

Quarter 2 Improvement Plan Progress Monitoring Report – Poverty



Flintshire County Council

Actions

6 Poverty

6.1 Protecting people from poverty

6.1.1 Maximising Income

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.1 Help children, young people and families, in or at risk of poverty achieve their potential.	Gail Bennett - Early Intervention Services Manager	In Progress	01-Apr-2015	31-Mar-2016	75.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:



The Early Years and Family Support Service have made several contributions towards this action, through a multi-agency, partnership arrangements. Further information is available in the Joint Education and Youth and Social and Health Overview and Scrutiny Committee Report - 4 June 2015.

The main highlights are:

- Involvement with the Anti-Poverty strategic and sub-groups.
- Implementation of Flying Start Guidance and the recruitment of a specialist Speech, Language and Communication Lead and a Safeguarding Clinical Nurse.
- Partnership with the national, 'Money Advice Service' (MAS) to conduct some ground breaking research in Wales. The pilot (and accompanying 2 year longitudinal evaluation) will test the effectiveness of programmes designed to improve children's financial capability through working with parents. The aim is to produce rigorous evidence on the impact and cost-effectiveness of parenting programmes. The pilot will raise awareness to parents of the important role they play and equip them with the desire, confidence and ability to develop the next generation of financially capable adults. Financial capability will be weaved into existing parenting programme interventions within Flying Start, some Families First delivery and school delivery of programmes such as Family Links and Incredible Years. Adult financial capability is a direct consequence of what has been seen, experienced and learned throughout childhood and adolescence, so to become financially capable, children need to observe, talk about and experience money on a regular basis. Starting young is key, with financial capability developed from the age of three with many future adult habits set by the age of seven. Parents are likely to be the strongest factor to influence adult financial capability (they are the most trusted messenger in childhood and they provide the environment for children to see, experience and learn about money on a daily basis). Despite this, there is minimal provision to support parents and little evidence about what works and what doesn't. The pilot aligns with Welsh Government requirements and has the approval of programme licence holders.
- Social Care Accolades Awards 2015 (National Award), 'Better Outcomes through Working Together'. Particular focus was given to the community engagement programmes, Families and Schools Together and parenting programmes - many of the parents who have been involved in the programme have gained employment or taken up further education due to their involvement in the programme, increased links with school and a reduction in social isolation and an increase in confidence. The programmes are delivered primarily through pooled grant funding from Flying Start, Families First and school Pupil Deprivation Grant. Schools report an increase in attendance and improved behaviour. It is recognised that this forms part of a whole school, whole family approach.

Invite as member of Wales delegation to EuroChild Symposium in Galway in December to highlight the parenting work in Flintshire re early intervention and prevention partnership between Flying Start, Families First and primary schools using their Pupil Deprivation Grant.



Last Updated: 09-Nov-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.2 Provide advice and support services to help people protect their income	Paul Neave - Manager - Advice and Homelessness Service	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN

ACTION PROGRESS COMMENTS:

FCC continues to provide advice and support services that are helping residents to maximise their household income through accessing their correct entitlement of social security benefits. The Advice and Support Gateways and the training of front line staff are helping, as much as possible, to manage the increase demand from residents, impacted by the welfare reforms, for access to advice and support providers and ensuring the effective and efficient use of available service resources.

Last Updated: 07-Nov-2015

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.3 Support the implementation of Universal Credit (UC) within Flintshire	Paul Neave - Manager - Advice and Homelessness Service	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN



ACTION PROGRESS COMMENTS:



The Universal Credit (UC) expansion programme is underway within Flintshire. However, the eligibility gateway criteria does mean the majority of UC claimants are single and without overly complex life situations. The Delivery Partnership Agreement for 2015/16 has been agreed with the DWP and funds provided to ensure that those UC claimants in need of support to make an on-line application and/or personal budgeting support have easy access of to appropriate help and support.



FCC continues to work proactively with local Jobcentre Plus and key stakeholders to raise awareness of, and, access to the support available to ensure the more vulnerable claimants can make and manage their on-going UC claim.

