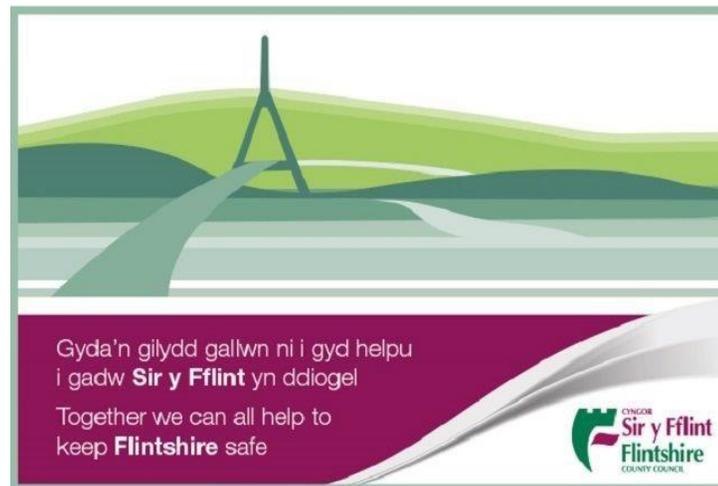


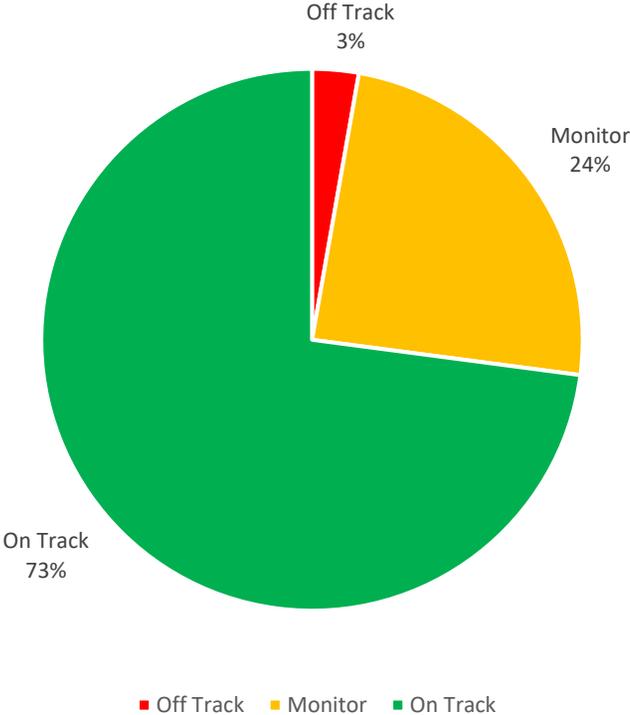


Council Plan End of Year Performance Monitoring Report 2021/22

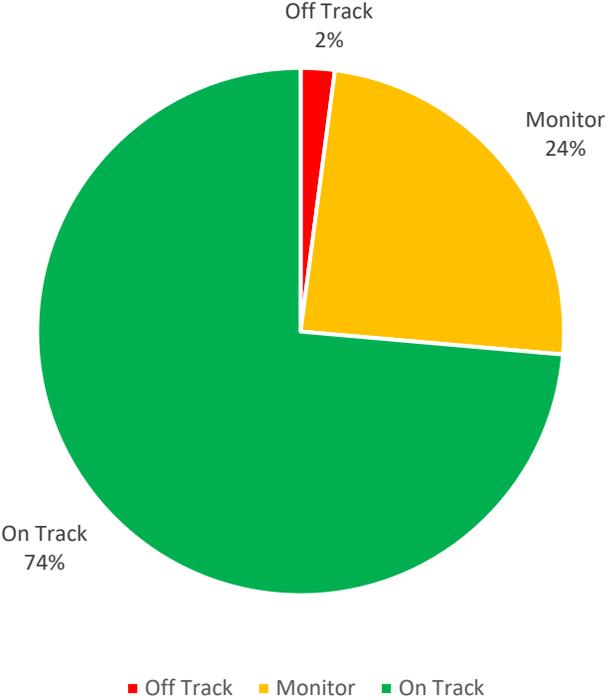


Analysis

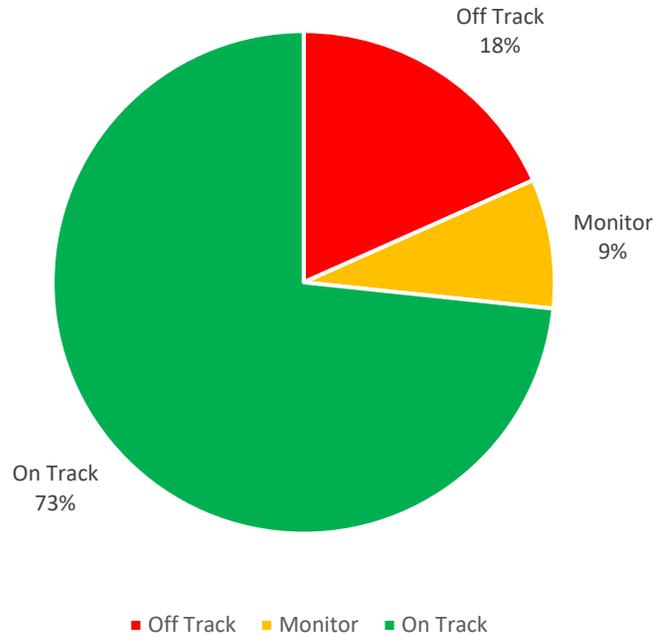
Council Plan Action RAG Status



Council Plan Outcome RAG Status



Council Plan Performance Measures



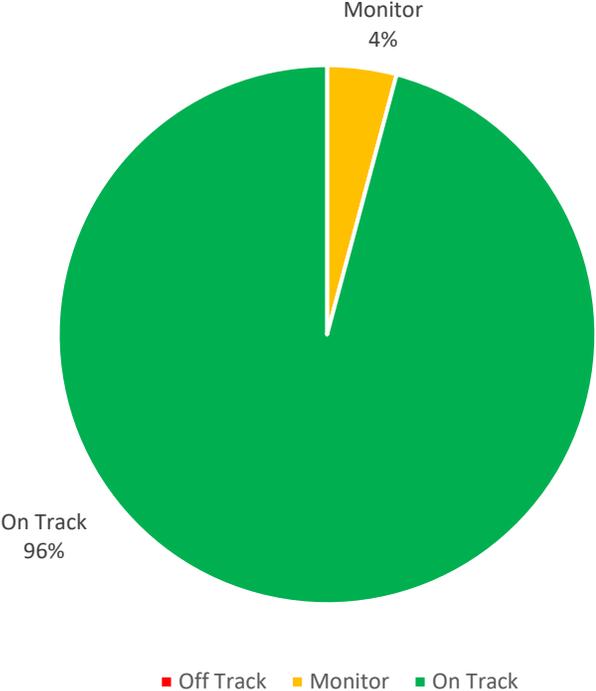
Measures Off Track

Area	Title	RAG
Social Housing	Number of Affordable Homes under construction via NEW Homes	▲
	Number of Council Homes completed	▲
Fleet Strategy	Introduce electric vehicles into the recycling fleet	▲
Active and Sustainable Travel Options	Develop multi-modal transport hub at Garden City	▲
	Introduce Electric Charging points at key locations across the County	▲
Active and Sustainable Travel Options	Number of bus quality partnerships on the core network	▲
