

APPENDIX 1

**Housing Services
End of Year
Head of Service Report
2013/14**

Record of Amendments

Date	Amendment	Amended by
28/05/14	Draft report for review by Head of Service and the Performance Unit.	Simon Abbott
30/05/14	Updated report for submission approval.	Simon Abbott
03/06/14	Amendments requested by HoS before submission	Simon Abbott

Introduction

The Head of Service report is produced on a half yearly basis and provided to Executive Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks are also highlighted where necessary. The report is split into 3 distinct sections:

Foreword & Summary Sections

Improvement Priorities & Service Plan Monitoring

This section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

Internal and External Regulatory Reports

This section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

Corporate Reporting

This section summaries the performance in relation to corporate issues e.g. sickness absence, appraisals, complaints, data protection training

Appendices

Appendix A NSI & Improvement Target Performance Indicators

Summary table of the performance for the NSI and Improvement Targets. Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

1 Improvement Priorities & Service Plan Monitoring

Housing Services General

It is pleasing to see good progress and improved performance in many areas during the year to date. Progress and highlights are included by service area. Some service wide highlights are as follow:

Performance Outturns

It is pleasing to see that for first time that none of the indicators reported on in this report are showing as Red.

This year the range of indicators was widened. Of the 24 indicators reported on 16 are showing as green (achieved or exceeded target) and the remaining 8 Amber.

A full breakdown of the year end results are shown in Appendix A of this document.

Neighbourhood Management & Income Collection

Income Management

The Income Team have continued their work to address both tenants with high arrears, and also intervening in cases where tenant who have previously not needed to pay anything, have been required to make payments from April 2013.

Although it is thought that we have yet to see the full impact of welfare reform, the team have so far been successful in improving performance against outturns compared to last year.

Examples of work undertaken during 2013/14 in an attempt to mitigate against the effects of Welfare Reform include:

- 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
- 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, and the Council is making good progress in re-housing affected households, although this is restricted by the number of suitable properties available
- Advice and assistance has been given to affected tenants who may qualify for discretionary housing payment and a new triage system has been established with Accommodation Support and Welfare Rights to enable front line Income Officers to give basic advice, thus referring on those with more complex needs to reduce the risk of backlogs in the requirements for specialist advice services.

Furthermore continued good performance in addressing very high arrears cases, has seen the number of those cases reduce, which has offset some of the increase in the cases owing less than £1,000.

Further planned improvements have been recently implemented. This includes a “specialist welfare reform response team” and a “specialist housing officer” who will concentrate on assisting customers to realise the solutions that they had stated met their needs the best, for example transferring to another property or finding and agreeing a suitable mutual exchange.

Team Locations

The South Area Housing Team has now moved to Flint County Offices, and this has been beneficial to inter-team working which in turn improves performance.

Plans are now made to move the East Area Housing Team to Flint when the new Connects opens in Connah’s Quay in June 2014.

The ASB Team are now also co-located with the area housing teams (South & North) and this makes them far more accessible, promotes joint problem solving and has improved relations between the teams.

The Neighbourhood Housing Assistants are also going to co-locate into one new team with the opportunity and support to develop those staff to deal with a wider range of housing management issues. By locating these staff members together,

effective cover arrangements can be maintained during periods of absence such as annual leave, and training.

Anti-Social Behaviour

The work in Neighbourhood Management in relation to the Service Plan has been ongoing. The new ASB Policy which was approved in Summer 2013 has been implemented and both the Neighbourhood Housing Officers and the Anti-Social Behaviour Officers are working in line with the new policy.

The new IT System React is now live, and following several training sessions both in formal groups, and one to one sessions, the teams are now using the system to record and manage their anti-social behaviour cases. This is already proving valuable in respect of monitoring workload as well as providing a more detailed understanding of the nature and location of antisocial behaviour across the county.

The additional Antisocial Behaviour Officers have now been recruited and have completed their induction. This has provided the additional capacity that was required to proactively tackle antisocial behaviour.

Hate Crime Policy and Domestic Abuse Policy were included within the Antisocial Behaviour Policy which was approved by Cabinet in 2013 and further proactive work is underway to constantly improve the council's approach to these issues.

New Tenancy Agreement

The New Tenancy Agreement draft has been completed and has been sent out to all tenants with a pre-notice of variation. The formal consultation closes on 23rd May 2014.

