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# Quarter 1 Improvement Plan 2016/17 Progress Report

## Poverty



Flintshire County Council



*Print Date: 23-Sep-2016*

## 6 Poverty



### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.1 Provide advice and support services to help people protect their income	Paul Neave - Manager - Advice and Homelessness Service	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

FCC continues to provide specialist advice services that assist residents to maximise their household income During quarter 1, 356 Flintshire residents received specialist advice and support to access on-going social security benefits worth £327,589pa and one-off lump sum payments totalling £41,960.



Last Updated: 14-Sep-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.2 Helping people to get closer to work and / or be work ready through a range of Government and European funded programmes.	Suzanne Pemberton - Supporting People Manager	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 AMBER

**ACTION PROGRESS COMMENTS:**

The Council and third sector providers are delivering support packages to households to enable them to get closer to work. The outcomes will be collated from across North Wales and reported half yearly.

Last Updated: 08-Sep-2016



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.3 Deliver energy efficiency measures to homes in Flintshire.	Leanna Jones - Home Energy Conservation Officer	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Tower blocks External Wall Insulation ' Richard Heights completed in Q1. Gas Infill projects installing heating systems now in Trueddyn, Gas mains on track in Penyffordd. External Wall projects active in parts of Shotton and Garden City as part of Vibrant & Viable places as a continuation of Warm Homes/Arbed. Remaining PV installs in properties that needed re-roofing and/or roof repairs.

Last Updated: 20-Sep-2016

### Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1M01 (WEL/001) Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC	658892	107600	125000	 RED	↓	337944	375000	 GREEN

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

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


**Aspirational Target:**

**Progress Comment:** During June 2016, Flintshire households were helped to access welfare benefits and tax credits totalling £107,588pa and the team also helped households to access one-off payments totalling £15,698.

During quarter 1, 356 Flintshire residents received specialist advice and support to access on-going social security benefits worth £327,589pa and one-off lump sum payments totalling £41,960.

Note: The reduction in resources has impacted on the income gained. In late June 2016, the team returned to full strength.


Last Updated: 22-Sep-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1M02 Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes	21213.76	40351.79	N/A	N/A	↑	40351.79	N/A	 GREEN

**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Claire Flint - Systems Team Leader (Revenue & Benefits)  
**Aspirational Target:**  
**Progress Comment:** Expenditure as expected in quarter 1 due to the welfare reform changes now being embedded and customers are aware of the scheme due to the Governments policy to tackle Welfare Reform.



We recognise customers are reliant on a DHP if effected by MRSS as there is a shortage of affordable accommodation.

Last Updated: 05-Sep-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1M03 Number of residents supported to better manage their financial commitments	46	0	N/A	<b>N/A</b>	↓	0	N/A	 AMBER



**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Paul Neave - Manager - Advice and Homelessness Service  
**Aspirational Target:**  
**Progress Comment:** During quarter 1 - residents have been supported by the CAB as the FCC Money Advice Officer is absent.

Last Updated: 13-Sep-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1M04 Speed of processing of Housing Benefit claims - new claims	22.08	25.49	17.5	 RED	↓	25.49	17.5	 AMBER



**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Claire Flint - Systems Team Leader (Revenue & Benefits)  
**Aspirational Target:**  
**Progress Comment:** Processing times are as expected in quarter one although there has been an increase between the actual figures for Q1 15/16. This is due to reduced staff levels.

Last Updated: 05-Sep-2016

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
IP6.1.1M05 Speed of processing of Housing Benefit claims - change of circumstances	9.48	4.41	6	 GREEN	↑	4.41	6	 GREEN
<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> Processing times for quarter 1 are as expected and below target.</p> <p>Last Updated: 05-Sep-2016</p>								

**RISKS**

**Strategic Risk**

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.	Katie Clubb - Community Support Services Manager	Pam Davies - Housing Options Team Leader	 Yellow	 Yellow	↑	Open

**Potential Effect:** 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 foodbanks, FCC provision, i.e., section 17 & 21 payments, etc.

**Management Controls:** 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.

A social welfare training and development programme is enabling front line workers to increase their knowledge and skills and helping to manage the increase in demand from residents for help with social welfare issues from immediately fall upon traditional service providers.

Delivering more initiatives that targeted early intervention of help and support to households preventing problems from escalating and needing specialist advice/support.

**Progress Comment:** Collaboration with Citizens Advice Flintshire (CAF) will commence in the Autumn which will make best use of the limited resources and link to the advice gateways.

Last Updated: 08-Sep-2016

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.	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:** The funding from the DWP, within the 2016/17 Delivery Partnership Agreement, will ensure that Flintshire claimants have access of to appropriate personal budgeting support.

**Progress Comment:** Due to the continued safe and secure implementation of Universal Credit within Flintshire, the number of UC claimants who are also liable for rent is low and the personal budgeting service, delivered by the Citizen Advice Service, is easily coping with the demand for advice and support from UC claimants.

Last Updated: 23-Sep-2016

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.	Katie Clubb - Community Support Services Manager	Paul Neave - Manager - Advice and Homelessness Service	Amber	Amber	↔	Open
<p><b>Potential Effect:</b> 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.</p> <p><b>Management Controls:</b> FCC continues to provide specialist advice services that assist residents to maximise their household income 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.</p> <p><b>Progress Comment:</b> During quarter 1, Flintshire residents were supported to access additional social security and tax credit income totalling £ 370,549 (comprising of on-going payments with a value of £328,589pa and one-off lump sum payments with a value of £41,960)</p> <p>Last Updated: 23-Sep-2016</p>						

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 available.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager	Amber	Amber	↔	Open
<p><b>Potential Effect:</b> i) Available resources not used to their full potential                      ii) Household energy bills higher than needed                      iii) Fuel poverty remains higher than needed</p> <p><b>Management Controls:</b> Extensive publicity for the programme as well as direct contact with eligible households where appropriate.</p> <p><b>Progress Comment:</b></p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Available funding for energy efficiency measures falls short of public demand.	Niall Waller - Enterprise and Regeneration Manager	Gavin Griffith - Housing Regeneration & Strategy Manager	Amber	Amber	↔	Open

**Potential Effect:** i) Public frustration with lack of funding with impact on Council reputation  
ii) Opportunity to reduce household costs and fuel poverty not fully realised

**Management Controls:** i) All potential sources of external funding proactively targeted for support  
ii) Use made wherever possible of innovative forms of finance  
iii) Managing public expectation as far as possible

**Progress Comment:**