Transport and Digital Infrastructure		
Circular Economy	Percentage of waste reused, recycled or composted	▲
Business	Number of local businesses supported to reduce their carbon footprint and become more resource efficient	▲
Reducing Worklessness	Number of individuals entering employment, learning and volunteering	▲
	Number of individuals receiving support	▲
A Well-connected, Safe and Clean Local Environment	Progress actions to avoid non-payment of all Fixed Penalty Notice (FPN) / Penalty Charge Notice (PCN)	▲

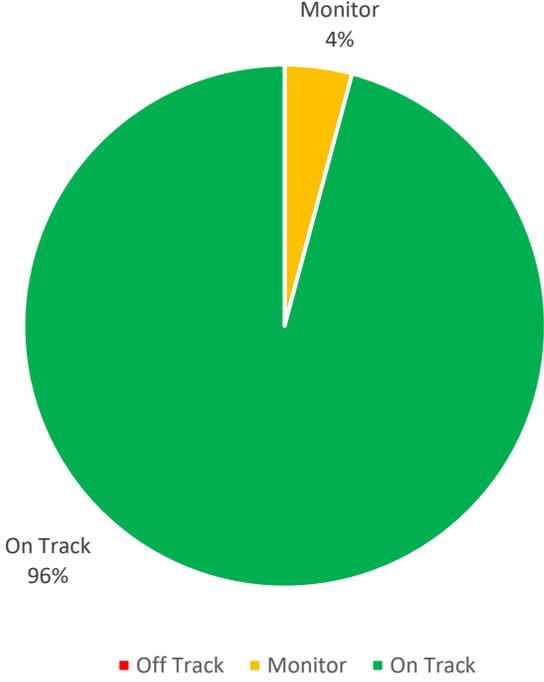
Poverty

Poverty Overall Performance

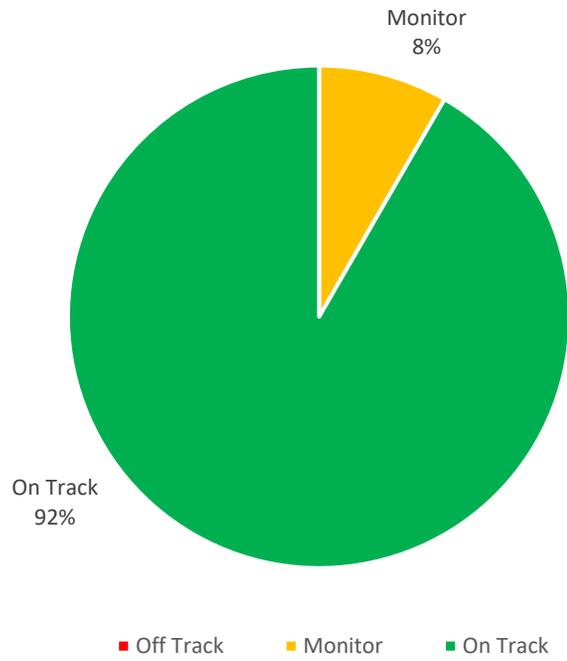
Poverty Action RAG Status



Poverty Outcome RAG Status



Poverty Performance Measures



Measures Off Track

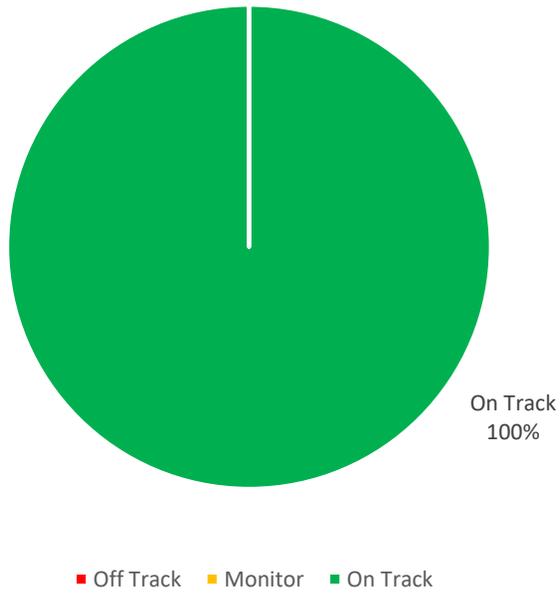
Area	Title	RAG
Poverty	There are no measures off track for this section	