A series of drop-in sessions and road shows has been held across the county to provide customers with the opportunity to ask questions, discuss the content and give their views.

Information has also been published on the website and on the Facebook page. There have already been a number of responses, and these will all be collated and analysed when the consultation closes. The implementation of the tenancy agreement is still on track for August 2014.

Restructure

Following a number of members of staff opting to take voluntary redundancy, and to improve efficiencies within the team, there is now a clear rationale for the Neighbourhood Management Team to restructure.

An initial informal consultation meeting has been held with the whole team to discuss some of the general principles and to provide them with an opportunity to feed in their views in this early planning stage.

The final re-structure is timetabled to be implemented by Christmas 2014.

Housing Asset Maintenance

The service area has been working hard during the year to deliver positive change to the service.

Main highlights of 2013/14:

- Full implementation of a fit for purpose staffing structure
- Introduction of a revised and reduced Schedule of Rates
- Improved performance across all categories of repairs
- Agreement of a revised business plan to achieve WHQS by 2020
- Improved performance empty properties and Gas servicing
- Full delivery of Capital Programme, again outperforming the promises made in the Choices Document

Repairs Performance and Reputation

The team has achieved significant improvements in performance across all categories of repairs over the last 12 months and continues to work towards further improvement with the aim of achieving top quartile status for the service.

Outturns compared last years performance are shown in Appendix A of this document. Performance across all repair categories has consistently achieved the target throughout the year for the first time which is a result of improved control measures introduced and improving the awareness throughout the service of performance targets and processes.

Housing Asset Management are also predicting to have completed over 49,000 jobs in 2013/14 which is over 3000 more than last financial year and a further 2000 more than the 2011/12 financial year. This is an important point as performance has still been significantly improved whilst also carrying out a considerable number of additional repairs.

As the Housing service moves towards HouseMark benchmarking, with the aim of achieving top quartile status, the performance focus will shift in Housing Asset Management to concentrate on percentage of repairs completed within target time.

Gas Servicing and No Accesses

Good progress has been made to improve performance in CP12 certification during the financial year. Performance has improved from 98.32% in 2012-13 to 99.69% in 2013-14. The target remains 100% and the team is committed to working with Housing Management to achieve that in 2014-15. The improved position is largely down to improvements in business processes and teamwork on difficult cases.

Capital Works & WHQS

In 2013/14 the Capital Works Programme again exceeded the original promises made within the Choices Document: -

- Heating upgrades - 600 homes promised - 977 completed
- Kitchen replacements – 922 promised – 1118 completed
- Smoke detectors - 884 promised - 804 completed
- Bathrooms – 0 promised – 200 completed

Following agreement with Welsh Government of a revised business plan to achieve WHQS by 2020 a number of measures have been undertaken to progress delivery of the standard. These have included:

- Development of a revised Asset Management Strategy
- Commissioning of a number of surveys; including Stock Condition
- Consultation at Tenants Conference and Scrutiny Committee
- Developing the IBS system to support delivery and planning of the programme
- Continued delivery of the existing 6 year programme

The next step is to develop a revised delivery programme incorporating information and feedback from all of the above. This will consist of three stages:

1. Planning – April to October 2014
2. Procurement – November 2014 to March 2015
3. Implementation – April 2015 to July 2015

Fleet Review

A Corporate Fleet review has been underway within the Council to review the ownership model of the Councils fleet identifying potential efficiencies in cost, utilisation and working practices. Housing Asset Management have been represented at the Fleet Transformation Board throughout the project and have been working closely with the Fleet service to identify a new fit for purpose fleet for Housing. The proposed new ownership model will generate efficiencies within the service through both cost of vehicles and improved productivity as a result of revised arrangements for vehicle servicing and safety checks.

A new fleet will require reduced checks and reduced visits to the Fleet workshop for MOT's and alike and will result in reduced downtime for tradespersons meaning more jobs can be completed. The new fleet will also enhance the image of the service through an improved and more professional fleet of vehicles. An efficiency saving of £50k has been identified in the Housing Revenue Account on Fleet costs for the 2014/15 financial year.

