

**APPENDIX 1**

**Priority: Poverty**  
**Sub-Priority: Welfare Reform**  
**Impact: Protecting people from poverty**

***What we will do in 2014/15:***

**1. Place a greater emphasis on preventing homelessness**

Progress Status	Progress RAG	A	Outcome RAG	A
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The FCC pilot project to deliver an enhanced homelessness prevention service to anyone who is at risk of homeless within 56 days is continuing to identify best practice and emerging trends. Initial performance figures from the six months the pilot has been in operation demonstrate that 552 people threatened with homelessness have received an enhanced homelessness prevention service with successful outcomes being attained in 88% of completed cases. During quarter 2 144 people, who under the current legislation are only eligible for advice and assistance, received and benefited from a full homelessness prevention service. There has also been an improvement in reducing the time spent in B&B accommodation for families and single households despite there being more homeless households needing to be placed in such accommodation. Households with more complex needs, who are impacted by the by the spare room subsidy, continue to be helped to transfer to smaller accommodation. However, these households include those containing a person with a disability & who need to move to adapted properties & are problematic to move in a cost effective & timely manner.

**Achievement will be measured through:**

- The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months
- Number of tenants helped to move to more affordable accommodation (because of the spare room subsidy)

Improvement Plan Progress  
November 2014

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
HHA/013 - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months.	Chief Officer – Community and Enterprise	84.89%	90%	90%	N/A	N/A	N/A
Number of tenants helped to move to more affordable accommodation because of the spare room subsidy		50	65	TBC	20	A see point 3 below	A

**Risks to Manage - Meeting the growing costs of homelessness prevention**

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	<ol style="list-style-type: none"> <li>Enhancing provision of homelessness prevention services for anyone at risk of homelessness within 56 days through our 'reasonable steps pilot'.</li> <li>Integrated Housing Access &amp; Housing Options Team enables realistic housing options to be provided to residents seeking assistance with housing.</li> <li>Households with more complex needs, who are impacted by the by the spare room subsidy, being helped to transfer to smaller accommodation.</li> </ol>	M	M	A	<ol style="list-style-type: none"> <li>Implement a Common Housing Register for all social housing providers operating within Flintshire.</li> <li>Flintshire Tackling Poverty Partnership is overseeing the implementation of measures to improve financial capability &amp; access to affordable credit within households impacted by welfare reforms.</li> </ol>	Chief Officer – Community & Enterprise	↓	M	M	A	Dec 2013



## 2. Provide advice and support services to help people protect their income

### Progress Status

### Progress RAG

G

### Outcome RAG

G

Whilst the impact of the welfare reforms continue to remove social security income from Flintshire households, the positive outcomes from the services provided by the FCC Welfare Rights & Housing Benefit Teams is, to some extent, redressing the balance. During the period April to September 2014, the Welfare Rights Team maximised the income within 802 Flintshire households by helping them to claim welfare benefits with a value of £1,334,526 (£1,059,178 on-going awards and £275,348 one-off awards). In addition, the Housing Benefit Team awarded households, impacted by the welfare reforms – in particular by the spare room subsidy (bedroom tax), discretionary housing payments totalling £140,646. Households at risk of homelessness were also assisted to manage debts totalling £667,222. The outcome of the income maximisation work is not only beneficial for the household but also increases spending power within the local economy and positively supports the attainment of the objectives within the Tackling Poverty and Homelessness Prevention agendas.

### Achievement will be measured through:

- Number of Flintshire residents assisted by Flintshire County Council to maximise their income
- Number of residents supported to successfully challenge adverse benefit decisions
- 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 monthly debt managed as a result of advice provided by the Money Advice Service
- Amount of monthly discretionary housing payment (DHP) paid to support peoples housing needs including changes due to Welfare Reform

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC (WEL/001)	Chief Officer – Community and Enterprise	£2.3 million	£2 million	£2.6 million	£1,334,694	G	G
<b>The following indicators are provided for information and monitoring only and are not suitable for setting targets against</b>							
Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	Chief Officer – Community and Enterprise	1,680	N/A	N/A	802	N/A	N/A
Number of residents supported to successfully challenge adverse benefit decisions		180	N/A	N/A	89	N/A	N/A
Amount of monthly debt managed as a result of advice provided by the Money Advice Service <i>It has been decided this year to exclude the housing costs (i.e., total amount of outstanding mortgage) from the debt managed</i>		N/A – new measure	N/A	N/A	£667,222	N/A	N/A
Amount of monthly discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes		N/A – new measure	N/A	N/A	£139,646	N/A	N/A

**Risks to Manage - Advice and support services sufficient to be able to meet demand**

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)		
H	H	R	<ol style="list-style-type: none"> <li>Advice Gateway helping to improve customer service and maximise provider resources.</li> <li>Reducing the number of residents who are referred to an advice service provider by training front line (non-advice) practitioners to deal with basic social welfare queries.</li> <li>FCC working with five N/Wales local authorities and the North/Mid Wales DWP to develop a local support services framework to assist households throughout the longer-term transformation of the social security system.</li> </ol>	M	M	A	<ol style="list-style-type: none"> <li>Ensure the Advice Gateway is accessible to all Flintshire residents &amp; develop a single access pathway to the Advice &amp; Support Gateways.</li> <li>The Flintshire Tackling Poverty Partnership will identify &amp; maximise the take-up of funding opportunities amongst advice services, to compliment similar work being undertaken across N/Wales being led by DWP. This is expected to start from February 2015.</li> </ol>	Chief Officer – Community & Enterprise	↓	M	M	A	Dec 2013

### 3. Support the implementation of Universal Credit (UC) within the Shotton Jobcentre Plus area

**Progress Status**

**Progress RAG**

**G**

**Outcome RAG**

**G**

The implementation of Universal Credit (UC) within Flintshire is progressing very positively, though very slowly. At the end of September 2014, a total of 177 people, living within the Shotton catchment area, had made a claim for UC and 140 claims are still live. More importantly, as a live UC area, FCC has been able to influence the DWP national policies to reflect the best practice models developed & implemented by FCC to support UC claimants. In September 2014, the UC national process for accessing personal budgeting support was changed to mirror the process developed and implemented within Flintshire.