Income Poverty Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place	100%	★	★	<p>We have received funding from Betsi Cadwaladr University Health Board to enable the community support hub to remain open for a further 12 months, 1 April 2022 to 31 March 2023.</p> <p>Residents are able to call in Monday, Wednesday and Friday, 9:00am-12:30pm where they can receive support from a number of agencies and organisations, on hand to offer advice and support on areas such as mental health, finance, household fuel, food, digital and employment.</p> <p>We want the hub to grow so we can continually enhance the support offered as well as holding events such as cookery classes and wellness sessions.</p>
Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently	100%	★	★	<p>We are encouraging take-up of all benefits and grants the services offer.</p> <p>The Winter Fuel Support Scheme was launched on 13 December 2021. This was a one-off scheme from Welsh Government aiming to tackle fuel poverty. This has been promoted on social media, in the press and targeted invites have been issued to households which we identified could qualify. We received 8,672 applications in total, 8,665 applications have been processed and 6,672 households have received a payment. The scheme closed for applications on 28 February 2022 and all payments must be made by 30 April 2022. A uniform Grant take-up scheme is planned for April as the grant funding for this scheme closes on 30 June 2022.</p>
Maximising take-up of the Discretionary Housing Payments scheme and other financial support	100%	★	★	<p>Discretionary Housing Payments (DHP) expenditure has been fully utilised in supporting Flintshire residents as a result of continuing increases due to the additional financial pressures of rent and rising of fuel bills which impacts on tenants' ability to pay their rent. Welsh Government continually encourage Local Authorities to use DHP in the prevention of homelessness.</p>
Maximising the number of people signposted for support to facilitate longer term behavioural change	90%	★	★	<p>Impacts from the pandemic continue, referrals continue to be received and the ongoing advice and support forms part of the Discretionary Housing Payments (DHP) application process even if a DHP is unsuccessful. It is envisaged that figures will continue to rise with the increased energy bills and removal of the Universal Credit uplift.</p>

Income Poverty Measures

Income Poverty Performance Measures



Measures

Area	Title	RAG
Income Poverty	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	★
	Average number of calendar days to process new claims for housing benefit and council tax reduction	★
	Total spend of Discretionary Housing Payments	★

Income Poverty Measures

Average number of calendar days to process change in circumstances for housing benefit and council tax reduction

CP/017M - HA/001M



Actual (YTD)	Target (YTD)	Current RAG Rating
3.00	8.00	★

Comment

The average processing time for change of circumstances was three days. This is an improvement on last quarter and the performance target of eight days was achieved.

Income Poverty Measures

Average number of calendar days to process new claims for housing benefit and council tax reduction

CP/018M - HA/002M



Actual (YTD)	Target (YTD)	Current RAG Rating
17.00	20.00	★

Comment
The average processing time for new claims was 17 days. This is an improvement on the last quarter and the performance target of 20 days was achieved.

Income Poverty Measures

Total spend of Discretionary Housing Payments

CP/019M - HA/003M



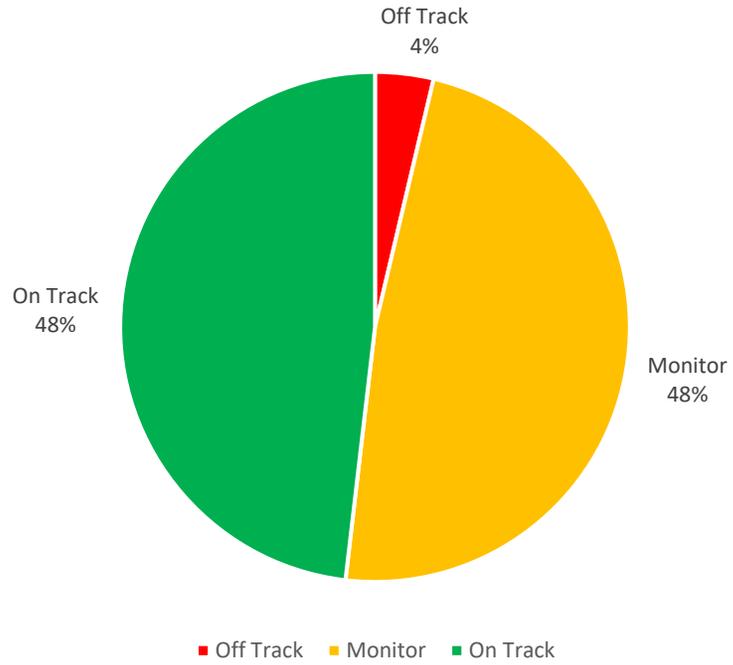
Actual (YTD)	Target (YTD)	Current RAG Rating
130.00%	100.00%	★

Comment
Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required due to the financial impacts in households during the current pandemic.