Priorities for the forthcoming financial year 2014-15

- Implement a revised Mobile Working solution in the service
- Achieve top quartile performance
- Improve van stock management
- Develop 6 year Investment Programme to achieve WHQS
- Establish Community Benefit Model as part of Capital Works Programmes

Community Support Services

The service is pleased with the improvement in performance in many areas and the successful implementation of new indicators. There is recognition that there is still a need for improvement in some areas and this will remain the focus in 2014-15. This is the first full year of delivery since the merge of the original Supporting People and Community Support Service areas. It is pleasing to see the benefits from the closer working of these two areas. There have been some significant challenges and improvements over the year including the completion of the Sheltered Housing Improvement Project, the merge of the Housing Register Team with Housing Options, the Welfare Reform Response Team and Private Sector developments. There are more significant improvements and challenges expected for 2014 – 15 including the implementation of the SARTH project, developing Housing Solutions Service ahead of April 2015, implementing lean approaches in Welfare Rights, private sector developments and managing reductions to the Supporting People grant. A summary across individual teams is detailed below:

Housing Options

Over the last financial year the service has improved performance across most indicators despite the challenges faced by changes in Welfare Reform and the wider economic climate. There is evidence that performance is improving but there is still a need for improvement especially in reducing the use of B&B accommodation for families with dependant children. The team has implemented a rota system to free up officer time to work with households in temporary or B&B accommodation.

There has been an improvement in the service provided to homeless 16-17 year olds delivered in partnership with Children's Services. In the coming year, the service will build on this work with a designated young person's housing options officer who will work as part of the Integrated Young Person Team. This team will work with all young people between the age of 16 – 24 who are either homeless or threatened with homelessness. They will work in conjunction with Supporting People services to provide efficient and effective housing support and solutions which will promote independence and sustain future accommodation provision.

Flintshire has maintained an 85% prevention rate which compares favourably to the national average of 62%. This forthcoming year, the housing options service are piloting the spirit of the Welsh Housing Bill 2015 in taking 'reasonable steps' to prevent homelessness for anyone within 56 days. (This could possibly result in additional demand for the service as well as a potential increase in the use of temporary accommodation.)

In order to mitigate any effects from this pilot, changes are being implemented to the way services is delivered. A triage service, provided by Connects and the Housing Access Team will provide low level housing advice and assistance on housing options, whilst Specialist Case Workers will manage the more complex cases. This will enable the service to provide a more effective customer focused approach and ensure action on appropriate housing solutions are delivered in a timely and cohesive manner.

Over the past year, Community Support Services has taken over management of the housing register and the service is now embedded in the housing options team. A

challenge for the service is the transfer of the current register and allocations policy over to the single access route to housing (SARTH), a common housing register in partnership with social housing partners which will be implemented later this year. A project planning group is overseeing the development to ensure this project is implemented successfully within timescales.

Welfare Reform

Community Support Services continues to play a leading role in the activities that the Council is implementing to help residents to mitigate, as far as practical, the negative impacts generated by the transformation of the social security system:

- Welfare Reform Response Team - targeted advice and support to over one hundred and fifty vulnerable households. Through helping Council tenants, affected by the bedroom tax, the team has provided a significant contribution to the work that has mitigated the full impact of the reduction in housing benefit payments from falling upon the Council's Housing Revenue Account
- to prepare for, and support the progressive roll out of Universal Credit within parts of Flintshire, Community Support Services and the Housing Benefit Service have led the development of a delivery partnership with the Department for Work and Pensions (DWP) and agreed a level of funding from the DWP to enable services to be put in place to help Universal Credit claimants make on-line claims and with personal budgeting support
- 12 training sessions, focusing upon the welfare reforms and specific benefits, have been delivered to over 280 FCC customer facing staff, helping them to develop the skills they need to be able to confidently provide the initial support and reassurance to residents impacted by welfare reforms.

Welfare Rights

During the period April 2013 – March 2014, the Welfare Rights Team provided a caseworker service to 1,600 residents, helping them to deal with 2,328 welfare benefit and tax credit issues. Through the interventions of the team, these residents gained welfare benefit and tax credit income totalling £2.9 million (this figure is made up of £2.3 million in on-going annual payments and £600,000 in one-off lump sum payments).

