

Choices Document Comparison

Question: Have we delivered what we 'promised' so far....

Proposals in choices document	What we have delivered//plans to deliver
<u>PART A = Overall plan</u>	
<u>PART B</u> Housing Revenue Account - Under the current housing subsidy system, the council will continue to pay approximately 6.2 million of monies received in rent to HM treasury and not be able to spend it on housing in Flintshire	<p>Currently working with welsh Government and 11 affected Welsh Local authorities to agree debt apportionment and long term financing of Council Housing investment to introduce self financing from April 2015.</p>
<u>PART C</u> Delivering better local services <ul style="list-style-type: none"> • The council cannot guarantee there will be additional resources to spend on environmental improvements 2013 - 2018. • The council cannot guarantee additional resources to spend on additional car parking 2013 - 2018 	<p>The council will be able to deliver an environmental improvement programme and car parking improvements from approximately 2017/18 onwards subject to member and tenant consultation re priorities for the development of the investment programme. A revised Asset Management Strategy has been developed and is now being taken forward for approval. The document reflects the revised agreement with Welsh Government to meet WHQS by 2020. A new Stock Condition Survey is currently underway and the outcomes of this will help formulate a revised 7 year Capital Investment Programme.</p>
Delivering better local services <ul style="list-style-type: none"> • The council cannot guarantee additional resources to improve the grounds maintenance service or to enhance the current free gardening service for elderly, disabled and vulnerable tenants. The council would consult tenants and could improve these 	<p>The council can now develop a programme of works to improve the environment on council estates as part of its plan to achieve WHQS by 2020. Full consultation will take place with tenants about the nature and scope of works in</p>

<p>services if either future efficiencies allow further investment or tenants are willing to pay a service charge.</p> <ul style="list-style-type: none"> • The council would expand the current tenant participation team from 1 officer to three officers • The council makes tackling all forms of anti social behaviour a high priority and would create a dedicated ASB team of three officers • The council would set up a financial inclusion team of 1.5 officers and a tenancy support team of 1.5 officers to help tenants struggling with debt and/or maintain their tenancies • The council would give priority to increasing resources for housing management services including creating a 'handyperson' service with three officers 	<p>future years. In addition, the service now has control of the Tidy Towns budget of £35k per annum. This can be used to fund improvements in towns and villages.</p> <p>A new garden maintenance contract will commence in April 2014. This has provided 250k efficiencies and will be chargeable and available to all tenants. Those with disabilities will pay a reduced charge. This efficiency has allowed other service improvements and increases in investment to be supported.</p> <p>This promise has been met. Tenant Liaison Officer and Customer Involvement Assistant appointed. Further appointments to be made in line with a revised 7 year delivery programme.</p> <p>2 additional officers appointed to meet this promise.</p> <p>A targeted tenant support team is in place, helping people sustain their tenancies and helping those with debt. The Housing income team have made 231 referrals to this service for support over the last 6 months. A some of this funding is short term the 2014/15 budget provides funding for 2 additional financial inclusion posts. This will ensure that this promise is met in full.</p> <p>There is funding provided in the 2104/15 budget for this service to be developed. The number of jobs it will create nor best method of service delivery has not been agreed yet</p>
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<ul style="list-style-type: none"> • The council would aim to improve communication with tenants and make services more accessible 	<p>The council is in the middle of opening a number of accessible Connects Centres. One is open and 3 more are planned by the end of the summer of 2014</p> <p>Facebook and twitter are now being used to open up new channels of communication with tenants.</p> <p>A STAR survey has been completed in 2013 to gain independent feed back on the quality of service delivery. Tenants are now carrying out mystery shopping and formal auditing of services.</p>
<p><u>PART D</u></p> <p>WHQS programme 2013 -2018 The council promised to provide</p> <ul style="list-style-type: none"> • New kitchens = 4,800 • New Bathrooms with showers = 1,300 • New boilers/heating systems = 3,550 • Smoke detectors = 4,667 • Disabled adaptations = £5million <p>All other improvements = Essential works only</p> <p>Total anticipated spend = £49 million</p>	<p>Delivery of the landlord capital improvement programme has outperformed the targets set in the Choices document in 2012/13, through efficiency measures providing more resources than expected, strong project management and improved tender prices. The programme itself has been stretched from £11m per annum in 10/11 to £12m in 13/14 and this is expected to increase for each of the next 7 years to achieve the WHQS by 2020, with just over £100m investment in total.</p> <p>HRA Capital programme 2012/13</p> <ul style="list-style-type: none"> • Heating upgrades- 600 homes planned- 1100 delivered • Kitchen replacements- 922 planned-1100 delivered • Smoke detectors- 884 planned- 2400 delivered • Bathroom replacements- 56 planned- 62 delivered <p>It is anticipated that by the end of this financial year 2013/14 we will have completed the following:</p>