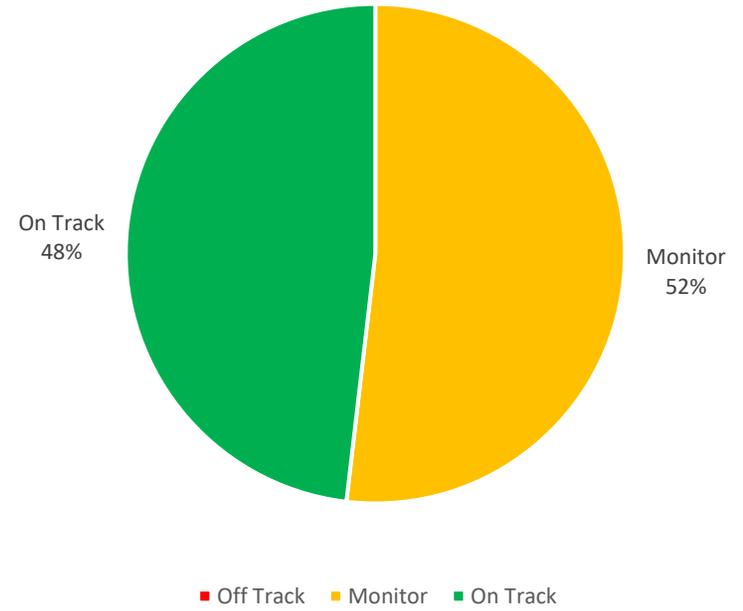
Affordable and Accessible Housing

Affordable and Accessible Housing Overall Performance

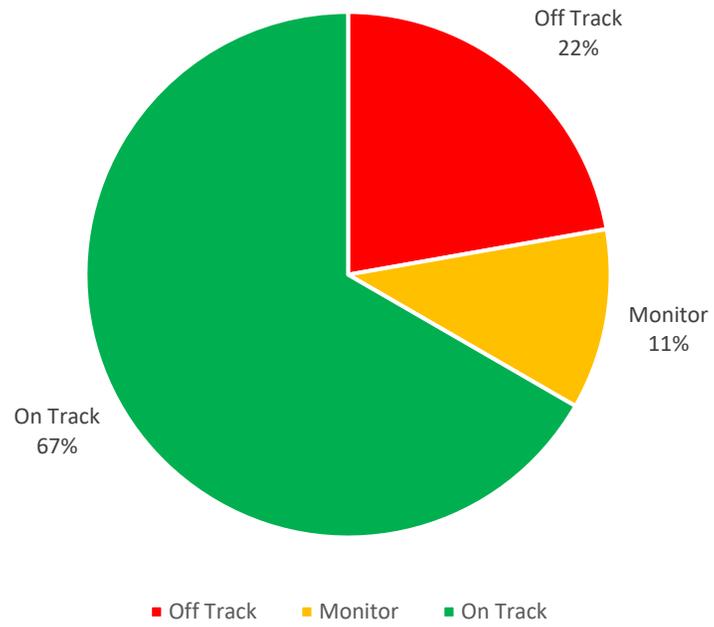
Affordable and Accessible Housing Action RAG Status



Affordable and Accessible Housing Outcome RAG Status



Affordable and Accessible Housing Performance Measures



Measures Off Track

Area	Title	RAG
Social Housing	Number of Affordable Homes under construction via NEW Homes	▲
	Number of Council Homes completed	▲

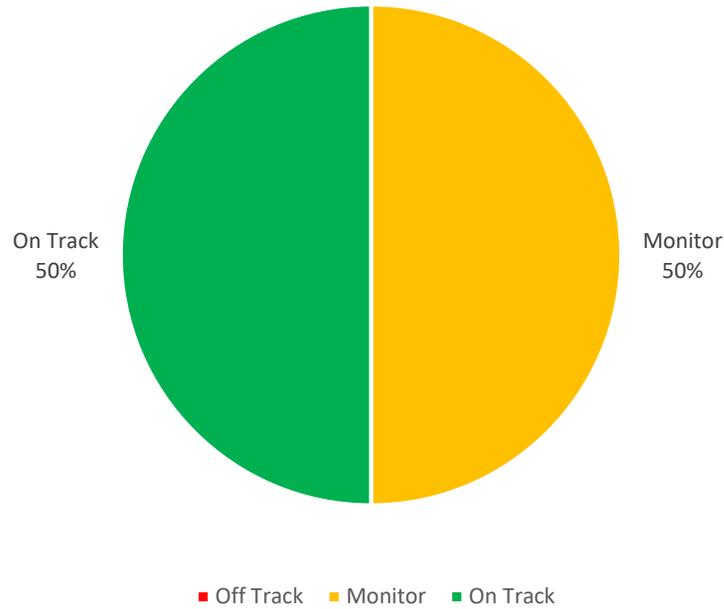
Housing Support and Homeless Prevention Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Commissioning a wide range of housing related support that meets the needs of the people of Flintshire	100%	★	★	Additional funding from Welsh Government has enable increased capacity within housing related support services through the enhanced Housing Support Grant award for 2021/22. Some services have not been progressed due to workforce issues as previously referenced at the half year point. Each year we review our demand and seek to commission additional services as required. An underspend for the year has been reported to Welsh Government due to delays in recruitment and commissioning of projects, but this is not of significant concern considering the large uplift in grant this year, full spend anticipated for future years.
Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness	100%	★	★	In partnership with Conwy and Denbighshire colleagues, we are now successfully resourced to deliver significant support capacity for Housing First. This is funded through Housing Support Grant and is in keeping with Welsh Government expectation that Housing First becomes the default accommodation and support model for people who experience homelessness and have high level support needs. The service now has capacity to support approximately 20 clients and caseload allocation has been completed and allocated officers are now working with our Housing First cohort. Securing suitable independent accommodation post-pandemic will be a challenge but we continue to work with Housing Partners to source long-term settled housing for our most vulnerable people. We have identified and invested in an existing Flintshire County Council property to pilot a "shared house" for Housing First with two residents due to move in quarter one 2022/2023.
Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	100%	★	★	It is widely accepted that homelessness is not only a housing issue. A shared approach and multi-agency working has been a key part of the Covid response to the homeless crisis. The development of the Housing Support Programme Strategy, which was approved by Council in February 2022, outlines the vision for Flintshire in regards to tackling housing hardship, offering a wide range of person centred prevention activities and tackling homelessness in all its forms.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Ensuring when homelessness does occur it is rare, brief and non- recurring	100%	★	★	The challenge of managing homelessness continues post pandemic. There are high numbers of people in temporary homeless accommodation and limited move on opportunities. More people have been accommodated during the pandemic due to the "Everyone In" initiative and our focus is on helping people to exit homelessness as quickly as possible. We continue to utilise the 50% nominations process for Homeless Households in partnership with Common Housing Register partners which offers an additional avenue into social housing but the supply is limited. We also utilise opportunities to access Supported Housing, Private Rented Housing and opportunities for supporting people to safely return home where appropriate. As referenced in previous updates, the Rapid Rehousing Transition Plan will help inform future activity that focuses on ensuring homelessness is rare brief and unrepeated. This is due for completion and submission to Welsh Government by the end of June 2022.
Exploring opportunities to develop a young person's homeless hub offering accommodation and support services	20%	●	●	This is a long term action and is being absorbed into the Housing Support Programme Strategy which will provide the focus of all housing support and homelessness activity across Flintshire over the next four years. A Project Manager role is being explored to assist with delivering on this action. Housing Partners and Development colleagues are aware of our desire to develop a Young Persons Housing Hub and potential sites are actively being explored. No specific site identified at present, but efforts continue to identify a suitable location for this provision.
Promoting housing support and homeless prevention services with our residents and partners	100%	★	★	Efforts to promote services and generate opportunities for early intervention is a clear focus of the Housing Support Programme Strategy 2022-2026. Engagement with partners and internal services through training and profiling raising of our key services has been undertaken and a rolling programme of communication activities will continue year-on-year. Website content updated and continuing to be enhanced in partnership with colleagues in customer service to offer a better "user experience".
Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery	35%	●	●	This is a long term action. A target area of Deeside has been identified for the Homeless Hub v2.0. This location has a high level of local public sector infrastructure that many of our clients routinely access and a potential site is being explored. Housing Strategy Team are commissioning feasibility study and options assessment with a clear focus on adopting the "triage centre model" which is cited as good practice within the Welsh Government Rapid Rehousing Transition Plan Guidance. This facility would offer opportunity for a multi-agency service delivery model with intensive support on site. Housing Support Grant Funding already identified for future revenue spend to deliver this service and a clear commitment to a new model for the Homeless hub is stated within the Housing Support Programme Strategy 2022-2026, which was adopted by Council in February 2022.