Compared to the previous year, the demand from residents for representation before First Tier Social Security Tribunals increased by over 30%. (The team achieved a positive outcome for the resident in 7 out of 10 Tribunals.) As the reform of Disability Living Allowance will intensify during the next 12 to 24 months, it is expected that more residents will require specialist advice on challenging decisions on their welfare benefit entitlement.

Supporting People

The Supporting People Team has led on regional developments with neighbouring Local Authorities. Due to the ongoing reduction to the Supporting People Programme Grant, the team has worked in collaboration with neighbouring local

authorities to identify ways in which vital services can be protected. This has resulted in a number of services for young people, older people and people fleeing domestic abuse, now being delivered on a sub-regional basis.

The Team aim to meet future cuts to the Supporting People Grant by continuing to work in collaboration with neighbouring authorities and also looking for innovative ways in which service can be protected. However, it may be necessary to decommission services in the future, dependent upon the scale of the grant reduction.

The Team has also introduced the Central Referral Gateway for all referrals for Supporting People services. The Housing Support Coordinator, based in the Team, is responsible for assessing and allocating all referrals, based on need and willingness to engage. In addition, Complex Case meetings are now held for all repeat presentations, in order to understand better why support has failed previously and plan how support can be tailored to better suit the needs of the client.

The number of referrals for Accommodation Support Workers continues to rise on a month by month basis. The work of the team has seen an increase in people who are affected by Welfare Reform presenting for support. Referrals are allocated, on average, within 3 working days.

Private Sector Team

The Private Sector Team includes the Bond Service. The service provides a cashless deposit for people who are renting within the private sector. Eligibility for the service is based on their current homeless situation, but also extends to those on low incomes who may struggle to access the private rented sector without some additional financial support.

Supporting People has funded a support worker to link specifically with clients accessing the Private Sector Team, and it is anticipated that there will be fewer claims on the Bonds as a result of the support offered.

CBASS

The restructure of the Community Based Accommodation Support Service was agreed by Cabinet in quarter one. During this year the service has consistently met its performance targets of allocation of available support time.

During the year an additional 129 people in the private sector and general needs properties started receiving support.

Telecare and Carelink Installation

This service continues to install necessary equipment to maintain the safety and security of vulnerable people in their own home. There are a range of new performance indicators and targets for this service which will instil a culture of continuous improvement.

Practical Assistance Line (PAL)

The Community Based Accommodation Service and Voluntary organisations are working together to better co-ordinate access to services which can help people in severe weather conditions. The new 'Practical Assistance Line' (PAL) will signpost people to the appropriate organisation/s, depending on the situation.

Examples include:

- Home repairs, heating solutions
- Snow clearing, shopping, collect prescriptions
- Practical help, advice and information

Housing Regeneration & Strategy Service

Housing Renewal and Housing Strategy merged to form the Housing Regeneration & Strategy Service during the final quarter of this reporting period. The decision was driven by a need to achieve efficiency savings and also to align the strategy and delivery function of the teams more closely. The new service will provide a robust platform for the delivery of the council's Local Housing Strategy.

Countywide Home Repair and Renovations

The service continues to deliver home repair and renovation support across the County. During the year 115 people came forward requiring assistance, an increase of 21 from last year. Fourteen property surveys were undertaken; which is in line with the previous quarter and scheduled work will now be taken forward for loan support. A total of 42 loans were completed during the year, with a work value of £214,700. Unfortunately, demand outstripped the available finance in 2013/14.

Delivery of Disabled Adaptations

Performance in this area continues to be monitored, with the average number of days from referral to Housing Regeneration & Strategy to completion on site being 181 days (as compared to 225 days in the previous financial year). During the year, 274 disabled adaptations were completed. The value of the owner occupier DFG's were £704,627.

Flintshire's first Energy Company Obligation (ECO) scheme

The 13/14 contract for the provision of external wall insulation has now been completed. During year, 449 properties have received measures, with a scheme value of over £1.2M funded via the utility companies and Welsh government. The programme was larger than anticipated and provided annual heating bill savings of approximately £138,000 for the households involved. The average heating bill savings per household is in excess of £300 per year.

