

Strategic theme: Welsh Homes / Supporting People	Flintshire County Council					
Broad Outcome: Welsh Homes – Improving Quality	Outcome 4					
Why we focused on this outcome?						
<ul style="list-style-type: none"> To provide a range of affordable and flexible rented housing to meet the need for additional homes To reduce the number of empty properties in Flintshire and bring them back into use To give applicants wider access to social housing through working together as landlords To meet the target of Welsh Government for all social housing being brought up to the Wales Housing Quality Standard To meet commitments given to tenants to improve their homes To maximise resources available to improve homes owned by the Council 						
Key						
Measure from the Improvement Plan						
Additional measure						
WG Tracking Indicator						
	Outturn 2012/13	Target 2013/14	Outturn 2013/14	Target RAG	Trend	Target 2014/15
How much did we do? Input/ throughput indicators taken from any source including the tracking indicators in the <i>Programme for Government</i>						
<ul style="list-style-type: none"> Agreement of a revised WHQS business plan with Welsh Government 	Not Applicable	January 2014	January 2014	G	N/A	Not Applicable
<ul style="list-style-type: none"> Develop and implement a strategy for the Private Rented Sector and associated action plan 	Not Applicable	Formal approval by the end 2013	March 2014	G	N/A	Not Applicable
<ul style="list-style-type: none"> Asset management strategy including options for energy funding, WHQS, regulation and compliance etc. to maintain and improve the housing stock 	Not Applicable	January 2014	January 2014	G	N/A	Not Applicable
<ul style="list-style-type: none"> Appointment of a Tenant Liaison Officer 	Not Applicable	July 2013	August 2013	G	N/A	Not Applicable

Appendix 4

<ul style="list-style-type: none"> Number of new affordable homes funded through Social Housing Grant that meet the Code for Sustainable Homes Level 3+ (or better) 	51	69	87	G	Improved	85
<ul style="list-style-type: none"> Number of homes benefiting from improved domestic energy performance measures (also a measure in the Improvement Plan) 	588	200	449	G	Downturned	650
<ul style="list-style-type: none"> Number of additional affordable housing units delivered 	51	25	45	G	Downturned	85
How well did we do it? Qualitative assessment of effectiveness/ evidence from surveys/ output data etc						
<ul style="list-style-type: none"> Percentage of new affordable homes funded through Social Housing Grant that meet the Code for Sustainable Homes level 3+(or better) 	100%	100%	100%	G	Maintained	100%
<ul style="list-style-type: none"> Number of empty homes brought back into use via action by local Authorities (also a measure in the Improvement Plan) 	32	30	32	G	Maintained	30
<ul style="list-style-type: none"> Deliver the capital programme for improvement work streams in accordance with the programme. 	Not Applicable	£12m	£12m	G	Maintained	£13m
<ul style="list-style-type: none"> Develop a regional housing register and common allocations policy with partners 	Not Applicable	Agreed and in place February 2014	January 2014 (phased implementation)	G	N/A	Not Applicable
Is anyone better off? Quantative evidence of the outcome achieved using tracking indicators from the <i>Programme for Government</i> and your single integrated plans						
<ul style="list-style-type: none"> Percentage of tenants satisfied with the overall quality of their council house (* actual 	N/A	*83%	83%	G	N/A	86%

STAR survey result – biannual survey)						
• Overall annual fuel bill reduction for residents	£181,080	£75,000	£138,330	G	Downturned	£75,000
Capital Works Targets: -						
• Heating upgrades	1100	600	977	G	Improved	600
• Kitchen replacements	1100	922	1118	G	Improved	922
• Smoke detectors	2400	884	804	A	Downturned	500
• Bathroom replacements	62	0	200	G	Improved	222

Key Achievements for 2013/14

Agreement of a revised WHQS business plan with Welsh Government and development of an Asset Management Strategy

Flintshire County Council has agreed a revised business plan with Welsh Government to achieve the Welsh Housing Quality Standard by 2020. A number of surveys are to be procured to validate figures provided in the business plan and to inform a revised 6 year work programme for achievement of WHQS. These include: -

- Revised Stock Condition Survey – **Complete (first draft received)**
- Asbestos Consultancy and Surveying – **Surveying in progress for communal areas**
- Communal Heating – **Surveyor appointed to review maintenance plan for the Heights**
- Planning Stage – **Currently working through business models for the new plan**

The revised business plan will commit to circa £103m over the next 6 years to achieve WHQS. The agreed business plan highlights a number of alternative funding streams and efficiency and income generation targets to contribute towards achieving outcomes contained within the business plan i.e. ECO Funding, service charges etc. The reason that the provision of smoke detectors downturned this year is that the number provided was outperformed in the previous year, so the programme was slowed to bring it back on track.

Develop and implement a strategy for the private rented sector and associated action plan

Development of a private rented sector strategy was informed by a consultation undertaken with private rented sector landlords in late 2013. The PRS improvement plan, supported by the WLGA is in place and elements are being implemented, particularly where urgency exists e.g. changes to homelessness duties and the ability to discharge that duty in to suitable accommodation in

the private rented sector.

A key element of the plan was the establishment of North East Wales Homes, which offers the opportunity to engage much more closely with the private rented sector. This wholly owned council company aims to encourage the growth of the private rented sector by offering both leasing arrangements and property management services to the property owners. The company will work closely with those individuals who currently rent property, those who own vacant property and can be convinced to let it and those older home owners who wish to lease their property to the company and access the council's sheltered housing stock.

Positive feedback was received following the private rented sector landlord event held in quarter 3 of 2013. This allowed the council to consider the types of services North East Wales Homes should offer once established. The potential products and services were amended following the consultation exercise and provided an opportunity to engage more closely with the sector for the first time. The intelligence gained will be particularly useful prior to a requirement to license the PRS in 2015.

Number of affordable homes funded through social housing grant (SHG)

During the 13/14 financial year the Council allocated it's RSL partners £4m of social housing grant against an original allocation of £1.5M and was the highest level of grant expended across the 6 north Wales councils. 87 units of accommodation were delivered through social housing grant (including extra care.) All the properties met code for sustainable homes level 3 or better.

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

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.

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.)

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.

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 council 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.

Energy Efficiency

Given the levels of external funding levered in through ECO, Arbed and Feed In Tariff resources recycled from a previous CESP Scheme the council continues to outperform its energy efficiency targets across a range of measures. Works have been focused on the provision of external wall insulation, new 'A' rated boilers and new heating systems as part of the council's strategy to reduce fuel poverty and mitigate against falling household incomes as a consequence of welfare reform. Fuel bill reduction of £138,330 were achieved which outperforms the target of £75,000 set at the beginning of the year.

STAR Survey

The council completed this survey during 2013/14 which indicated identified increased satisfaction levels across most of the core indicators including tenant satisfaction which currently meets the target of 83%.