Last Updated: 07-Nov-2015

6.1.2 Fuel Poverty



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.1 Help residents to access funding support to improve the thermal efficiency of their homes	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: This quarter, gas infill works continued in Trueddyn, with the first quotes now going out to private residents, on track for gas connections before Christmas. Rhydymwyn mains laying also started. Our affordable warmth crisis fund has returned for its second full year, and although there was a delay in reporting figures last quarter, all figures have been included for Q1 and 2 here. The team has been successful in securing Warm Homes Arbed funding for parts of Shotton and Garden City, and contractors have now been appointed, with the first surveys and quotations in, for installs in Q3 &4. The Arbed ERDF project, managed by Welsh Government, is nearing completion in Flint, and two towerblocks are now scaffolded with works starting early in Q3.</p> <p>Last Updated: 06-Nov-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.2 Deliver energy efficiency measures to council homes	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 GREEN	 GREEN
<p>ACTION PROGRESS COMMENTS: Review of remaining off gas and solid walled properties for Housing Asset Management team now complete, and looking into further opportunities for funding remaining council solid walls and off gas solutions. £2million secured for solar PV project benefitting sheltered bungalow schemes in predominantly rural areas, to complete Q3 before reduction in Feed In Tariff.</p> <p>Last Updated: 06-Nov-2015</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.2.3 Develop a best practice procurement solution for energy efficiency and renewable energy across Wales	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2015	31-Mar-2016	50.00%	 AMBER	 AMBER
<p>ACTION PROGRESS COMMENTS: Further development of framework undertaken with Procurement team. Progress now on hold awaiting outcome of discussions with National Procurement Service and Welsh Government. No further progress so far.</p> <p>Last Updated: 06-Nov-2015</p>							

Performance Indicators

6 Poverty

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.1M05 (WEL/001) Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC	N/A	166,666.67	143,156	 AMBER	↑	1,000,000.02	1,188,772	 GREEN

Lead Officer: Katie Clubb - Community Support Services Manager



Reporting Officer: Paul Neave - Manager - Advice and Homelessness Service

Aspirational Target:

Progress Comment: During September 2015, the Welfare Rights Unit helped households to access additional security income with a weekly value of £2753 The Unit also helped households to claim one-off payments with a value of £47020

During the period April 15 to Sept 15, the Unit have helped residents to access additional weekly income totaling £22861 (£1,188,772pa) and one-off social security payments totaling £233,150

Note: The specialist case worker resources within the Welfare Rights Unit has been reduced over the past two years. However, as planned these households are receiving help from alternative services following the role out of the training and development project that has been increasing the welfare benefit knowledge and skills amongst (non-benefit) front line staff throughout the county. Levels of income achieved by these teams is expected to grow throughout the year.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.1M06 Speed of processing of Housing Benefit claims - new claims	20.65	17.5	22.59	 AMBER	↓	17.5	22.34	 AMBER



Lead Officer: Jen Griffiths - Benefits Manager

Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)



Aspirational Target:

Progress Comment: Small decrease in performance from that achieved in quarter 1. This was due to a member of the assessment team leaving the Authority in July and who has not been replaced during this period. Quarter 2 is also peak holiday period. Performance at 17.5 days is not achievable at this stage due to resources, however the team is making every attempt to hit the target. Performance at 23 days or better is considered acceptable as this is in line with the North and Mid Wales average.



KPI Title	Pre. EOY	Period	Period	Perf. RAG	Performance	YTD Target	YTD Actual	YTD RAG
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	Actual	Target	Actual		Indicator Trend			
IP6.1.1M07 Speed of processing of Housing Benefit claims - change of circumstances	9.7	9	8.83	 GREEN	↑	9	9.16	 AMBER

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: A decrease in processing times for change of circumstances. To ensure the customers receives the correct awards and to minimize overpayments

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.1M08 Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	N/A	Not Set	322		↑	Not Set	634	

Lead Officer: Katie Clubb - Community Support Services Manager
Reporting Officer: Paul Neave - Manager - Advice and Homelessness Service
Aspirational Target:
Progress Comment: During the period July to September 2015, the Welfare Rights Unit accepted 322 new referrals from Flintshire households and provided these households with advice and support on a total of 379 social security or tax credit claims.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.1M09 Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes	N/A	Not Set	48,308.08		↑	Not Set	69,521.84	

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: An increase in expenditure. We are expecting a significant increase in subsequent quarters as we are proactively working with support agencies and housing associations.

