agreed:- • Dave Barnes to speak to Sean O'Donnell following the meeting to discuss what data sets around Council Tax losses could be provide in future update reports; • Dave Barnes agreed to provide an analysis of write offs, to include information on the reasons for the write offs in future reports; • Dave Barnes agreed to review what data sets could be provided around the financial impact of no longer collecting water rates; and • Dave Barnes agreed to provide anonymised analysis on some of the higher rent arrear cases.	Dave Barnes / Sean O'Donnell Dave Barnes Dave Barnes Dave Barnes	Information to be included in the next update report on 12th March, 2025 Sean O'Donnell currently liaising with Dave Barnes on which void properties could be removed from the Council Tax list due to major works etc.	Ongoing
11.12.2024	8. Garage Site Review	In response to a question from Cllr Sean Bibby, Sean O'Donnell said that he would ask the New Development Manager to provide an update on proposals for Nant Y Gro Garages in Holywell and provide this information following the meeting.	Sean O'Donnell		

11.12.2024	9. De-Carbonisation Strategy Update	That the recommendation made by the Committee and any comments made be reported to Cabinet.	Ceri Shotton	The recommendation and comments made by the Committee were reported by the Cabinet Member to Cabinet at its meeting on 17.12.2024.	Completed

COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 15th January 2025
Report Subject	Welsh Housing Quality Standards (WHQS 2 2023) and Housing Disrepair (HDR) update
Cabinet Member	Cabinet Member for Housing and Communities
Report Author	Chief Officer (Housing and Communities)
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to provide an update regarding the new Welsh Housing Quality Standards (WHQS 2 2023), the voids lettable standard and the Council’s obligations relating to delivery of the new standards.

The report also details the current financial position relating to disrepair claims and what the service is in the process of implementing to mitigate future financial risk.

RECOMMENDATIONS	
1	To support the capital investment programme in the next phase of delivery as it moves towards complying with the new updated Welsh Housing Quality Standards and requirements.
2	To support the Housing Assets service to continue to manage the Housing Disrepair (HDR) protocol on behalf of the Council, ensuring the obligations placed upon the Council are met.

REPORT DETAILS

1.00 EXPLAINING THE WELSH HOUSING QUALITY STANDARD & DISREPAIR PROCESS

1.01 The Welsh Housing Quality Standard 2023 (the Standard) sets the target for the condition of all social housing in Wales.

The Council is in the process of drafting its WHQS compliance policy, which will link to the new Voids Lettable Standard and Voids Policy.

All tenants in Wales should have the opportunity to live in good quality homes, which meet the requirements of each household. The Housing Assets Service is responsible for ensuring the Council meet these standards along with the Welsh Housing Quality Standards (WHQS).

WHQS 2023 driving towards a Net Zero Wales
WHQS sets out Standards relating to the decarbonisation of social homes and aims to reduce carbon emissions from the Welsh housing stock. This Standard contributes towards governmental climate change goals expressed through the Net Zero Wales plan published in 2021 and updated in 2022. In time, it is anticipated that the Standard will apply to other types and tenures of housing, and this will be kept under regular review.

WHQS 2023 and digital connectivity
Consideration should be given to how landlords can alleviate digital exclusion amongst tenants. Digital connectivity is a social justice matter, with Ministers expecting social landlords to be innovative in maximising the opportunity for individual households and communities to have, where possible, equal access to online opportunities.

Evaluation of WHQS 1 (2008)
The evaluation concluded ‘that the WHQS had been effective in achieving its key objective of raising standards of social rented housing’ and ‘has benefits for tenants and should be continued into the future…’

The evaluation process identified areas of the Standard that required updating and improving, areas where research and societal changes had changed expectations since the original Standard was launched, as well as new areas to include, these are listed below:

- Data collection and reporting;
- Compliance policies;
- Fire and electrical safety;
- Affordable Warmth and Environmental Impact (new elements);
- Flooring (new element);
- Water efficiency (new elements);
- Biodiversity (new element);
- Active travel (new element);

Timeline for achievement of the Standard

By 31 March 2025, landlords must:

- Assess the condition of their stock and the work necessary to meet the Standard.
- Estimate the investment needed to achieve the Standard.
- Complete tenant engagement on the programme.
- Prepare and submit a Compliance Policy to the Welsh Government; and
- Update the Business Plan to reflect the programme.

By 31 March 2027, landlords must:

- Produce Target Energy Pathways, informed by their Whole Stock Assessment.

By 31 March 2034, landlords should have:

- Confirmed that all their housing stock meets the Standard.

Tenant engagement on the programme

It is recognised that to foster pride and belonging, tenants should be encouraged to be involved in making any decisions that affect their community and environment. It is expected that tenants are shown how the programme was developed, and how tenant and/or tenant groups views and priorities have influenced the programme. The precise process for tenant engagement is a matter for the individual landlord.

New elements for the Voids Lettable Standard

- Repairs, decoration, secure and safe etc.
- Compliant components such as kitchens, bathrooms, heating etc.
- Running costs – Energy usage and thermal retention.
- Focus on living spaces, useable garden space with external storage.
- Increased standards relating to ventilation, lighting and electrical amenities (socket outlets etc.).
- Water retention – smaller baths, wash hand basins, garden water butts etc. – to aid with water usage.
- Flooring – Appropriate floor coverings in all rooms.

1.02 **Disrepair Update**

The Housing Assets Service is responsible for ensuring all HRA stock is compliant with the various housing standards and regulations. The Council must ensure all properties are free from disrepair and that any repairs are dealt with as quickly as possible.

This report provides an update on the measures the Council has in place to ensure all repairs are completed in a timely manner and that the work associated with any disrepair claims the Council may receive are completed effectively and efficiently.

There are occasions when the Council receives a disrepair claim from a solicitor appointed by a tenant, where the tenant believes their property is subject to disrepair.

This is a legal process and subject to the Housing Disrepair (HDR) protocol. The Council must fully investigate all claims and ensure that all outstanding repairs within the claim are dealt with in a timely manner and the claim is defended fairly and robustly.

The Housing Assets Service is responsible for managing all housing disrepair claims and works closely with other Council services, for example, Housing Management and Legal Services.

We have appointed an external legal defence company (Hugh James Solicitors) to assist the Council in managing any claims received.

On receipt of the disrepair claim, our in-house Inspection and Surveying Teams are allocated key pieces of field work to assess if the claim is valid, alongside collating evidence relating to the claim. This evidence will include any requests for service / repair logged and recorded within our housing record systems (Open Housing). We must ensure that the Council have met their obligations in terms of actively dealing with any reported repairs or concerns relating to the asset the tenant may have, along with ensuring that any repairs or remedial works are raised and actioned accordingly.

Our tenants must ensure they have also complied with their conditions of tenancy, ensuring all repair requests have been raised with the Council and allowing the Council access to complete any repairs, maintenance works or investment works.

From the receipt of the claim, the Council will be able to ascertain if the claim is valid or if the claim has been raised incorrectly.

Our appointed legal teams will advise if there is any risk to the Council in terms of compensation, where we have failed to act or deal with a repair request, such as incorrect assessment or remedial works; or if the claim should be settled or defended.

Unfortunately, there are many opportunistic claim solicitors, who on occasion impose themselves on our tenants with the promise of compensation and a ‘No Win, No Fee’ guarantee.

However, what is not communicated to the tenant is the potential for a landlord to recover their legal costs against the tenant if they are unsuccessful. The claimant’s solicitors will not cover these costs and a landlord can recover all defence costs and staff time associated with the claim.

A recent example is a claim submitted against social landlord where the claimant (tenant) lost their claim due to the tenant not complying with their tenancy conditions correctly. The costs of the social landlord’s legal defence were over £20,000, and these were sent directly to their tenant as a rechargeable cost.

A recent case in November 2024 resulted in a tenant receiving an order to pay costs of over £2,000 in court fees, after being encouraged by a legal firm to pursue a claim of disrepair, a claim that failed once the courts decided it had no merit.

The tenant, who had 21 days to pay the costs, was claiming for up to £20,000 in damages. The judge determined that the evidence suggested there is no merit to the claim, and that it was a waste of time. The claimant had not met the burden of proof; the claim failed and was therefore dismissed.

The Council have an excellent track record with successfully defending disrepair claims, however we often find our tenants are encouraged to pursue a claim which has no merit, compensation being promised and that all repairs will be action immediately. This is not the case, and it may result in our tenants becoming liable for costs that have not been conveyed by their appointed ‘No Win, No Fee’ solicitor.

In addition to court costs, there are other financial risks for tenants. Once the claim has been initiated and the solicitor’s documentation has been signed, the solicitor may not let the tenant change their mind and stop the claim. They often advise tenants that if they stop the claim, they will be liable for the cost of the survey arranged, often up to £1,000, and credit agreement charges of over £500 for “No win, No fee” to cover legal cost insurance.

The Council have had many “No win, No fee” legal companies attempt to access our tenants homes, advising our tenants that they have been sent by the Council to inspect their homes for repairs and to organise the works.

Once they have gained access, they have advised the tenant to commence with a claim against the Council.

Again, a repeat concern was raised with the Council where a legal company had wrongly advised a tenant they had been appointed by the Council. We have contacted Trading Standards and our appointed Legal teams over a recent case where a company accessed tenant’s homes without proper consent. The company has been written to in response.

Disrepair claims can take up to two years to resolve and cause further inconvenience to tenants, as the solicitor ‘acting’ on their behalf may advise them not to allow the Council into their homes and to carry out any repairs while the claim is ongoing. By following their advice to not allow the Council access to complete repairs, tenants are in breach of their tenancy agreement / conditions, and this can result in claims being invalid and the tenant being responsible for all associated costs.

Disrepair claims companies use a legal scheme that was introduced to protect tenants from landlords who do not complete repairs to their home in a timely manner.

They encourage tenants to take legal action based on the promise of winning easy compensation.

The Council works hard to keep our homes in a good state of repair. In 2023/2024 the Council completed over 35,000 housing repairs not including any planned investment works, works to empty properties or regular maintenance works.

The Council also invests over £25m annually into its housing stock as part of its Capital Investment Programme, relating to WHQS associated works.

1.03 **Disrepair Statistical data**

During 2023-24:
- 37 disrepair claims were received by the Council (55 for 2022-23).
- 19 of the claims were withdrawn - as a result of Council advice / potential invalid claim.
- 2 claims are currently dormant - no action.
- 10 claims were settled:
    - £853 average compensation to claimant.
    - £1412 for claimant's legal fees.

Current claims:
- 26 claims are currently being defended successfully.
- 2 claims are at pre-issue stage.

1.04 The Housing Assets service teams have weekly meetings relating to active disrepair claims and hold monthly management meetings to report on progress and discuss any trends or concerns that may have been identified.

Each claim is tracked from receipt to conclusion. The teams discuss the number of claims received, the contents of the claim and work category. The various teams review not only the claim, but also the area of the county it relates to, the claimant's solicitors and their methods of accessing our tenant's homes. We work proactively to engage quickly and to support our tenants where feasible, along with identifying any works required to their home. It is important to track progress but to also review each case independently to ensure we capture any learning and areas for improvement.

Ongoing improvement to our processes and procedures is critical, targeting those areas identified including:
- Holding cross departmental awareness meetings.
- Advising where likely claims will be submitted based upon area or stock type (i.e., sheltered properties).
- Ensuring our stock condition surveys are robust and up to date.
- Holding training seminars for our Customer Contact Teams and Housing Officers.
- Proactively communicating with our tenants.
- Producing condensation and mould briefing papers for our members.
- Producing a condensation and mould guide for our tenants.

1.05 **Conclusion**

	It is important we encourage our tenants to work with the Council. The majority of our resources (staff time and staff costs) committed to defending all disrepair claims are in-house, with only the appointed solicitors external to the Council. These in-house resources could be better utilised to undertake more housing inspections and housing repairs. The Council work to limited budgets and resources, and each claim submitted takes a considerable amount of officer time to correctly manage and progress accordingly. The Council have a high success rate when dealing with disrepair claims, however as stated, it could utilise all associated resources and costs more effectively. To claim disrepair against the Council, our tenant must report the defect directly to the Council, have evidence that we have failed to deal with the work and have not resolved it in a reasonable timescale. If any tenants have any concerns with the condition of their property, the most effective way of resolving the issue is to call the Council's Customer Services Department on 01352 701660 and report the repair to us immediately.

2.00	**RESOURCE IMPLICATIONS**
2.01	**Staff** - There are concerns staff retention may be difficult to maintain. Given that the construction industry is an ever-changing sector, staff may seek opportunities elsewhere i.e., new build, private sector etc. The Housing Assets Service has made adjustments to the team's structure to incorporate a degree of resilience, succession planning and robustness to the delivery model and departments risk register.
2.02	**Budgets -** When developing our delivery programme, budget estimates were made for the required upgrade works to our existing properties with contingency sums included for unforeseen work such as structural repairs etc. Further works have been undertaken with colleagues in Finance and we have begun forecasting our budget requirements for the next tranche of works.
2.03	**Procurement** – Procuring the various WHQS works can be challenging. The Council must ensure all contracts are measured, not only by cost but by quality. Quality forms an important part of the assessment process where the Capital Works Team interviews all contractors and assesses Quality Submission Papers before any contracts are awarded. The team have been able to secure further efficiencies by merging some contracts so that internal and external resources can be shared.

There is a risk that many contractors are opting for new build contracts rather than refurbishment contracts. Engaging with our supply chain early and sharing our Capital Investment Programme aspirations with our Contract Framework Partners assists us to procure longer term contracts and therefore reduces risk of inflated costs based on long term contract arrangements.

3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01 As per paragraphs 2.01, 2.02 and 2.03, the Council has commenced with a full review of the Council’s resources, budget requirements and procurement challenges.

The Housing and Assets service are in the process of procuring a framework of contractors and suppliers to mitigate risks in terms of contractor resource and material supply and to also provide assurance with regards to associated costs, which impact upon our budgets etc.

4.00 CONSULTATIONS REQUIRED/CARRIED OUT

4.01 Prior to the Capital Investment Programme commencing in 2014 to comply with the WHQS (2008), the team held Member workshops, where most Members attended and were actively involved in the design and delivery of the current Capital Programme.

Tenant Federation workshops were also held where we engaged with the federation with regards to what priority, and which order the works should be completed, along with holding tenant consultation workshops in our FCC Connects Centres and community centres engaging with our tenants and discussing the Capital Programme along with ascertaining what order tenants would prefer to have components of their home upgraded first.

Moving forwards, and as part of the next phase of the Capital Programme and decarbonisation retrofit programme, the Capital Works Team will again be consulting with Members, contract holders and contract holder groups to ensure that each is engaged with and to ensure their preferences and any concerns with regards to this next phase are considered and implemented as we have previously.

4.02 In addition to the work detailed within this report, there is a wider issue that needs to be considered around the potential to undertake regeneration schemes on some of our estates rather than continue to commit funding to assets that will be expensive to continue to maintain and run, have high numbers of voids and which are expensive to heat and run for the tenant.

Consultations will need to be held with Members and contract holders as the Council progresses with its investment plans and this will be completed prior to any works being procured and delivered.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	https://www.gov.wales/welsh-housing-quality-standard
6.02	https://gov.wales/decarbonisation-homes-wales-advisory-group#content
6.03	https://gov.wales/sites/default/files/statistics-and-research/2021-06/welsh-housing-quality-standard-summative-evaluation.pdf

7.00	CONTACT OFFICER DETAILS
7.01	**Contact Officer:** Sean O'Donnell, Service Manager - Housing Assets **Telephone:** 01352 701642 **E-mail:** Sean.O'Donnell@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	**Capital Programme:** The Council's financial plan covering capital schemes and expenditure proposals for the current year and future years. It also includes estimates of the capital resources available to finance the programme. **The Welsh Housing Quality Standard (WHQS):** is a national standard of quality for homes. This is set by the Welsh Government. It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household. **Financial Year:** the period of 12 months commencing on 1 April. **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. **Contract Framework:** A Contract Framework is an agreement between one or more contracting authorities and one or more economic operators. These frameworks have Contractors, Consultants and Suppliers that have been successful in joining the specific work categories. The Council often uses these frameworks to procure works that have already gone through a tender process in line with OJEU and can be utilised to procure works or services. They are often the most economic advantage in terms of value for money and local training provision.

	HRA: The Housing Revenue Account **.** **Components:** A part or element such as an asset / amenity (kitchen bathroom, boiler, roof, windows, doors etc.). **Decarbonisation:** Referring in this instance to Welsh Governments requirement for all Local Authorities in Wales to reduce its Carbon emissions and usage. **EPC:** Energy Performance Certificate **SAP:** Standard Assessment Procedure

COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 15th January 2025
Report Subject	Provision of Transit Site accommodation for the Gypsy Roma Traveller Community in Flintshire
Cabinet Member	Cabinet Member for Housing and Communities
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Housing (Wales) Act 2014 places a legal duty upon local authorities to ensure that the accommodation needs of Gypsies and Travellers are properly assessed and the identified need for pitches is met.

Part 3 of the Housing (Wales) Act 2014 (the Act) places a duty on all local authorities to undertake a Gypsy and Traveller Accommodation Assessment (GTAA). The objective of the Gypsy and Traveller Accommodation Assessment is to provide data which will identify Gypsy and Traveller pitch needs, separate from wider housing need, demand and aspiration.

The provision of Gypsy and Traveller sites is one of several key issues that was addressed through the Local Development Plan making process.

Flintshire County Council commissioned independent consultants to undertake the GTAA on their behalf following the methodology set out in the Welsh Government Guidance.

The GTAA for Flintshire has been signed off by Welsh Government and indicates the need for a small-scale transit site. Transit sites are permanent facilities designed for temporary use by occupiers. These sites must be designated and managed as such and provide a route for Gypsies and Travellers to maintain a nomadic way of life. They also provide a location for the Council and North Wales Police to direct traveller groups to from illegal encampments within the County. Individual occupiers are permitted to reside on the site for a maximum of three months at a time.

This report provides an update on the delivery of an appropriate transit site in Flintshire and frames some of the challenges and considerations required to meet the statutory requirements now and in the future.

RECOMMENDATIONS	
1	To acknowledge the adopted Local Development Plan (LDP) includes provision for a small-scale transit site in Flintshire.
2	To support officers to progress with the plans for the provision of a small-scale transit site as informed by the findings of the Gypsy and Traveller Accommodation Assessment.

REPORT DETAILS

1.00	Transit Site Provision
1.01	The Housing (Wales) Act 2014 places a legal duty upon local authorities to ensure that the accommodation needs of Gypsies and Travellers are properly assessed and the identified need for pitches is met. Part 3 of the Housing (Wales) Act 2014 (the Act) places a duty on all local authorities to undertake a Gypsy and Traveller Accommodation Assessment (GTAA). The objective of the Gypsy and Traveller Accommodation Assessment is to provide data which will identify Gypsy and Traveller pitch needs, separate from wider housing need, demand, and aspiration. Local authorities are required to exercise their powers under section 56 of the Mobile Homes (Wales) Act 2013, as far as necessary, to ensure Gypsy and Traveller sites are provided for the unmet need.
1.02	The provision of Gypsy and Traveller sites is one of several key issues that was addressed through the Local Development Plan making process. Flintshire County Council commissioned independent consultants to undertake the GTAA on their behalf following the methodology set out in the Welsh Government Guidance.
1.03	The GTAA for Flintshire has been signed off by Welsh Government and indicates the need for a small-scale transit site. Transit sites are permanent facilities designed for temporary use by occupiers. These sites must be designated as such and provide a route for Gypsies and Travellers to maintain a nomadic way of life. Individual occupiers are permitted to reside on the site for a maximum of 3 months at a time and have the rights to four weeks' notice if the local authority intend to end their occupation early for any reason.
1.04	The provision of a transit site would empower Flintshire County Council and our partners, North Wales Police, to give directions to unauthorised encampments to either take up residency in the transit site or be given an order under s.61 Criminal Justice and Public Order Act 1994. This could be done without reference to the courts and would prevent a Gypsy and Traveller family from returning to Flintshire for three months.

There will therefore be a significant saving for the Council and businesses in both direct costs and officer time. The direct costs of addressing unauthorised encampments, not including legal instructions and eviction (including bailiffs) are included in the table below. These costs would be significantly higher if we calculated and factored in staff time in addressing unauthorised encampments.

2020	£4,742.72
2021	£3,503.00
2022	£948.50
2023	£1,061.57
2024	£6,041.90*
Total spend	**£16,297.69**

Figures (from the caravan count data) for number of unauthorised encampments on local authority land.

Year	Total	CH6
2021/22	7	1
2022/23	13	6
2023/24	14	6
2024/25	11*	3*

It would also lead to an increase in confidence from the public and business community. The provision of a transit site would provide a location for the Council and North Wales Police to direct traveller groups to from illegal encampments within the County. The presence of a transit site may also deter Gypsy and Traveller groups from illegally locating within the County in the future.

1.05 Where a GTAA identifies an unmet need, planning authorities should allocate sufficient sites in development plans to ensure that the identified pitch requirements for residential and / or transit use can be met. Planning authorities will need to demonstrate that sites are suitable and deliverable in the identified timescales. With such policies in place there will be more certainty for all concerned when planning applications are determined.

1.06 In deciding where to provide for Gypsy and Traveller sites, planning authorities must first consider sustainable locations within or adjacent to existing settlement boundaries with access to local services e.g., education settings, health services and shops.

1.07 Early in the Local Development Plan (LDP) preparation process the Council undertook a ‘Call for Candidate Sites’ providing the opportunity for Gypsy and Traveller sites to be put forward. However, no sites were nominated by the Traveller community.

Faced with a potential lack of sites from which to meet the identified provision, several Council owned sites were identified for consideration. These sites largely comprised of vacant and underused pieces of land and were the subject of an independent appraisal by a planning consultant who had experience of assessing such sites.

In summary, the sites were generally not considered suitable given their location, relationship with and proximity to services and facilities, flood risk, contamination or poor vehicular access. It was not considered that the sites represented acceptable and suitable locations on which to provide a suitable standard of living, with the exception of a possible extension to the existing Riverside site at Pentre / Queensferry, which is now in fact allocated in the adopted LDP.

In terms of the provision of a small transit site, the former Civic Amenity Site adjacent to Castle Park Industrial Estate, Flint was identified as being potentially suitable given its location adjacent to a main travelling route, proximity to services and facilities and relative separation from sensitive receptors such as existing residential or commercial development.

1.08 The Council's re-organisation of its public recycling facilities has seen several smaller recycling facilities closed in favour of larger recycling centres. The former civic amenity site in Flint is one such site. It is located in a main settlement, on one of the recognised travelling routes (A548), where a number of unauthorised encampments have been recorded.

It is well screened by woodland, has an existing vehicular access which satisfactorily served the previous public recycling centre usage. It sits on the edge of Flint which is one of the Tier 1 Main Service Centres identified in the in the LDP, offering a range of employment, services, facilities, and transport. Apart from the vehicular access route passing residential properties on Evans Street, the site is located away from residential areas.

The local highway network is deemed suitable to cater for the traffic generation from Castle Park Industrial Estate and the likely traffic generation from a small-scale transit site will not materially affect this situation.

The site was considered suitable to accommodate a transit site by the independent assessors. Initial feasibility design work has established a capacity to accommodate the pitches on the site along with a site managers office (see appendix 5.01). The LDP heard evidence for and against the allocation of this transit site and found its inclusion in the adopted plan for a transit use to be sound and appropriate.

1.09 The Castle Park allocation now forms part of the adopted Local Development Plan (LDP) as being the most feasible location for a transit site. Members are asked to authorise officers to commence work on applying for planning permission to develop the site accordingly.

The LDP is subject to ongoing monitoring of its performance and in respect of this allocated site there are two monitoring indicators built into the Plan - i) that planning permission be granted by 01/04/23 and ii) that pitches are provided by 01//04/26. Whilst delivery has been delayed against the first indicator, a commitment to the site's delivery will assist in ensuring the implementation of the Plan is on track.

	Accommodation for Gypsies and Travellers
1.10	The Well-being of Future Generations (Wales) Act 2015 sets a framework for local authorities across Wales to ensure the 'sustainable development principle' (meeting the needs of the present without compromising the ability of future generations to meet their own needs) is met. Section 4 of the Act puts in place well-being goals which authorities are to seek to achieve in order to meet this principle. These goals include achieving 'a Wales of cohesive communities', containing attractive, viable, safe and well-connected communities, and 'a Wales of vibrant culture and thriving Welsh language', containing a society that promotes and protects culture, heritage and the Welsh language.
1.11	It is reflective of the Government's commitment to ensure equality of opportunity for all sections of the community and in this instance, Gypsies and Travellers (GRT) should have equal access to culturally appropriate accommodation as all other members of the community.
1.12	Where a lack of appropriate sites and insufficient provision exists within local authority areas, this has a significant detrimental impact on the lives of Gypsies and Travellers. Delivering appropriate Gypsy and Traveller site accommodation will have a beneficial impact on the communities' ability to access other essential services. Delivery of appropriate site accommodation for Gypsy and Traveller communities could also have a beneficial impact on the settled community by reducing the number of legal challenges and costs incurred in challenging unauthorised encampments.

2.00	**RESOURCE IMPLICATIONS**
	Transit Accommodation Site
2.01	All eligible costs for transit site provision will be considered by Welsh Government as part of the Gypsy and Traveller Sites Capital Grant. This will include the provision of the infrastructure for internet access and other utilities. The Sites Capital Grant is available for developments which will commence during the year 2024 - 2025. The grant funding may cover up to 100% of site development costs. Welsh Government operates a £150k per pitch threshold for new developments. At this stage Welsh Government have not announced what the budget will be for 2025 - 2026 hence the need to get planning permission secured for the proposed site within this financial year (if possible). The second of two bidding windows opened in the summer 2024. As such, the timing of a decision is key to ensure the funding available is accessed and there are no capital implications for the Council's budget.

2.02 A site manager will be appointed at the appropriate stage.

3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

Transit Site

3.01 All eligible costs for transit site provision will be considered by Welsh Government as part of our Gypsy and Traveller Sites Capital Grant. This will include the provision of the infrastructure for internet access and other utilities.

3.02 The Welsh Government is committed to working with local authorities to deliver new Gypsy and Traveller sites. This commitment is addressed through the availability of Sites Capital Grant funding for the development of new sites.

3.03 Despite identifying an unmet need for transit site provision, the Council may elect not to support the provision which will potentially be a breach of the Equality Act 2010 and our duty under the Housing (Wales) Act 2014.