FCC and the DWP are also working to improve a claimant's access to a range of advice and support services that can help them address other social welfare problems they may have, which, if left unresolved could impact upon their ability to meet the requirements within their UC claimant commitment and face a benefit sanction.

The low numbers currently claiming UC and needing to access support will not affect the level of funding provided by the DWP to FCC during the current financial year. However, when negotiating future funding, it will be important that the DWP acknowledge that UC is currently being delivered to the less problematic claimant groups and the demand for support will increase as the roll out of UC extends to claimant groups with more complex needs.

**Note:** FCC has no control over the speed at which the Westminster Government is progressively implementing UC within Flintshire. As such it is not appropriate to have targets for these measures, thus, the outturns are provided as management information.

**Achievement will be measured through:**

- Number of Universal Credit claimants referred to Citizens Advice Bureau for Personal Budgeting support
- Number of Universal Credit claimants assisted with on-line access
- Number of claims referred from Jobcentre Plus to Flintshire County Council Housing Benefit service



Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
<b>The following indicators are provided for information and monitoring only and are not suitable for setting targets against</b>							
Number of Universal Credit claimants referred to Citizens Advice Bureau for Personal Budgeting support	Chief Officer – Community and Enterprise	N/A – new measure	N/A	TBC	11	N/A	N/A
Number of Universal Credit claimants assisted with on-line access		N/A – new measure	N/A	TBC	1	N/A	N/A
Number of claims referred from Jobcentre Plus to Flintshire County Council Housing Benefit service		N/A – new measure	N/A	TBC	56	N/A	N/A

Risks to Manage - Eviction levels rising if tenants are unable to afford to pay their rent

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)		
<b>H</b>	<b>H</b>	<b>R</b>	<ol style="list-style-type: none"> <li>FCC Housing Benefit Service proactively uses Discretionary Housing Payments (DHP) to assist households at risk of homelessness.</li> <li>DWP have introduced positive changes to improve the processes for UC claims from social housing tenants to help prevent rent arrears accruing whilst a tenant is supported to adjust to the new way within which they have to manage their household budget.</li> <li>The WRRRT's early intervention of help and support to households generating positive results.</li> </ol>	<b>M</b>	<b>M</b>	<b>A</b>	<ol style="list-style-type: none"> <li>FCC to work with the DWP to ensure private landlords receive similar support to that provided to social landlords when a private sector tenant claims UC.</li> <li>FCC is part of an all Wales project reviewing the DHP scheme with the aim of ensuring efficient use of the DHP budget over the longer term.</li> <li>FCC Housing Service to develop measures to support wider group of tenants to ensure the impact upon the Housing Revenue Account, created by the ongoing reform of the social security system, continues to be successfully mitigated in the years ahead.</li> </ol>	Chief Officer Community & Enterprise	↓	<b>M</b>	<b>M</b>	<b>A</b>	Jun 2014

Risks to Manage - Local Economy may suffer as residents have less income to spend

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
<b>M</b>	<b>M</b>	<b>A</b>	1. FCC providing services to help Flintshire households maximise their income through accessing social security benefits & managing their financial commitments.  2. FCC funding a personal budgeting support service delivered by the CAB, for UC claimants who experience problems managing their household budget.	<b>M</b>	<b>M</b>	<b>A</b>	1. FCC to forecast the projected impacts of future changes to social security legislation upon residents, service users, service providers, local businesses.  2. The development of the Local Support Services Framework will identify the advice & support resources that are required to help residents to manage the impacts of longer-term transformation of the social security system.  3. Initiatives to be developed & implemented to support working households, particularly containing children, who are now seeing their income fall because of the welfare reforms.	Chief Officer Community & Enterprise	↔	<b>M</b>	<b>M</b>	<b>A</b>	Apr 2014

Risks to Manage - Resources to meet the requirements of the Universal Credit roll-out

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	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
<b>M</b>	<b>M</b>	<b>A</b>	<ol style="list-style-type: none"> <li>During the period April 14 – March 15, the UC delivery partnership agreement will ensure resources are in place to UC claimants to make &amp; sustain UC claims.</li> <li>FCC &amp; DWP hold a regular UC strategic meeting to manage the implementation of the Universal Credit local delivery partnership agreement.</li> <li>FCC has created a UC liaison officer post to collate &amp; disseminate management information on UC.</li> </ol>	<b>L</b>	<b>L</b>	<b>G</b>	<ol style="list-style-type: none"> <li>From February 2015, the DWP are proposing to accelerate the roll out of UC throughout the whole of the United Kingdom .To support the expansion, the DWP will fund local delivery partnerships</li> <li>Flintshire's Tackling Poverty Partnership to lead the development of a strategic approach to improving financial literacy and capability within all households impacted by the transformation of the social security system.</li> </ol>	Chief Officer Community & Environment	↔	<b>L</b>	<b>L</b>	<b>G</b>	Jun 2014