KPI Title	Pre. EOY	Period	Period	Perf. RAG	Performance	YTD Target	YTD Actual	YTD RAG
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	Actual	Target	Actual		Indicator Trend			
IP6.1.1M10 Number of residents supported to better manage their financial commitments	N/A	Not Set	49		↑	Not Set	95	

Lead Officer: Katie Clubb - Community Support Services Manager
Reporting Officer: Paul Neave - Manager - Advice and Homelessness Service
Aspirational Target:
Progress Comment: During the period July to September 2015, the FCC Money Advice Officer accepted 49 new referrals from Flintshire households who were at risk of homeless, providing these households with specialist advice and support and helping them to better manage their household debts and maintain their contractual housing costs.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.1M11 Number of Universal Credit claimants referred for Personal Budgeting support	N/A	Not Set	4		↓	Not Set	14	

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: This figure is in line with the agreed amounts in the Delivery Partnership Agreement with Department for Work and Pensions

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.1M12 Number of Universal Credit claimants referred for assistance with on-line access	N/A	Not Set	2		↑	Not Set	2	

Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: We always encourage the customer to go on line to apply and offer support on how to use the PC.

KPI Title	Pre. EOY	Period	Period	Perf. RAG	Performance	YTD Target	YTD Actual	YTD RAG
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	Actual	Target	Actual		Indicator Trend			
IP6.1.1M13 Number of enquiries received from the Universal Service Centre by Flintshire County Council's Housing Benefit Service relating to housing costs	N/A	Not Set	0		↓	Not Set	34	



Lead Officer: Jen Griffiths - Benefits Manager
Reporting Officer: Claire Flint - Systems Team Leader (Revenue & Benefits)
Aspirational Target:
Progress Comment: No enquiries were received during Quarter 2.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.2M14 Number of private homes receiving energy efficiency measures	N/A	85	121	 GREEN	↓	315	361	 GREEN

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager
Reporting Officer: Leanna Jones - Home Energy Conservation Officer
Aspirational Target:
Progress Comment: This figure reflects all non-FCC properties receiving measures, which includes owner occupied, private rented, housing association and shared ownership. This quarter, gas infill works continued in Trueddyn, with the first quotes now going out to private residents, on track for gas connections before Christmas. Rhydymwyn mains laying also started. Our affordable warmth crisis fund has returned for its second full year, and although there was a delay in reporting figures last quarter, all figures have been included for Q1 and 2 here. The team has been successful in securing Warm Homes Arbed funding for parts of Shotton and Garden City, and contractors have now been appointed, with the first surveys and quotations in, for installs in Q3 &4. The Arbed ERDF project, managed by Welsh Government, is nearing completion in Flint, and two towerblocks are now scaffolded with works starting early in Q3.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.2M15 Overall annual fuel bill reduction for residents	N/A	30,000	49,930	 GREEN	↑	80,000	102,590	 GREEN

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager
Reporting Officer: Leanna Jones - Home Energy Conservation Officer
Aspirational Target:
Progress Comment: £40,480 annual savings in non-council properties plus £9450 annual council energy bill savings made this quarter. Please see comments on number of homes receiving improvements for more details.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.2M16 Annual reduction in carbon emissions	N/A	4,000	4,073	 GREEN	↓	9,000	9,227	 GREEN

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: This figure is a calculation of the lifetime tonnes carbon dioxide emissions (ltc) saved by completing the measures counted this quarter. It varies by measure based on how much is saved in a typical home using Department for Energy and Climate Change verified savings estimates.



KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.2M17 Number of Council homes receiving energy efficiency measures	N/A	45	57	 GREEN	↑	65	82	 GREEN

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: Continued work on lofts and cavities as well as additional oil to gas conversions in Mostyn area, although there weren't quite as many completed this quarter as forecasted, the project is on track to exceed the target of 100. Most notably the team is now delivering a project to around 400 council properties in Q3 installing PV panels before the drop in feed in tariff rates in January.

