

# Quarter 3 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.

January 2016: Flying Start and Y Teulu Cyfan, Families First funded project/workers were trained in Financial Support for parents - part of the national evaluations to support parents to support their children in the right messages.



Last Updated: 12-Jan-2016

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	75.00%	 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 and manage their debts as effectively as possible. The combination of the Advice and Support Gateways and the empowering of front line staff with additional social welfare knowledge/skills 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.

Last Updated: 02-Feb-2016

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	75.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Universal Credit (UC) is being delivered by all the Jobcentres throughout Flintshire. However, due to the restrictions placed upon which working age claimants may claim UC (through the imposition of the UC eligibility gateway criteria) the majority of UC claimants within Flintshire are single and without overly complex life situations.



In December 2015, the DWP announced the latest timetable for the implementation of UC throughout the United Kingdom. This notes that UC will become accessible to more claimants from May 2016, and predicts that UC will be wholly implemented throughout the United Kingdom by March 2021.



However, the inclusion of an increased number of working age claimants onto the UC caseload will be managed via a phased approach. Given the lack a 'Welsh language UC digital claim form' it can be assumed that the roll-out of UC to more claimant groups within Flintshire will not commence until February 2017 – the date at which the DWP aim to have developed the Welsh language on-line claim form.



The Delivery Partnership Agreement for 2015/16, funded by the DWP continues to ensure that the Flintshire UC claimants who need support to make an on-line application and/or personal budgeting support, currently, have easy access to appropriate help and support.

Last Updated: 02-Feb-2016

## 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	75.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            This quarter, gas infill works continued in Trueddyn. Rhydymwyn mains laying also continued. 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. Installations commenced in Q3. Work has also now commenced for the Arbed ERDF project in Deeside and completed in Flint.</p> <p>Last Updated: 18-Feb-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	75.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            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. Solar PV project complete and additional off gas and solid wall council properties being considered.</p> <p>Last Updated: 18-Feb-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	60.00%	 AMBER	 AMBER
<p><b>ACTION PROGRESS COMMENTS:</b>            Further development of framework undertaken with Procurement team. Progress now on hold awaiting outcome of discussions with National Procurement Service and Welsh Government. Positive progress is now being made with the National Procurement Service and Valueworks. Further meet the buyer events are planned to March 2016.</p> <p>Last Updated: 18-Feb-2015</p>							



## Performance Indicators

### 6 Poverty

#### 6.1.1 Maximising Income

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	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	No Data	162,500	166,666.67	 AMBER	↑	1,647,886	1,500,000.03	 GREEN
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Paul Neave - Manager - Advice and Homelessness Service  <b>Aspirational Target:</b>  <b>Progress Comment:</b> During December 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 £3,125 (£162,500pa) and, during this month, the team also helped households to access one-off payments totaling £29,234.                      Note: in total, during the three quarters of the current financial year the team have helped residents to claim on-going social security income totaling £27,985pw (£1, 455,220pa). The team have also helped residents to claim £282,400 in one -off social security payments.</p>								

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M06 Speed of processing of Housing Benefit claims - new claims	15.8	16.35	17.5	 GREEN	↑	20.34	17.5	 AMBER
<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Claire Flint - Systems Team Leader (Revenue &amp; Benefits)  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Performance within target for Quarter 3 - working practices have been realigned and dedicated officers have been allocated to new claims processing</p>								



KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M07 Speed of processing of Housing Benefit claims - change of circumstances	5.4	6.6	9	 GREEN	↑	8.3	9	 GREEN

**Lead Officer:** Jen Griffiths - Benefits Manager

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

**Aspirational Target:**

**Progress Comment:** Performance in target for Quarter 3 - due to realignment of working practices to prioritise changes to minimise overpayments to customers



KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M08 Number of Flintshire residents assisted by FCC to claim Additional Social Security and Tax Credits	No Data	319	Not Set		↓	953	Not Set	