3.04 **Ways of Working (Sustainable Development) Principles Impact**

Long-term	Positive – Providing a sustainable solution to an identified need for additional accommodation for gypsies and travellers.
Prevention	Positive - Preventing the issues relating to unauthorised encampments by ensuring there is adequate support and accommodation to cater for the needs of the gypsy and traveller community.
Integration	Positive – Increased integration between services and partner organisations to provide accommodation and support to the gypsy and traveller community.
Collaboration	Positive – Increased collaboration between services and partner organisations in addressing the needs of the gypsy and traveller community and in dealing with the issue of unauthorised encampments.
Involvement	Neutral - engaging with local communities and stakeholders to understand their needs and preferences.

3.05 **Well-being Goals Impact**

Prosperous Wales	Positive - Maximising local employment and training opportunities for local people in building the site.
Resilient Wales	Positive - Developing low / zero carbon amenity block by adopting modern methods of construction and other relevant technologies.
Healthier Wales	Positive - Ensuring our transit site is fit for purpose and will enable people to stay in an approved location that will meet the needs of this diverse community.
More equal Wales	Positive – Providing a good quality transit site for a vulnerable community which will be adapted to meet their needs.
Cohesive Wales	Positive - Contributing to attractive, viable, safe and well-connected communities through collaborative delivery.
Vibrant Wales	Positive - Ensuring our communities are diverse provision of a transit site and support.
Globally responsible Wales	Positive - The outcomes of the strategy will contribute to improving the economic, social, environmental and cultural wellbeing of Wales.

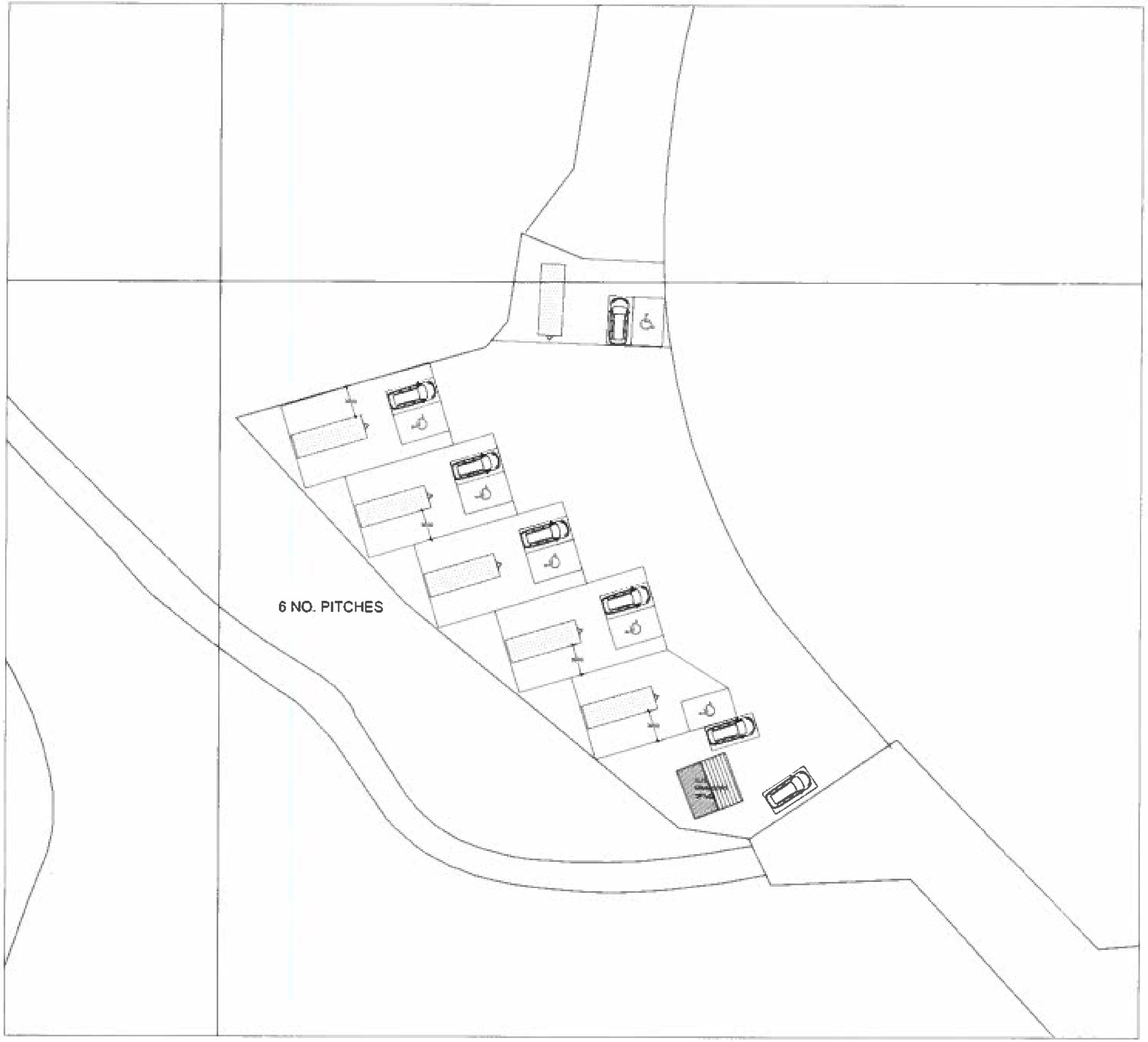
4.00	**CONSULTATIONS REQUIRED/CARRIED OUT**
4.01	Dialogue with local service providers is key to ensure there is sufficient capacity locally to meet the demand of transit site provision. This includes availability of school placements and access to medical services.
4.02	Consultation was undertaken as part of the Local Development Plan. This plan has now been adopted by the Council.

5.00	**APPENDICES**
5.01	Appendix 1 - Draft plan for transit site Appendix 2 – Internal Stakeholder advice

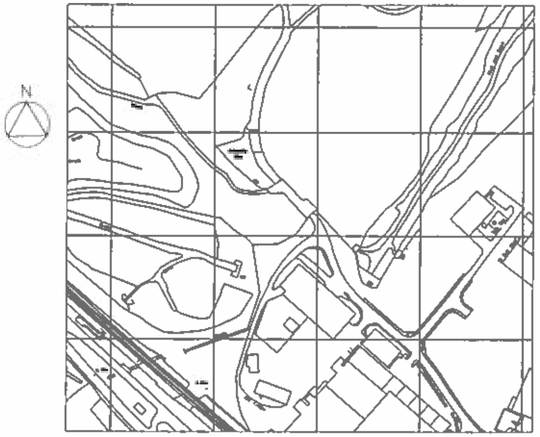
6.00	**LIST OF ACCESSIBLE BACKGROUND DOCUMENTS**
6.01	Gypsy Traveller Accommodation Assessment 2022 Addendum to Gypsy Accommodation Assessment Flintshire LDP - Background Paper - Gypsy and Traveller Site Search
6.02	Designing sites (WG) https://gov.wales/sites/default/files/publications/2019-03/designing-gypsy-and-traveller-sites.pdf

7.00	**CONTACT OFFICER DETAILS**
7.01	**Contact Officer:** Dave Jolly, Gypsy Traveller & Resettlement Manager **Telephone:** 01352 702419 **E-mail:** dave.jolly@flintshire.gov.uk

8.00	**GLOSSARY OF TERMS**
8.01	**Gypsy, Roma and Traveller (GRT)** is a term used to describe people from a range of ethnicities who are believed to face similar challenges. These groups are distinct but are often reported together. **Gypsy Traveller Accommodation Assessment (GTAA)** Part 3 of the Housing (Wales) Act 2014 (the Act) places a duty on all local authorities to undertake a Gypsy and Traveller Accommodation Assessment (GTAA) and to make provision for sites where the assessment identifies an unmet need for pitches. Where a need is identified it must either be evidenced as being able to be met through planning permissions or allocations in the LDP. **Transit Site** Transit sites are permanent facilities designed for temporary use by occupiers. These sites must be designated as such and provide a route for Gypsies and Travellers to maintain a nomadic way of life. Individual occupiers are permitted to reside on the site for a maximum of 3 months at a time. **Local Development Plan (LDP)** The LDP guides development within the County, sets out each local authority's proposals for future development and use of land in their area.



PROPOSED SITE PLAN scale 1:200



LOCATION PLAN scale 1:2500

PROPOSED TRANSIT GT SITE,
FLINT, FLINTSHIRE.

PROPOSED SITE PLAN &
LOCATION PLANS

PLANNING
MARCH 2010
1:500 & 1:2500@ A1
A9961

Sir y Fflint
Flintshire

COUNTY OFFICES FLINT
FLINTSHIRE CH6 5BD
tel 01352 752121

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Internal Stakeholder Advice on Proposed Transit Site at Castle Park, Flint	
Legal	
Planning Policy	The Gypsy Traveller Accommodation Assessment for the County identifies the need for a transit site. The site at Castle Park is allocated in the adopted LDP for a transit site for 6 pitches. Objections were received to this particular allocation at Deposit consultation stage and were discussed at a hearing session as part of the Examination of the Plan. The Inspectors found the allocation to be sound in their Report. The site is a vacant brownfield site being the former Civic Amenity Recycling site. It sits on the edge of an existing industrial estate and adjacent to solar farm and is well away from residential properties. The site is in close proximity to main transport routes as well as the availability of services and facilities in Flint which is a Tier 1 Main Service Centre and a sustainable location within the Plan. Regard should be had to Welsh Government design guidance in https://gov.wales/sites/default/files/publications/2019-03/designing-gypsy-and-traveller-sites.pdf
Development Control	From a DM perspective we'd be led by a view from planning policy on its requirement/need. We'd then consult Environmental Health about distances/licensing etc. These are likely to be more fluid than a permanent site, if required at all but I'd have to check that.
Ecological	
Valuation and Estates	There are no major issues from Valuation and Estates point of view. Appears to be a good location for a GT site. Our only concern is the proximity to our industrial estate/tenants and the potential for fly tipping.
Streetscene	
Highways Development Control	I wish to confirm that I raise no objection to the proposal, in principle, provided adequate facilities are provided and retained within the site for the loading, unloading, parking and turning of vehicles.

	In addition, I attach an extract taken from our highway records indicating the extent of adopted highway.
Drainage	No obvious drainage issues or constraints at this site for a proposal of this scale and nature (brownfield). The site is not within the present flood maps and therefore is likely to be compliant with planning policy TAN 15 (and not require an FCA). NRW/Planning would confirm this. Standard informative to be aware of the changes in drainage legislation in Wales and need to seek SuDS approval directly from Flintshire as a SAB rather than via planning permission (as was the situation prior to Jan 2019). Further info on our website: https://www.flintshire.gov.uk/en/Resident/Planning/Sustainable-Drainage-Systems.aspx
Social Services	

COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 15th January 2025
Report Subject	Food Poverty Update
Cabinet Member	Cabinet Member for Governance and Corporate Services
Report Author	Chief Officer (Housing & Communities)
Type of Report	Operational

EXECUTIVE SUMMARY

The Well-Being Objective in the Council plan theme for Poverty is defined as "Protecting people from poverty but supporting them to meet their basic needs".

The areas contributing to achieving objective this is contained within five priority areas:

- Income poverty
- Child poverty
- Food poverty
- Fuel poverty
- Digital poverty

The focus of this report is food poverty.

Food poverty is best defined as *'people not having access to good fresh food by choice'* and in reference to this definition *'if you feed people well, they are more likely to get out of their crisis'.*

The report provides an update on the current and planned work in response to the food poverty priority area. It also highlights the positive role Flintshire has played in developing partnerships, supporting other organisations, and facilitating action.

RECOMMENDATIONS	
1.	To support progress of the work in relation to addressing food poverty in Flintshire.
2.	To endorse the use of the earmarked reserve to continue to deliver the food poverty programme to March 2026

REPORT DETAILS

1.00	**EXPLAINING FOOD POVERTY**
1.01	Food poverty is best defined as ‘people not having access to good fresh food by choice’ and in reference to this definition ‘if you feed people well, they are more likely to get out of their crisis’.
1.02	It is a public health crisis that has serious implications for children’s learning, wellbeing, and life chances; hinders parents’ ability to alleviate the crisis, because they themselves fall hungry, with their ability to make the decisions necessary to improve their circumstances seriously impaired.
1.03	Our responses and actions during the pandemic highlighted what was possible if everyone worked together towards a common aim. Community spirit and action was very positive; services and organisations created new and renewed working relationships. It has been important to ensure that this momentum has not been lost and those relationships and partnerships created and / or strengthened continue to thrive.
1.04	Building on this foundation has proved critical to continue to support and work with residents through pandemic recovery and moving forward in the current cost of living crisis.
1.05	This report provides an overview of the work Flintshire County Council, in partnership with others, has delivered in 2024 predominantly around food poverty, but as the report shows, it has not been limited to this and wherever possible wider issues and support needs are addressed.
	Good Food Flintshire Movement Relaunch
1.06	The Good Food Flintshire Movement was relaunched this year. The group have established four key themes to help tackle food poverty / insecurities: • Flintshire Child Poverty and Nutrition, • Sustainability, • Food and Insecurities, and • Education. Three groups have been established: • Strategic group – with representatives from the Local Authority, Betsi Cadwaladr Health Board, housing associations, • Operational group with representatives from the Local Authority, Betsi Cadwaladr Health Board, 3rd sector organisations, • Working Group with representatives from foodbanks, food pantries and community led hubs. We continuously map activity against these themes and identify gaps in current provision. This supports the development of an action plan to carry activity forward into the future.

Working in Communities

1.07 Working in and around our communities and collaboratively with other departments, 3rd sector agencies and food banks / pantries etc., is key to the success of Good Food Flintshire plan.

Below are some examples of the work being undertaken.

Free Fruit for High Schools

1.08 In 2019 we were alerted to an issue that had been raised by a group in Wrexham around high school pupils who receive a free school meal allowance.

It appeared that some of the Wrexham pupils were using some of their Free School Meal allowance when they arrive at school to buy breakfast, meaning they then did not have enough left on their account to buy a proper meal at lunchtime.

When we canvassed our high schools, this situation did not appear to be as prevalent in Flintshire due to the availability of breakfast facilities.

However, our discussions with schools and colleagues identified that the take up of the breakfasts was not as high as they would expect and there could still be a risk of some young people missing breakfast.

1.09 Working with the healthy school coordinators, we identified that it would be beneficial for pupils to have access to free fruit during their school day. This provides access to a healthy snack for all high school pupils which goes some way to reduce the risk to those who miss breakfast.

This programme of work ensures fruit is delivered to the school on a weekly basis to be made available in form rooms and after PE lessons for all students.

1.10 This programme of work is possible due to the social value funding the Council receive from our managed stores partner, Travis Perkins Managed Service.

1.11 We have received some positive feedback from the students including:

'If for some reason I haven't had breakfast, the fruit is great to have in form'.

'It's great but a bit more variety would be nice like kiwis'.

'Great way to start the day'.

'Love that it's free'.

'Thank you for the fruit, it's lovely to have in class'.

	'The fruit is a very nice addition to our morning registration. It's good to know there is always a healthy eating option available'. *'The fruit is easy to get and helps me if I am late and not had breakfast'.*
	Hospital To Home Safety Boxes
1.12	Coming out of hospital is a challenging experience and for some people this can also be a lonely and difficult period. In Flintshire we are working towards a hospital to home safety box programme in conjunction with Well Fed and our community hospitals in Mold and Deeside. The safety box contains meals for three days as well as fresh provisions such as bread and milk to support the resident to eat well as they recuperate at home.
1.13	We have made great contacts within Betsi Cadwaladr Health Board and, in particular, the discharge teams in Mold and Deeside Community Hospitals who are all on board with the initiative. Their view is that it is a fantastic way to support discharged residents who don't have family and friends close by so they can continue to eat well and reduce the risk of returning to hospital.
1.14	This is a pilot programme and the boxes are provided free of charge at this time, however, as we build momentum and grow, this will become a chargeable service.
1.15	We have received positive feedback from residents who have been discharged and received the service: *'Thank you so much for the meals, they were delicious and lovely to come home to from hospital'.* *'I don't know what I would have done without this service when I left hospital, delivering my food parcel direct to my door, thank you'.* *'Lovely friendly staff, the meals with all the other food in the box was a real surprise and just what I needed on my return home after my stay in hospital'.*
	Fit Fed & Read
1.16	We worked with Leisure Services to provide funding for the food element of the successful Fit, Fed and Read summer holiday programme. All children who attended received a lunch over the six-week summer holidays.
	Well Fed Mobile Shop
1.17	The Well-Fed mobile shop is now well established in Flintshire and provides over 40 communities with access to affordable meals, slow

	cooker bags and staple items in order to support residents to eat well if they are not able to get to the shops.
1.18	The team at Well-Fed have received positive feedback about the service: *‘My mum is 87 and lives alone, I buy her 7 meals each week & feel so good knowing you is eating fresh food’.* *‘I love this van so much. I look forward to it every week and I save so much money by shopping here & I know I’m eating well’.* *‘I am a working mum of 3 children and the recipe bags are a life saver for me. I buy six each week and it really does take the pressure off me having to plan meals’.* Details of the mobile shop times and locations can be found on their Facebook page – Can Cook / Well-Fed.
	Haywire Play – How to Feed a Town
1.19	In collaboration with Well Fed we worked with a fledgling Flintshire theatre production company, Haywire. The team at Haywire did an extensive piece of community research with Flintshire residents to understand some of the key issues that are causing difficulties at present. The finished production was performed on stage at Theatr Clwyd in July followed by a short tour around some Flintshire community hubs during September.
	Christmas
1.20	Over the Christmas period vulnerable residents and families will be provided with food hampers containing fresh healthy meals, along with fresh provisions, milk, eggs, bread, ham, cheese and some Christmas treats.
	Eat Well, Cook Easy Classes
1.21	Well Fed will deliver three Eat Well, Cook Easy Classes over the winter months. Residents will attend a 4-week course where they will learn about different foods and how to cook them. They will receive a free slow cooker along with a slow cooker meal they can take home with them so they can continue to eat well.
	Community Support Hub, Shotton
1.22	The hub was initially opened in conjunction with, and funded by, Betsi Cadwaladr Health Board for three mornings a week in July 2021 as a Covid Support Hub. Agencies attend to support residents in 5 key areas - income, food, fuel, mental health and digital exclusion.

	We have been able to successfully continue to fund the hub, which is now known as the Community Support Hub, supporting residents through the cost-of-living crisis.
1.23	Our aim is to open more community led hubs across Flintshire in collaboration with local communities, 3rd sector agencies and local GP's. In conjunction with the Inverse Care Law, this will give families and individuals the opportunity to live a healthy and fulfilling life.
	Period Poverty
1.24	Working with the education department we have successfully provided free sanitary products via the community support hubs and on the Well-Fed mobile shop to help to alleviate period poverty in our communities.
	Warm Welcome / Croeso Cynnes
1.26	As the cost of living crisis was starting to deepen at the end of the Summer 2022 and we looked to be in or heading for what was described as the 'worst cost of living crisis in a generation', we were concerned that many people, particularly our older residents may have to choose between heating and eating.
1.27	In conjunction with the 2025 movement and Well Fed, we developed the Croeso Cynnes / Warm Welcome project over the winter of 2022, to support groups and organisations to open any available space they may have. The project aim was to support our residents through this difficult time and help to alleviate loneliness and isolation within our communities.
1.28	We have just received Welsh Government Funding to support safe and warm spaces within our local community this winter. The funding will be used to establish / re-establish spaces and add value to those that are already in place supporting the economic, social and wellbeing of our residents. Community centres within our sheltered accommodation schemes will also be open every day from November to March 2025 so our sheltered residents can meet up with friends and neighbours to take part in social activities, as well as receive help and support. Refreshments, soup and a roll will be available daily.
1.29	The cost of living page on our website will be updated to provide a one-stop type approach to ensure residents have easy access to information about the types of support available and the location of their local warm space.
1.30	Working with partners, organisations and Town and Community Councils, we have identified community activity enabling us to produce an interactive map to show where the warm spaces are operating in the county which is updated daily.

1.31	We have created an application form for community led hubs to apply for grant funding to support their hub to remain open, providing a warm welcome as well as food and drink over the winter months. All applications will be considered by a weekly grants panel and approved in line with funding eligibility criteria.
	Healthy Weight Healthy Wales – Whole Systems Approach
1.32	All of the work we carry out is in conjunction with Healthy Weight: Healthy Wales (HWHW). This is the Welsh Government's long-term strategy to prevent and reduce obesity in Wales through a whole system approach (WSA). Launched in 2019, this 10-year strategy has a core focus of leadership and enabling change through a systems-based approach that will focus on local leadership, collaboration and involvement and enabling local action.
1.33	The Leadership and Enabling Change theme within the HWHW strategy is led by the seven health boards across Wales through Whole System Approach to Healthy Weight Teams. The Betsi Cadwaladr University Team were recruited in the autumn of 2021 and have worked in partnership with Public Health Wales since then to follow the Public Health Wales Nine Step Whole System Approach.
1.34	Six system mapping workshops were carried out with system actors from across North Wales. This process identified 94 causes of unhealthy weight across five priority sub-systems.
1.35	**Priority sub-systems** Following the system mapping partners prioritised the following sub-systems for actions: • Access to Healthy and Affordable Food • Eating Well and Being Active in Schools • Eating Well and Being Active in Workplaces Three working groups were established to oversee the priority sub-system action plans.
1.36	**Strategic Delivery Plan** In May 2023, a launch event was held for the Healthy Weight Whole System Strategic Delivery Plan. This event titled 'Taking a whole system approach to eating well and being active across North Wales' was held at Venue Cymru in Llandudno. This was a joint event with Actif North Wales who also launched their 10-year strategy at the event. The event was well attended with excellent feedback from the 80 partners and stakeholders in attendance. The launch, including two promotional films about the work, featured in the Healthy Weight Strategy Stakeholder update delivered by the Welsh Government's Healthy Weight Healthy Wales team.

	The Strategic Delivery Plan has recently undergone a refresh for 2024 – 2026 and is due to be launched in Autumn 2024.

2.00	**RESOURCE IMPLICATIONS**
2.01	All of these initiatives are subject to funding risk; however, we currently have funding to continue the work as part of our forward work plan to the end of 2025/2026. We will continue to seek further funding beyond this period.
2.02	Welsh Government Direct Food Support Funding – round 1 We received capital funding from Welsh Government to support groups to access, store and distribute supplies of food, including food surplus, boosting their capacity to provide good quality nutritious food for their residents. It can be used in a variety of ways to meet the requirements such as purchasing fridges, freezers and cooking equipment. The value of Capital Grant was £28,775. At December 2024, we have issued funding of just under £13,000 across six groups.
2.03	Welsh Government Direct Food Support Funding – round 2 We have now received round 2 of the Direct Food Support funding, this is both revenue and capital funding to be awarded to community led hubs to purchase fridges etc., as well as revenue funding to develop or strengthen projects such as social supermarkets, community cafes, lunch clubs and community cookery classes etc. A process has been established for community led hubs to apply for grant funding to support residents with activities and purchase equipment to help tackle the root causes of food poverty. All applications are considered in a weekly grants panel and approved in line with funding eligibility criteria. The value of the Capital Grant is £43,598 and the value of the Revenue Grant £43,451. Flintshire Local Voluntary Council are actively working to identify groups in the area that may benefit from this funding. To apply for funding interested groups can email the team: CommunityDevelopmentTeam@flintshire.gov.uk At December 2024, £7,000 revenue and £2,000 capital funds have been allocated to five groups.
2.04	In December 2024 notification was received of a further three funding streams. Applications for these funding streams are being prepared.
2.05	Currently there is no core council budget to deliver food poverty work. To deliver the work highlighted within this report we utilise a small reserve

and apply for external funding in-year to offset expenditure to protect the reserve.

The availability of the reserve enables us to forward plan work.

The reserve is c.£125,000. The table below outlines how this reserve will be utilised to the end of March 2026.

Programme of Work	**2024/2025**	**2025/2026**
Free Fruit for high schools	£37,000	£38,000
Hospital to Home safety boxes	£5,000	£5,000
Fit, Fed & Read Summer Holiday Programme	£7,000	£7,000
Christmas Food Support	£6,000	£6,000
Cooking Classes	£4,500	£4,500
Good Food Flintshire Events	£2,500	£2,500

3.00	**IMPACT ASSESSMENT AND RISK MANAGEMENT**
3.01	None.

4.00	**CONSULTATIONS REQUIRED / CARRIED OUT**
4.01	None.

5.00	**APPENDICES**
5.01.	None.

6.00	**LIST OF ACCESSIBLE BACKGROUND DOCUMENTS**
6.01	https://www.2025movement.org/
6.02	https://www.flintshire.gov.uk/en/Resident/Cost-of-Living-Hub/Home.aspx
6.03	Healthy Weight: Healthy Wales

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

COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 15th January 2025
Report Subject	Risk Management - Corporate Risk Register Report
Cabinet Member	Cabinet Member for Housing and Communities
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

Risk Management is the process of identifying and assessing risks, evaluating their potential consequence, and mitigating them to ensure priorities are achieved. The aim is to minimise the severity of their consequence and likelihood of occurring where possible. Overall Risk Management should:

- Create value to the organisation
- Be part of ensuring internal controls are effective
- Enable effective decision making
- Aid the delivery of actions / services
-

Flintshire County Council is responsible for delivering both statutory and non-statutory services to residents and business within Flintshire. To enable the Council to deliver these services effectively, the Council needs to consider a wide range of risks and opportunities in the decisions that are made at all levels across the Council, and these are recorded in the form of a risk register.

A Corporate Risk Register has been developed and is owned by the Chief Officer Team with a suggestion that the report will also be owned by Cabinet.

RECOMMENDATIONS	
1	To review the Council’s Corporate Risk Register report, in particular risk RHC09 – Resources to Meet Homelessness Obligations.
2	To be assured of the arrangements in place to manage risk RHC09 – Resources to Meet Homelessness Obligations.

REPORT DETAILS

1.00 EXPLAINING THE CORPORATE RISK REGISTER REPORT

1.01 **What is a Corporate Risk Register?**

A corporate risk register is used to record significant risks that could impact the strategic objectives and operations of an organisation. The corporate risk register identifies potential developments or occurrences which, were they to occur, would jeopardize the Council’s ability to achieve its priorities, provide services as planned and fulfil its statutory duties. It is those risks which are deemed necessary to be managed at a corporate level, rather than at portfolio/service level.