KPI Title	Pre. EOY Actual	Period Target	Period Actual	Perf. RAG	Performance Indicator Trend	YTD Target	YTD Actual	YTD RAG
IP6.1.2M18 Overall annual fuel bill reduction for tenants in Council homes	N/A	4,000	9,450	 GREEN	↑	9,000	14,670	 GREEN

Lead Officer: Gavin Griffith - Housing Regeneration & Strategy Manager

Reporting Officer: Leanna Jones - Home Energy Conservation Officer

Aspirational Target:

Progress Comment: £9450 annual energy bill savings made across council properties this quarter. Please see comments on number of homes receiving improvements for more details.

RISKS

6 Poverty




RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand for advice and support services will not be met.	<p>Service providers with insufficient resources to meet demand will quickly build up long waiting lists and residents will not be able to access timely advice that prevents problems from escalating to ones that require more costly specialist interventions.</p> <p>Reduced access to advice and support will result in residents facing legal enforcement action, particularly those with debt problems and residents will be unable to gain entitlement to their legal entitlement of social security income, impacting their ability to</p>	<p>Clare Budden - Chief Officer - Community and Enterprise</p>	<p>Paul Neave – Advice and Homelessness Service Manager</p> <p>Katie Clubb – Community Support Services Manager</p>	<p>The Flintshire Advice and Support Gateways are ensuring residents in need of help are referred to an appropriate service provider and maximising effective use of resources as much as possible.</p>	Amber	Amber	↔	Open

	<p>maintain their financial commitments, including housing costs.</p> <p>Increase in demand from residents for access to emergency provision, such as foodbanks, FCC provision, i.e., section 17 & 21 payments, etc.</p>							
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Progress Comment:

FCC is continuing to fund the Flintshire Advice Gateway to complement the Flintshire Support Gateway. Both gateways aim to ensure residents in need of social welfare advice and support are referred to an appropriate service provider in order to, as far as practical, maximise effective use of resources.

Whilst the FTTP is overseeing initiatives that is helping advice and support providers to manage the increased demand from Flintshire households experiencing social welfare problems, the provisions within the Welfare Reform and Work Bill 2015, currently being considered by the UK Parliament, will if enacted, increase the number of Flintshire households, who from April 2016, will face a reduction in their present level of social security/tax credit income. It is to be assumed that these households will seek appropriate advice and support to help resolve the problems that their loss of income will generate.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Debt levels will rise if tenants are unable to afford to pay their rent.	Rent arrears levels amongst FCC tenants will increase if they are not able to implement strategies to manage the impact generated by the reduction in their Housing Benefit award. Any reduction in	Clare Budden - Chief Officer - Community and Enterprise	Paul Neave – Advice and Homelessness Service Manager Katie Clubb – Community Support Services Manager	Continue the proactive response to FCC tenants impacted by the spare room subsidy ensuring they are supported to remain in, or move from their property, lessening the negative impact				Open

	<p>income to the Housing Revenue Account negatively affects the Housing Service Business model.</p> <p>Increase in court action for possession being taken against social housing tenants, particularly those with existing rent arrears which are worsened by the spare room subsidy. This will create additional financial pressures upon the fulfilment of FCC statutory homeless duties.</p>		<p>on the Housing Revenue Account and the risk of homelessness.</p> <p>FCC funding a personal budgeting support service (delivered by the CAB) for Universal Credit claimants who experience problems managing their single monthly UC payment, including their housing costs.</p> <p>FCC continuing to provide advice and support services helping Flintshire households maximise their income through accessing social security benefits & better managing their financial commitments.</p> <p>FCC's effective management of Discretionary Housing Payment budget is enabling target support to households, primarily impacted by the</p>				
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welfare reforms.

Progress Comment:

The progressive rollout of Universal Credit is restricting claims to single people who tend not to be responsible for housing costs. Therefore, the personal budgeting service funded by FCC is coping with the demand for support from UC claimants, who are householders, and do need advice and support to manage their monthly UC payment, including having their rent paid directly to their landlord.