Delivery of the Connah's Quay, Shotton & Queensferry Renewal Area

The Housing Regeneration & Strategy Service tendered the work to deliver the group repair scheme during quarter 4. The Scheme has been awarded in smaller work packages, to provide greater opportunity for local SME's to win the work and both the contractors working on the scheme are now local to north Wales. The first work package consisted of 30 properties and the scheme is now running across Connah's Quay, Shotton and Queensferry. Currently 23 properties are being improved through the scheme. Given budgetary constraints the scheme will now be delivered over the period 2013/15.

Empty Homes

As the 3% target for returning empty properties back in to use was comfortably met during 2012/13, with a final outturn on 5.96%; a more challenging target of 6% was set for this year (which equated to 32 properties). This target was met and a number of further initiatives have been progressed to assist in meeting the council's objective.

According to the most recent information available there are currently 469 long term empty homes across, which continues the trend of decline for the overall figure.

The Housing Regeneration & Strategy Service is currently responsible for managing the Regional WG funding for Wrexham, Denbighshire, Conwy, Gwynedd and Anglesey, in addition to Flintshire funds. The total regional funds of £4,602,544 have been successfully allocated to all regions via the team over the last 2 years. The allocated funds will be recycled on a 2 or 3 year basis in order to support future projects.

The team has also established a match making service for owners of empty properties, whereby those who wish to sell provide written consent to release details of their property to any individuals showing a legitimate interest in purchasing empty homes. The vendor and purchaser are then put in touch via the Empty Homes Development Officer. This has already proved successful with 3 empty properties sold via match making over the last 4 months. It is hoped that this service will be further promoted with a consent to sell form being sent out to every property owner during the next round of staged correspondence.

Affordable Housing

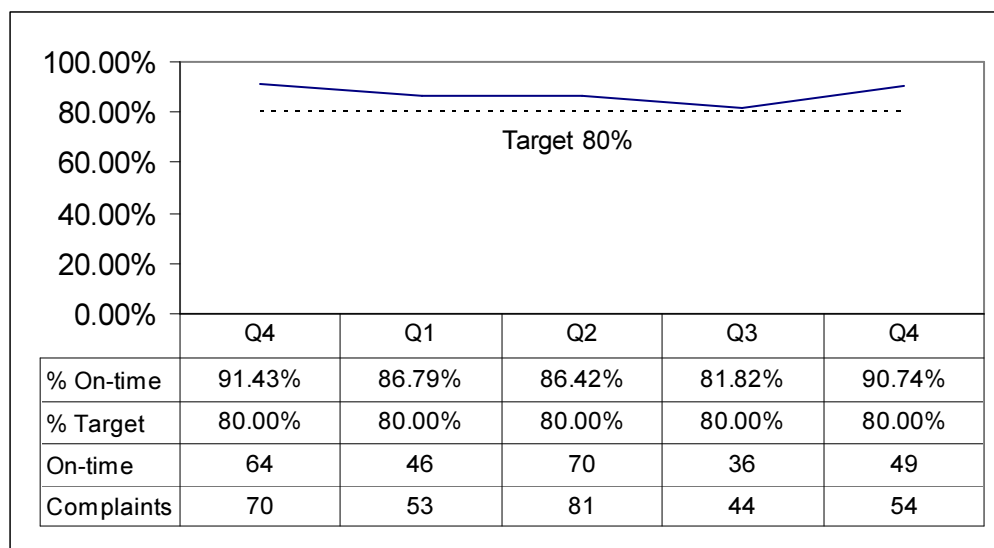
It has been a highly successfully year in terms of delivery of affordable housing. A total of 50 shared equity properties have been secured during this reporting period, compared to 41 in 2012/13. In addition £300,000 has been received in the form of commuted sums through Section 106 contributions. Again this is an increase on the £200,000 received during 2012/13. 10 gifted units were received in lieu of section 106 contributions across a number of new developments and agreement was reached for the provision of a further 15 units once built. Finally 87 units of accommodation were delivered through social housing grant (including extra care.)

2 External & Regulatory Reports

There have been no external and regulatory reports.

3 Corporate Reporting

Complaints 2013/14



It is pleasing to see that performance has remained above target for all quarters this year. Overall 201 out of 232 (86.64%) of complaints were answered within the target time of 10 days exceeding the target of 80%.

Complaints performance and using learning from complaints to improve services remains a service plan priority for 2014/15.