Flintshire County Council, Corporate Risk Report is owned by the Chief Officer Team.

The Chief Officer Team have identified twelve key strategic risks to form part of the Corporate Risk Register. As this is a ‘live’ document frequent review will be undertaken and where there are changes this will be reported upon within the quarterly reports.

1.02 Since the last review and approval of the Risk Management Framework (the Framework) at Governance and Audit Committee in January 2024 much work has been undertaken over the last twelve months to embed the Framework:

- The development of the Risk Management module within the Council’s Performance and Risk Management System (InPhase).
- A high level report to Chief Officer Team monthly that provides details of all risks across the Council, highlighting those risks that have deteriorated, any risks that have closed or any new risks, discussions regarding external / internal factors that may require escalation.
- Monthly reports to the Chief Officer regarding risks within their Portfolio Risk Register.
- Performance and Risk Management Team undertake an in-depth review of Portfolios Risk Registers once within a financial year.
- Development of a ‘Corporate Risk Register’ with the Chief Officer Team, which provides details of significant risks that could impact the Council.
- Development of a Risk Management E-learning module has been finalised and now available to all Officers, with a requirement that all Risk Owners / Supporting Officers and Senior Managers complete.

1.03 To continue to further embed risk management across the Council, the next steps will include (but not exhaustive):

- An annual review of the Risk Management Framework is underway and will be presented to Governance and Audit Committee on 25th January 2025 for approval.
- The Risk Management E-learning module to be made available to Members.
- Cabinet Members to jointly own the Corporate Risk Register with the Chief Officer Team, having responsibility and ownership for specific risks, with a dedicated workshop to be arranged.

- Quarterly reporting of the Corporate Risk Register to Cabinet and all Overview and Scrutiny Committees, with individual Overview and Scrutiny Committees challenging the details of risks specific to their scrutiny functions.
- Performance and Risk Management Team will undertake an in-depth review of Portfolios Risk Registers again once within a financial year.

1.04 Future reporting regarding the Corporate Risk Register Report and in accordance with the Risk Management Framework will be presented:

- Quarterly to Cabinet and Overview and Scrutiny Committees the months of January, April, July, and October (Should an Overview and Scrutiny Committee not be scheduled for those months, the Corporate Risk Register will be presented at the next scheduled date).
- Bi-annually to Governance and Audit Committee the months of January and July.

1.05 **Explaining the Corporate Risk Register Report Format**

The initial page of the Corporate Risk Register Report (Appendix A) provides a:

- High-level overview of the number of risks (**12**)
- The RAYG (Red, Amber, Yellow or Green) status of a risk at the point they were last reviewed (December 2024)
- Risk Title and Description
- Risk Type
- Risk Scoring
- Direction of Change

The high-level overview also provides details on how many risks are:

- **Above Target; 11**
  - RCF01, RCF09, RCF18, REY01, RGV01, RHC09, RHR29, RHR30, RPE11, RSS54 and RST07
- **Within Target; 1**
  - RCF08
- **Deteriorating; 1**
  - RGV01 (this risk has deteriorated this month and is therefore, still above target)
- **Improving; 1**
  - RCF09 (although this risk is improving it is still above target score)
- **New / Escalated Risks; 3**
  - RHR29 Recruitment and Retention
  - RHR30 Employment Related Costs
  - RSS54 Care Provision Stability

It was identified by the Chief Officer Team that the three new risks needed to be managed at a corporate level, rather than at portfolio/service level. The mitigating actions for RHR30 and RHR54 are in development.

1.06 The Corporate Risk Register Report (Appendix A) then proceeds to provide further details regarding each of the individual risks, and this includes:

- Information regarding the key impacts should the risk occur
- The risk category in accordance with PESTEL analysis
- Risk type

- Details of the owner
- Comment at point of last review (December 2024)
- Risk scoring and direction of change (up to last twelve months)
- Detail of the internal controls and governance arrangements,
- Key mitigating actions (where the due date column is blank, the mitigating action has been identified as an ongoing action).

1.07 The below table provides a key of the symbols and terminology meanings within the Corporate Risk Register Report. .

Risk Register Key		
↔ Risk remains the same	↑ Risk has reduced	↓ Risk has deteriorated
Inherent Risk Score Risk posed before actions taken	**Current Risk Score** Score following a review of actions in place	**Target Risk Score** Level of risk the Council aims to achieve

2.00 RESOURCE IMPLICATIONS

2.01 There are no specific resource implications for this report.

3.00 CONSULTATIONS REQUIRED / CARRIED OUT

3.01 Review of the Corporate Risk Register in accordance with the Risk Management Framework is undertaken with the Chief Officer Team, Overview and Scrutiny Committees, Governance and Audit Committee and Cabinet.

4.00 RISK MANAGEMENT

4.01 Review of Risk Registers and individual risks are undertaken in accordance with the Risk Management Framework, whereby consideration given to the impact of a risk and what mitigation actions / internal controls are in place to ensure the risks are being managed effectively across the Council.

The Corporate Risk Report has been established to highlight the key risks impacting the Council at point of review in December 2024.

5.00 APPENDICES

5.01 Appendix A: Flintshire County Council Corporate Risk Register (December 2024)
Appendix B – Risk Management Framework (January 2024)

6.00	**LIST OF ACCESSIBLE BACKGROUND DOCUMENTS**
6.01	Risk Management Framework

7.00	**CONTACT OFFICER DETAILS**
7.01	**Contact Officer:** Emma Heath (Strategic Performance Advisor) **Telephone:** 01352 702 744 **E-mail:** emma.heath@flintshire.gov.uk

8.00	**GLOSSARY OF TERMS**
8.01	**Risk Management -** The process of identifying risks, evaluating tier potential consequences and managing them. The aim is to reduce the frequency of risk events occurring (wherever this is possible) and minimise the severity of their consequences if they occur. Threats are managed by a process of controlling, transferring or retaining the risk. Opportunities are managed by identifying strategies to maximise the opportunity or reward for the organisation. **Risk Register** - A risk register forms part of the risk management tool and is used to analyse current and potential risks. A risk register is completed for each Portfolio. **PESTEL** - A method to identify a risk is using a PESTEL analysis. PESTEL analysis identifies and evaluates how Political, Economic, Social, Technological, Environmental and Legal factors could impact business operations.

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Corporate Risk Register Report

CYNGOR Sir y Fflint Flintshire COUNTY COUNCIL

Number of Risks	Red	Amber	Yellow	Green
12	10	2	0	0

Risks Above Target	Risks Within Target	Risks Deteriorating	Risks Improving	New/Escalated Risks
11	1	1	1	3

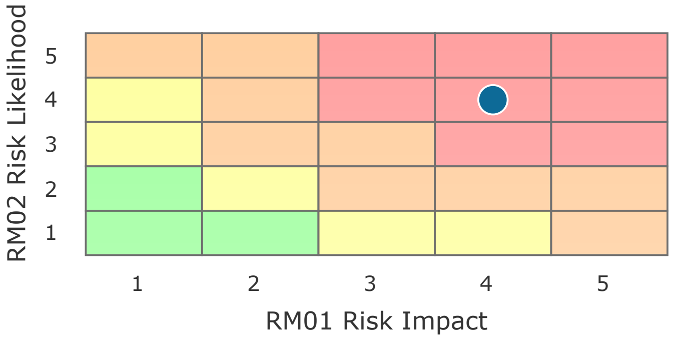
Risk	Description	Risk Type	Inherent Risk Score	Target Risk Score	Current Risk Score	Direction of Change
RCF01 - Reserves	Insufficient Reserves will impact on the financial resiliance of the Council	Strategic	9	4	16	↔
RCF08 - Fraud and Prevention	The Council may be subject to fraud from both internal and external factors	Strategic	12	6	6	↔
RCF09 - Housing Revenue Account Capital Investment	Sufficient funding capacity to meet Welsh Housing Quality Standards 2.0 targets	Strategic	20	10	15	⬆
RCF18 - Medium-Term Financial Strategy (MTFS)	Impact on the stability of the Medium-Term Financial Plan of increases in service demand, high inflation and reduced future Welsh Government, Local Government Settlements	Strategic	20	9	20	↔
REY01 - Financial Viability of Schools	Schools are not financially viable due to insufficient base funding	Strategic	15	15	20	↔
RGV01 - Loss of IT/Cyber Security	Significant loss of corporate data and systems due to security / environmental / technical incident	Strategic	20	12	20	⬇
RHC09 - Resource to meet Homeless Obligations	The Council is unable to meet it's homelessness statutory obligations due to shortages in staff, budgetary pressures and lack of available accommodation	Strategic	15	12	20	↔
RHR29 - Recruitment and Retention	Inability to attract and retain valued employees	Strategic	9	2	9	↔
RHR30 - Employment Related Costs	Increased costs associated with temporary / additional resources to the workforce (agency costs, sickness absence, additional hours and overtime)	Strategic	16	6	12	↔
RPE11 - Net Zero Carbon Goal	Affordability of the Council being able to achieve its net zero carbon goal. Inability to commit or attract sufficient resource to coordinate the programme and deliver on projects, leading to opportunities not being maximised, actions not delivered and benefits not realised	Strategic	9	2	12	↔
RSS54 - Care Provision Sustainability	Market stability / placement sufficiency leading to insufficient and unaffordable care provision	Strategic	12	4	12	↔
RST07 - Increase in Residual Waste	Inability to achieve national recycling targets due to increased residual waste tonnages collected	Strategic	12	2	12	↔

RCF01 - Reserves

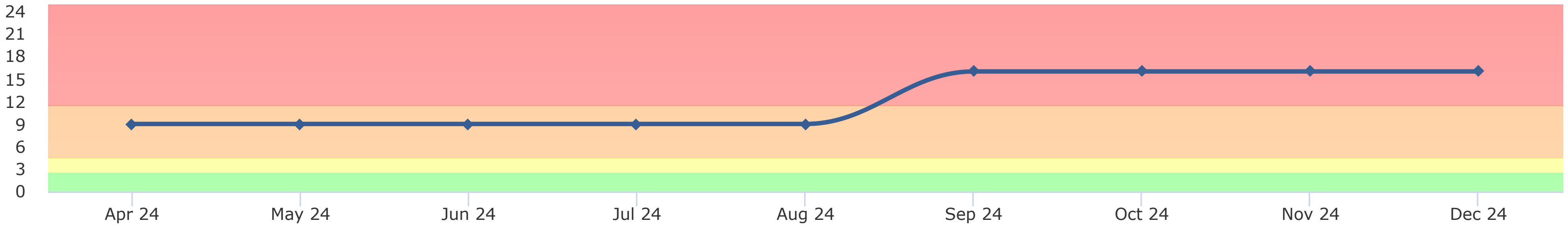
Inherent Risk Score	Current Risk Score	Target Risk Score
9	16	4

Description	Insufficient Reserves will impact on the financial resiliance of the Council
Key Impacts	1. Inability to invest or provide services for our residents 2. Inability to use reserves to balance the budget thus requirement to issue a section 114 notice under the Local Government Finance Act 1988 3. Organisation would be vulnerable to emerging financial pressures
Risk Category	▪ Economic ▪ Legal
Risk Type	Strategic
Owner	Gary Ferguson
Comments	The in-year reported overspend at Month Seven has further reduced the Contingency Reserve available even after £1 million of earmarked reserved being released in year, placing a high risk on the financial resilience of the Council.

Current Score on the Risk Matrix



Direction of Change



How are we managing risk?

Governance	Frequent reporting to Chief Officer Team, Cabinet Members, Programme Board, Corporate Resources Overview and Scrutiny Committee (CROSC) and Council
Internal Controls/Process	Usable reserves are reported to CROSC and Cabinet as part of the monthly revenue budget monitoring. Earmarked reserves are reported quarterly and in Months 5 and 6 £1 million was released of earmarked reserves to the contingency reserves and further reviews and challenge will be ongoing.

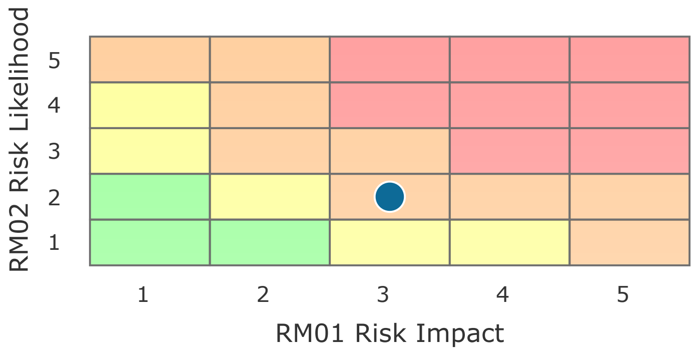
Risk Mitigation Actions

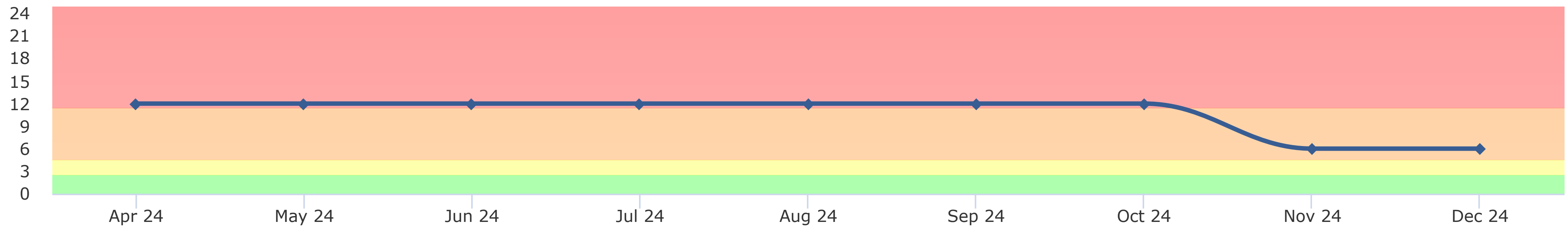
	Action	Stage	RAG	Latest Update	Due Date
RCF006T	In-year action plan to be completed by Portfolios	Completed	✓	In-year action plan have been provided by over spending Portfolios to mitigate the in-year over spend position and this was presented to CROSC in November.	30/11/2024
RCF007T	Ongoing review of ear marked reserves	In Progress	★	Principal Accountants are liaising with Portfolios frequently to challenge the Portfolios current level of ear-marked reserves, particularly those balances that have not been used for a period of time.	

RCF08 - Fraud and Prevention

Inherent Risk Score	Current Risk Score	Target Risk Score
12	6	6

Description	The Council may be subject to fraud from both internal and external factors
Key Impacts	1. Financial loss 2. Impact on reputation 3. Systematic failure
Risk Category	Economic
Risk Type	Strategic
Owner	Gary Ferguson
Comments	Following a detailed review of the internal controls and processes in place, it was determined that at this point, they are sufficient enough to reduce the risk of likelihood of potential fraud taking place


Current Score on the Risk Matrix


Direction of Change

How are we managing risk?

Governance	Systems in place to identify duplicate payments or block payments (where necessary) through intelligence protocols. Regular reconciliations and annual audits of the systems are undertaken. Reports regarding the review of system intelligence provided to Senior Manager. Liaise with external Treasury Management Advisors regarding borrowing and investments.
Internal Controls/Process	Policies / Strategies and Segregation of duties in place. Treasury Management performance is reported quarterly and the Treasury Management Strategy is reviewed annually and approved by Council (February). Regular reconciliation and monitoring of income and expenditure, checks on new suppliers and verification of bank details. Financial Procedure Rules and Internal Audit reviews. Liaise with the Council's banking regarding relevant training and information sharing. Dual authorisation in place for expenditure that exceeds a certain threshold.

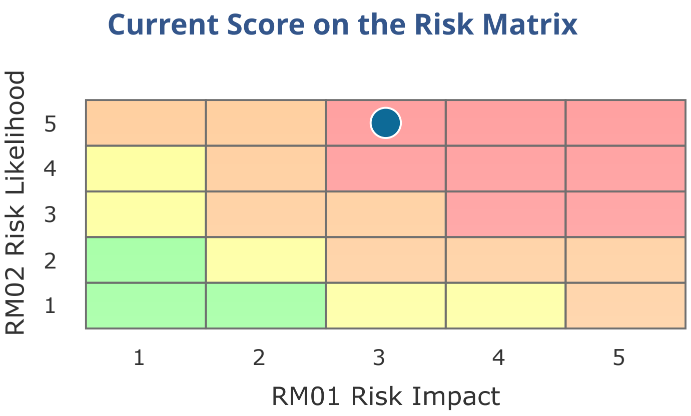
Risk Mitigation Actions

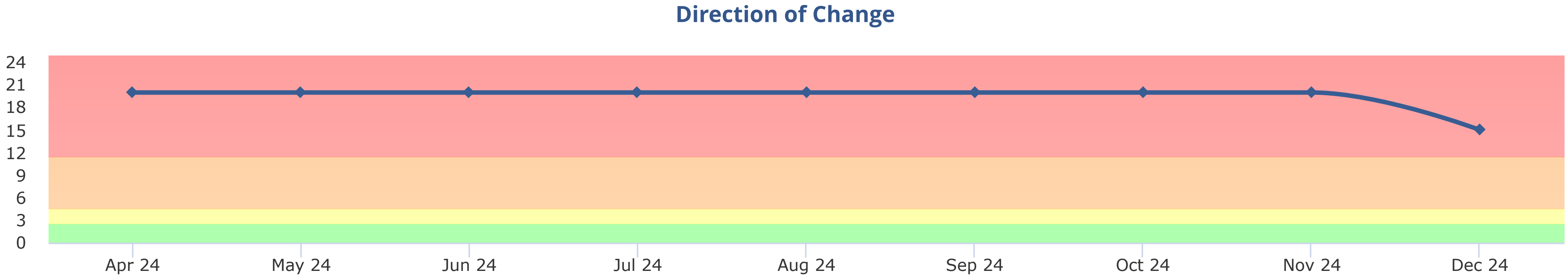
	Action	Stage	RAG	Latest Update	Due Date
RCF010T	Annual review of Treasury Management Strategy	In Progress	●	The annual review of the Treasury Management Strategy will be undertaken in February 2025.	31 Mar 2025
RCF011T	Quarterly reporting regarding Treasury Management breaches	In Progress	★	Quarterly reporting regarding Treasure Management breaches continues to take place and information is provided to Senior Management.	31 Mar 2025

RCF09 - Housing Revenue Account Capital Investment

Inherent Risk Score	Current Risk Score	Target Risk Score
20	15	10

Description	There is insufficient funding capacity to meet Welsh Housing Quality Standards (WHQS) 2.0 targets
Key Impacts	1. Non-compliance with the WHQS 2.0 targets
Risk Category	▪ Economic ▪ Legal ▪ Social
Risk Type	Strategic
Owner	Gary Ferguson
Comments	The impact for the risk has been reduced to 3, as Welsh Government are working with local authorities to reduce the impact where possible.


Current Score on the Risk Matrix


Direction of Change

How are we managing risk?

Governance	Reporting to Capital Assets Programme Board, Chief Officer Team (COT), Cabinet, Housing and Communities Overview and Scrutiny Committee and Council
Internal Controls/Process	Finance and service area working to assess financial impact and mitigation options, findings reported through to Service Management Team meeting, Programme Board and COT.

Risk Mitigation Actions

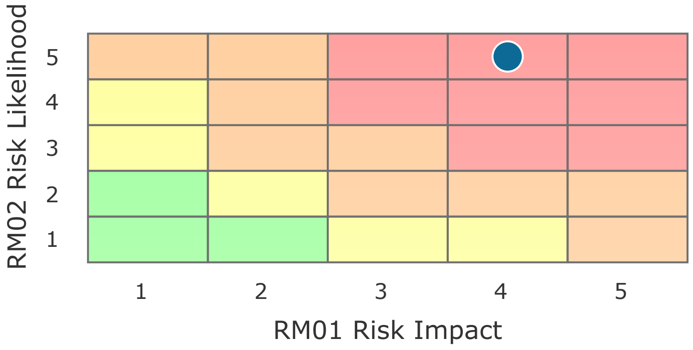
	Action	Stage	RAG	Latest Update	Due Date
RCF012T	Stock Condition Surveys to be completed	In Progress	●	Welsh Government have requested that Stock Condition Surveys are completed by March 25 and work is underway regarding this piece of work.	31 Mar 2025
RCF013T	Target Energy Pathways for all stock to be completed	In Progress	●	Welsh Government have requested that Target Energy Pathways for all stock is undertaken, to establish what works are required to achieve an EPC 'A' rating and these are required to be completed by 2027.	31 Mar 2025
RCF014T	The Council to form part of Welsh Government's working group regarding funding options.	In Progress	★	The Welsh Government have recently set up a working group to work through possible funding options and the Council have ensured that they have joined that working group.	31 Mar 2025

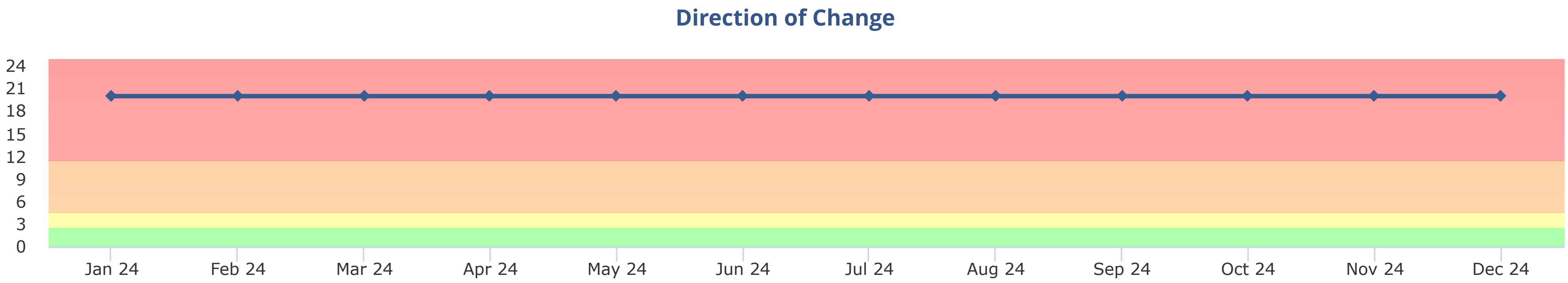
RCF18 - Medium-Term Financial Strategy (MTFS)

Inherent Risk Score	Current Risk Score	Target Risk Score
20	20	9

Description	Increased service demand, high inflation and reduced future Welsh Government, Local Government Settlements could impact the stability of the Medium-Term Financial Plan
Key Impacts	1. Stability of the Medium-Term Financial Plan 2. Reduced or ceased service delivery 3. Inability to set a legal and balanced budget with result in a Section 114 notice being issued under the Local Government Finance Act 1988
Risk Category	▪ Economic ▪ Legal ▪ Political ▪ Social
Risk Type	Strategic
Owner	Gary Ferguson
Comments	The Provisional Settlement from Welsh Government in December has indicated a 3.3% increase in our Funding allocation (compared to the Welsh average of 4.3%). The Council’s additional budget requirement has now risen to £47.493m and it is estimated that the Council will need to identify further cost reductions / additional income from local taxation of around £20m/£21m. The Council will be seeking additional funding through a national floor funding mechanism. Options to balance the budget for 2025/26 are now being prepared for Member consideration in January / February 2025.

Current Score on the Risk Matrix




Direction of Change
24
21
18
15
12
9
6
3
0
Jan 24
Feb 24
Mar 24
Apr 24
May 24
Jun 24
Jul 24
Aug 24
Sep 24
Oct 24
Nov 24
Dec 24

How are we managing risk?

Governance	Reports are provided regarding the MTFS (including information regarding Welsh Government Funding) to Chief Office Team, Cabinet, Corporate Resources Overview and Scrutiny Committee (CROSC), Council, Programme Board and Members Workshops (where applicable).
Internal Controls/Process	Usable reserves are reported to CROSC and Cabinet as part of the monthly revenue budget monitoring. Earmarked reserves are reported quarterly and in Months 5 and 6 £1 million was released of earmarked reserves to the contingency reserves and further reviews and challenge will be ongoing. Regular Programme Co-ordinating Group meetings. Reporting monthly to COT and quarterly to Cabinet and CROSC in the first half of the year, monthly thereafter. Latest MTFS update is provided within the monthly budget monitoring reports.