Due to the continued safe and secure implementation of Universal Credit (UC) by the DWP the number of tenants within Flintshire who are claiming UC remains low and the personal budgeting service, delivered by the Citizen Advice Services, is coping with the demand for advice and support from UC claimants




Training has also been delivered by FCC on the UC Alternative Payment Arrangements to internal and external housing staff raising their awareness of the safeguards that are available within the UC regulations to help tenants, who will struggle to manage their monthly UC payment when the large scale migration of claimants across to UC commences.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The local economy will suffer if residents have less income to spend	Low income households predominately spend their income on local services and business, if these households cannot replace lost social security income with earned income, or have their household income maximised in other ways, there will be less spending power within the Flintshire local economy. It is estimated that an increase of £1 million income pa amongst low income households may result in 12 job being created within a local economy – a loss of £1 million pa creates pressures	Clare Budden - Chief Officer - Community and Enterprise	Paul Neave – Advice and Homelessness Service Manager Katie Clubb – Community Support Services Manager	FCC continue to forecast the projected impacts of future changes to social security legislation upon residents, service users, service providers, local businesses and design and implement appropriate mitigating actions. Provide specialist benefit and money advice to residents helping to maximise household income. Increase residents' access to timely, low-level social welfare advice and support through training and supporting of front				Open

	upon the sustainment of such jobs and limits job creation.			line staff based in the community.				
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Progress Comment:

FCC continues to provide services that assist residents to maximise their household income. This is achieved either by supporting residents to access their correct entitlement to social security benefits and tax credits and/or through helping them to manage their financial commitments more effectively. During the period April to September 2015, the successful outcomes to the interventions by the Welfare Rights Team have helped Flintshire households to access welfare benefits and tax credits with a weekly value of £19,156 (£996,112pa). It is pleasing to note that the team have also helped households to access one-off welfare benefit payments with a total value of £203,499. Given the Westminster Government, through its ongoing welfare reform programme, is actively reducing expenditure upon social security benefits claimed by Flintshire households estimated to be around £8 million per annum, this additional income will be partly offsetting this loss and helping to boost spending power within the local economy.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Resources to meet the requirements of the Universal Credit roll-out will not be sufficient	Additional resources required to enable FCC housing staff to prepare tenants for the new system and help them manage the transition.	Clare Budden - Chief Officer - Community and Enterprise	Paul Neave – Advice and Homelessness Service Manager Katie Clubb – Community Support Services Manager	The DWP are responsible for managing the major programme to roll out Universal Credit throughout the United Kingdom. However, at a local level, FCC is leading the development and implementation of measures that will overcome the various challenges that claiming Universal Credit will bring for some residents. The DWP provide funding through the UC delivery partnership agreement with FCC ensuring				Open

				<p>resources are in place to support UC claimants in 2015/16. FCC & DWP have a positive & productive working relationship this provides a firm foundation upon which the framework to safely implement UC is managed. Regular DWP/LA meetings held to discuss any arising issues.</p> <p>The longer-term development of the 'Universal Support Delivered Locally Framework' will identify the advice & support resources that are required to help residents to manage the impacts of longer-term roll out of UC to more problematic client groups.</p>				
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Progress Comment:
 FCC has negotiated a Delivery Partnership Agreement with the DWP for 2015/16. Due to the continued slow progress in the rollout of Universal Credit across Flintshire it is expected that the resources funded within this agreement will be adequate to cope with demand from UC claimants who need help to claim UC and to manage their on-going award.


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RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Residents do not take up the energy efficiency measures available as we hope		Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith – Housing Regeneration and Strategy Manager					Open

Progress Comment:

The external funds received in Q1 are lower than they were in 2014/15, so publicity has been reduced to take account of this fact. Targeted promotion of funds has been carried out in the off gas areas, where there is a shortfall between project cost and external funding, resulting in the need for either a loan from the council or a householder contribution.

Additional funds have been secured through Arbed in Q2, so a targeted promotion in the affected area has begun and we are confident of attracting a sufficient number of households to spend the resource provided.

RISK TITLE	POTENTIAL EFFECT	LEAD OFFICER	SUPPORTING OFFICERS	MANAGEMENT CONTROLS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Available funding falls short of public demand		Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith – Housing Regeneration and Strategy Manager					Open

Progress Comment:

The council has received the outcome of its bid for Arbed funding and was successfully awarded £860K of funding which has relieved some of the demand pressures. However, demand is always likely to outstrip the resources available.