Housing Support and Homeless Prevention Measures

Housing Support and Homeless Prevention Performance Measures



Measures

Area	Title	RAG
Housing Support and Homeless Prevention	Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014	N/A
	Number of households accommodated by the Council under Housing Wales act 2014 homeless duties	N/A
	Number of presentations to the homeless service	N/A
	Number of referrals received through the Housing Support Gateway	N/A
	Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	●
	Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	★

Housing Support and Homeless Prevention Measures

Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014

HA/008M



Actual (YTD)	Target (YTD)	Current RAG Rating
117.00		N/A

Comment

The average length of stay in "interim housing" is as anticipated increasing. This is due to the significant barriers that homeless households face when seeking to move on, into long term settled housing. There remains a significant proportion of the homeless cohort who are single people with one bed needs. There are significant challenges with moving this particular cohort of people on and helping them to successfully exit homelessness due to a lack of one bed social housing and affordability issues within the private rented sector. This is not unique to Flintshire and the development of the Rapid Rehousing Transition Plan in 2022/23 will help focus our efforts on maximising opportunities for move on for all homeless households but will specifically shine a spotlight on the challenges relating to one bed need and the barriers single people face when experiencing homelessness.

Housing Support and Homeless Prevention Measures

Number of households accommodated by the Council under Housing Wales act 2014 homeless duties

HA/018M



Actual (YTD)	Target (YTD)	Current RAG Rating
101.00		N/A

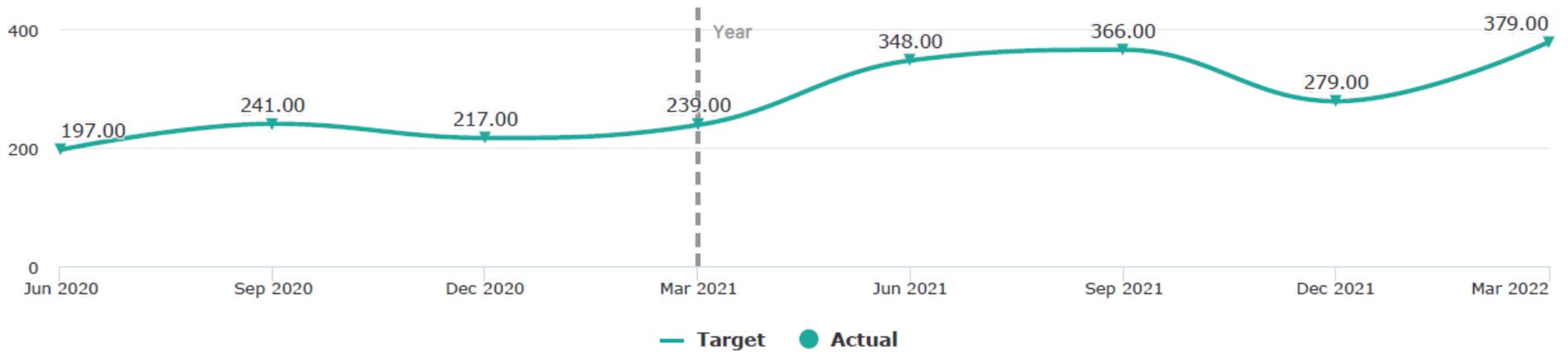
Comment

The prolonged nature of the pandemic and the national commitment to offer interim housing to anyone who is facing homelessness at present is leading to a sustained demand for temporary and emergency housing. This is again not unique to Flintshire and is a Wales wide challenge. It is likely that numbers will continue to increase over the short to medium term due to the ongoing commitment to assist those people accommodated during the pandemic and as the fall out of the pandemic and as the current cost of living crisis develops over the coming months and years.