Staff Appraisals

The breakdown for each service area is as follows:

Service Area	Complete	Headcount	%
Community Support Services	63	66	95%
Housing Asset Management	127	153	83%
Housing Renewal	1	12	8%
Housing Management	36	44	82%
Housing Strategy	1	3	33%
Total	228	278	82%

Sickness & Absence

	2011/12	2012/13	2013/14
Average FTE days lost	15.31	13.24	11.37

A breakdown of sickness and absence by service area is shown in the table below:

Section	Days per FTE Q1	Days per FTE Q2	Days per FTE Q3	Days per FTE Q4
Community Support Services	4.65	0.48	3.17	1.80
Housing Asset Management	2.12	2.81	3.17	4.11
Housing Renewal	0.52	1.09	0.47	0.59
Housing Strategy	0.00	0.00	0.00	1.11
Housing Management	1.78	0.92	3.80	2.59

Staff Turnover

Staff turnover statistics for Q1 and Q2 are as follows:

Quarter	Q1	Q2	Q3	Q4
Community Support Services	2.90%	2.70%	0.00%	1.37%
Housing Asset Management	3.99%	0.87%	0.92%	1.81%
Housing Renewal	6.45%	14.29%	0.00%	7.41%
Housing Strategy	0.00%	0.00%	0.00%	20.00%
Housing Management	2.11%	0.00%	0.00%	0.00%

Data Protection Training

A rolling programme of Data Protection Awareness training is being conducted across the housing service. During 2013/14 110 out of 190 (57.8%) of staff identified for training have completed their training. The training is renewed/updated every two years.

Appendices

Appendix A – NSI & Improvement Target Performance Indicators

Key

R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The RAG status of the indicators for the half year position are summarised as follows:



Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
Housing Management							
HLS/006a Rent Collection, Permanent Accommodation	N/A	98.55%	97.50%	98.91%	G	Improved	It is pleasing to see that we have achieved the target on income collection.
HLS/012a Current tenant rent arrears	N/A	3.23%	3.00%	3.09%	A	Improved	It is pleasing to see despite a challenging economic climate that the outturn of this indicator has improved this year narrowly missing the target. It is believed that the full affects of Welfare Reform on our tenants has not yet been realised, it is pleasing to

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							see that interventions to mitigate the impact of welfare reform on our tenants have so far been successful.
HLS/013* % rent loss due to empty property	N/A	1.90%	1.80%	1.80%	G	Downturn	It is pleasing to see the target has been achieved this year. Further reduction of rent loss due to empty properties will be a priority for 2014/15.
HLS/014L* Letting Times	IMP T	47.44 days	35 days	42.48 days	A	Improved	There has been an improvement in overall lettings time during the year. This has been facilitated by an improved focus on lettings, earlier pre-allocation of the properties and improved communication between the neighbourhood housing team and the voids team. The figures presented are an average which also include properties which have been long term void and therefore skew the figures, but for which a strategic approach has been taken to bring these properties back into use.
Housing Asset Management							
HLS/10a Emergency repairs	N/A	0.51 days	0.50 days	0.39 days	G	Improved	Performance on Emergency repairs has consistently achieved the target throughout the year for the first time which is a result of improved control measures introduced and improving the awareness throughout the service of performance targets and processes.
HLS/10b* Urgent Repairs	N/A	8.77 days	8 days	7.18 days	G	Improved	Performance on Urgent repairs has further improved from the previous financial year and has achieved the reduced target.
HLS/10c* Non-urgent repairs	N/A	43.58 days	32 days	23.30 days	G	Improved	A further significant reduction in the average days taken to complete a non-urgent repair. Performance in this category is the most improved with performance in

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							2011-12 being as high as 82 days during the year.
HPMM8 Percentage of gas safety checks completed	N/A	98.32%	100%	99.69%	A	Improved	It is encouraging to see that annual outturn for HPPM8 has improved this year. The improvements have mainly been delivered through new processes being put in place with tighter control on the no access procedure.
Community Support Services							
HHA/002* Timelessness of discharging homelessness duty	N/A	160.25 days	180 days	185.92 days	A	Downturn	The reason for the drop in performance is due to the majority of clients requiring two bed accommodation (spare room subsidy), however due to a lack of this type of provision, clients are remaining in temporary housing longer than anticipated.
HHA/008 Homelessness presentations decided within 33 days.	N/A	95.68%	90%	98.56%	G	Improved	It is pleasing to see an improvement from the previous year. However we may see a decline in this percentage for the forthcoming year, especially for private sector clients being served with notices to quit.
HHA/016* Average number of days families with children spent in B&B	N/A	23.28 days	14 days	21.94 days	A	Improved	Despite only showing a minor improvement in length of stay for families with dependent children, we are pleased to report a significant reduction in the number of families with dependent children placed in B&B accommodation. 29 families were placed in 2012/13 and this reduced to 17 families in 2013/14. This achievement is due to the improved collaborative working between housing and support services in identifying suitable alternatives, but also by the