**Lead Officer:** Katie Clubb - Community Support Services Manager

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

**Aspirational Target:**

**Progress Comment:** During the period September to December 2015, the Welfare Rights Unit accepted 319 new referrals from Flintshire households and provided these households with advice and support on a total of 312 social security or tax credit claims.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M09 Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes	No Data	75825.24	Not Set		↑	145347.08	Not Set	

**Lead Officer:** Jen Griffiths - Benefits Manager

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

**Aspirational Target:**

**Progress Comment:** Expenditure has reached 73% of the government contribution as at the end of Quarter 3, Discretionary Housing payments are continuing to be promoted with internal departments and partner organisations to ensure that the full government contribution is used by the end of quarter 4

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M10 Number of residents supported to better manage their financial commitments	No Data	34	Not Set		↓	129	Not Set	

**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Paul Neave - Manager - Advice and Homelessness Service  
**Aspirational Target:**  
**Progress Comment:** During the period September to December 2015, the FCC Money Advice Officer accepted 34 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 Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M11 Number of Universal Credit claimants referred for Personal Budgeting support	No Data	6	Not Set		↑	20	Not Set	

**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. Work is continuing via communication with colleagues and partner organisations to ensure that claimant's who may benefit from this service are referred through for support.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M12 Number of Universal Credit claimants referred for assistance with on-line access	No Data	1	Not Set		↓	3	Not Set	

**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Claire Flint - Systems Team Leader (Revenue & Benefits)  
**Aspirational Target:**  
**Progress Comment:** The low take-up of assistance offered for online access is in line with the rest of the year's performance. This is mainly due to the current client group that are accessing Universal Credit.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.1M13 Number of enquiries received from the Universal Service Centre by Flintshire County Council's Housing Benefit Service relating to housing costs	No Data	0	Not Set		↔	34	Not Set	

**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 3

### 6.1.2 Fuel Poverty

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M14 Number of private homes receiving energy efficiency measures	No Data	32	30	 GREEN	↓	393	345	 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.

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M15 Overall annual fuel bill reduction for residents	No Data	71,730	70,000	 GREEN	↑	174,320	150,000	 GREEN



**Lead Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Reporting Officer:** Leanna Jones - Home Energy Conservation Officer

**Aspirational Target:**

**Progress Comment:** £9,530.00 annual savings in non-council properties plus £62,200.00 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 Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M16 Annual reduction in carbon emissions	No Data	9,838.45	8,000	 GREEN	↑	19,065.45	17,000	 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 (Itc) 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 Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M17 Number of Council homes receiving energy efficiency measures	No Data	379	220	 GREEN	↑	461	285	 GREEN

**Lead Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Reporting Officer:** Leanna Jones - Home Energy Conservation Officer

**Aspirational Target:**

**Progress Comment:** 293 of 398 completed by end of Q3, remaining properties completed early Q4 (deadline for FIT drop was extended to 14th Jan)

KPI Title	Pre. EOY Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	YTD RAG
IP6.1.2M18 Overall annual fuel bill reduction for tenants in Council homes	No Data	62,200	23,000	 GREEN	↑	76,870	32,000	 GREEN

**Lead Officer:** Gavin Griffith - Housing Regeneration & Strategy Manager

**Reporting Officer:** Leanna Jones - Home Energy Conservation Officer

**Aspirational Target:**

**Progress Comment:** as above

## RISKS

### 6 Poverty

#### 6.1.1 Maximising Income

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand for advice and support services will not be met.	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open
<p><b>Potential Effect:</b> 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. 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 maintain their financial commitments, including housing costs. Increase in demand from residents for access to emergency provision, such as food banks, FCC provision, i.e., section 17 &amp; 21 payments, etc.</p> <p><b>Management Controls:</b> 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.</p> <p><b>Progress Comment:</b> The Flintshire Tackling Poverty Partnership is overseeing initiatives, including the Advice and Support Gateways which are helping providers to manage the increased demand from Flintshire households experiencing social welfare problems as a result of the £17 billion reduction in expenditure on working age benefits implemented by the Welfare Reform Act 2012. However, 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, face a reduction in their present level of social security/tax credit income. (The second phase of welfare reforms is projected to save £12 billion from the working age social security budget by 2019/20). It is to be assumed that many of the Flintshire households impacted will require appropriate advice and support to help them resolve the problems that their loss of social security income will generate.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Debt levels will rise if tenants are unable to afford to pay their rent	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open

