

## 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
<p>The Housing Act 2014 (Wales), which will be implemented in April 2015, places additional statutory homelessness duties upon Flintshire County Council. The main duty is to assist anyone (not only applicants with a priority need) who approach the authority as homeless or threatened with homelessness within the next 56 days. In advance of the new statutory duty coming into force, Flintshire County Council decided to pilot the delivery of an enhanced homelessness prevention service in order to identify best practice models. The outcomes from the pilot will enable the efficient delivery of a Housing Solutions Service from April 2015 and ensure the authority's new statutory homelessness duties are undertaken as cost effectively as possible.</p>				
<p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months</li> <li>Number of tenants helped to move to more affordable accommodation (because of the spare room subsidy)</li> </ul>				

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 – Annual Measure	N/A	N/A

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Number of tenants helped to move to more affordable accommodation because of the spare room subsidy		50	65	TBC	32	A	A
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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	<p>1. Welsh Government agreed additional funding for 2015/16. This will enable appropriate resources, as identified through the enhanced homelessness prevention pilot, to be put in place from April 2015, in readiness for the implementation of the new statutory homelessness duties within the Housing Act 2014 (Wales).</p> <p>2. Continuing difficulties to transfer households, impacted by the spare room subsidy, to smaller</p>	M	M	A	<p>1. Common Housing Register for all social housing providers operating within Flintshire to be introduced in April 2015.</p> <p>2. Project being planned to target advice &amp; support FCC tenants, who will be impacted by the reassessment of disability benefits that is due to commence in October 2015.</p>	Chief Officer – Community & Enterprise	↓	M	M	A	Oct 2015

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			<p>accommodation. FCC Housing Service is working closely with HB to identify those households where an award of discretionary housing payments will be a long term requirement.</p> <p>(<u>Note:</u> a DWP report published in July 2014 has conceded the main policy intent behind the introduction of the spare room subsidy, to encourage under-occupying households to downsize to smaller properties, is not being attained.)</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>During the period April 2014 – December 2014, the successful outcomes from the Welfare Rights Team's interventions with low income households has generated additional welfare benefit income for these households totalling £2,287,540 (comprising of £1,850,684pa on-going payments and £436,856 one-off payments). In addition, discretionary housing payments totalling £219,189 has been awarded to Flintshire households impacted by the welfare reforms and households at risk of homelessness have been assisted to manage debts totalling £860,822. Alongside boosting spending power within the local economy, which is being reduced by the on-going transformation of the social security system, the collective positive outcomes from the income maximisation activities positively supports the attainment of the objectives within the tackling poverty and homelessness prevention agendas.</p>				
<p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>▪ Number of Flintshire residents assisted by Flintshire County Council to maximise their income</li> <li>▪ Number of residents supported to successfully challenge adverse benefit decisions</li> <li>▪ Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by Flintshire County Council</li> <li>▪ Amount of monthly debt managed as a result of advice provided by the Money Advice Service</li> <li>▪ Amount of monthly discretionary housing payment (DHP) paid to support people's housing needs including changes due to Welfare Reform</li> </ul>				

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	£2,287,540	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	1,262	N/A	N/A
Number of residents supported to successfully challenge adverse benefit decisions		180	N/A	N/A	147	N/A	N/A
Amount of monthly debt managed as a result of advice provided by the Money Advice Service <b><i>It has been decided this year to exclude the housing costs (i.e., total amount of outstanding mortgage) from the debt managed</i></b>		N/A – new measure	N/A	N/A	£860,822	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	£219,189	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	<p>1. Additional funding has been obtained to continue training front line staff to have the skills and knowledge to help residents resolve low-level welfare benefit problems and ease pressures upon traditional advice services</p> <p>2. FCC continues to work collaboratively with five N/Wales local authorities &amp; DWP to develop joint approach to assisting households throughout the longer-term transformation of the social security system.</p>	M	M	A	<p>1. 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.</p>	Chief Officer – Community & Enterprise	↓	M	M	A	Jan 2015

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			3. Evaluation being undertaken of the outcomes from the Advice Gateway pilot and, if appropriate, funding streams will be identified to enable the continuation of the Advice Gateway & the development of a single access pathway to the Advice & Support Gateways.								
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### 3.Support the implementation of Universal Credit (UC) within the Shotton Jobcentre Plus area