<p><u>PART D continued</u></p> <p>Regeneration of Flint Maisonettes- to demolish and develop plans for new homes</p>	<ul style="list-style-type: none"> • New kitchens = 1,000 • New Bathrooms with showers =110 • New boilers/heating systems = 1,000 • Smoke detectors = 800 <p>These outcomes will mean that the council is well ahead of schedule.</p> <p>The commitment to spend £1m per annum on disabled adaptations has been met and budgets have been provided for fire risk assessment work, DDA requirements, some fencing and paths and other essential work.</p> <p>There are only circa 30 households left to re house, which means the programme is at least 12 months ahead of schedule. Plans are being finalised for member consideration for new homes to be developed to meet local need. These will be finalised over the Spring 2014.</p>
<p><u>PART E</u></p> <p>Services for older people & sheltered housing</p> <p>Delivering WHQS</p> <p>The council would set aside an annual budget of around £100,000 to carry out improvements in sheltered housing schemes.</p>	<p>This promise has been met to date with works taking pace at Glan Y Morfa Court and Chapel Court. This will be extended in 2014/15 to include :</p> <ul style="list-style-type: none"> • Commence a programme to provide facilities and stores to accommodate and charge mobility scooters • Improve security measures through the provision of improved entrance doors etc • Provision of lifts and stair lifts where appropriate • The provision, where possible, of a small number of rehabilitation flats to allow quicker discharge from hospital or to prevent admission • Provide communal computer and internet access

<p>Develop community based support teams</p> <p>Provide warden support services to council tenants who need it but do not live in sheltered housing.</p>	<p>free of charge at all schemes. This is commencing at Castle Heights in February 2014, with training also being provided.</p> <p>Community hubs developed in 9 areas. Ewloe, Buckley, Hope/Caergwrle, Mold, Flint, Holywell, Mostyn, Connah's Quay and Shotton, with small teams of 4-6 staff working from each. Feedback from tenants about the new service delivery model has been positive.</p> <p>The service has been expanded into general needs accommodation. New referrals are being made regularly.</p>
<p>PART F Involving you in the running of the housing service</p> <p>A resident involvement group will develop and monitor implementation of the customer involvement strategy. this will comprise four tenants and four Councillors</p> <p>Housing Overview and Scrutiny committee will scrutinise housing service delivery and performance.</p> <p>The council would increase the level of resources allocated and would increase the team from 1 - 3 officers</p> <p>The council will continue to develop new ways for you to have your say so that it can be sure that it's services are meeting tenants and leaseholders needs</p>	<p>This has now been extended to 6 from each group, who meet quarterly to discuss and improve the strategy and action plan</p> <p>This continues and minutes can be accessed from the FCC website</p> <p>Met. See Part C</p> <p>STAR survey completed in the summer of 2013. Service performance benchmarking has been introduced. New Customer Involvement Assistant is focussing on engaging 'seldom heard' tenants. Further work is needed to improve engagement with the</p>

<p>The tenants repairs and improvements forum would play a key role in ensuring high standards in repairs and improvement works</p> <p>Regardless of the outcome of the ballot, tenant will receive a new tenants handbook in the post ballot period. if tenants vote to stay with the council, the existing tenant handbook will be updated and distributed</p>	<p>councils leaseholders. This will be a priority for 2014.</p> <p>This is in pace via the 'Reality checkers' group.</p> <p>Consultation has taken place in various arena's This work will continue so we have a concise and informative handbook for tenants & leaseholders which will be distributed alongside the new tenancy agreement in early 2014</p>
<p>PART G Your rights</p>	<p>Your rights will stay the same as described in the document. Consultation will take place regarding the tenancy agreement planned.</p>
<p>PART H About the Council</p>	<p>This stays the same as outlined within the document</p>
<p>PART I Community & Economic Regeneration</p> <p>The council's investment program could result in up to 100 new jobs being created in the five years from 2013</p> <p>The council would aim to create 10 apprenticeships for local people in the five years from 2013</p>	<p>The original promises have been implemented proportionally to date. The council expects one job to be created for every £1m spent. However now that the council has a business plan to achieve WHQS by 2020 this plan is being extended considerably. The revised Asset Management Strategy sets out our aim to provide 200 local jobs and 20 apprentices by 2020. The mechanism for achieving this will be via a number of means; use of the i2i toolkit, Value Wales and working through the North Wales Construction Shared Apprenticeship scheme.</p>