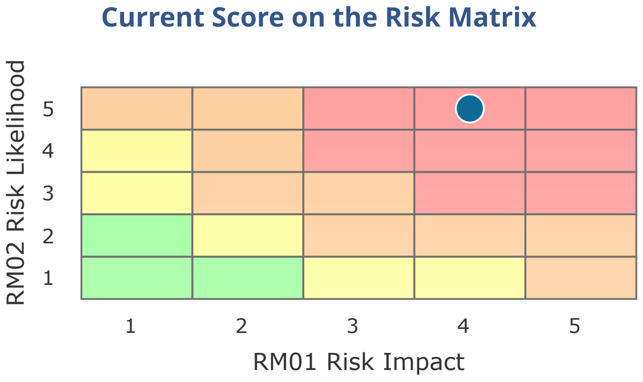
Risk Mitigation Actions

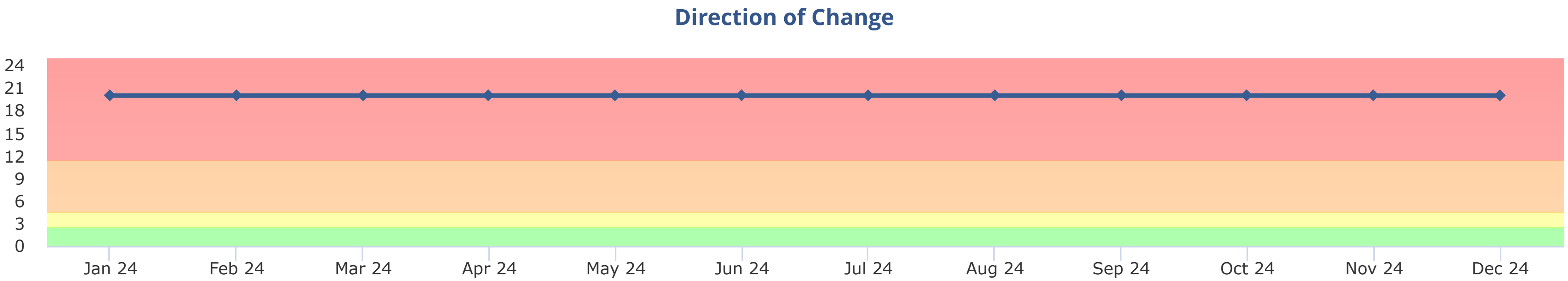
	Action	Stage	RAG	Latest Update	Due Date
RCF001T	Regular monitoring and reporting of the financial position of the organisation	In Progress	▬	Revenue Budget Monitoring is reported to Cabinet and CROSC on a monthly basis.	
RCF002T	Ensuring robust and timely financial planning arrangements over the medium term	In Progress	▬	Regular updates on the MTFS and Budget for 2025/26 are reported to Cabinet and to CROSC. Together with a monthly update on the MTFS within the budget monitoring report.	
RCF003T	Ongoing contribution to national debate on a fairer funding formula	In Progress	▬	This is undertaken with WLGA on behalf of Local Authorities and provide projection and data analysis to support financial pressures. In addition, the Leader and Chief Executive also directly liaise with Welsh Government on specific funding issues.	
RCF004T	Ongoing engagement with Society of Welsh Treasurers (SWT) and WLGA and the escalation of key issues	In Progress	▬	The Council is represented at the monthly meetings with SWT and has regular liaison with WLGA on key issues.	
RCF005T	Ensuring adequate levels of reserves are maintained across the Council	In Progress	▬	Work on the challenge of earmarked reserves is ongoing. A moratorium on spend has been put in place to minimise the projected in year overspends with the aim of strengthening the position for Council Reserves. In-year action plan have been provided by over spending Portfolios to mitigate the in-year over spend position and this was presented to CROSC in November. Principal Accountants are liaising with Portfolios frequently to challenge the Portfolios current level of ear-marked reserves, particularly those balances that have not been used for a period of time.	
RCF006T	In-year action plan to be completed by Portfolios	Completed	✓	In-year action plan have been provided by over spending Portfolios to mitigate the in-year over spend position and this was presented to CROSC in November.	30/11/2024
RCF007T	Ongoing review of ear marked reserves	In Progress	★	Principal Accountants are liaising with Portfolios frequently to challenge the Portfolios current level of ear-marked reserves, particularly those balances that have not been used for a period of time.	

REY01 - Financial Viability of Schools

Inherent Risk Score	Current Risk Score	Target Risk Score
15	20	15

Description	Schools are not financially viable due to insufficient base funding
Key Impacts	1. A increasing number of schools are expected to enter a deficit budget position by the end of 2024/25 2. Impact of increased monitoring action on School Improvement Team, HR and Finance 3. Impact on Leadership Teams within schools 4. Potential impact on learners, for example a reduced curriculum offer
Risk Category	▪ Economic ▪ Political ▪ Social
Risk Type	Strategic
Owner	Claire Homard
Comments	Ongoing monitoring of forecasted closing balances will continue throughout the remainder of the 2024/25 financial year.


Current Score on the Risk Matrix


Direction of Change

How are we managing risk?

Governance	School Governing Bodies are expected to submit a balanced budget plan each year and where this is not possible, they are required to apply for a Licenced Deficit in line with the Protocol for Schools in Financial Difficulty.
Internal Controls/Process	Monitored through Education and Youth Programme Board, schools budget forum; schools performance monitoring group

Risk Mitigation Actions

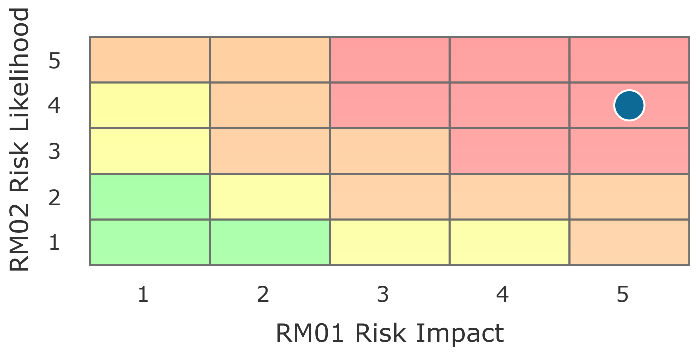
	Action	Stage	RAG	Latest Update	Due Date
REY001T	Challenge and support meetings with Headteacher/School Business Manager and regular budget monitoring sessions with schools to confirm adherence to licensed deficit protocol, with non compliance triggering formal procedures under Schools Licensed Deficit protocol	In Progress	▬	Throughout October and November we held Support and Challenge meetings with Headteachers and, where necessary, we have asked for the Licenced Deficit (LD) applications to be updated to reflect these discussions. It is anticipated all current LD applications will be signed off in December, however we continue to monitor the forecasted position of all schools and we may need to schedule further meetings in the new year.	
REY002T	Financial Performance Monitoring Group meetings to review performance and agree action plan with specific actions and timescales to address issues identified	In Progress	▬	We continue to monitor compliance with the Protocol for Schools in Financial Difficulty	
REY003T	Schools pupil funding Formula review to be scheduled/approved through Schools Budget Forum to ensure base budgets are best allocated	In Progress	▬	Small changes to the School Funding Formula to be shared with School Budget Forum in January 25. Wider review of the Formula to be considered in 2025/26.	
REY004T	Local Authority approval mechanisms for recruitment in schools with budget deficits	In Progress	▬	All Schools in a deficit position have been reminded of the requirement to consult with the Council prior to recruitment.	

RGV01 - Loss of IT/Cyber Security

Inherent Risk Score	Current Risk Score	Target Risk Score
20	20	12

Description	Significant loss of corporate data and systems due to security / environmental / technical incident
Key Impacts	1. Data breaches 2. Financial loss 3. Reputational damage 4. Business disruption
Risk Category	▪ Economic ▪ Legal ▪ Political ▪ Technological
Risk Type	Strategic
Owner	Gareth Owens
Comments	Risk is increasing due to recent local and international events, therefore the risk likelihood has increased to reflect this. However, work continues on the mitigating actions with a recent review undertaken to further enhance the mitigating actions with support from a Welsh Government initiative.

Current Score on the Risk Matrix



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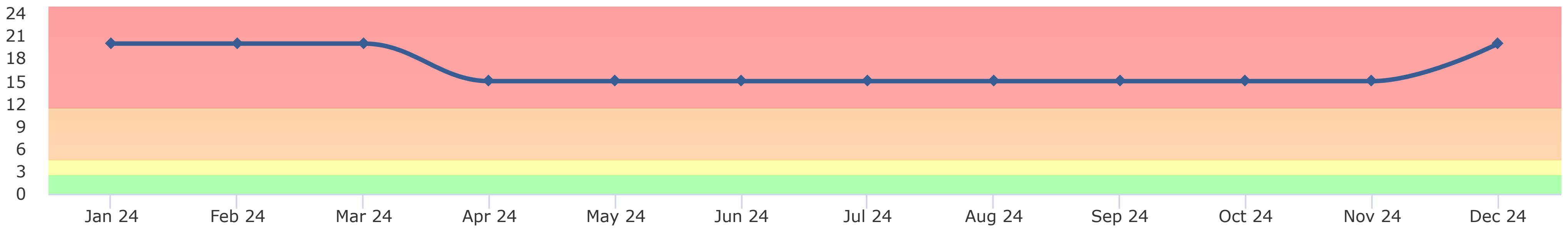


How are we managing risk?

Governance	Risk is reviewed monthly at Senior Management Meeting. Frequent reporting to Corporate Services Senior Management Meeting.
Internal Controls/Process	Internal groups that have oversight of Cyber Security procedures, threat analysis, policies and review of any incidents. Participation in National Security Groups, such as Warp, and constant review of National Cyber Security Centre guidance. Use of Citrix technologies provides a secure environment which delivers the majority of our business systems. Maintain a second active datacentre allows for the continual provision of critical systems. Utilise strong security controls, vulnerability management and delivery mechanism to reduce this risk.

Risk Mitigation Actions

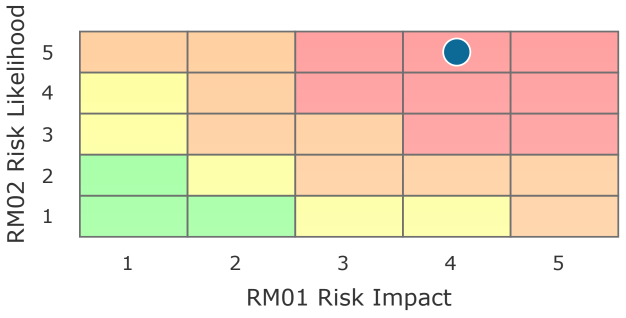
	Action	Stage	RAG	Latest Update	Due Date
RGV001T	Maintain a valid PSN and prepare for Cyber Essentials Accreditation.	Completed	✓	PSN certification achieved for 2024/25. Cyber Essentials Plus not currently being explored but will be revisited in future	31/03/2025
RGV006T	Development of Cyber incident reponse and recovery plan.	In Progress	▬	Draft plan has been produced and feedback has been received from IT Managers and Business Continuity Representatives. The plan has been reviewed with the Chief Officer Governance, minor changes are being made, plan will need to be shared with Chief Officer Team.	31 Mar 2025
RGV007T	Regular review and testing of IT Disaster Recovery Plan.	In Progress	▬	The IT Disaster Recover plan continues to be reviewed on a regular basis.	31 Mar 2025
RGV008T	Identify list of critical business applications.	In Progress	▬	We are now working to the list produced but need to have formal agreement	31 Mar 2025
RGV009T	Complete full review on IT Security Policies	In Progress	▬	This is an ongoing task to review all IT policies and update	31 Mar 2025
RGV082T	Enrolment in CymruSOC	In Progress	●	Preparation onboarding is due to commence early January.	30 Jun 2025

RHC09 - Resource to meet Homeless Obligations

Inherent Risk Score	Current Risk Score	Target Risk Score
15	20	12

Description	The Council is unable to meet it's homelessness statutory obligations due to shortages in staff, budgetary pressures and lack of available accommodation
Key Impacts	1. Reputational damage 2. Failure to meet statutory duties 3. Failure to manage or project the financial pressures associated with homelessness 4. Workforce resilience and recruitment 5. Lack of access to homeless accommodation in the county
Risk Category	▪ Economic ▪ Legal ▪ Political ▪ Social
Risk Type	Strategic
Owner	Vicky Clark
Comments	Whilst lots of plans in place to deliver efficiencies through diversification of homeless accommodation portfolio, it is clear it will take some time for these interventions to achieve significant cost benefit. Numbers of homeless household stabilizing and use of hotels has reduced in recent months. Contract with D2 PropCo to progress along with increase in house shares and new builds all positive and will provide desirable outcomes in time. The restructure of the Housing & Prevention Service is now progressing and appointment to Managers roles complete and three Team Leaders now appointed, with a further two posts to progress later in the month, additional frontline staff to be recruited in January 2025.

Current Score on the Risk Matrix



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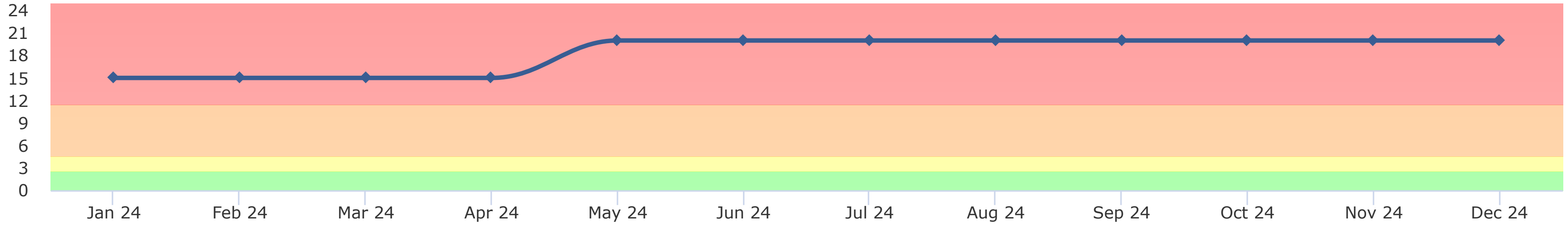


How are we managing risk?

Governance	Monthly DMT within Housing and Prevention Services to review risks and this would then be discussed further at Housing and Communities SMT. Programme Board quarterly. Ending Homelessness Board quarterly. Rapid Rehousing Transition Plan and Housing Support Programme Strategy.
Internal Controls/Process	Monitor demand for homelessness services. Monitor the levels of emergency accommodation. Monitor demand for homeless services with a view to informing workforce, prevention activities and homeless accommodation planning. Monitor levels of emergency accommodation with a view to informing workforce, move-on activities and homeless accommodation planning. Monthly financial review of budgets to monitor current expenditure and project in-year an future pressures. Monthly monitor levels of emergency accommodation with a view to informing workforce, move-on activities and homeless accommodation planning. Deliver on homeless pressures options paper outcomes (increasing supply of housing, reducing use of emergency accommodation, i.e., B & B's) and is an ongoing programme; overseen by the Ending Homelessness Board.

Risk Mitigation Actions

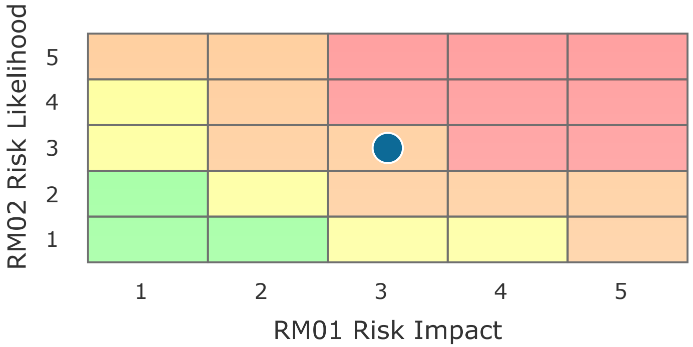
	Action	Stage	RAG	Latest Update	Due Date
PHC017T	Successfully deliver the restructure of the Housing & Prevention Service (as supported by Cabinet in October 2024) to increase capacity within the service	In Progress	●	All funding sources identified for ambitious restructure, taking the service from approximately 42 FTE to 72 FTE. Managers and Senior Staff appointed in December, recruiting to all front line staff and specific project posts, such as Rapid Rehousing Co-Ordinator and Data Analyst to be completed Quarter 4 2024/25.	30 Nov 2025
PHC018T	Implement the range of alternatives for hotel and B&B for homeless accommodation (as supported by Cabinet in October 2024).	In Progress	●	Homeless accommodation diversification plan supported by Cabinet in November 2024 and will achieve significant savings for the Council. Contract D2 PropCo progressing and Member briefing session on 11th December. Numerous properties identified across the County. Flintshire based hotel plan progressing. Pipeline of new properties funded through Transitional Accommodation Capital Programme (TACP) ongoing.	30 Nov 2025
RHC023T	Monthly financial review of budgets to monitor current expenditure and project in-year an future pressures	In Progress	★	Monthly meetings continue, positive movement against projected overspend, which is encouraging.	31 Mar 2028
RHC024T	Monthly monitor levels of emergency accommodation with a view to informing workforce, move-on activities and homeless accommodation planning	In Progress	★	Number of households within homeless accommodation have stabilized and not as high as initially projected for the Quarter 3 period. Encouragingly we have also seen a reduction in seen in the numbers of households placed in hotels and holiday accommodation, as we are now delivering more appropriate and more cost effective homeless accommodation solutions and anticipate this positive trend to continue.	31 Mar 2028

RHR29 - Recruitment and Retention

Inherent Risk Score	Current Risk Score	Target Risk Score
9	9	2

Description	Inability to attract and retain valued employees
Key Impacts	1. Loss of key skills, knowledge and experience 2. Recruitment into key posts 3. Disruption and the inability to deliver key services 4. Increased financial costs
Risk Category	▪ Economic ▪ Political ▪ Social
Risk Type	Strategic
Owner	Sharon Carney
Comments	Linked to RHR30. Some portfolios have challenges in filling vacancies due in part to national shortages and in part to our pay model being uncompetitive.

Current Score on the Risk Matrix



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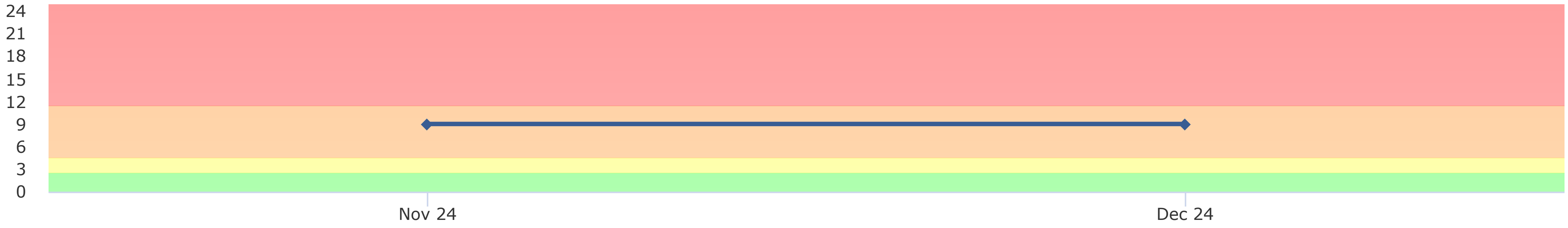


How are we managing risk?

Governance	Reports will be provided to Programme Board, Cabinet and Corporate Resources Overview and Scrutiny Committee (CROSC) periodically.
Internal Controls/Process	Periodic benchmarking of posts. Market supplements. Reporting to Portfolios regarding employment statistics and future workforce planning. Workforce exit interviews. Monitoring and frequent reviewing of People Strategy and key measures detailed within the strategy.

Risk Mitigation Actions

	Action	Stage	RAG	Latest Update	Due Date
RHR025T	Complete annual Equal Pay Audit report	In Progress	🟩	The annual Equal Pay Audit report will be finalised in Quarter 4 of 2024/25.	01 Apr 2025
RHR026T	Complete the annual Pay Policy Statement	In Progress	🟩	The annual Pay Policy Statement will be completed in Quarter 4 of 2024/25.	01 Apr 2025

RHR30 - Employment Related Costs

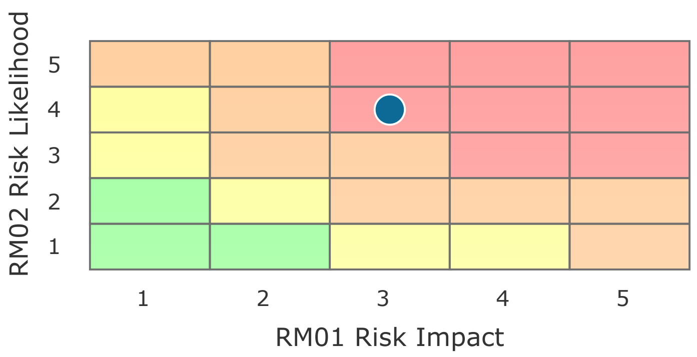
Inherent Risk Score
16

Current Risk Score
12

Target Risk Score
6

Description	Increased costs associated with temporary / additional resources to the workforce as a result of vacancies, sickness absence etc. (for example, overtime, additional hours, agency costs)
Key Impacts	1. Financial costs 2. Budgetary pressures
Risk Category	▪ Economic ▪ Legal ▪ Social
Risk Type	Strategic
Owner	Sharon Carney
Comments	Some portfolios have challenges in filling vacancies due in part to national shortages and in part to our pay being uncompetitive. Some portfolios are also dealing with high levels of sickness absence (short and long-term) resulting in work being covered by overtime, additional hours and/or using agency workers.

Current Score on the Risk Matrix



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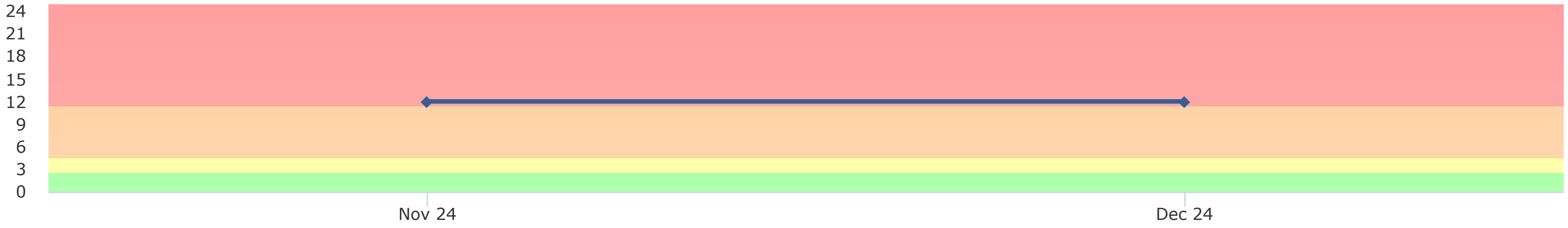


How are we managing risk?

Governance	Reports will be provided to Corporate Programme Board, Cabinet and Corporate Resources Overview and Scrutiny Committee periodically
Internal Controls/Process	Business case are signed by Chief Officer for off matrix agency spend. Monthly additional hours reports (including overtime, additional hours, standby and call-out) are provided to Portfolios Senior Management Team (SMT) to review and take action as necessary. Establishment reports which confirm by post (established and non established) sent monthly to SMT and HRBP to review and take action as necessary. Budget monitoring meetings.

Risk Mitigation Actions

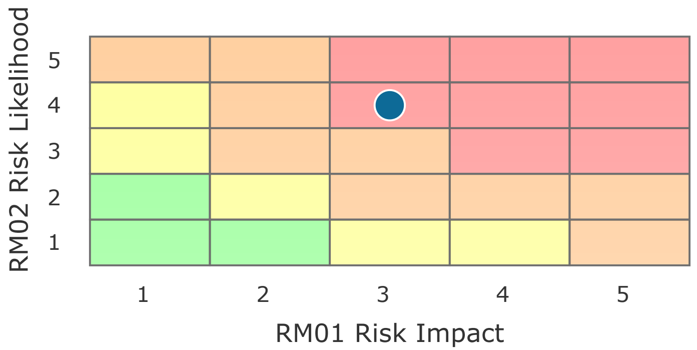
This report does not contain any data

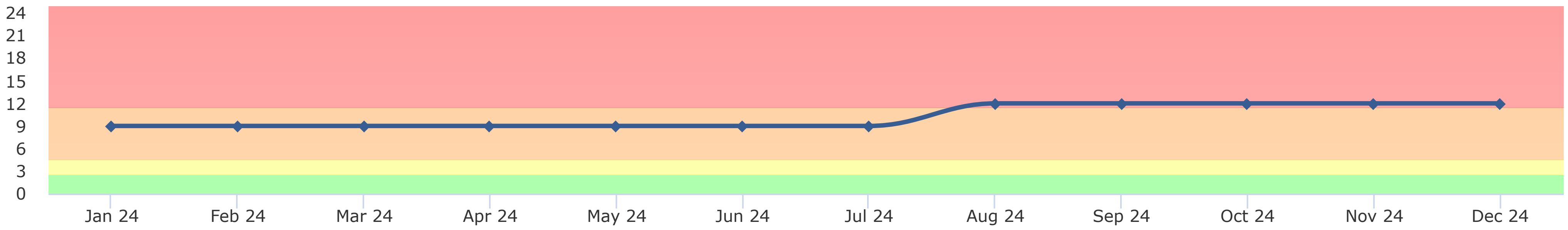
RPE11 - Net Zero Carbon Goal

Inherent Risk Score	Current Risk Score	Target Risk Score
9	12	2

Description	Affordability of the Council being able to achieve its net zero carbon goal. Inability to commit or attract sufficient resource to coordinate the programme and deliver on projects, leading to opportunities not being maximised, actions not delivered and benefits not realised
Key Impacts	1) Financial cost to the Council – inability to realise efficiency savings/income generation opportunities 2) Inability to reach net zero carbon target, both locally and as part of the team public sector 3) Reputational damage from inability to reach net zero carbon target
Risk Category	▪ Economic ▪ Environmental ▪ Legal ▪ Political ▪ Social ▪ Technological
Risk Type	Strategic
Owner	Andrew Farrow
Comments	This risk continues to be high profile due to the current economic climate and reduced access to external funding. The team continues to work closely with neighbouring authorities and networks to identify early opportunities for accessing resources and capitalising on invest to save opportunities.

Current Score on the Risk Matrix





Direction of Change

How are we managing risk?