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							<p>excellent prevention undertaken by all the teams.</p> <p>We are committed to further reducing the numbers and length of stay for families with dependent children in B&B.</p>
HHA/017A Average number of days all homeless households spent in B&B	N/A	28.54 days	20 days	25.28 days	A	Improved	This year we have seen a reduction in the average days all households spend in B&B accommodation compared to the year before. This is due to the multi agency working for either preventing homeless or by assisting clients in securing alternative temporary accommodation which is suitable to their needs in a timely manner.
HHA/017B* Average number of days all homeless households spent in other temporary accommodation	N/A	280.87 days	280 days	276.18 days	G	Improved	We have improved the time in which clients spend in temporary accommodation due to new working procedures being actioned by our partner agencies to ensure conditions of tenancy are complied with, resulting in clients qualifying for permanent housing solutions in a timely manner.
HHA/013 The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	NSI	83.41%	90%	84.89%	A	Improved	The homeless prevention percentage is below target this year but within intervention levels. This is a slight improvement to the previous year. However the team have seen an increase in the numbers of people accessing the service for advice and assistance, this year we have seen an extra 192 clients and have also provided free housing advice to other households.
WEL/001 Increase in weekly Benefits	N/A	New 2013/14	£38,462	£45,141	G	Achieved	It is pleasing to see this new indicator has exceeded the target this year despite the implementation of some of the Welfare Reforms. At the end of March 2014, the team had generated £45,141 increase in weekly benefit income for residents. On an annual basis, this to equates to an additional income of £2.35 million available for residents to spend on local services and

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							support the local economy during the current economic problems.
SP/001 Utilisation of Supporting People Grant	N/A	New 2013/14	100%	99.15%	A	Missed	Supporting People have been successful at utilising almost 100% of grant funding for the financial year. As a result of close monitoring, the SP Team were able to redirect underspend throughout the year. With the approval of the Regional Collaborative Committee, SP developed a number of short-term projects including a temporary support worker for people accessing emergency accommodation and also a temporary support worker for people accessing the private rented sector via the Bond Scheme.
SP/002 Average days awaiting Supporting People Service	N/A	New 2013/14	14 days	2.46 days	G	Achieved	The Central Referral Gateway went live for all referrals for supported accommodation in January, followed by the final stage for floating support referrals in the last week of March. Given the increase in referral numbers (317 for Q4), it is pleasing to see that all referrals are dealt with as a priority and appropriate support targeted within a matter of 2-3 days. Originally this indicator was to report on referrals received for an in-house service. With the introduction of the Central Referral Gateway, future data will provide information on referrals for all Supporting People services.
IP7.6.2 Allocation of available warden service support	N/A	New 2013/14	70%	80.75%	G	Achieved	It is pleasing to see that for all quarters that we have consistently exceeded the target for this indicator. The allocation of face to face support continues to be monitored to ensure that capacity is utilised.

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
Housing Renewal							
PSR/004 Empty Homes	IMP T & NSI	5.96%	6% 32 homes	6.73%	G	Improved	It is pleasing to see that the team have built on the success of the previous year by further improving on the outturn. This year 33 private sector empty homes were returned to use through direct action and support from the team.
IP8.1.1 Surveys for targeted properties	N/A	New 2013/14	120 homes	120 homes	G	Achieved	All targeted properties were surveyed as planned in Q1.
IP6.3.2 No of homes improved for energy efficiency	N/A	New 2013/14	200 homes	466	G	Achieved	Work to date is estimated at delivering a carbon saving of 11,661 tonnes and a reduction in annual heating bills of £143,430 for homes improved which surpasses the anticipated target. Operating costs have also reduced from 2012/13
Housing Strategy							
IP8.4.1a New affordable housing register registrations	N/A	New 2013/14	72	399	G	Achieved	Registrations have continued to increase throughout year. This is as a consequence of some advertising being undertaken by the Council and the developers are now active and promoting the scheme on their own sites. Further publicity is planned by the Council in 2014/15 to ensure that awareness of the register continues to increase and newly developed affordable homes promoted.
IP8.4.1b Household housed from affordable housing register	N/A	New 2013/14	60	119	G	Achieved	Numbers housed through the affordable register show a significant increase on 2012/13. These increases are directly linked to the scale of development now occurring across Flintshire and the growing confidence

