

APPENDIX 4

Priority: Poverty
Sub-Priority: Welfare Reform
Impact: Protecting people from poverty

We said in 2013/14 that we would:

1. Help prevent people from becoming homeless							
Progress Status			Progress RAG		G	Outcome RAG	G
The Housing Options service has implemented new working practices to make best use of the resources within the team. The team now work to a rota system which means two officers are on duty every day dealing with all enquiries and carrying out interviews. The rest of the team are able to focus on their open cases and take a more proactive approach to prevention and discharging duty including home visits, landlord liaison, payments from homeless prevention fund and referrals to welfare rights and accommodation support. This increase in activities has enabled the service to maintain the spend on B&B below the same four month period in the previous year.							
Achievement will be Measured through:							
• The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months							
Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Homeless Prevention for 6 months (HHA/013)	Head of Housing	83.41%	90%	90%	N/A (annual)	N/A	G

Risks to Manage

- Meeting the growing costs of homeless prevention
- Rent arrears rising if tenants are unable to afford to pay their rent
(these risks are combined and therefore both covered below, if tenants are able to afford rent, this lessens the demand and therefore cost of providing homelessness prevention and use of B&B's)

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	<ol style="list-style-type: none"> Staff across the service have had HomeSwapper training to help assist tenants to downsize. 1,2 Work undertaken with Revenues & Benefits to identify affected customers whose arrears are increasing at the most rapid rate and staff have been making regular contact with those people. 2 A new system to ensure that those requesting re-housing as a result of welfare reform receive an equal quota of allocations has been introduced. 1, 2 Advice and assistance has been given to affected tenants who may qualify for discretionary housing payment. 1,2 	H	H	R	<ol style="list-style-type: none"> Development of the Local Support Services Framework in readiness for implementation of Universal Credit 1,2 Introduce measures to improve financial capability & access to affordable credit within households impacted by welfare reforms. 1,2 A Private Rented Sector strategy is currently in development and will consider how we can work with landlords as part of a long term solution. 1,2 	Head of Housing		H	H	R

2. Provide advice and support services to help people protect their income

Progress Status	Progress RAG	G	Outcome RAG	A
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The Welfare Rights Team have assisted residents to claim additional welfare benefit income totalling £573,000 during this quarter, boosting household income and spending power within the local economy. However, the service is experiencing problems managing the demand from residents requesting specialist advice to appeal adverse decisions on their benefit entitlement. Compared to the same period in the previous year the demand has increased by over 50%.

Achievement will be Measured through:

- Number of Flintshire residents assisted by Flintshire County Council's Welfare Rights Unit to claim additional Social Security and Tax Credits
- Number of residents supported to successfully challenge adverse benefit decisions
- Number of residents accessing money management training
- Number of residents helped to move to more affordable accommodation
- Amount of additional Social Security and Tax Credits paid to Flintshire Residents as a result of the work undertaken by Flintshire County Council
- Amount of debt managed as a result of advice provided by the Flintshire Money Advice Service

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC (WEL/001)	Head of Housing	£2,000,000	£2,200,000	£3,500,000	£573,000	G	G

The following indicators are provided for information and monitoring only and are not suitable for target setting and performance RAGs

Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	Head of Housing	1,200	N/A	N/A	351	N/A	N/A
Number of residents supported to successfully challenge adverse benefit decisions	Head of Housing	110	N/A	N/A	35	N/A	N/A
Number of residents accessing money management training	Head of Housing	N/A	N/A	N/A	11	N/A	N/A
Number of residents helped to move to more affordable accommodation	Head of Housing	N/A	N/A	N/A	6	N/A	N/A
Amount of debt managed as a result of advice provided by the Flintshire Welfare Rights and Money Advice Service	Head of Housing	£3,500,000	N/A	N/A	£1,537,281	N/A	N/A

Risks to Manage

1. The Welfare Rights and Money Advice Service being able to meet demand
2. Local neighbourhood services may suffer as residents have less income to spend
(these risks are combined and therefore both covered below)

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	1. Advice and assistance has been given to affected tenants who may qualify for discretionary housing payment	H	M	R	1. Develop and implement a welfare reform training/coaching programme to raise awareness amongst internal and external service providers. 2. Implement and manage a communication strategy ensuring information on the welfare reforms is disseminated to all stakeholders 3. Review and improve casework procedures for Welfare Rights team to ensure we maximise the use of current resources	Head of Housing		H	M	R