Governance	Officer working groups for each strategy theme area Consultation with Cabinet Member Planning Environment Economy Senior Management Team Portfolio Programme Board Climate Change Committee Environment & Economy Overview and Scrutiny Committee Cabinet Measures included within Council Plan priorities Risks included within both corporate and programme risk registers Work in collaboration with external parties, Welsh Government Energy Service (WGES) and Welsh Local Government Association (WLGA)
Internal Controls/Process	Review of climate change strategy incorporating updated methodologies, innovative solutions, learnings from previous year's data, financial projections where possible, and updated carbon reduction trajectories Reporting of carbon footprint data to Welsh Government annually Utilisation of tools to encourage better decision making around carbon impacts, including provision of carbon training, updated capital business case template, updated procurement processes, and Integrated Impact Assessment Networking locally and nationally across sectors to remain informed of opportunities for collaboration and external funding sources. Lobbying Welsh Government for both financial and political support to achieve our net zero carbon aims

Risk Mitigation Actions

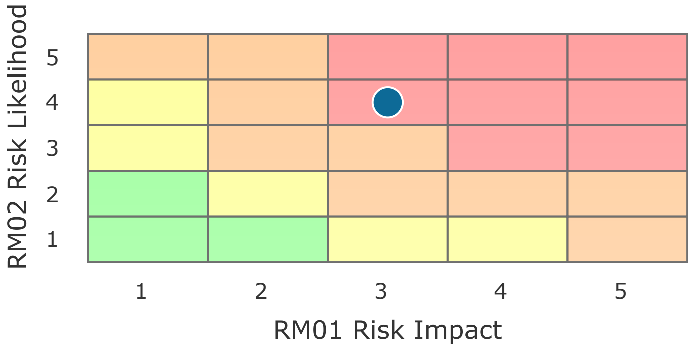
	Action	Stage	RAG	Latest Update	Due Date
RPE011T	Proactively seek external finance using the climate change strategy and action plan as the narrative. Submit strong and coordinated external funding bids, working collaboratively across the region as well as interdepartmentally within the Council. Aim to submit early input into the Budgets for revenue and capital for the following financial year and maintain an ongoing dialogue in terms of medium to long term financial plans to ensure commitment is made towards financing carbon aims. In terms of Council-wide decision making and prioritisation, carbon literacy training roll out to key decision makers across the Council will enable officers to factor in carbon impacts at early stages of project developments to allow for sufficient provision in internal and external funding bids. Implementation of whole life cost into business cases will capture the long term costs and benefits of schemes.	In Progress	🟩	External funding continues to be sought for energy efficiency works on Council assets as well as funded support programmes to assist in delivery objectives and leadership across the Council, eg. funded support from WRAP auditing sustainable procurement, funded support with University of Manchester developing the Integrated Impact Assessment. Carbon actions are included in the MTFS and capital works programme,.The RE:fit contract which will see £1.5 million Council investment over 2 years in retrofit of energy efficiency and renewable energy works across the building assets, was awarded and works underway. This year's capital business cases have all used the new template which includes consideration of a low carbon/environmentally friendly option with, where applicable, one off and ongoing carbon emission projections. Carbon literacy training has been rolled out to Senior managers across the Council and Elected Members. Further training sessions have been scheduled throughout the year for the wider employee base, and the Climate essentials elearn has also been launched. Carbon training is now a mandatory unit for Elected Members to complete, and this should see an increase in participation over the coming year.	31 Mar 2030

RSS54 - Care Provision Sustainability

Inherent Risk Score	Current Risk Score	Target Risk Score
12	12	4

Description	Market stability / placement sufficiency leading to insufficient and unaffordable care provision
Key Impacts	1. Local authority providing care that operates without registration 2. Unintended consequences of Welsh Government's eliminating profit policy leading to insufficient placement availability and /or unaffordable care fees 3. Unaffordable cost of residential care for children looked after
Risk Category	▪ Economic ▪ Political ▪ Social
Risk Type	Strategic
Owner	Craig Macleod
Comments	This is a newly created strategic risk around sustainability of the care placement market for both adults and children, the risk being that escalating costs, scarcity of placements and forthcoming changes in national policy will make it impossible for the Council to continue to source placements that are affordable and meet the needs of the individual. Mitigating actions currently in progress include working with local providers to reshape the residential market, including continuing to look at our options for developing further residential provision in house, and developing initiatives with the aim of reducing the number of children coming into care, supporting existing placements to prevent breakdown, combating exploitation, and recruiting and developing our in house foster carer pool. These plans include solutions for accommodating an increasing number of unaccompanied asylum seekers.

Current Score on the Risk Matrix



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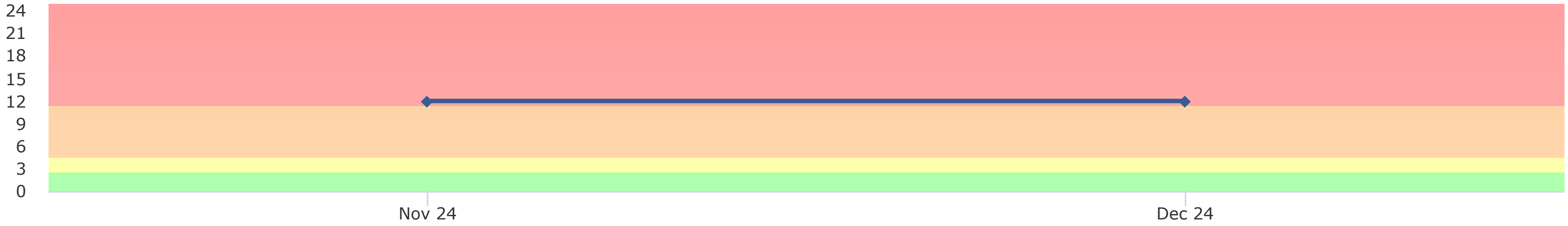


How are we managing risk?

Governance	Chief Officer Team (COT)
Internal Controls/Process	We are developing in house residential care services for children with complex needs who would otherwise need to be placed out of county. We are also growing our in house fostering service to support more looked after children within Flintshire. This risk is monitored through the Out of County budget. This risk is monitored through the number of children placed in settings without registration (Paris report). Unaccompanied Asylum Seeking Children (UASC) is an increasing risk for placement costs and are included in the scope of expanding our in house residential.

Risk Mitigation Actions

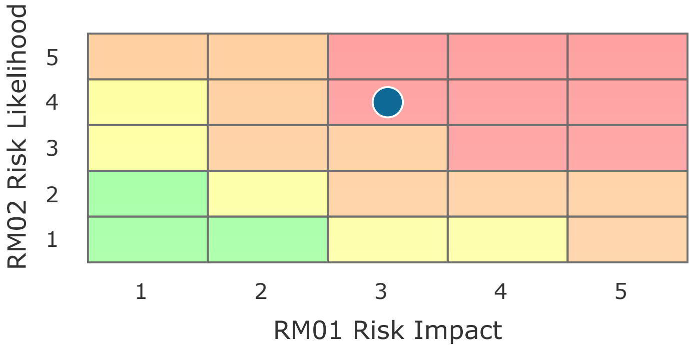
This report does not contain any data

RST07 - Increase in Residual Waste

Inherent Risk Score	Current Risk Score	Target Risk Score
12	12	2

Description	Inability to achieve national recycling targets
Key Impacts	1. Financial cost to the Authority 2. Non compliance with legislative targets 3. Inability to reduce carbon emissions from waste collected 4. Reputational
Risk Category	▪ Economic ▪ Environmental ▪ Legal ▪ Political ▪ Social
Risk Type	Strategic
Owner	Katie Wilby
Comments	The review of the Council's Resource and Waste Strategy was undertaken and consulted upon earlier in 2024 and a new strategy adopted in March 2024 with an action plan to improve service delivery methods to improve the Council's recycling performance, maximise resource efficiency, minimise waste, reduce emissions and minimise the risk of infraction fines. A fundamental action from the strategy is to restrict the amount of residual waste collected from Flintshire properties by introducing a three weekly collection . In November a report was presented to Cabinet outlining and implementation date (28th April 2025), an implementation plan and a communication plan for this service change. It is expected that the recycling performance from this one change will increase by 4.5 percentage points. At this point in time, the risk has been reviewed and the risk scoring and risk comment remains the same this month.

Current Score on the Risk Matrix



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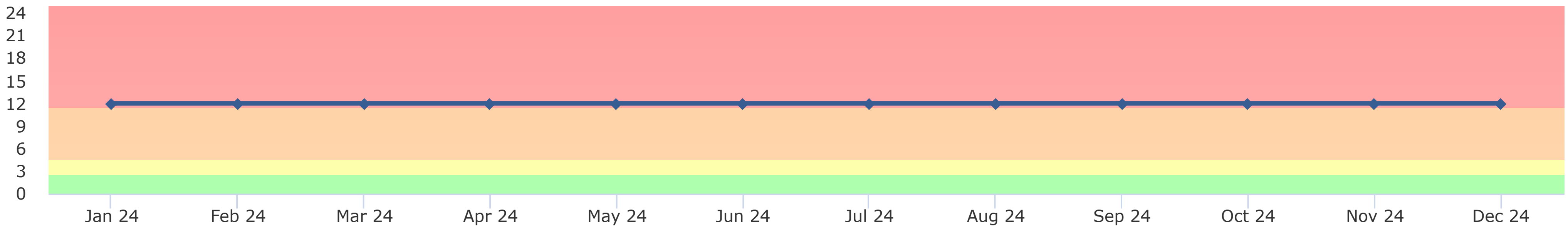

How are we managing risk?

Governance	Consultation with Cabinet Member Business SMT Portfolio Programme Board Forward Works Programme Environment and Economy Overview and Scrutiny Committee Cabinet Council Plan Risk Register Internal audit Collaboration with WRAP Cymru / Local Partnerships / Welsh Government (WG)
Internal Controls/Process	Introduction of a Resource and Waste Strategy - 2024-2030 Update the recycling and waste collections and household recycling centre operational policy Weekly waste management project meetings Waste data reporting to Natural Resources Wales and Welsh Government Restrict the amount of residual waste collected through reducing the frequency of collection Undertake excess waste presentation enforcement Introduce a clear bag policy at Household Recycling Centres (HRCs) Identify other waste streams that could be collected for recycling at the kerbside or HRCs Identify and implement reuse initiatives (via Welsh Government funding) Enhance recycling collections at flats, communal points and Houses of Multiple Occupancy (HMO) Implement a robust communications plan

Risk Mitigation Actions

	Action	Stage	RAG	Latest Update	Due Date
RST007T	Undertake a review of the Council Waste Strategy to identify improve service delivery methods to minimise residual waste disposal and increase recycling.	Completed	✓	A new Resource and Waste Strategy was adopted in March 2024, which sets out the Councils objectives and priorities to reach the statutory recycling targets over the next 6 years.	31/12/2024

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Risk Management Framework

Rules
Strategy
Policies
RISK
Pro
ysis
Control

December 2023

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. Gweler y dudalen Gymraeg ar ein gwefan.
This document is also available in Welsh. See Welsh page on our website.

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

Document Control

OVERVIEW

Title	Risk Management Framework
Owner	Internal Audit, Performance and Risk Manager
Nominated Contact	Lisa Brownbill (lisa.brownbill@flintshire.gov.uk)
Reviewed By	Internal Audit, Performance and Risk Manager
Date of Last Review	December 2023
Date of Next Review	December 2024
Related Documents	Risk Management – InPhase User Guide

REVISION HISTORY

Version	Issue Date	Author	Summary of Changes
1	March 2020	Strategic Performance Advisor	New guidance document
2	February 2021	Strategic Performance Advisor	Inclusion of escalation procedure
3	September 2022	Strategic Performance Advisor	Fit for purpose review and update.
3.2	December 2023	Strategic Performance Advisor	Annual review following role out of InPhase

CONSULTATION

Version	Who	Date
1	Performance Leads	17th January 2020
1	Chief Officers Team	26th February 2020
2	Chief Officers Team	20th January 2021
3	Chief Officers Team	16th August 2022
3	Performance Leads	21st September 2022
3.2	Performance Leads and Chief Officer Team	December 2023

APPROVAL

Version	Who / Where	Date
1	Chief Officers Team	26th February 2020
2	Chief Officers Team	20th January 2021
3	Chief Officers Team	16th August 2022
3	Governance and Audit Committee	14th November 2022
3.1	Governance and Audit Committee – Additional information	14th November 2022
3.2	Governance and Audit Committee	24th January 2024

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1. Introduction

Flintshire County Council (the Council) is responsible for delivering both statutory and non-statutory services to residents and business within Flintshire. To enable the Council to deliver these services effectively, the Council needs to consider a wide range of risks and opportunities in the decisions that are made at all levels across the Council.

2. What is Risk Management?

Risk management is the process of identifying risks, evaluating the potential impact, and mitigating them. The aim is to minimise the severity of their impact and likelihood of occurring where possible. Risk management is invaluable to the Council and should form part of the day-to-day management of a service. Some of the benefits to managing risks include;

- prevents reputational damage,
- informs decision making,
- leads to successful future planning.

3. What is Risk?

Risk is defined as the possibility that events will occur and affect the achievement of strategy and business objectives. A ‘risk’ is made up of an event, which if left untreated and with no controls in place, will have an impact on the Council and service delivery.

3.1 TYPES OF RISK

There are three main risk types at Flintshire County Council, they are:

- **Strategic** - risks which have an impact to the operation of the organisation, for example, Health and Safety, Systematic IT Failure and GDPR. A strategic risk requires corporate ownership.
- **Operational** - risks that affect the successful delivery of individual service objectives/delivery plans, and which are controlled by a single Portfolio.
- **Project/Programme** - risks that prevent the successful delivery of a project or programme to be completed on time, on budget and achieving the desired outcomes e.g., a capital investment project for a new school.

3.2 RISK APPETITE

Risk appetite is defined as the amount of risk an organisation is willing to accept or tolerate to achieve its intended objectives. In an organisation as large and diverse as the Council, it is difficult to define a singular risk appetite. Appetite for risk will vary due to the objectives being undertaken in the Council spanning a wide range of different service areas. The Chief Officer Team has the final collective decision if risk appetite has been reached or breached through monthly monitoring reports.

As an organisation the Council recognises that we must accept some risk to achieve our objectives. These are considered as opportunities. The Council's approach to risk is to ensure a culture of being informed and risk aware. The Council may have to accept major or catastrophic risks, which cannot be reduced or eliminated (and therefore these risks would have to be managed within the Council's risk appetite). However, by ensuring the **Risk Management Framework** and **InPhase User Guides** (the Council's performance and risk management system) are followed and risks are reviewed monthly, the Council will have good corporate oversight of such risks.

4. Roles and Responsibilities

Everyone at the Council is responsible for ensuring risks and opportunities are identified and managed at all governance levels.

The table below explains the key roles and responsibilities to ensure risk management is effective within the Council, which includes:

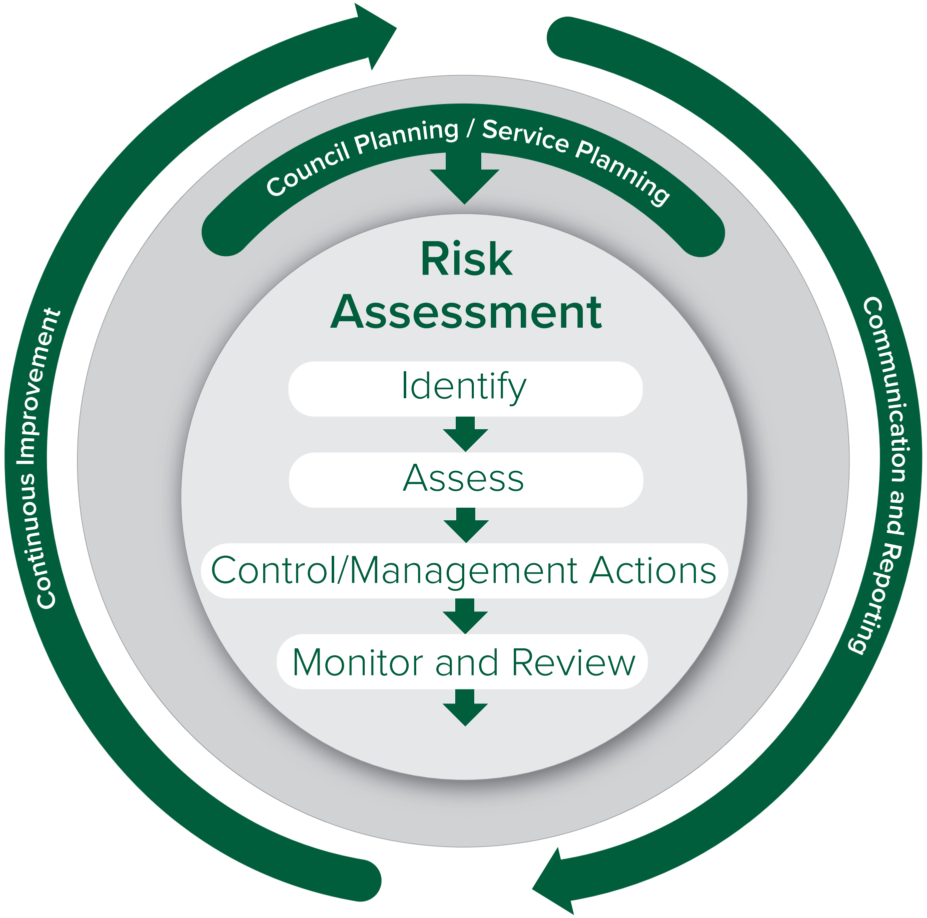
Governance Arrangements, Members & Officer Roles	Description of Roles and Responsibilities
Cabinet Members	• Ensuring that the Council's risks and opportunities are managed effectively, and procedures are in place to monitor the management of significant strategic risks • Setting the appropriate level of risk appetite for the Council • To review the Council's full strategic risk register on a quarterly basis • To ensure that all strategic decisions have been fully considered and consulted upon (risks and opportunities) • To have political oversight and responsibility of the Council's risk and opportunities
Overview and Scrutiny Committees	• Challenging the detail of individual risks related to the Council Plan priorities for example, or a service/function • Reviewing all high-level (this can include strategic, operational and / or project) risks (red and increasing) for assurance and monitoring as well as those escalated for review • Promote the use of risk management to inform effective strategic decision making
Governance and Audit Committee	• Reviewing the effectiveness of the Council's Risk Management Framework, processes, and systems • Effective forward work planning for risk management • To receive a bi-annual risk profile report on all Strategic risks • High level overview of escalated and deteriorating risks • Consider and approve annual reviews of the Risk Management Framework • To call in Risk Owners / Senior Managers when concerns are raised regarding a strategic risk
Chief Officer Team	• The Chief Officer Team owns and lead the risk management process. • Implementation of the risk management process and related policies • Ensuring that risks are managed, monitored and reviewed within their relevant statutory roles • Set strategic risk management controls for any initiatives, projects, action plans • Discussing the appropriate level of risk for the Council (risk appetite) • Identification and assessment of risk levels • Challenging the outcomes of risk management • Monitoring and reviewing risks in accordance with the Risk Management Operational Procedures • Assurance of Business Continuity Planning • Reviewing information within monthly reports to ensure continuous risk identification, assessment, monitoring, and escalation takes place • Ensuring that all risks are reviewed and updated in line with the Council's Risk Management Framework

Governance Arrangements, Members & Officer Roles	Description of Roles and Responsibilities
Service / Departmental Management Team	• Risk management and ownership of risk is a key element of any management role within the Council • The identification, assessment, control, and monitoring / reporting of Portfolio risk registers, (this includes Council Plan, Business as Usual, Partnerships or emerging risks) in accordance with the Risk Management Framework • Reviewing and managing the risks identified for which they are responsible for monthly. • Sharing relevant information regarding risks with colleagues in other service areas • Risk management should be discussed at all Senior Management Team meetings
Performance and Risk Management Team (PRM Team) & Internal Audit, Performance and Risk Manager	• Ensuring the Risk Management Framework is adhered to • Providing advice and support where appropriate • Quality control and challenge (if applicable) of any new risks identified • Providing a monthly risk dashboard for each Portfolio detailing their risk profile • Providing risk profile and trend analysis for relevant Committees • Informing Chief Officers of new or escalating risks • Providing a monthly risk report to the Chief Officer Team (COT) • Responsible for oversight and development of Performance and Risk Management System
Risk Owners	• Responsible for managing and monitoring a specific risk (each risk in the Portfolio risk register is assigned a risk owner) • Ensure that appropriate resources and importance are allocated to the risks they own • Confirm the existence and effectiveness of existing actions and ensure that any further actions are implemented • Review risks during Supervision with their manager • Provide assurance that the risks for which they are the risk owner are being effectively managed • Any risks which are escalating are reported to relevant Senior / Departmental Management Team
Performance Leads	• Effective implementation of the risk management process and related policies within their Portfolio • Ensuring continuous risk identification, assessment, control, monitoring, reporting and escalation takes place within their Portfolio • Ensuring that all risks are updated in line with the Council's Risk Management Framework • Responsible for having oversight of Portfolio risks and use of the Performance and Risk Management System • Where an operational risk may need to become a strategic risk this will be highlighted to Chief Officer Team (COT) and corporately owned as a strategic risk, if applicable
Internal Audit Team	• Periodic reviews of the Council's risks (strategic, operational and project) • Liaise frequently with the Performance and Risk Management Team
All Employees	• Maintain an awareness and understanding of risk in their workplace • Comply with Council policies and procedures for risk management • Notify their line manager of any identified risk and proposed actions to mitigate the risk • Report any incident to their line manager of a risk tolerance breach

5. Risk Management Process

Risk management is a continuous process and is often done in a sequence of four key stages:

1. Identify
2. Assess
3. Control / Management Actions
4. Monitor and Review


Council Planning / Service Planning
Risk Assessment
Identify
Assess
Control/Management Actions
Monitor and Review
Continuous Improvement
Communication and Reporting

STAGE 1: IDENTIFY

Risk identification is a continuous process which is embedded in Council Planning, Portfolios (and Service Areas within Portfolios), Business Planning, Project Management, partnerships and as part of business as usual or when something changes. Risks can be identified through planning processes, emerging risks and when expected performance is not achieved. When identifying a risk, it should be very clear what the risk is, to the Council, project(s), service delivery or priorities. A method to identify a risk is using a PESTEL analysis:

POLITICAL	ECONOMIC	SOCIAL	TECHNOLOGICAL	ENVIRONMENTAL	LEGAL
• Elections and Member roles • Government changes • National Policy change	• Funding • Grants • Local Growth • Trade • Financial commitments	• Deprivation • Health • Resources • Community support • Social Care	• Transformation • Digital inequality • Data migration • Information governance • Cyber	• Climate change • Extreme weather • Biodiversity • Energy efficiency	• Regulatory change • Compliance • Statutory duties • Laws

Once a risk has been identified it should be given a clear and concise risk title. Risk should be identified by using qualitative (milestones and actions) and quantitative (performance indicators, financial data). This is called Risk Evidence and will be used to calculate the risk scoring and be used to measure against risk tolerance.

For every identified risk there **MUST** be a risk owner.

When thinking about identifying a risk consider using the following statement:
This (event) could happen due to (cause) which may result in the following (impact) to our objectives.

STAGE 2: ASSESS

Assessing risk is about prioritising key threats and opportunities and understanding their scale.

Typically, risk is measured in:
- **Likelihood** – how likely will the risk happen
- **Impact** – how severe would the outcomes be if the risk occurred

Once a score for each of the measures has been established, they are multiplied together to generate a final risk score. The higher the score, the higher the priority and urgency of the risk (please see Section 6, Risk Matrix, for further information).

STAGE 3: CONTROL / MANAGEMENT ACTIONS

Once a risk has been identified and assessed the next step is to decide on the best method of managing the risk.

It is important to identify what additional internal controls / actions and measures are required to reduce the risk or to prevent the risk from escalating further. The Council may not always be able to reduce the likelihood with internal controls, however the aim is to always reduce the impact.

A key question to ask is: 'What are you going to do about it?'

STAGE 4: MONITOR AND REVIEW

Monitoring and reviewing of risks is a 'live' process and must be continuously monitored at the appropriate levels (Cabinet, Chief Officer Team, Senior Management). Risks are constantly changing as the external environment alters and / or internal factors change, therefore it is important to monitor that:
- The risk has not changed
- The approach to controlling the risk is still appropriate
- Controls are still working effectively to manage or reduce the risk
- Through regular review a new risk has been identified
- A risk can now be closed (has been successfully mitigated or the risk no longer exists)
- The risk is not deteriorating (if a risk is deteriorating the escalation process should be followed, please see Section 7, Compliance and Monitoring, for further information)

6. Risk Scoring

When assessing the likelihood and impact of a risk, consideration must be giving to ‘How likely the risk could happen’ and ‘How severe would the outcome be is the risk occurred?’

6.1 RISK MATRIX

The Risk Matrix (below) must be used when calculating impact and likelihood score to have an overall score. Risks are then categorised via the overall score and a colour rating to determine the tolerance of risk.

IMPACT
How severe would the outcomes be if the risk occurred

LIKELIHOOD
How likely will the risk be happening

	1 Negligible	2 Moderate	3 Significant	4 Major	5 Catastrophic
5 Almost Certain	Amber 5	Amber 10	Red 15	Red 20	Red 25
4 Likely	Yellow 4	Amber 8	Red 12	Red 16	Red 20
3 Possible	Yellow 3	Amber 6	Amber 9	Red 12	Red 15
2 Unlikely	Green 2	Yellow 4	Amber 6	Amber 8	Amber 10
1 Rare	Green 1	Green 2	Yellow 3	Yellow 4	Amber 5

6.2 APPROACH TO MANAGEMENT / APPETITE OF RISK

The table (below) provides guidance on the Council’s risk’s appetite depending on the final overall score of a risk.

Colour	Score	Approach	Action
Green	1-2	Accept	Risks within the Council’s risk appetite.
Yellow	3-4	Adequate	Risks within the Council’s risk appetite which need to be monitored by Senior Management, if risk deteriorates
Amber	5-10	Tolerable	Risks within the Council’s risk appetite but not at a level which is acceptable.
Red	12-25	Unacceptable	Risks outside of the Council’s risk appetite

6.3 EXAMPLES OF RISK SCORING

The table below provides examples and can be used as a guide to score a risk.

IMPACT SEVERITY (EXAMPLES)

	Service Delivery	Financial	Reputation	Legal
1 Negligible	No noticeable impact	Expenditure or loss of income up to £50k	Internal review	Legal action very unlikely and defendable
2 Moderate	Some temporary disruption to a single service areas / delay in delivery or one of the Council's key strategic outcomes or priorities	Expenditure or loss of income greater than £50k but less than £500k	Internal scrutiny required to prevent escalation	Legal action possible but unlikely and defendable
3 Significant	Disruption to one or more services / a number of key strategic outcomes or priorities would be delayed or not delivered	Expenditure or loss of income greater than £500k but less than £2.5m	Local media interest. Scrutiny by external committee or body	Legal action expected
4 Major	Severe service disruption on a service level with many key strategic outcomes or proprieties delayed or not delivered	Expenditure or loss of income greater than £2.5m but less than £6m	Intense public and media scrutiny	Legal action almost certain and difficult to defend
5 Catastrophic	Unable to deliver most key strategic outcomes or priorities / statutory duties not delivered	Expenditure or loss of income greater than £6m	Public Inquiry or adverse national media attention	Legal action almost certain, unable to defend

LIKELIHOOD

Likelihood of Risk Occurring		
1 Rare	Less than 5% chance	May only occur in exceptional circumstances
2 Unlikely		Could occur but unlikely
3 Possible	50% chance	A change might occur
4 Likely		Will probably occur
5 Almost Certain	More than 95% chance	Very likely to occur

7. Communication and Reporting

For risk management to be effective it needs to be integral to the day-to-day operation of the work the Council undertakes. This involves not only the four key steps of identification, assessing, control / management and, monitoring and reviewing of risks but also clear forms of communicating and reporting on risks. Where developments happen over time, it is important that this is communicated and reported to ensure the information has been captured and included within this document for consistency of approach.