Indicator	NSI / Imp T (Note 1)	2012/13 Outturn	Annual Target 2013/14	2013/14 Outturn	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
							developers have in the local housing market. A further 12 nominations have been made in Q4 for new build properties (shared equity) which will be ready for occupation in Q1 and Q2 of 2014/15, as the properties are still under construction.
IP8.4.2b % value of affordable provision through Section 106	N/A	New 2013/14	30%	30%	G	Achieved	All planning applications granted over the course of the year have been subject to the full 30% allocation through Section 106, as per the current Planning Policy. This will be achieved through either direct payment to the Council, gifted properties or equity share, dependent upon the assessed need through the Local Housing Market Assessment (LHMA).

Appendix B Welsh Language

Welsh Language Skills Audit: Percentage complete	39%	
Capacity to deliver the following bilingual services:	Electronic Signatures bilingual	Electronic signatures are checked. Where single language signatures are noted advice and assistance is given to translate
	Out of Office Messages bilingual	Out of Office Messages are checked. Where single language messages are noted advice and assistance is given to provide bilingual messages in accordance with the language scheme.
	Letters bilingual or in preferred language (preferred language recorded)	Procedures are in place to ensure that all letters are sent bilingually where the preferred language of the customer is not known need to be reinforced to secure full compliance with Language Scheme.
Update on progress with ensuring that guidance e.g. email, bilingual answering of telephone calls, auto-signatures, disclaimers and out of office replies.	Regular checks are undertaken to ensure compliance and corrective action is taken.	
What has been done to identify opportunities to encourage and support others to adopt practices which promote equality between the Welsh and English languages and develop action plans?	Principles embedded within the 'More than just words' initiative have been promoted to all service areas within Community Services although housing services are not specifically required to participate under this initiative.	

How is the Welsh Language Scheme integrated into your service planning?

Preparation for compliance with proposed Welsh Language Measure standards scheduled for implementation in 2014 or 2015 (Implementation timetable to be confirmed by WG) is included within the service plan

Appendix B Equality Monitoring

<p>What has been undertaken to meet the Strategic Equalities plan?</p>	<ul style="list-style-type: none"> • EIA update /Workshops conducted in April • A briefing on the Equality and Human Rights Commission investigation of public sector duties update has been given to the Directorate Equalities Group • SEP and Welsh Language Annual Monitoring Report due in April 2014.
<p>Please list E impact assessments' undertaken and dates completed.</p> <p>Were any actions undertaken to reduce impact as a result of the EIA?</p>	<p>EIA's are planned for the following topic areas:</p> <ul style="list-style-type: none"> • Gypsy & Traveller Strategy • Private Rented Sector Policy • Homelessness Strategy <p>N/A</p>
<p>Please list the systems in place in your area to monitor the diversity of customers.</p> <p>Please give an example of how monitoring data has been used to improve services or identify and reduce barriers to accessing services within your area of responsibility.</p> <p>Have you put in place any initiatives to capture equal monitoring data so that you are able to better understand the profile of your customers?</p>	<p>All requests for service include diversity monitoring questions.</p>

<p>Please give an example of how the Translation and Interpretation facilities for different languages and formats have been promoted to customers within your area of responsibility.</p>	<ul style="list-style-type: none">• The Council subscribes to Language Line which provides real-time telephone interpretation services. This has been promoted widely among the service.• Translation of information to languages other than Welsh is not currently carried out.
<p>Do you have any examples of initiative to promote equality, eliminate discrimination and promote good community relations?</p>	<p>A new policy and procedures in relation to hate crime are being introduced with the aim to improve quality of life by reducing the impact of hate crime incidents on residents</p>