**Potential Effect:** 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 income to the Housing Revenue Account negatively affects the Housing Service Business model.

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.

**Management Controls:** 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 on the Housing Revenue Account and the risk of homelessness.

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.

FCC continuing to provide advice and support services helping Flintshire households maximise their income through accessing social security benefits & better managing their financial commitments.

FCC's effective management of Discretionary Housing Payment budget is enabling target support to households, primarily impacted by the welfare reforms.

**Progress Comment:** Due to the continued safe and secure implementation of Universal Credit (UC) within Flintshire, the number of UC claimants who are also liable for rent is low.

Therefore, the personal budgeting service, delivered by the Citizen Advice Service, 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 to raise their awareness of the safeguards that are available within the UC regulations to help tenants, who will struggle to manage their monthly UC payment in readiness for when the larger scale migration of claimants across to UC commences – expected to be in the Spring of 2017 in Flintshire.

FCC also advises the DWP of issues that arise with the UC Service Centre's processes for dealing with requests from social/private landlords for a UC claimant's housing costs to be paid directly to a landlord.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The local economy will suffer if residents have less income to spend	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open

**Potential Effect:** 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 upon the sustainment of such jobs and limits job creation.

**Management Controls:**

**Progress Comment:** FCC continues to provide services that assist residents to maximise their household income. This is achieved 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 December 2015, the successful outcomes to the interventions by the Welfare Rights Team have helped Flintshire households to access over £1.7 million in additional social security and Tax Credit payments (£1,455,220pa ongoing payments and £282,40 one -off social security payments). This additional income will be boosting spending power within the local economy.

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	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	Clare Budden - Chief Officer - Community and Enterprise	Katie Clubb - Community Support Services Manager, Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open

**Potential Effect:** Additional resources required to enable FCC housing staff to prepare tenants for the new system and help them manage the transition. Increase in rent arrears and negative impact upon the Housing Revenue Account generated by the payment of UC housing cost directly to FCC tenants. Reluctance of Private Landlords to let to tenants in receipt of UC and reducing the expansion of the private rented sector as a housing solution for lower income residents. Increased demands for financial and digital inclusion initiatives to be delivered across the County.

**Management Controls:** 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.

**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 the support 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. FCC is engaging with the DWP on the plans for the development of a support framework that will be needed to ensure that UC continues to be delivered in a safe and secure manner when there is a significant increase in the number of working age people within Flintshire who are claiming UC – expected to be in the Spring of 2017.

### 6.1.2 Fuel Poverty

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Residents do not take up the energy efficiency measures as we hope	Clare Budden - Chief Officer - Community and Enterprise	Gavin Griffith - Housing Regeneration & Strategy Manager, Leanna Jones - Home Energy Conservation Officer	Amber	Amber	↔	Open



**Potential Effect:**

**Management Controls:** Ensure that the availability of financial support to homeowners is widely promoted.

**Progress Comment:** Quarter 2 commentary is the still relevant for quarter 3.

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	LEAD OFFICER	SUPPORTING OFFICERS	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 & Strategy Manager, Leanna Jones - Home Energy Conservation Officer			↔	Open

**Potential Effect:**

**Management Controls:** Ensure that funding opportunities through Welsh Government, Wales European Funding Office (WEFO) and Utility Companies are vigorously pursued.

**Progress Comment:** Quarter 2 commentary is the still relevant for quarter 3.

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.