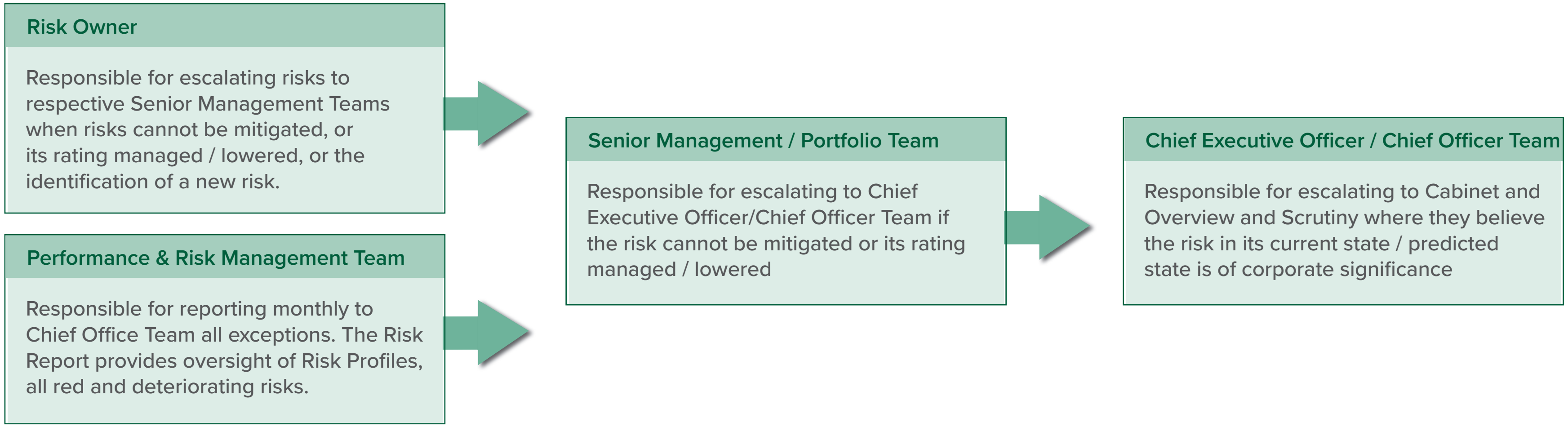
- The risk is not deteriorating (if a risk is deteriorating the escalation process should be followed, please see Section 7, Compliance and Monitoring, for further information)

7.1 NON-COMPLIANCE MONITORING

It is essential that the Risk Management Framework is followed, and risks are reviewed monthly. Where this does not occur, this is considered as non-compliance with the process and a non-compliance report will be shared with the Chief Officer Team.

7.2 ESCALATION OF RISK

The diagram below provides an overview of roles and responsibilities when a escalating risk has been identified.



Risk Owner

Responsible for escalating risks to respective Senior Management Teams when risks cannot be mitigated, or its rating managed / lowered, or the identification of a new risk.

Performance & Risk Management Team

Responsible for reporting monthly to Chief Office Team all exceptions. The Risk Report provides oversight of Risk Profiles, all red and deteriorating risks.

Senior Management / Portfolio Team

Responsible for escalating to Chief Executive Officer/Chief Officer Team if the risk cannot be mitigated or its rating managed / lowered

Chief Executive Officer / Chief Officer Team

Responsible for escalating to Cabinet and Overview and Scrutiny where they believe the risk in its current state / predicted state is of corporate significance

7.3 WHEN DOES A RISK NEED TO BE ESCALATED?

A risk needs to be escalated:

- When the risk appetite/risk target level is breached (this will be informed by risk evidence)
- When risk mitigation cannot be managed within the Portfolio and:
  - A Council Plan/Strategy priority is compromised and/or
  - Service operations or performance will be seriously compromised and/or
  - The financial, legal, or reputational position of the Council might be compromised and/or
  - An emergency situation might develop

7.4 WHAT IS THE OPERATING PROCEDURE FOR ESCALATION?

Where it has been identified that a risk needs escalating, the escalation procedure will be followed, and COT will be notified of:

- A risk which has a red RAYG (red, amber, yellow, green) status, including all three types of risks
- Any risk which has deteriorated, regardless of RAYG status
- Any new risk to ensure corporate oversight
- The identification of an operational risk needing to become a strategic risk

APPENDIX A

FURTHER INFORMATION

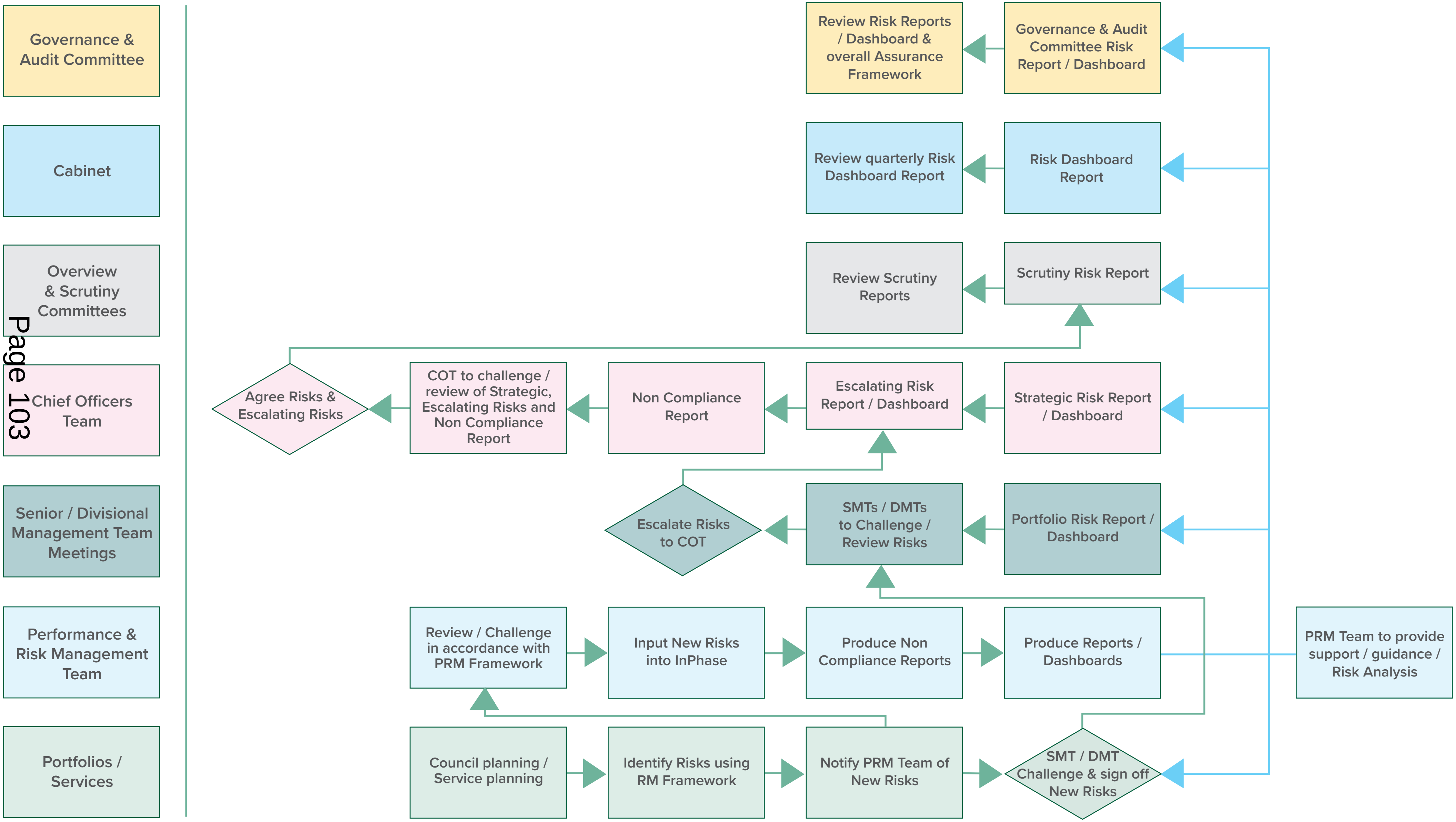
If you wish to receive any further information regarding the Risk Management Framework, please contact the Performance and Risk Management Team.

CONTACT DETAILS:

PRM@flintshire.gov.uk

APPENDIX B

RISK REPORTING OVERVIEW (SIMPLIFIED)



Governance & Audit Committee

Review Risk Reports / Dashboard & overall Assurance Framework

Governance & Audit Committee Risk Report / Dashboard

Cabinet

Review quarterly Risk Dashboard Report

Risk Dashboard Report

Overview & Scrutiny Committees

Review Scrutiny Reports

Scrutiny Risk Report

Chief Officers Team

Agree Risks & Escalating Risks

COT to challenge / review of Strategic, Escalating Risks and Non Compliance Report

Non Compliance Report

Escalating Risk Report / Dashboard

Strategic Risk Report / Dashboard

Senior / Divisional Management Team Meetings

Escalate Risks to COT

SMTs / DMTs to Challenge / Review Risks

Portfolio Risk Report / Dashboard

Performance & Risk Management Team

Review / Challenge in accordance with PRM Framework

Input New Risks into InPhase

Produce Non Compliance Reports

Produce Reports / Dashboards

PRM Team to provide support / guidance / Risk Analysis

Portfolios / Services

Council planning / Service planning

Identify Risks using RM Framework

Notify PRM Team of New Risks

SMT / DMT Challenge & sign off New Risks

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COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 15th January, 2025
Report Subject	Council Plan 2024/25 Mid-Year Performance Monitoring Report
Cabinet Member	Cabinet Member for Housing and Communities
Report Author	Chief Officer (Housing and Communities)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Council Plan 2023/28 was adopted by the Council in June 2023. This report presents a summary of performance of progress against the Council Plan priorities identified for 2024/25 at the mid-year (Quarter 2) position.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target, relevant to the Community & Housing Overview & Scrutiny Committee.

Recommendations	
1.	To support the levels of progress and confidence in the achievement of priorities as detailed within the Council Plan 2023/28 for delivery within 2024/25.
2.	To support overall performance against Council Plan 2024/25 performance indicators/measures.
3.	To be assured by explanations given for those areas of underperformance.

REPORT DETAILS

1.00 EXPLAINING THE COUNCIL PLAN 2024/25 PERFORMANCE AT MID-YEAR

1.01 The Council Plan Mid-Year Performance Report provides an explanation of the progress made towards the delivery of the priorities set out in the 2023/28 Council Plan for delivery within 2024/25. The narrative is supported by information on performance indicators and/or milestones.

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

1.03 **Monitoring our Performance**

Each of the sub-priorities under each priority within the Plan have high level activities which are monitored over time. 'Progress' shows action against scheduled activity and is categorised as:

- **RED**: Limited Progress, delay in scheduled activity and not on track
- **AMBER:** Satisfactory Progress, some delay in scheduled activity, but broadly on track
- **GREEN:** Good Progress, activities completed on schedule and on track

1.04 **Progress against Council Plan activity (Actions)**

In summary, our overall progress against the quarterly activities /actions (135) identified in the Council Plan for 2024/25 is:

- Good (green) progress was achieved in 67% (91) of activities.
- Satisfactory (amber) progress was achieved in 29% (39) of activities.
- Limited (red) progress was made in 4% (5) of activities

PRIORITY	**ACTIONS**		
	GREEN	**AMBER**	**RED**
Poverty	12	1	0
Affordable and Accessible Housing	7	9	1
Green Society and Environment	19	7	1
Economy	15	7	1
Personal and Community Well-being	10	2	0
Education and Skills	15	5	0
A Well Managed Council	13	8	2
Overall Progress	**91 (67%)**	**39 (29%)**	**5 (4%)**

1.05 The activity which shows a **Red RAG** status and is off track at mid-year (Quarter 2), relevant to the Community & Housing Overview & Scrutiny Committee is listed below:

PRIORITY: AFFORDABLE AND ACCESSIBLE HOUSING
Sub Priority: Housing Support and Homeless Prevention
CHC036T - Identify a site for a young person's supported housing provision offering accommodation and support services.
A potential site was identified however, following review the scheme was aborted due to high costs and the identification of restrictive covenants.

1.06 **Performance against the Council Plan Performance Indicators (Measures)**

Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:

- **RED** - Under-performance against target.
- **AMBER** - Where improvement may have been made but performance has missed the target.
- **GREEN** - Positive performance against target.

1.07 Analysis of the mid-year (Quarter 2) performance measures (52) against the targets set for 2024/25 shows:

- 38 (73%) measures have a green RAG status
- 5 (10%) measures have an amber RAG status
- 9 (17%) measures have a red RAG status

PRIORITY	**MEASURES**		
	GREEN	**AMBER**	**RED**
Poverty	8	1	0
Affordable and Accessible Housing	11	0	5
Green Society and Environment	6	2	0
Economy	2	1	1
Personal and Community Well-being	9	1	0
Education and Skills	0	0	0
A Well Managed Council	2	0	3
Overall Progress	**38 (73%)**	**5 (10%)**	**9 (17%)**

1.08 The performance indicators/measures which show a **Red RAG** status for performance against the target set, relevant to the Community & Housing Overview & Scrutiny Committee, are listed below:

PRIORITY: AFFORDABLE AND ACCESSIBLE HOUSING
Sub Priority: Private Rented Sector
CHC040M - Landlords engaged through Flintshire Landlord Forum
(Actual 0 – Target 20)
Responding to the needs of landlords remains a priority task for the Housing and Prevention Service. A dedicated Private Sector Housing Officer is in post and this officer works alongside the National Residential Landlords Association (NRLA) to facilitate the previously held quarterly Landlord Forum Meetings. In recent years as a result of the changes to housing law in Wales

and the introduction of the Housing Wales Act 2016, there had been significant demand from landlords and lettings agents to understand changes in legislation, respond to emerging risks associated with housing conditions and disrepair. Demand for Forum meetings has however reduced. The Forum has therefore not met this Quarter. Landlords have continued to access advice and guidance from the Private Sector Housing Officer and colleagues in the Public Protection Team. The Landlord Support e-mail account has received approximately 40 enquiries during the year to date from local landlords. Consultation with Landlords and Lettings Agents will be undertaken in Quarter 3 to inform the content of the next Landlord Forum which will be delivered during Quarter 3.

Sub Priority: Social Housing
CHC019M - Number of Council Homes completed
(Actual 0 – Target 2)
A planned acquisition in Holywell has been delayed and will complete in Quarter 3. A further 10 acquisitions are planned in Quarter 3, with an additional 12 by March 2025. There has been slippage on the Flintshire County Council development schemes due to viability considerations.

CHC023M - Number of Residential Social Landlord (RSL's) homes completed
(Actual 0 – Target 8)
There are currently 178 homes under construction by RSL partners: 17 Wales and West at Brunswick Road, Buckley (nine) and New Inn, Station Road (eight) which are anticipated to complete in Quarter 3. 100 Clwyd Alyn at Northern Gateway, 56 Clwyd Alyn at 66a Mold Road, Mynydd Isa. In addition, there is approximately five acquisitions by the Council via Social Housing Grant funding.

We had anticipated that eight homes under construction would have been completed in Quarter 2 however, due to construction delays this was not possible. These houses will, however, be completed before the end of this financial year.

CHC042M - Average number of days to complete a Medium Disabled adaptation
(Actual 148 – Target 122)
The timescales for completion of medium adaptations have been impacted by sickness absence within the team.

CHC044M - Average number of days to complete a Large Disabled adaptation.
(Actual 657 – Target 456)
There has been an increase in the number of referrals for large scale adaptations which has resulted in a delay with the progression of cases. These cases can be extremely complex, and the assessment / design has on occasion been longer than expected.

2.00 RESOURCE IMPLICATIONS

2.01 There are no specific resource implications for this report.

3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01

Ways of Working (Sustainable Development) Principles Impact

The Council Plan 2023/28 continues to be aligned to the Sustainable Development Principles:

Long-term	Throughout the Mid-Year Performance Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2024/25.
Prevention	
Integration	
Collaboration	
Involvement	

By completing a high-level IIA for the Council Plan (2023-28), it enabled the Council to have an overview of the various additional IIA's that will be carried out to support the Council Plan (2023/28) priorities.

Well-being Goals Impact

The Council Plan (2023/28) continues to provide evidence of alignment with the seven Well-being Goals (part of the Well-being of Future Generations (Wales) Act 2015 and Five Ways of Working (Sustainable Development Principle). To do this effectively the Council ensures that specific strategic and policy reports include impact and risk assessments and considers the Well-being Goals.

Prosperous Wales	Throughout the Mid-Year Performance Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.
Resilient Wales	
Healthier Wales	
More equal Wales	
Cohesive Wales	
Vibrant Wales	
Globally responsible Wales	

Council's Well-being Objectives

The Council undertook a review of its Well-being Objectives during the development of the Council Plan. The updated set of Well-being Objectives are a more focused set of seven. The Well-being Objectives identified have associated priorities for which they resonate. See the full list below.

Priority	**Well-being Objective**
Poverty	Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient
Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities
Green Society and Environment	Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
Economy	Connecting communities and enabling a sustainable economic recovery and growth
Personal and Community Well-being	Supporting people in need to live as well as they can
Education and Skills	Enabling and Supporting Learning Communities
A Well Managed Council	A responsible, resourceful, and trusted Council operating as efficiently as possible

The information detailed within the Council Plan Mid-Year Performance Report 2024/25 demonstrates the progress made against the Well-being Objectives.

Risks are identified as part of the annual review of the Council Plan and are detailed within Council Plan (Part 2 Document). In accordance with the Risk Management Framework, risks are reviewed monthly and reported upon.

4.00 CONSULTATIONS REQUIRED / CARRIED OUT

4.01 Consultation with Senior Managers and Chief Officers was undertaken in setting the actions and measures to support performance of the Council Plan 2023/28.

4.02 The actions/measures detailed within the Council Plan are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.

5.00 APPENDICES

5.01 Appendix 1 - Council Plan 2024/25 Mid-Year Performance Monitoring Report
Appendix 2 - Council Plan 2024/25 Part 2: Milestones and Measures Document

6.00 LIST OF ACCESSIBLE BACKGROUND DOCUMENTS

6.01 **Council Plan 2023/28**
https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Council-Plan-and-Well-Being-Objectives/Council-Plan-2023-28.pdf

7.00 CONTACT OFFICER DETAILS

7.01 **Contact Officer**: Sam Perry
Telephone: 01352 701476
Email: sam.perry@flintshire.gov.uk

8.00 GLOSSARY OF TERMS

8.01 **Council Plan:** the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to ‘set out any actions to increase the extent to which the council is meeting the performance requirements.’ Plans for organisations should be robust; be clear on where it wants to go; and how it will get there.

8.02 **An explanation of the report headings:**

Measures (Key Performance Indicators - KPIs)

Actual (YTD) – the year-to-date performance identified i.e., by numbers, percentages, etc.

Target (YTD) – The target for the year to date which is set at the beginning of the year.

Current RAG Rating – This measures performance for the year against the target. It is automatically generated according to the data:

- **Red** = a position of under performance against target

	• **Amber** = a mid-position where improvement may have been made but performance has missed the target; and • **Green** = a position of positive performance against the target.

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

Council Plan Mid-Year
Performance Monitoring Report 2024/25

Gyda'n gilydd gallwn ni i gyd helpu
i gadw Sir y Fflint yn ddiogel
Together we can all help to
keep Flintshire safe
Cyngor Sir y Fflint Flintshire County Council

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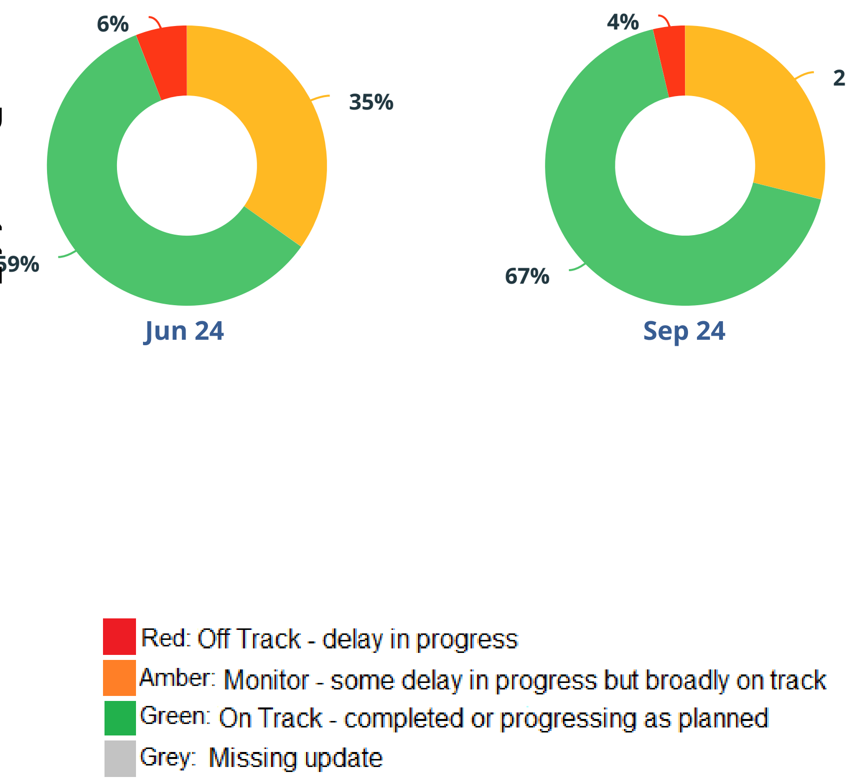
Council Plan 2023-28

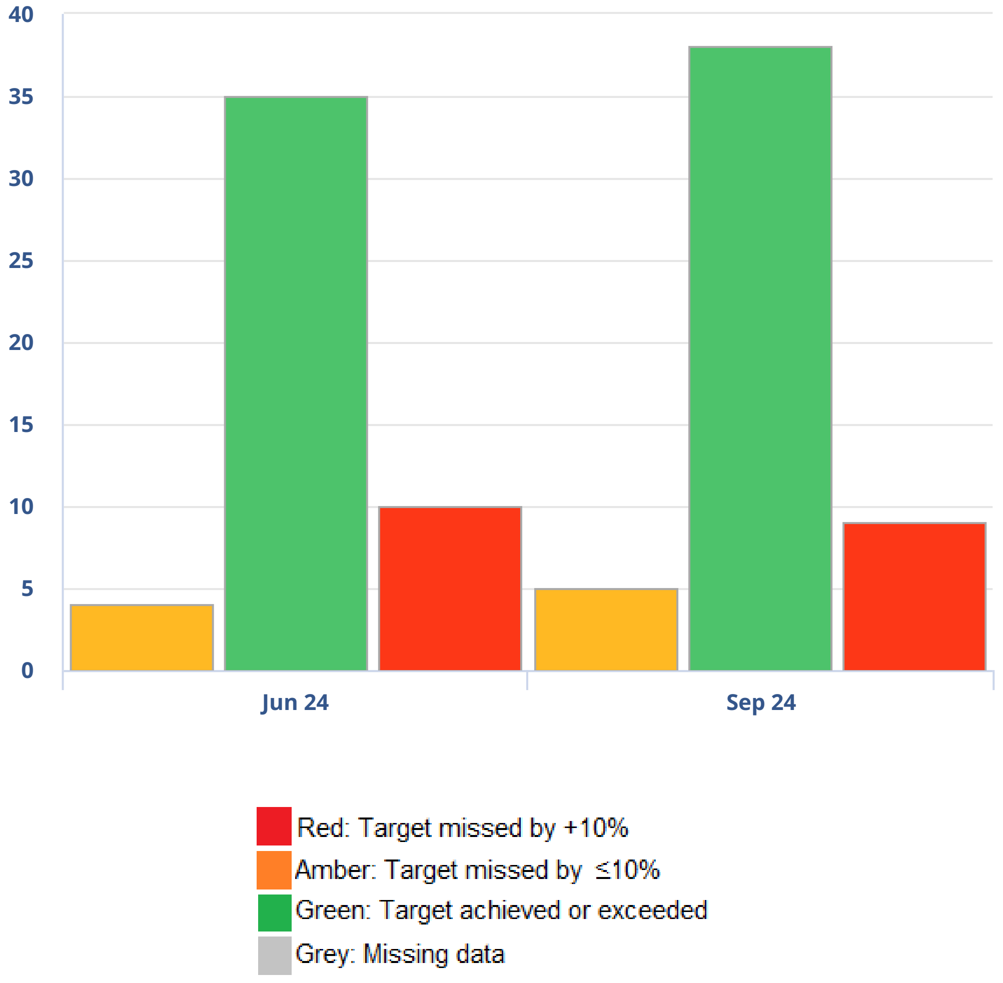
Mid-year Performance Report 24/25

Performance Summary

Actions RAG Status (Mid-year)



Quarterly and Bi-annual Measures RAG Status (Mid-year)



Total Actions

140

Quarterly Actions

135

Annual Actions

5

(reported in Q4 only)

Red

5

Amber

39

Green

91

Missing Update

0

Actions Off Track

	Priority	Action	RAG
CFI005T	A Well-Managed Council	Ensure the funding needs of the Council over the medium term are met through financial planning	▲
CFI007T	A Well-Managed Council	Ensure an adequate level of reserves is maintained by the Council	▲
CHC036T	Affordable and Accessible Housing	Identify a site for a young person’s supported housing provision offering accommodation and support services	▲
CPE052T	Economy	Recruit a Digital Connectivity Officer to support rural communities to access better quality connectivity options	▲
CST025T	Green Society and Environment	Achieve Welsh Government recycling targets	▲

Total Measures

88

Quarterly Measures

49

Bi-annual Measures

3

(reported in Q2 and Q4 only)

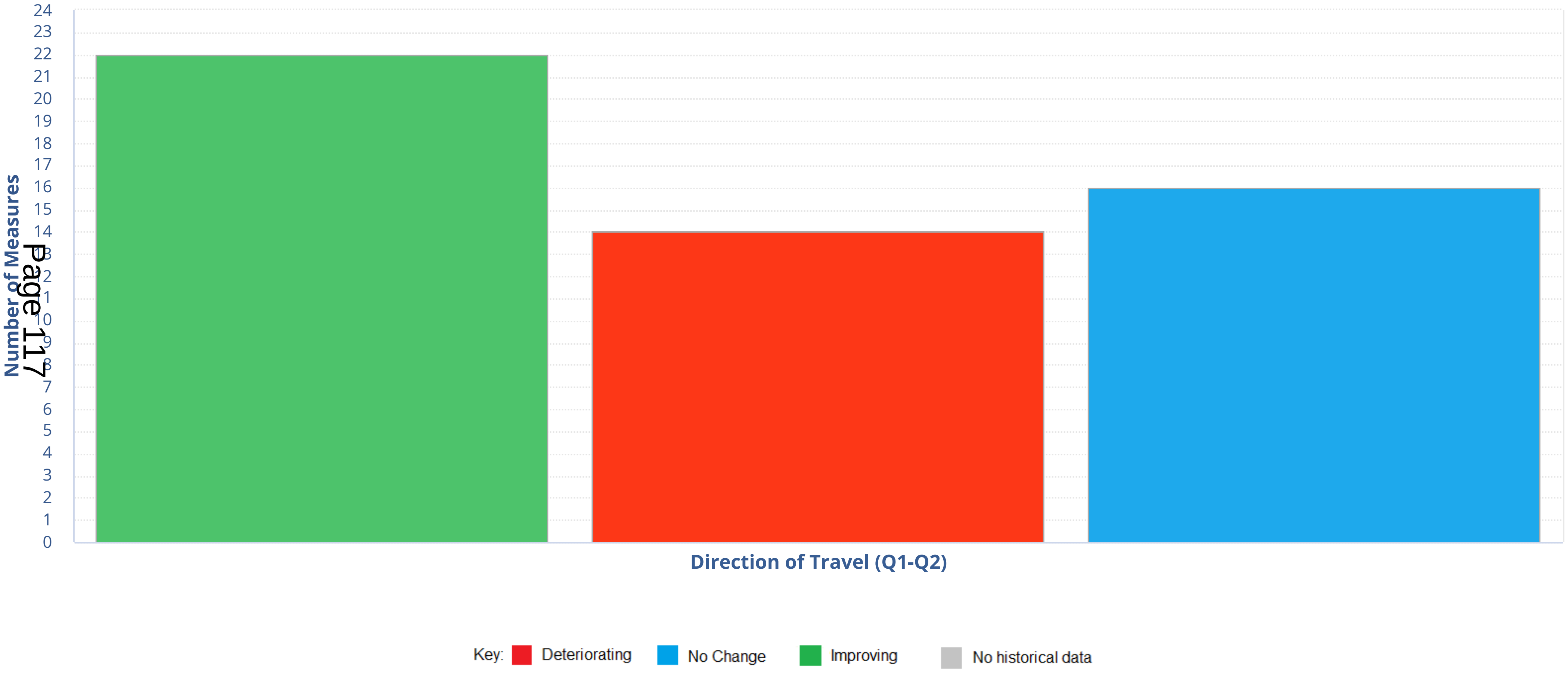
Annual Measures

36

(reported in Q4 only)

Q2 Measure Performance

This chart indicates the performance of measures against target compared to the previous period



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Poverty

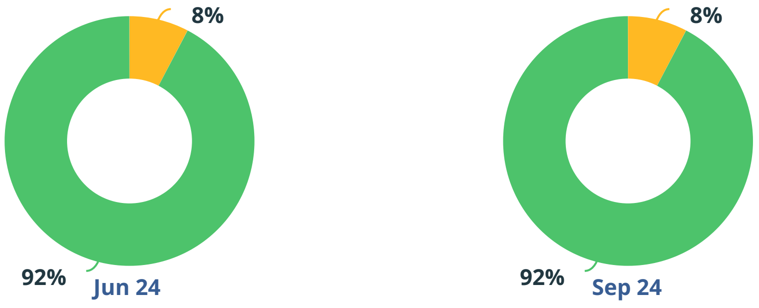
Well-being Objective: Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient.

