

## APPENDIX 1

**Priority:** Housing  
**Sub-Priority:** Extra Care Housing  
**Impact:** Helping more people to live independently and well at home

### *We said in 2013/14 that we would:*

**1. Extend our extra care supported living service from 1 to 2 schemes increasing provision from 50 housing units to 113 housing units by opening Llys Jasmine in Mold to follow Llys Eleanor in Shotton.**

Progress Status	Progress RAG	G	Outcome RAG	G
<p>Llys Jasmine is due for handover week commencing 23<sup>rd</sup> September with tenants moving in on a planned staggered basis from 7<sup>th</sup> October.</p> <p>As of the beginning of September 48 apartments at Llys Jasmine have been allocated, including 12 of the 15 for people with dementia. Further information is being sought to aid the Panel decision of another 5 applicants of whom 2 have dementia. A further 20 applications are being prioritised for assessment; enquiries and applications are still being received. It is envisaged that Llys Jasmine will be fully occupied by Christmas 2013.</p> <p>Llys Eleanor, the first extra care scheme in Flintshire, is fully occupied with an actively managed waiting list for apartments. As voids occur the waiting list is considered to ensure the scheme remains viable in terms of mix of needs. All new applicants to Llys Eleanor have been informed of the option of applying to Llys Jasmine</p> <p>The Extra Care Housing Strategy for Flintshire includes an exploration of future needs within Flintshire. It indicates that approximately 300 units of accommodation are required and this figure can be expected to increase by 10% by 2033. Demand is likely to be still higher and we can expect demand for accommodation with care to be in excess of 1,200 by 2033 of which a third may be for Extra care housing.</p> <p>A further two extra care schemes are currently being taken through the procurement process.</p> <ul style="list-style-type: none"> <li>• Tenant feedback</li> </ul> <p>The learning from the development of Llys Eleanor has informed the planning and progression of Llys Jasmine as summarised in the</p>				

Equality Impact Assessment. Examples of changes incorporated as a result of this learning include:-

- more parking spaces
- more lifts
- wider paths away from windows with appropriate surfaces to differentiate private and public space
- mixed tenure options
- extra security
- a range of activities and décor / designed to appealing to males and females

Tenant feedback is gathered through a range of mechanisms including

- “Tea with Tom” meetings with the Scheme Manager open to all tenants, to gather feedback on the running of the scheme
- Regular meetings with the Activity Coordinator to which all tenants are invited to give comment on the activity programme and elicit suggestions for future events
- Formal feedback through individual Care Plan Reviews undertaken by Adult Social care
- Flintshire’s Customer feedback compliments and complains process: no complaints received to date; compliments include a range of positive feedback in the form of cards one of which referenced life-saving emergency aid being delivered by the on-site care team to a tenant who made a full recovery

**Achievement will be Measured through:**

- Scale and take-up of provision to meet demand
- Tenant feedback

**Achievement Milestones for strategy and action plans:** (Lead officers – Director of Community Services, Head of Housing, Head of Adult Social Services)

Open Llys Jasmine – September 2013

Develop a tenant satisfaction scheme by January 2014

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Full occupation: i) Llys Jasmine – 63 units ii)Llys Eleanor – 50 units	Director of Community Services / Head of Housing / Head of Adult Social Services	i) N/A ii)100%	i) 100% ii) 100%	i)100% ii)100%	i) N/A ii)100%	<b>G</b>	<b>G</b>
Tenant feedback: >90% rate of tenant satisfaction (Annual measure)	Head of Housing / Head of Adult Social Services	N/A	90%	90%	N/A	<b>G</b>	<b>G</b>

**2. Develop a new and sustainable business model for more schemes, now there is no longer Welsh Government capital funding available, with plans for further schemes in the Flint and Holywell catchments.**

**Progress Status**

**Progress RAG**

**G**

**Outcome RAG**

**G**

Council is progressing appointment of a Social Housing Partner to support developments in Flint & Holywell. It expected a partner will be appointed by the end of October 2013. Further actions will be timetabled once the partner is in place and is able to advise on key milestones and realistic timetables.

**Achievement will be Measured through:**

- development of a new business model
- development of agreed plans for new schemes

**Achievement Milestones for strategy and action plans:** (Lead Officer – Director of Community Services)

Appoint partner – November 2013

Develop new business model – December 2013

Develop agreed plans for new schemes – February 2014

### *Risks to Manage*

1. How we can fund the building of new schemes with local partners and using local assets without national capital grant.
2. How we can switch revenue resources from more traditional to new housing and care services.
3. Keeping up with demand for alternative housing models from an ageing population.
4. Keeping up with specialist demand such as meeting the specific needs of those with dementia.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	Council is progressing appointment of a Social Housing Partner to support developments in Flint & Holywell. It expected a partner will be appointed by the end of October 2013. Actions will identified and listed against these risks following this appointment.	H	H	R		Head of Housing		H	H	R