

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>What we did in 2013/14 – Llys Jasmine opened on a phased basis in the first week in October, after a slight delay on the build. Apartments were fully subscribed and have now all been occupied. There is now a waiting list for places. Tenants meetings originally planned for January are subject to a slight delay in line with the build programme and are being held in February; a tenant satisfaction scheme is under development and feedback will be reported in 2014/15. A further two extra care schemes are currently under consideration.</p>				
<p>What went well – Llys Jasmine opened on a phased basis in the first week in October. Apartments were fully subscribed and have now all been occupied.</p>				
<p>What did not go so well – Slight delay in opening of Llys Jasmin.</p>				
<p>Achievement will be Measured through:</p> <ul style="list-style-type: none"> • Scale and take-up of provision to meet demand • Tenant feedback <p>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</p>				

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Trend
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) 100% ii) 100%	G	i) N/A ii) Maintained
Tenant feedback: >90% rate of tenant satisfaction (Annual measure)	Head of Housing / Head of Adult Social Services	N/A	90%	90%	Informal collection of feedback	N/A	N/A

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	A	Outcome RAG	G
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What we did in 2013/14 –
 There is a proposal to utilise WG Intermediate Care Funding to support the capital requirement of developing two further Extra Care Housing developments in Flint and Holywell. Further work is required with social landlords to ensure that a robust business plan can be developed on this basis. The Director of Community Services is in discussion with housing partners and working closely with legal and procurement to agree a way forward.
 Plans for the new Extra Care schemes include the consideration of revenue streams to support the transition from more traditional to new housing and care services.

What went well –
 Building on the success of the previous 2 scheme, proposals have been drawn up to develop 2 further schemes.

What did not go so well –
 Negotiations with social landlords still continuing, as a result our milestone dates have been revised.

- 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 – December 2014
 Develop new business model – March 2015
 Develop agreed plans for new schemes – December 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 Social Housing Partners to support developments in Flint & Holywell. Partners have been identified and will be appointed by the end of 2014. Actions will be identified and listed against these risks following this appointment.	M	M	A	The appointment of a partner is progressing through the legal and procurement process. There is no risk to the outcome; the risk status relates to the planned timescales being met, and is reducing as negotiations progress. An update on the timescale for this will be reported at Year End.	Head of Assets & Transportation	↔	L	L	G