Poverty

Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient

Performance Summary

Actions RAG Status (Q1 and Q2)



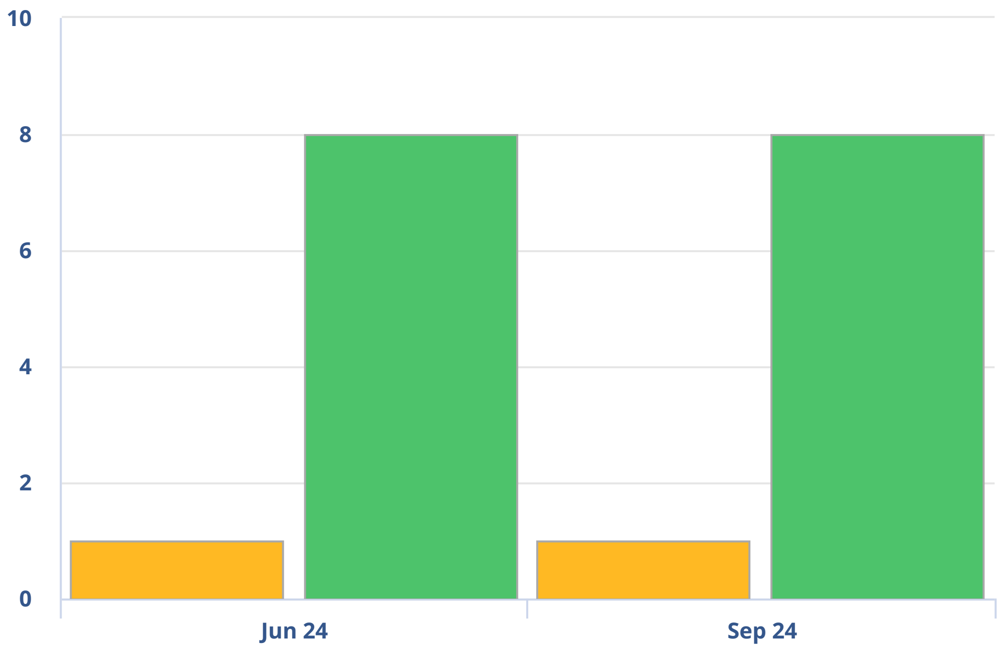
▲ Red: Off Track - delay in progress

● Amber: Monitor - some delay in progress but broadly on track

★ Green: On Track - completed or progressing as planned

■ Grey: Missing data

Measures RAG Status (Q1 and Q2)



▲ Red: Target missed by +10%

● Amber: Target missed by ≤10%

★ Green: Target achieved or exceeded

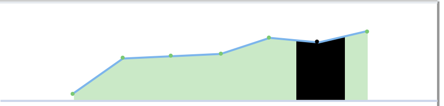
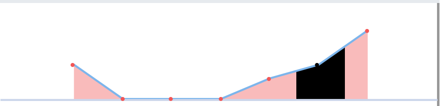
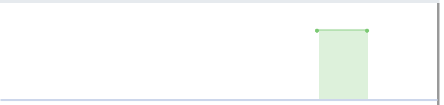
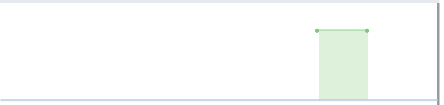
■ Grey: Missing data

Food Poverty

People who are not able to access food that meets their daily nutritional needs and requirements

	Action	RAG	Comments
CHC053T	Continue to roll out a transported and delivered food service “Mobile Meals” to those who are vulnerable	★	The Well Fed meals on wheels service is continuing to do well, door to door, good food hubs and mobile shop. A new winter menu has been launched to support residents to continue to eat well over the winter months.
CHC054T	Continue to develop delivery of a “Hospital to Home” meals service	●	The 'Hospital to Home' pilot has been extended for a further 12 weeks continuing to work collaboratively with the community hospitals and the Care and Repair Team as well as extending the pilot to Glan Clwyd to Support Flintshire residents who are being discharged.

Quarterly Measures - Food Poverty

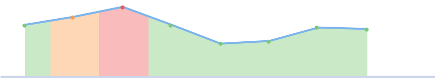
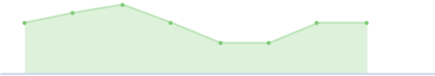
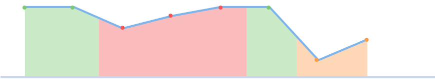
Measure	Measure Description	Actual	Target	Last Year (Q2)	RAG	Performance Trend
CHC005M	Number of residents enrolled in the “Mobile Meals” service	300	20	190	★	
The Well Fed mobile shop is going well visiting over 40 locations every week.						
CHC006M	Number of residents supported by the “Hospital to Home” meals service	10	74	0	▲	
The hospital to home service pilot has been extended for a further 12 weeks. We have made great contacts within the hospitals and they are keen to promote the service to discharging patients as they know how much it is needed in the current climate.						
CHC047M	Percentage of meals provided to residents enrolled in the "Mobile Meals" service	100.0%	100.0%		★	
The Well Fed mobile shop is going well visiting over 40 locations every week.						
CHC048M	Percentage of meals provided to patients requesting "Hospital to Home" meals service	100.0%	100.0%		★	
The hospital to home service pilot has been extended for a further 12 weeks. We have made great contacts within the hospitals and they are keen to promote the service to discharging patients as they know how much it is needed in the current climate.						

Income Poverty

People on low income who are unable to meet day to day living costs

	Action	RAG	Comments
☑ CHC004T	Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place	★	We are currently working on a hub model to incorporate social prescribing working collaboratively with third sector partners, external agencies, GP's etc., to enable the provision a whole service approach to our residents.
☑ CHC050T	Explore development of support schemes to mitigate in work poverty	★	We continue to support households to mitigate effects of in-work poverty by promoting Discretionary Housing Payments (DHPs) and budgeting advice and advice around maximising income.
☑ CHC056T	Maximise take up of the Discretionary Housing Payments scheme and other financial support	★	With the continuing impact of the cost of living crisis and increasing rents, referrals continue to be received. Ongoing advice and support is provided as part of the Discretionary Housing Payments (DHP) application process even if an application for DHP is unsuccessful. It is anticipated that demand will continue for DHP. The Discretionary Housing Payment scheme continues to be promoted as an option for assistance with household rent costs.
☑ CHC057T	Ensuring that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently	★	The target times for processing Housing Benefit and Council Tax Reduction Scheme new claims and change of circumstances applications have been met: 13 days for new claims against a target of 20 days and 7 days for change of circumstances against an 8 day target. By processing claims and changes to entitlement efficiently, customers receive the correct amount of financial support when they need it, which is supporting customers to reduce income poverty.

Quarterly Measures - Income Poverty

Measure	Measure Description	Actual	Target	Last Year (Q2)	RAG	Performance Trend
CHC001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	17	20	19	★	
Performance has remained the same as Quarter 1 taking an average of 17 days to process new claims. Our performance has remained within target whilst carrying a vacancy and also long term sickness absence within the Assessment Officer Team.						
CHC002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	5	8	5	★	
Performance has reduced since Quarter 1 and is now at 5 days however, this is still within target. We have seen a significant increase in the number of change in circumstances received during this period due to Universal Credit changes. Also the Assessment Officer Team are carrying a vacancy and long term sickness absence.						
CHC003M	Total spend of Discretionary Housing Payments (%)	53.0%	50.0%	87.0%	●	
The level of funding in 2024/25 from the Department of Work and Pensions (DWP) remains the same as 2023/24. This continues to be a challenge for 2024/25 especially as the cost of living crisis continues to effects households.						

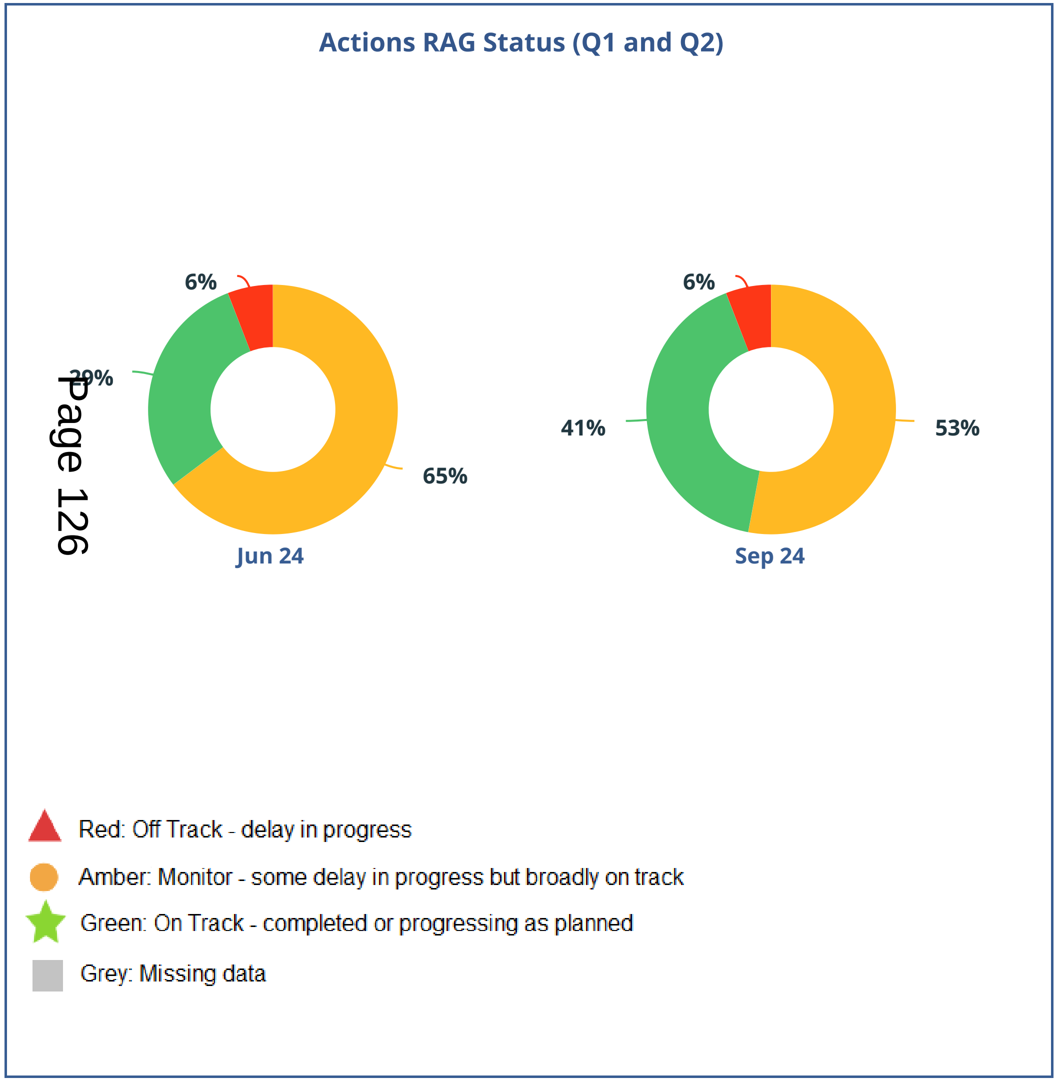
Affordable and Accessible Housing

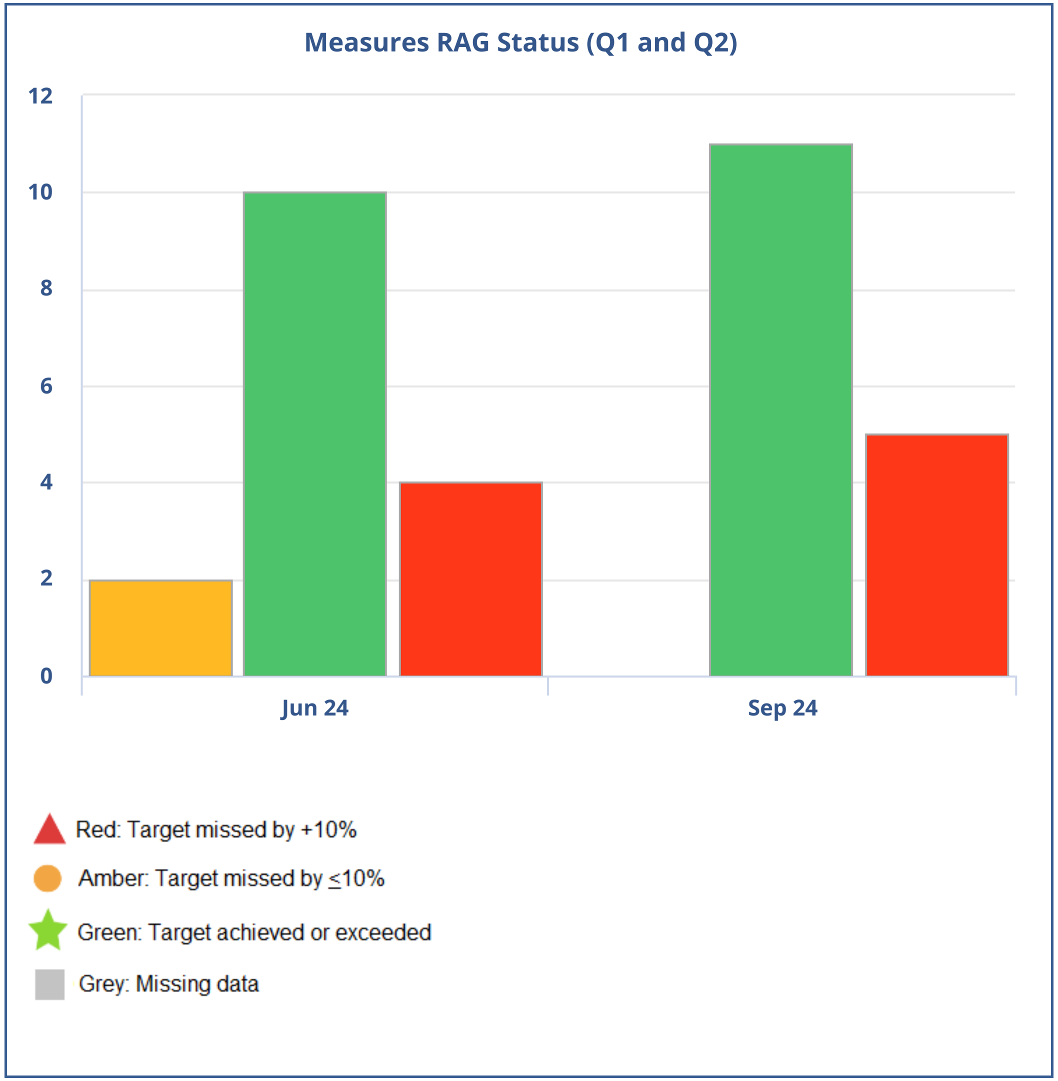
Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

Affordable and Accessible Housing

Housing in Flintshire meeting the needs of our residents and supporting safer communities

Performance Summary





Actions off Track

Action Code	Action	RAG
☑ CHC036T	Identify a site for a young person’s supported housing provision offering accommodation and support services	▲

Quarterly Measures off Track

	Measure	Actual	Target	RAG
CHC040M	Landlords engaged through Flintshire Landlord Forum	0	20	▲
CHC019M	Number of Council Homes completed	0	2	▲
CHC023M	Number of Residential Social Landlord (RSL's) homes completed	0	8	▲
CHC042M	Average number of days to complete a Medium Disabled adaptation	148	122	▲
CHC044M	Average number of days to complete a Large Disabled adaptation	657	456	▲

Deteriorating Quarterly Measures (Q1-Q2)

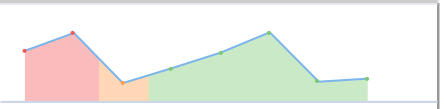
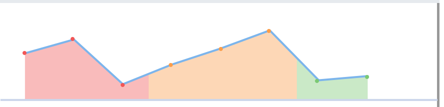
	Measure	Jun 24	Sep 24	Trend
CHC009M	Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	45.0%	38.0%	↘
CHC019M	Number of Council Homes completed	1	0	↘
CHC023M	Number of Residential Social Landlord (RSL's) homes completed	0	0	↘
CHC042M	Average number of days to complete a Medium Disabled adaptation	98	148	↘
CHC044M	Average number of days to complete a Large Disabled adaptation	580	657	↘

Housing Needs and Housing Options

Helping people to explore their housing options so they can access the right homes to meet their needs

	Action	RAG	Comments
CHC016T	Develop self-service approaches that enable people to identify their own housing options through online support	●	The website is currently under development to include additional self-service housing options advice. Developments will include a waiting time calculator for being rehoused into Social Housing and an eligibility tool. Applicants were recently invited to take part in a customer satisfaction survey. Respondents were asked to identify what services or functions they would like to access digitally. The responses included having the ability to notify the Council of changes in circumstances, complete reviews etc. This data will help inform future enhancements to our current online services.

Housing Needs and Housing Options - Quarterly Measures

Measure	Description	Actual	Target	Last Year (Q2)	RAG	Performance Trend
CHC015M	Number of applicants rehoused via SARTH by All Housing Partners	175	148	257	★	
There has been a total of 175 applicants rehoused via the Housing Register in Quarter 2 of this financial year. 14 applicants were rehoused into Clwyd Alyn properties, 141 applicants into Flintshire County Council properties, 1 applicant into a Grwp Cynefin, 19 applicants into Wales and West properties. This totals 175 applicants rehoused in Quarter 2.						
CHC016M	Number of applicants rehoused via SARTH by Flintshire County Council	141	101	212	★	
There has been a total of 141 applicants rehoused via the Housing Register in Quarter 2 of this financial year.						

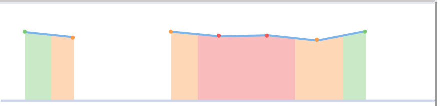
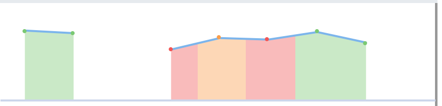
Housing Support and Homeless Prevention

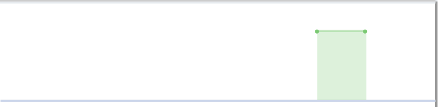
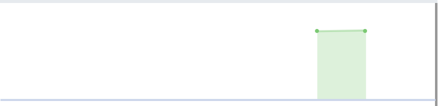
Offering support to people to retain their housing and live well and ensuring homelessness is rare, brief, and unrepeated

	Action	RAG	Comments
☑ CHC009T	Commission a wide range of housing related support that meets the needs of the people of Flintshire	●	The Housing First Tender has been awarded and the project will commence January 2025. The HSG Team are currently compiling all documents in readiness to go out to Tender for 8 long standing Floating Support Contracts. A Meet the Buyer Event was held for Floating Support Contracts on 13 November 24. This tender process will begin in January 25. It has been agreed to extend Supported Housing projects by one year whilst consultations are held to evaluate the projects and then proceed to tender. The Tender for the Family Supported Housing Project has been awarded and commenced 1st October 2024. The HSG Team are in the final stages of awarding the Housing First Tender which was previously commissioned jointly with Denbighshire County Council and Conwy Council. This will commence on 1st December 2025. The HSG Team are also scoping the potential to commission a hoarding project. The documentation is being prepared to submit to Legal colleagues. Work continues in relation to the retendering of all HSG funded floating support projects. Due to the implementation of the new procurement rules the procurement team have advised that there will be no further procurement activity until 2025.
☑ CHC036T	Identify a site for a young person’s supported housing provision offering accommodation and support services	▲	A potential site was identified however, following review the scheme was aborted due to high costs and the identification of restrictive covenants.
☑ CHC037T	Progress build project for the new supported housing provision	●	A site has been identified. A number of potential layouts have been drafted providing between 12 and 14 units. The scheme has been costed and the council are currently in discussion with the Welsh Government Social Housing Team and technical department on the proposals.
☑ CHC049T	Deliver our Rapid Rehousing Transition Plan	●	The Ending Homelessness Board and associated Delivery Groups continue to work on the actions contained within the Rapid Rehousing Transition Plan. The Rapid Rehousing Strategic Co-ordinator role will be advertised and recruited within the 3rd quarter of the reporting year. A Data Analyst will also be appointed to support the evidencing of impact and the development of a performance management framework for the Rapid Rehousing Agenda more broadly. A recent independent review of the Homeless services in Flintshire (Neil Morland & Co) identified that the council has sound plans in place when it comes to housing support and homelessness, however included a recommendation to streamline and coordinate the number of plans currently in place. This work is underway. The Independent review highlighted challenges associated with ability to deliver on the Council's Rapid Rehousing Plan due to current capacity in the Housing and Prevention Service. Reports to propose an increase in staffing capacity are due to go through the Council's Committee cycle in October 2024.

	Action	RAG	Comments
☑ CHC052T	Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone's business”	★	As referenced in previous updates, the Ending Homelessness Board continues to meet frequently and local delivery groups (Partnerships & Protocols Group, Homelessness Pressures Options Group and the Communications & Workforce Development Group) are meeting regularly. An Independent Review of Homelessness Services in Flintshire was completed by Neil Morland & Co Consultancy in quarter 1 and the findings have now been shared with the Ending Homelessness Board and Chief Officers. The report is progressing through the Committee Cycle in quarter 3. As part of the review, the consultants spoke to a number of officers working in other parts on the Council, along with external stakeholders including Shelter, Citizens Advice, Probation, substance misuse services, the Wallich and housing associations with stock in Flintshire. The feedback from external partners about working with Flintshire's homelessness and housing advice service was extremely positive, with more than one agency saying that Flintshire is the best council in North Wales in terms of positive engagement with the homelessness service, which evidences the work we are undertaking to ensure homelessness is everyone's business and that we set a clear strategic direction for this important service area.