Housing Support and Homeless Prevention Measures

Number of presentations to the homeless service

HA/020M



Actual (YTD)	Target (YTD)	Current RAG Rating
379.00		N/A

Comment
Homeless presentations continue to be high and demand is likely to continue as the cost of living crisis develops. In comparison to the previous quarter where 279 households presented as homeless, this quarter has seen an increase of 100 additional households presenting as either homeless or at significant risk of homelessness. Historic trend data supports a reduction in presentations in the quarter three period annually and an uplift in quarter four as seen again this year.

Housing Support and Homeless Prevention Measures

Number of referrals received through the Housing Support Gateway

HA/021M



Actual (YTD)	Target (YTD)	Current RAG Rating
409.00		N/A

Comment
<p>In quarter four, we have seen an increase in referrals coming through for housing support. 409 referrals received in quarter four 2021/22 compared to 383 referrals received in quarter four 2020/21.</p> <p>New internal projects have been set up in recent months and we have not received their referral information yet so the figure for quarter four should be higher.</p>

Housing Support and Homeless Prevention Measures

Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014

HA/022M



Actual (YTD)	Target (YTD)	Current RAG Rating
63.00	70.00	●

Comment

Successful prevention of homelessness is reported as 63% within the quarter four period. This relates to a total of 51 reported outcomes of which 32 were positive prevention. This is good performance when considering the current challenges around housing and homelessness in the county and across Wales. Those 32 households who were assisted with positive outcomes, have not had to suffer the trauma of homelessness. Those 19 cases where homelessness did occur will continue to be supported by the Homeless Team and support services.

Housing Support and Homeless Prevention Measures

Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014

HA/024M



Actual (YTD)	Target (YTD)	Current RAG Rating
57.00	45.00	★

Comment

Relief of homelessness is where the Council have assisted someone to exit homelessness. 57% is positive performance against the target and relates to a total of 67 outcomes of which 38 were positive. Positive outcomes can include successfully securing long term settled housing across the private rented sector and social housing, returning to family home, to name just a few examples. The homeless nominations process linked to the Common Housing Register helps greatly in the Council's efforts to help people to exit homelessness promptly, but due to the limited availability of one bed social housing, there remains a significant proportion of single people who remain homeless and assisted by the Homeless Team.

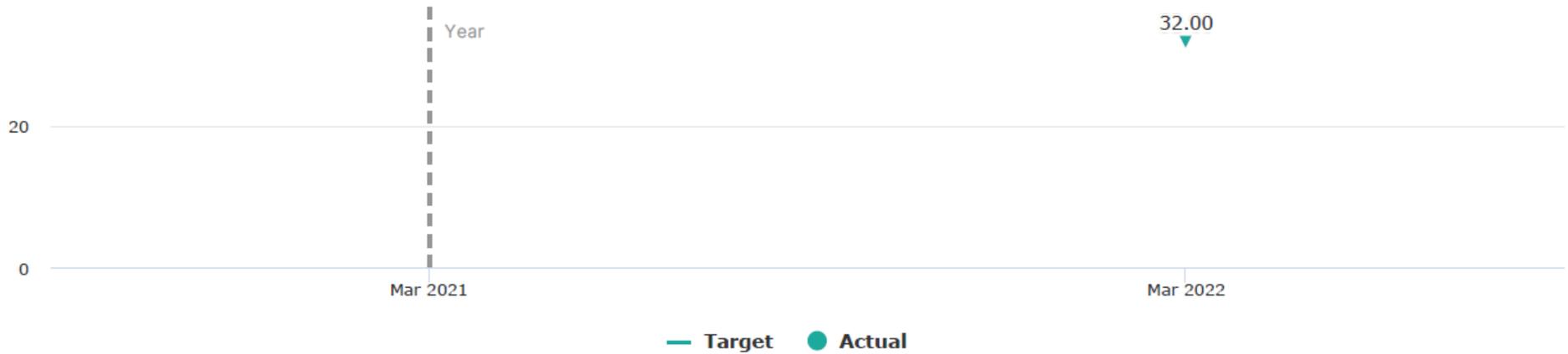
Housing Needs and Housing Options Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing self-service approaches that enable people to identify their own housing options through online support	80%	●	●	Website content being routinely refreshed and new services such as the Social Housing Waiting Time Calculator and Stock Profile Mapping features near completion. Longer term ambitions to develop an applicants portal with opportunity for people to upload their own information into the applications system and submit evidence as part of the verification process has been raised with IT and being explored through future forward work plan.
Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure	25%	●	●	This is a long-term action and in line with the Housing Support Programme Strategy seeks to offer pro-active early intervention and support that will reduce risks of homelessness and enable people to start their new tenancies positively thus reducing stress, anxiety and housing hardship. Despite the delays to recruitment and workforce challenges, initial works to develop an approach of targeting pre-tenancy support has been developed. This approach focuses on targeted support and engagement with applicants who are Band 1 and long-standing Band 2 on the Common Housing Register. This cohort of applicants are most likely to come up for an offer of social housing. A dedicated Housing Support Worker has now been appointed to pilot this work in 2022/23.
Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals	60%	●	●	A range of communication activities continue to be routinely delivered to promote our services and generate take up of services. Training for colleagues in other service areas have been delivered to promote the Common Housing Register and Support Gateway and further work to be completed by year on website content refresh for Common Housing Register and Homelessness services.
Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants	100%	★	★	We have finalised our methodology for scoring our sheltered schemes and have presented our report to the Housing Board. We are now in the process of completing further detailed option appraisals for each identified site. We will be completing further assessments in terms of condition and calculating the investment costs along with what measures will be required to be implemented to ensure compliance with the Welsh Housing Quality Standards, building safety compliance and energy efficiency. We have formed a new sub-review group who will complete the further detailed option appraisals and will report back to the main group with the findings and outcomes for each identified site which will allow the Council to progress to the next stage.

