

APPENDIX 1

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	A	Outcome RAG	A
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What we did in 2013/14 - Vulnerable households, impacted by the welfare reforms, were targeted with advice and support. Introduced amendments to the FCC housing allocation and rent arrears policies to ensure they were able to respond to the challenges created by the housing benefit reforms. Integrated the Housing Register Team, responsible for managing the social housing register, with the Housing Options Team.

What went well – The advice targeted at households, impacted by the spare room subsidy, has helped FCC tenants to better manage the financial changes imposed upon them by the welfare reforms & mitigated the full extent of impacts from the reduction in HB payments from falling upon the Housing Revenue Account. Through the integration of the Housing Register Team & the Housing Options Team, we are now able to provide a more realistic housing options approach for more households impacted by the welfare reforms.

What did not go so well - The introduction of sufficient levels of suitable accommodation to remove the need for homeless households, especially those containing children, to be temporary housed, albeit in an emergency, within Bed and Breakfast accommodation.

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	Year-End Outturn	Performance RAG	Trend
Homeless Prevention for 6 months (HHA/013)	Head of Housing	83.41%	90%	90%	84.89%	A	Improved

Risks to Manage

1. Meeting the growing costs of homeless prevention
2. 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
a(L)	(I)	(Lxl)		(L)	(I)	(Lxl)			(L)	(I)	(Lxl)	
H	H	R	<ol style="list-style-type: none"> 1. Staff across the service have had Homeswapper training to help assist tenants to downsize. 1,2 2. A Housing Officer (Welfare Reform) has been appointed to provide additional capacity to work to identify and implement creative solutions that address housing requirements of tenants impacted by the spare room subsidy. 1,2 3. Work undertaken with Revenues & Benefits to 	M	M	A	<ol style="list-style-type: none"> 1. Manage the implementation of, and monitor the outcomes from the Universal Credit local delivery partnership agreement 1,2 2. The Tackling Poverty Partnership will continue to oversee the implementation of measures to improve financial capability & access to affordable credit within households impacted by welfare reforms. 1,2 3. A Private Rented Sector 	Head of Housing	↔	M	M	A

			<p>identify affected customers whose arrears are increasing at the most rapid rate and staff have been making regular contact with those people. 2</p> <p>4. A new system to ensure that those requesting re-housing because of welfare reform receive an equal quota of allocations has been introduced. 1, 2</p> <p>5. Advice and assistance is being targeted to households throughout Flintshire whom are at most risk of losing household income and become at an increased risk of homelessness. 1,2</p>			<p>strategy is currently in development and will consider how we can work with landlords as part of a long-term solution. 1,2</p>					
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2. Provide advice and support services to help people protect their income				
Progress Status	Progress RAG	G	Outcome RAG	G
<p>What we did in 2013/14 - Helped residents to maximise their welfare benefit and tax credit income and to resolve financial difficulties that were resulting in them being unable to maintain their contractual rent or mortgage payments. Targeted support at vulnerable households impacted by the welfare reforms, helping them to implement solutions that have alleviated, in full or part, the difficulties that they faced as result of losing welfare benefit income. Provided training to staff in front line services, developing their knowledge of the welfare reforms. Worked in partnership with the Department for Work and Pensions to ensure there is a coordinated network of support provision available to assist claimants to make and sustain their universal credit claim.</p>				
<p>What went well - The successful outcomes to interventions from the Welfare Rights Team generated additional welfare benefit and tax credit income totalling £2.3 million pa, boosting household income and spending power within the local economy and positively supporting the Tackling Poverty and Homelessness Prevention agenda's. The development of the local delivery partnership agreement with the DWP and agreeing a level of DWP funding will ensure support is available to help universal credit claimants make online claims and with personal budgeting support. Empowering staff in front line to be able to confidently provide the initial support and reassurance to residents impacted by the welfare reforms.</p>				
<p>What did not go so well – Whilst measures are in place to offer personal budgeting support to new Universal Credit claimants and to the households targeted with support, more work needs to be done in order to improve the financial literacy and money management skills within all households impacted by welfare reforms, or who will be as Universal Credit is rolled out.</p>				
<p>Achievement will be Measured through:</p> <ul style="list-style-type: none"> • 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	Year-End Outturn	Performance RAG	Trend
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	£2,347,332	G	Improved
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	1,600	N/A	Improved
Number of residents supported to successfully challenge adverse benefit decisions	Head of Housing	110	N/A	N/A	180	N/A	Improved
Number of residents accessing money management training	Head of Housing	N/A	N/A	N/A	65	N/A	N/A
Number of residents helped to move to more affordable accommodation	Head of Housing	N/A	N/A	N/A	50	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	£7,272,671	N/A	Improved

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 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	<ol style="list-style-type: none"> 1. FCC developed a local delivery partnership agreement with the DWP and agreed a level of DWP funding to ensure support is available to help universal credit claimants make online claims and with personal budgeting support. 1 & 2 2. Through grant funding, obtained from the Welsh Government & DWP, FCC has been able to fund the cost of a fulltime post, based within Flintshire CAB. The 	M	M	A	<ol style="list-style-type: none"> 1. Manage the implementation of the Universal Credit delivery partnership agreement & enhance the partnership working between FCC & the DWP to ensure residents can access appropriate support to make and sustain their Universal Credit claims. 1 & 2 2. Continue training and coaching of staff within front line service providers to develop their advice and support skills and their ability to respond to residents affected by the on-going 	Head of Housing	↔	M	M	A

			<p>post holder will lead the development of a Single Advice Gateway, which will complement the Supporting People Gateway with the aim of maximising the effective use of available resources, and ensuring residents have increased access to advice and support providers. 1 & 2</p> <p>3. At the end of March 2014, the Welfare Reform Response Team had supported over 150 vulnerable households to implement solutions that have alleviated, in full or part, the difficulties that they faced as result of losing welfare benefit income. 2</p> <p>4. At the end of March 2014, the Welfare Rights Team had helped residents to access £2.3 million pa of ongoing welfare benefit payments. 2</p>											
										<p>transformation of the social security system. 1 & 2</p> <p>3. The Council, and its partners, need to continue to manage the impacts of on-going transformation of the social security system, including the progressive roll out of Universal Credit and the reassessment of disability benefit claimants through the development of the Local Support Services Framework. 1 & 2</p> <p>4. The Council will need to continue to forecast the projected impacts of future changes to social security legislation upon residents, service users, service providers, local businesses. 1 & 2</p>				