Housing Support and Homeless Prevention - Quarterly Measures

<table>
<tr><th>Measure</th><th>Description</th><th>Actual</th><th>Target</th><th>Last Year (Q2)</th><th>RAG</th><th>Performance Trend</th></tr>
<tr><td>CHC008M</td><td>Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014</td><td>65.0%</td><td>60.0%</td><td>64.4%</td><td>★</td><td></td></tr>
<tr><td colspan="7">At the half year point, a total of 238 prevention outcomes were recorded. When comparing to the half way point in the previous reporting year, levels of prevention outcomes are broadly static (231). However, when looking at successful prevention outcomes for 2024/25, the service has achieved 155 positive prevention outcomes compared to 125 in the 2023/24 period. This evidences an improvement in prevention rate at the half year point of 2024/25 at 65% compared to a prevention rate at the half year point of 2023/24 of 54%. Successful prevention outcomes are positive interventions by the Homeless and Support Teams which have enabled households to avoid homelessness by remaining where they are, or moving before becoming homeless. Those who did become homeless progressed onto other duties and were assisted accordingly by the Homeless Team.</td></tr>
<tr><td>CHC009M</td><td>Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014</td><td>38.0%</td><td>40.0%</td><td>33.3%</td><td>★</td><td></td></tr>
<tr><td colspan="7">At the half year point, a total of 423 relief outcomes were recorded. In the same reporting period for the previous year, a total of 332 relief outcomes were recorded. Relief outcomes are where a household is statutorily homeless. Positive relief outcomes are where homeless households are supported to exit homelessness through securing settled housing or returning home if safe and suitable to do so. During quarter one and quarter two, a total of 160 positive relief outcomes were achieved. This demonstrates a 38% positive relief rate. Unsuccessful outcomes recorded during the period were as follows: unsuccessful relief (154) , non-cooperation (28), refused assistance (13), application withdrawn (39), loss of contact (27), mistake of fact (1) and death (1). Unsuccessful relief cases continue to work with the Local Authority and the majority of cases will be accommodated in temporary accommodation by the Council. In all other unsuccessful outcomes cases will have been closed.</td></tr>
</table>

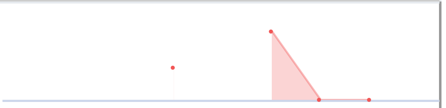
<table>
<tr><th>Measure</th><th>Description</th><th>Actual</th><th>Target</th><th>Last Year (Q2)</th><th>RAG</th><th>Performance Trend</th></tr>
<tr><td>CHC045M</td><td>Percentage of Housing Support Gateway referrals processed within 5 working days.</td><td>100.0%</td><td>85.0%</td><td></td><td>★</td><td></td></tr>
<tr><td colspan="7">Mid-year data collated from the Housing Support Grant (HSG) Gateway shows that 1,066 referrals were received and assessed during the Quarter 1 and Quarter 2 period of 2024 (548 referrals were received in Quarter 1 and 518 in Quarter 2). All referrals during that period were assessed and actioned within the committed time-frame of 5 working days. Inevitably there have been some waiting lists for support during this period due to consistent high levels of demand for support intervention however, waiting lists are reviewed daily by the HSG team. Any urgent support required for clients on our waiting lists, such as assistance with food and finances, is actioned immediately. Four members of the team have access to the system to assess and allocate referrals which ensures referrals are assessed within committed timeframes.</td></tr>
<tr><td>CHC046M</td><td>Number of households successfully moved on from temporary accommodation</td><td>82</td><td>65</td><td></td><td>★</td><td></td></tr>
<tr><td colspan="7">During the second quarter of the reporting year a total of 82 households have been assisted to move on from temporary and emergency housing and have exited homelessness positively. When reviewing the 82 household the breakdown of successful housing solutions is as follows: 15 households were helped to secure housing within the private rented sector, 2 households were able to move on to Supported Housing, 18 households were assisted to live with family or friends, 47 households secured social housing with either the Council (33) or were housed by one of our Housing Association partners (14). 82 households moving on and exiting homelessness is encouraging performance under incredibly challenging circumstances and worsening housing conditions nationally and locally.</td></tr>
</table>

Private Rented Sector

Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities

	Action	RAG	Comments
CHC058T	Sign up to the Wales wide Private sector leasing scheme	●	It continues to be an ambition for Flintshire to participate in the Leasing Scheme Wales. Work is underway to achieve this ambition and the agreed service restructure will assist in progressing this.
CPE086T	To improve standards in the private rent sector (the introduction of 'Additional Licensing' will contribute to an increased regulation of smaller Houses of Multiple Occupation (HMO))	●	A Committee report will be considered by Environment and Economy Overview and Scrutiny Committee and Cabinet in early October 2024, to request commencement of consultation with stakeholders regarding Additional Licensing.

Private Rented Sector - Quarterly Measures

Measure	Description	Actual	Target	Last Year (Q2)	RAG	Performance Trend
CHC040M	Landlords engaged through Flintshire Landlord Forum	0	20	25	▲	

Responding to the needs of landlords remains a priority task for the Housing and Prevention Service. A dedicated Private Sector Housing Officer is in post and this officer works alongside the National Residential Landlords Association (NRLA) to facilitate the previously held quarterly Landlord Forum Meetings. In recent years as a result of the changes to housing law in Wales and the introduction of the Housing Wales Act 2016, there had been significant demand from landlords and lettings agents to understand changes in legislation, respond to emerging risks associated with housing conditions and disrepair. Demand for Forum meetings has however reduced. The Forum has therefore not met this Quarter. Landlords have continued to access advice and guidance from the Private Sector Housing Officer and colleagues in the Public Protection Team. The Landlord Support e-mail account has received approximately 40 enquiries during the year to date from local landlords. Consultation with Landlords and Lettings Agents will be undertaken in Quarter 3 to inform the content of the next Landlord Forum which will be delivered during Quarter 3.

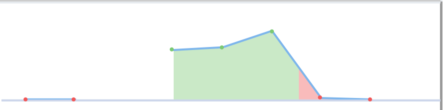
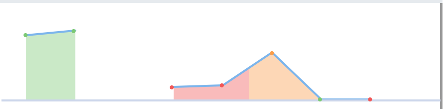
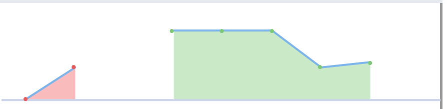
Social Housing

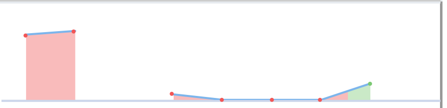
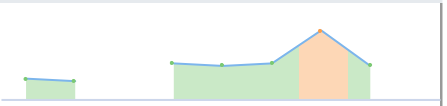
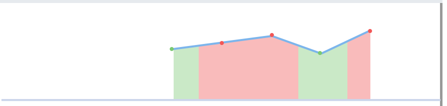
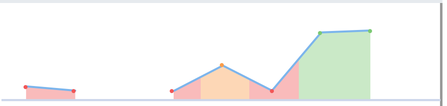
Working with housing partners to develop and invest in affordable housing and social housing - with modern methods of construction, improving the quality of Council homes, and a commitment towards carbon neutral

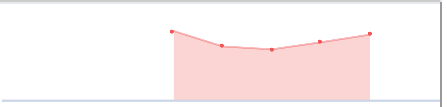
	Action	RAG	Comments
CHC019T	Work with housing association partners to build new social housing properties and additional affordable properties	★	There were delays to the Programme due to the increase in the cost of living leading to Contractors entering administration and withdrawing from Contracts. Contractor insolvency and repricing / funding pressures has impacted on the start on site for Northern Gateway (100 units), Mynydd Isa (56 units) and the completion of Station Road (8 units) and Brunswick Road, Buckley (9 units). However, these schemes are now progressing. In addition, the Welsh Government's Acceptable Cost Guidance (ACG) has been revised to reflect rising costs and this is impacting positively on schemes.
CHC020T	Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	●	Eight properties have now completed for NEW Homes, seven gifted via Redrow (Millstone View, Penyffordd) and one at Maple Way. A further six properties at Maes Gwern, Mold will be completed in October 2024. The Council had hoped to progress additional buy backs however, there was a delay in Welsh Government confirming the grant award for individual schemes. This was received in early October 2024. There are 17 approved schemes and the acquisitions will be progressed with anticipated completion before the end of March 2025. In addition to the 17 acquisitions there are a further nine properties, which were acquired in 2023/24, with construction funding agreed, a total of 26 additional homes.
CHC021T	Ensure the Council's housing stock maintains the current Welsh Housing Quality Standards	★	The Council continues to target properties that do not meet the Standard Assessment Procedure (SAP) 65 rating through a range of improvement works. This includes the installation of efficient central heating systems, renewable technology (Solar Panels and Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, ensuring the energy performance and thermal efficiency of our properties is addressed and improved. Our current average SAP rating for our entire stock is 73.5%. The Council are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes. The Council is also developing a new compliance policy in relation to the new Welsh Housing Quality Standards 2023, which will be incorporated into our investment programmes, along with our standards and specifications of works.
CHC022T	Finalise the plan for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	★	The Decarbonisation Strategy is currently in draft form and the service is currently reviewing the associated work programmes and plans. The Strategy will be finalised, alongside the programme of works, over the next three years in line with Welsh Government deadlines. The delayed launch of Welsh Housing Quality Standards 2023 has impacted upon timescales. Contract holder and Member workshops will be scheduled, and updates conveyed through Programme Board, Overview and Scrutiny Committee and management team meetings.
CHC024T	Support our tenants to access technology and create sustainable digital communities	●	The business case to request to install Wi-Fi as a pilot in two supported accommodation schemes has been submitted and supported by the Digital Strategy Programme Board. Confirmation of the timescales and procurement method are awaited to allow Wi-Fi to be installed as soon as possible. The original business plan requesting Wi-Fi to be installed in the HRA community centres was rejected by the Digital Strategy Programme Board. An updated business case is being developed and will be presented to the board in the future.

	Action	RAG	Comments
CHC026T	In partnership with Denbighshire Council, create a new Dynamic Procurement System in order to ensure Contract Procedural Rules are met and provide a wider opportunity for tendering Disabled Adaptation projects	●	Unfortunately, this project has been delayed due to other framework contracts needing to be reviewed, plus a new procurement policy being implemented by Denbighshire Council.
CHC041T	Maximise Welsh Government Funding to increase stock capacity	★	Access to additional funding continues to be explored. Following a letter from the Cabinet Secretary for Housing, Local Government and Planning a number of schemes with our RSL partners have been supported. The Council's response also advised that Flintshire County Council continues to endorse and share the ambition to develop 20,000 new affordable homes across Wales.
CHC043T	Implementation of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants	★	The Sheltered Housing review is progressing well. Work has commenced with a number of workstreams identified. Each scheme will be assessed against the approved sustainability matrix. A paper to provide an update is due to be shared through the Council's committee cycle in the next quarter.
CHC048T	Ensure that any new social housing stock meets Development Quality Requirements (DQR) standard energy efficiency A rating	★	New social housing stock will meet Development Quality Requirements (DQR) and Welsh Housing Quality Standards (WHQS). Flintshire is participating in an all Wales working group comprising of the 11 stock holding local authorities and 15 Registered Social Landlord partners. The working group are developing a pattern book and specifications for new stock to meet the required standards and streamline the development process. It is anticipated the outcome of the working group will be published in December 2024.

Social Housing - Quarterly Measures

<table>
<tr><th>Measure</th><th>Description</th><th>Actual</th><th>Target</th><th>Last Year (Q2)</th><th>RAG</th><th>Performance Trend ↑</th></tr>
<tr><td>CHC019M</td><td>Number of Council Homes completed</td><td>0</td><td>2</td><td>36</td><td>▲</td><td></td></tr>
<tr><td colspan="7">A planned acquisition in Holywell has been delayed and will complete in Quarter 3. A further 10 acquisitions are planned in Quarter 3, with an additional 12 by March 2025. There has been slippage on the Flintshire County Council development schemes due to viability considerations.</td></tr>
<tr><td>CHC023M</td><td>Number of Residential Social Landlord (RSL's) homes completed</td><td>0</td><td>8</td><td>8</td><td>▲</td><td></td></tr>
<tr><td colspan="7">There are currently 178 homes under construction by RSL partners: 17 Wales and West at Brunswick Road, Buckley (nine) and New Inn, Station Road (eight) which are anticipated to complete in Quarter 3. 100 Clwyd Alyn at Northern Gateway, 56 Clwyd Alyn at 66a Mold Road, Mynydd Isa. In addition, there is approximately five acquisitions by the the Council via Social Housing Grant funding.
We had anticipated that eight homes under construction would have been completed in Quarter 2 however, due to construction delays this was not possible. These houses will however, be completed before the end of this financial year.</td></tr>
<tr><td>CHC020M</td><td>Number of Affordable Homes under construction via NEW Homes</td><td>7</td><td>7</td><td>13</td><td>★</td><td></td></tr>
<tr><td colspan="7">Seven properties have now completed - 1 at Maple Way, together with a further 6 properties at Maes Gwern, Mold. There has been a delay with the gifted properties, but it is anticipated that these will complete in October 2024.</td></tr>
<tr><td>CHC021M</td><td>Number of Affordable Homes completed via NEW Homes.</td><td>8</td><td>3</td><td>0</td><td>★</td><td> </td></tr>
<tr><td colspan="7">14 properties have been completed in total - 7 gifted via Redrow at Millstone View, Penyffordd, 1 at Maple Way and 6 at Maes Gwern, Mold.</td></tr>
</table>

<table>
<tr><th>Measure</th><th>Description</th><th>Actual</th><th>Target</th><th>Last Year (Q2)</th><th>RAG</th><th>Performance Trend ↑</th></tr>
<tr><td>CHC018M</td><td>Number of Council Homes under construction</td><td>9</td><td>0</td><td>3</td><td>★</td><td></td></tr>
<tr><td colspan="7">The limited resources within the team have been diverted to develop proposal to successfully access Transitional Accommodation Capital Programme (TACP) funding. There has been slippage on the Flintshire County Council schemes due to viability considerations. The Council had hoped to progress additional buy backs however, the late confirmation of grant allocations has impacted on this (received October 2024).
There are 17 approved schemes with the acquisitions expected to complete by the end of March 2025. In addition to the 17 acquisitions there a further nine properties acquired in 2023/24 where construction funding has now been agreed, a total of 26 additional homes.</td></tr>
<tr><td>CHC027M</td><td>Average number of days to complete a Small Disabled adaptation</td><td>13</td><td>28</td><td>14</td><td>★</td><td></td></tr>
<tr><td colspan="7">Care and Repair are commissioned to complete all small adaptations and they are currently meeting the target completion timescales.</td></tr>
<tr><td>CHC042M</td><td>Average number of days to complete a Medium Disabled adaptation</td><td>148</td><td>122</td><td>108</td><td>▲</td><td></td></tr>
<tr><td colspan="7">The timescales for completion of medium adaptations has been impacted by sickness absence within the team.</td></tr>
<tr><td>CHC022M</td><td>Number of Residential Social Landlords (RSL's) homes under construction</td><td>178</td><td>165</td><td>21</td><td>★</td><td></td></tr>
<tr><td colspan="7">There are currently 178 homes are under construction by RSL partners: 17 - Wales and West at Brunswick Road, Buckley (9) and New Inn, Station Road (8) which are anticipated to complete in Quarter 3. 100 - Clwyd Alyn at Northern Gateway. 56 - Clwyd Alyn at 66a Mold Road, Mynydd Isa. In addition, there is approximately 5 acquisitions by the Council via Social Housing Grant funding.</td></tr>
</table>

Measure	Description	Actual	Target	Last Year (Q2)	RAG	Performance Trend ↑
CHC044M	Average number of days to complete a Large Disabled adaptation	657	456	693	▲	

There has been an increase in the number of referrals for large scale adaptations which has resulted in a delay with the progression of cases. These cases can be extremely complex and the assessment / design has on occasion been longer than expected.

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FLINTSHIRE COUNTY COUNCIL

Council Plan 2023/28

Content for 2024/25

PART 2

December 2024

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Sub-Priority:	**Food Poverty**
Definition:	**People who are not able to access food that meets their daily nutritional needs and requirements**
Lead Officer(s)	**Chief Officer Housing and Communities**

What we will do

	Action	Target Completion Date
✓ CHC053T	Continue to roll out a transported and delivered food service "Mobile Meals" to those who are vulnerable	31/03/2026
✓ CHC054T	Continue to develop delivery of a "Hospital to Home" meals service	31/03/2025

How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC047M	Percentage of meals provided to residents enrolled in the "Mobile Meals" service			100.0%			100.0%			100.0%			100.0%
CHC048M	Percentage of meals provided to patients requesting "Hospital to Home" meals service			100.0%			100.0%			100.0%			100.0%

*CHC047M - New measure within Council Plan for 2024/25.

*CHC048M - New measure within Council Plan for 2024/25.

What could impact our objective

Risk Title	Risk Description
RHC14 - Funding for Community Support	Removal or reduction of funding leading to inability to provide community support, food and fuel poverty activities.

Sub-Priority:	**Income Poverty**
Definition:	**People on low income who are unable to meet day to day living costs**
Lead Officer(s)	**Chief Officer Housing and Communities**

What we will do

	Action	Target Completion Date
CHC004T	Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place	31/03/2025
CHC050T	Explore development of support schemes to mitigate in work poverty	31/03/2025
CHC056T	Maximise take up of the Discretionary Housing Payments scheme and other financial support	31/03/2025
CHC057T	Ensuring that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently	31/03/2025

*CHC056T - The aim is to spend 100% of Discretionary Housing Payments allocation from DWP year on year over the lifetime of the Plan.

How we will measure success (quarterly)

		Jun			Sep			Dec			Mar		
	Measure Description	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	20	26	20	20	19	20	20	12	20	20	13	20
CHC002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	8	7	8	8	5	8	8	3	8	8	3	8
CHC003M	Total spend of Discretionary Housing Payments (%)	25.0%	69.0%	25.0%	50.0%	87.0%	50.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%

*CHC001M - The target for average number of calendar days to process new claims is set by DWP at 20 days.

*CHC002M - The target for average number of calendar days to process change in circumstances is set by DWP at 8 days.

What could impact our objective

Risk Title	Risk Description
RHC07 - Council Tax Reduction Scheme (CTRS)	Increased financial risk due to business failures and ability to anticipate Council Tax Reduction Scheme (CTRS)

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Priority:	**Affordable and Accessible Housing**

Well-being Objective:	**Housing in Flintshire meeting the needs of our residents and supporting safer communities**

Sub-Priority:	**Housing Needs and Housing Options**
Definition:	**Helping people to explore their housing options so they can access the right homes to meet their needs**
Lead Officer(s)	**Chief Officer Housing and Communities**

What we will do

	Action	Target Completion Date
☑ CHC016T	Develop self-service approaches that enable people to identify their own housing options through online support	31/03/2025

How we will measure success (quarterly)

	Measure Description	**Jun**			**Sep**			**Dec**			**Mar**		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC015M	Number of applicants rehoused via SARTH by All Housing Partners	146	140	148	146	257	148	146	380	148	146	539	148
CHC016M	Number of applicants rehoused via SARTH by Flintshire County Council	110	91	101	220	212	101	330	311	101	440	422	101

How we will measure success (annually)

	Measure Description	Target (23/24)	Actual (23/24)	Target (24/25)
CHC014M	Customer satisfaction data for the Housing Register Service (%)	40.0%	40.0%	40.0%
CHC017M	Number of households rehoused with significant adaptations requirements	10	9	10

What could impact our objective

Risk Title	Risk Description
RHC10 - Housing Supply	The council does not have access to sufficient/adequate/ right type of housing supply to meet the demands of those individuals on the common housing register and due to the increase in the levels of homelessness.

Sub-Priority:	**Housing Support and Homeless Prevention**
Definition:	**Offering support to people to retain their housing and live well and ensuring homelessness is rare, brief, and unrepeated**
Lead Officer(s)	**Chief Officer Housing and Communities**

*Definition - Rare, brief and unrepeated mirrors the language now used by Welsh Government when addressing homelessness. See Welsh Government Ending Homelessness in Wales: A high level action plan 2021 – 2026'

What we will do

	Action	Target Completion Date
CHC009T	Commission a wide range of housing related support that meets the needs of the people of Flintshire	31/03/2028
CHC036T	Identify a site for a young person's supported housing provision offering accommodation and support services	31/03/2026
CHC037T	Progress build project for the new supported housing provision	31/12/2025
CHC049T	Deliver our Rapid Rehousing Transition Plan	31/03/2028
CHC052T	Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	31/03/2028

How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC008M	Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014	70.0%		60.0%	70.0%	64.4%	60.0%	70.0%	60.0%	60.0%	70.0%	61.0%	60.0%
CHC009M	Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	45.0%		40.0%	45.0%	33.3%	40.0%	45.0%	41.0%	40.0%	45.0%	40.0%	40.0%
CHC045M	Percentage of Housing Support Gateway referrals processed within 5 working days.			85.0%			85.0%			85.0%			85.0%
CHC046M	Number of households successfully moved on from temporary accommodation			65			65			65			65

*CHC045M - New measure within Council Plan for 2024/25

*CHC046M - New measure within Council Plan for 2024/25

What could impact our objective

Risk Title	Risk Description
RHC09 - Resource to meet Homeless Obligations	The council is unable to meet it's homelessness statutory obligations due to shortages in staff, budgetary pressures and lack of available accommodation

Sub-Priority:	**Private Rented Sector**
Definition:	**Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities**
Lead Officer(s)	▪ **Chief Officer Housing and Communities** ▪ **Chief Officer Planning, Environment and Economy**

What we will do

	Action	Target Completion Date
CHC058T	Sign up to the Wales wide Private sector leasing scheme	31/03/2025
CPE086T	To improve standards in the private rent sector (the introduction of 'Additional Licensing' will contribute to an increased regulation of smaller Houses of Multiple Occupation (HMO))	31/03/2025

How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC040M	Landlords engaged through Flintshire Landlord Forum	20		10	40	25	20	60		30	80	52	40

What could impact our objective

Risk Title	Risk Description
RHC10 - Housing Supply	The council does not have access to sufficient/adequate/ right type of housing supply to meet the demands of those individuals on the common housing register and due to the increase in the levels of homelessness.

Sub-Priority:	**Social Housing**
Definition:	**Working with housing partners to develop and invest in affordable housing and social housing - with modern methods of construction, improving the quality of Council homes, and a commitment towards carbon neutral**
Lead Officer(s)	**Chief Officer Housing and Communities**

What we will do

	Action	Target Completion Date
☑ CHC019T	Work with housing association partners to build new social housing properties and additional affordable properties	31/03/2028
☑ CHC020T	Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	31/03/2028
☑ CHC021T	Ensure the Council's housing stock maintains the current Welsh Housing Quality Standards	31/03/2028
☑ CHC022T	Finalise the plan for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	31/03/2025
☑ CHC024T	Support our tenants to access technology and create sustainable digital communities	31/03/2025
☑ CHC026T	In partnership with Denbighshire Council, create a new Dynamic Procurement System in order to ensure Contract Procedural Rules are met and provide a wider opportunity for tendering Disabled Adaptation projects	31/12/2025
☑ CHC041T	Maximise Welsh Government Funding to increase stock capacity	31/03/2028
☑ CHC043T	Implementation of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants	31/03/2028
☑ CHC048T	Ensure that any new social housing stock meets Development Quality Requirements (DQR) standard energy efficiency A rating	31/03/2028

How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC018M	Number of Council Homes under construction	10		2	14	3	0	18	0	0	85	0	55
CHC019M	Number of Council Homes completed	4		2	4	36	2	4	38	2	22	50	12
CHC020M	Number of Affordable Homes under construction via NEW Homes	13		6	13	13	7	7	13	0	0	13	0
CHC021M	Number of Affordable Homes completed via NEW Homes.	0		3	0	0	3	12	0	3	30	0	4
CHC022M	Number of Residential Social Landlords (RSL's) homes under construction	56		173	96	21	165	96	87	165	150	22	131
CHC023M	Number of Residential Social Landlord (RSL's) homes completed	0		0	17	8	8	21	9	17	33	30	42
CHC027M	Average number of days to complete a Small Disabled adaptation	28		28	28	14	28	28	13	28	28	14	28
CHC042M	Average number of days to complete a Medium Disabled adaptation	122		122	122	108	122	122	122	122	122	136	122
CHC044M	Average number of days to complete a Large Disabled adaptation	456		456	456	693	456	456	537	456	456	508	456

How we will measure success (annually)

	Measure Description	Target (23/24)	Actual (23/24)	Target (24/25)
CHC036M	100% spend of Welsh Government funding for the Planned Development/Delivery Programme (PDP)	100.0%	96.0%	100.0%
CHC038M	Maintain the Welsh Housing Quality Standard to all Flintshire County Council stock (%)	100.0%	100.0%	100.0%

*Targets for 2024/25 are based on the following assumptions:

- That we shall be able to complete 12 buybacks which will be dependent on funding being provided by Welsh Government such as TACP or SHG.
- We are anticipating that 7 FCC schemes (55 units) will be on site by the end of Q4 (Wirral View (4), Ffordd Llanarth (20), Station Road (4), Alyn Road Buckley (4), Borough Grove (4), School Lane (3) and Altami Road (16).
- Clwyd Alwyn has advised that they will provide further clarification but that both Northern Gateway and 66a Mold Road, Mynydd Isa are complex sites where piling is required so they are currently adopting a conservative approach as to when the first properties on each site will be completed.

What could impact our objective

Risk Title	Risk Description
RHC11 - SABS	Delays in pre-construction process due to planning and sustainable drainage approval body (SABS) applications may lead to late delivery of schemes, and loss of Social Housing Grant (SHG) within the annual PDP allocation
RHC12 - Construction Delays	Delays to the construction phase caused by supply chain issues and costs of living increases leading to late delivery of projects, higher costs/loss of rent and/or contractor viability
RHC13 - Delivery of Disabled Facilities	Unavailability of a wide range of contractors and supplies to deliver the adaptations to meet the needs of disabled people and within statutory guidelines.

Agenda Item 10

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

Key figures			**J**	**J**	**A**	**S**	**O**	**N**	**D**
Number of new void properties in reporting period			37	39	36	33	33	32	26
Number of properties completed ready for allocation			46	44	43	41	64	35	30
Number of lettings			40	37	42	43	52	45	27
Total voids			**197**	**192**	**188**	**180**	**149**	**146**	**142**
Breakdown of total void figures	Housing Assets	Major voids	140	150	138	124	95	88	79
		Minor voids	35	26	17	30	40	34	33
		TBC	22	16	33	26	14	24	30
	Housing Management	High Demand	174	171	169	160	128	124	127
		In Progress	1	0	0	0	0	15	12
		Low Demand	22	21	19	20	21	7	3
Property Type	General Needs		97	98	97	76	76	64	70
	Sheltered		100	94	91	104	73	82	72
Property Type	1 bed		63	61	55	50	48	51	49
	2 bed		68	69	75	72	56	56	55
	3 bed		60	57	57	54	44	39	37
	4 bed		4	4	4	3	1	0	1
	4 bed plus		2	1	1	1	0	0	0
Capital District Areas	Buckley		17	18	19	18	17	16	18
	C'Quay & Shotton		31	29	27	28	24	23	21
	Deeside & Saltney		27	25	23	23	22	18	17
	Flint		54	55	54	51	33	36	35
	Holywell		40	36	37	38	33	34	33
	Mold		28	29	28	22	20	19	18

Additional information

Provision of other information to Overview and Scrutiny Committee

Top reasons for terminations:

- *Dec*
    - *Moved to alternative accommodation (6)*
    - *Deceased (4)*
    - *Residential Care (2)*
    - *External Transfer (2)*

Work Allocation

Total number of voids being worked upon - 81

Low Demand assets

- **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.