Housing Needs and Housing Options Measures

Customer satisfaction data for the Housing Register Service

HA/009M



Actual (YTD)	Target (YTD)	Current RAG Rating
32.00		N/A

Comment

An online customer survey was developed in order to seek the views of customers as to how well the current SARTH arrangements are meeting their needs. A total of 63 responses were received (25 responses for Denbighshire applicants, 38 responses for Flintshire applicants). Customers were asked how they would rate the service when they applied and 32% found the service very good. This questionnaire was important to understand what aspects of the service are going well and need maintaining and highlights opportunities for improvement. Work is ongoing to address any issues raised in the survey and this work continues in 2022/23 and this question also forms the baseline for this measure going forward.

Housing Needs and Housing Options Measures

Number of applicants on the Common Housing Register

HA/012M



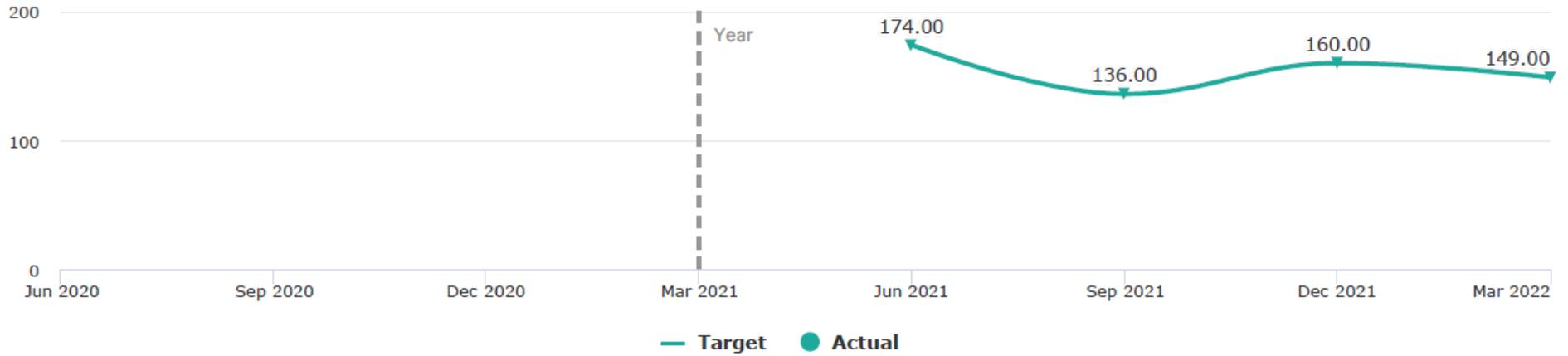
Actual (YTD)	Target (YTD)	Current RAG Rating
2,401.00		N/A

Comment
Numbers of applicants for social housing continue to increase. This is a reflection of ongoing and increasing community and housing hardship post pandemic. This is not unique to Flintshire and is being monitored through both the Corporate Risk Register and the SARTH Partnership Steering Group, which is made up of Local Authorities and Housing Associations across Flintshire, Denbighshire and Conwy.

Housing Needs and Housing Options Measures

Number of applicants rehoused via SARTH by All Housing Partners

HA/013M



Actual (YTD)	Target (YTD)	Current RAG Rating
619.00		N/A

Comment
Housing need is far greater than supply and this is why numbers on the Common Housing Register continue to increase. Lettings by Housing partners are as follows: Flintshire County Council 122. Clwyd Alyn 11. Wales & West Housing 15. Grwp Cynefin 1.

Housing Needs and Housing Options Measures

Number of applicants rehoused via SARTH by Flintshire County Council

HA/014M



Actual (YTD)	Target (YTD)	Current RAG Rating
441.00		N/A

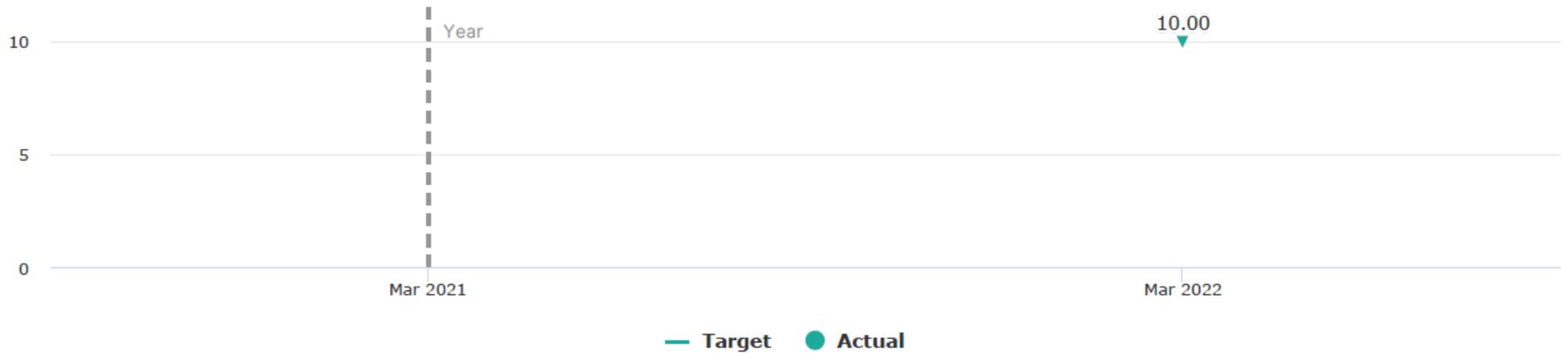
Comment

It is positive to see an increase in relets for Flintshire Council homes. Improving void turnaround and letting more properties is important to relieve some of the high numbers of housing applicants and meet local housing needs. It is noted that of the 122 new tenancies in the period, 42% were "sheltered" properties for over 55's and 58% for general needs applicants (singles/couples/families).