Progress Status	Progress RAG	G	Outcome RAG	G
<p>Universal Credit continues to be introduced in a measured and controlled manner. Currently, Universal Credit is only available to unemployed single people and couples who meet specific criteria &amp; live within postcodes served by Shotton Jobcentre. At the end of December 2014, a total of 318 claims for Universal Credit have been made and 180 claims are still live. The low numbers of UC claimants needing to access support will not affect the level of funding provided by the DWP to FCC during the current financial year. However, the DWP will use these low numbers when determining the level of future funding. Thus, it is important that FCC ensures that the DWP acknowledge that UC is currently being delivered to the less problematic claimant groups and the demand for support will increase during the next 12 months as the roll out of UC extends to claimants with children who will have more complex needs.</p> <p>FCC and the DWP have implemented an effective communication strategy that provides stakeholders with timely access to information enabling them to prepare for new challenges &amp; ensure they possess the knowledge to be able to provide support &amp; reassurance to residents if they have queries around Universal Credit. FCC and the DWP are also working in partnership 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 work seeking requirements within their UC claimant commitment &amp; face a benefit sanction.</p> <p><b>Note:</b> 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</p>				
<p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>▪ Number of Universal Credit claimants referred to Citizens Advice Bureau for Personal Budgeting support</li> <li>▪ Number of Universal Credit claimants assisted with on-line access</li> <li>▪ Number of claims referred from Jobcentre Plus to Flintshire County Council Housing Benefit service</li> </ul>				

**Improvement Plan Progress**  
**January 2015**

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	19	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	88	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 Responsibl e	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likeliho od	Impact	Gross Score		Likeliho od	Impact	Gross Score				Likeliho od	Impact	Gross Score	Target Date
(L )	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI )	
H	H	R	<ol style="list-style-type: none"> <li>FCC &amp; DWP delivering briefing sessions examining 'Alternative Payment Arrangements' &amp; addressing concerns held by landlords around renting to tenants claiming UC.</li> <li>FCC working with the DWP to ensure private landlords receive similar support to that provided to social landlords when a tenant claims UC.</li> <li>FCC Housing Benefit Service proactively uses Discretionary Housing Payments to assist</li> </ol>	M	M	A	<ol style="list-style-type: none"> <li>DWP proposing new data sharing regulations to enable stakeholders to access information on UC claimants to provide support &amp; stop them falling into arrears.</li> <li>FCC will apply to be involved in test &amp; learn activity, linked to Alternative Payment Arrangements; Housing Verification; &amp; Personal Budgeting Support, when DWP introduce their additional pilots in the summer of 2015.</li> </ol>	Chief Officer Community & Enterprise	↓	M	M	A	Jan 2015

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[illegible]

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 Responsibl e	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likeliho od	Impact	Gross Score		Likeliho od	Impact	Gross Score				Likeliho od	Impact	Gross Score	Target Date
(L )	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI )	
M	M	A	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.  3. Flintshire Tackling Poverty Partnership considering an application to DWP Flexible Support Fund to deliver a project aimed at improving financial and digital inclusion	M	M	A	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 a Universal Support Delivered Locally Framework will identify the advice & support resources that are required to help residents to manage the impacts of longer-term	Chief Officer Community & Enterprise	↔	M	M	A	Jan 2015

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[illegible]

Risk 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)	
M	M	A	1. During the period April 14 – March 15, the UC delivery partnership agreement ensures resources will be in place to support UC claimants.  2. FCC & DWP currently negotiating funding levels for 2015/16 to take account of the UC expansion programme.  3. FCC & DWP hold a regular UC strategic meeting to manage the implementation of the Universal Credit local delivery partnership agreement.	L	L	G	1. Commencement order agreed in Parliament for Shotton JCp to accept UC claims from claimants with children from 26 January 2015 & UC rolled out across the Flintshire for single people from 23 February 2015,  2. 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	Chief Officer Community & Environment	↔	L	L	G	Jan 2015

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			4. FCC has created a UC liaison officer post to collate & disseminate management information on UC.				transformation of the social security system.					
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