Housing Needs and Housing Options Measures

Number of households rehoused with significant adaptations requirements

HA/019M



Actual (YTD)	Target (YTD)	Current RAG Rating
10.00		N/A

Comment

This measure seeks to highlight the work of the specialist housing panel and the rehousing of households with significant property adaptation requirements. Due to the complexity of some applicant's property need, the traditional route of the Common Housing Register and existing stock would not routinely meet the needs of this cohort of residents. The specialist housing panel therefore seeks to focus on those residents who without creative and innovative housing solutions, would fail to have their housing needs met. At the end of the reporting year, there are 43 live applicants being reviewed by the specialist housing panel and ten households have been successfully rehoused in the last 12 months. A further four households are under offer and awaiting works to complete.

Social Housing Actions

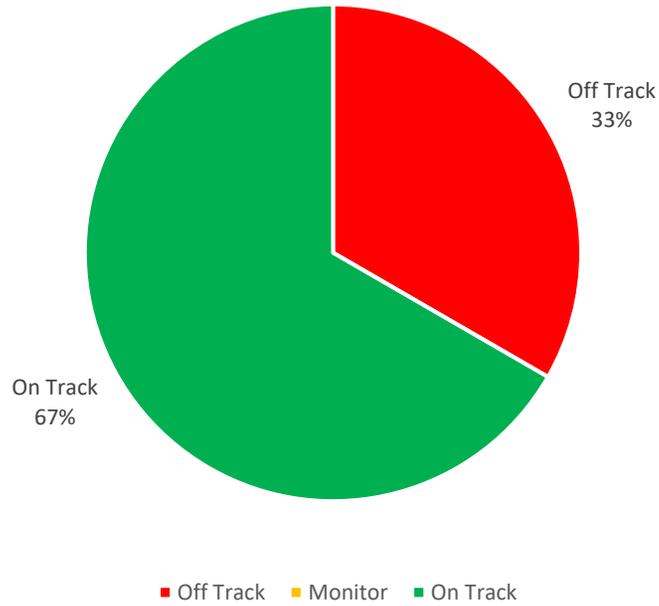
Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	100%	★	★	<p>We have completed the first draft of our decarbonisation strategy which is currently being reviewed.</p> <p>The Council were successful in securing grant funding towards a new stream of decarbonisation works which is scheduled to go live this financial year (2022/2023). From this, our draft strategy will be tested, updated and finalised in order to ensure the strategy captures our aims and objectives in assuring our plans for decarbonisation are robust and correct for the tenants of Flintshire.</p>
Ensuring that the Council's housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65	100%	★	★	<p>The Council continue to target properties that do not meet the SAP 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels & Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved.</p> <p>Our current average SAP rating for our entire stock is 68.9.</p> <p>All properties now comply with the SAP 65 rating and we are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.</p>

Action	Percentage Complete	RAG	Outcome RAG	Comment
Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	50%	▲	●	<p>Potential opportunities with external development partners have been identified within the area and are being pursued as rapidly as possible. As previously indicated, the current market conditions of increased material costs, increased labour costs, decreased manpower availability and now inflation are creating a very challenging environment to remain competitive. However, there is some consideration that these circumstances are temporary and that there will be opportunities available for partnering and external development opportunities with local developers to progress and constantly improve the delivery of Housing accommodation. Planning discharge issues and planning issues at Mostyn have been resolved and we are on site for the 30 units to be completed by January 2023. At Gronant, 41 units will commence later in the year as planning discharge issues have been resolved. It was due to start in autumn 2021.</p> <p>However, given that the scheme had a hilly sandune type topography required levelling which would have meant an extensive "muckshift" and it was considered unwise to begin that in the middle of winter. The extremely wet autumn and winter has more than justified that decision. However, repricing issues and material availability (Timber from Russia) have further delayed a start on site in April. We hope to be on site in the summer. The six homeless temporary accommodation units at Holywell and Flint are on site from January/March 2022 with completion in May/July 2022.</p>
Listening to our tenants and working with them to improve our services, homes and communities	50%	●	●	Strategic Research Insight Ltd have been awarded contract to deliver STAR survey. All tenants have been sent questionnaire to complete (with online option). Closing date for survey 10 April 2022.
Supporting our tenants to access technology and create sustainable digital communities	25%	●	●	Awaiting results from STAR survey to inform priorities for Customer Involvement Strategy and developing more opportunities for tenants to be more digitally involved.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Working with housing association partners to build new social housing properties and additional affordable properties	50%	●	●	The Housing Prosectus newly required by Welsh Government setting out the delivery plan from Registered Social Landlords in the context of local housing need was produced and highly commended by Welsh Government. As is often the case, take-up of Social Housing Grant was concertinaed into the last quarter of the year. All the schemes anticipated to start on site or complete within the year were allocated as planned apart from the Clwyd Alyn/NEW Homes Airfields scheme. Planning permission was approved for this 101 unit scheme on 30 March but sadly the sale of land completion and building contract could not be completed by 31 March. This scheme will carry forward into 2022/23. Of the £10 million plus allocation of funds to Flintshire, almost £8 million was ultimately spent.
Working with residents to ensure our communities are well managed, safe, and sustainable places to live	50%	●	●	New working arrangements have been bedded in and Housing Officers are able to provide a better customer service with having smaller patch areas. This will ensure a more streamlined service is delivered with a focus of support and early intervention.

Social Housing Measures

Social Housing Performance Measures



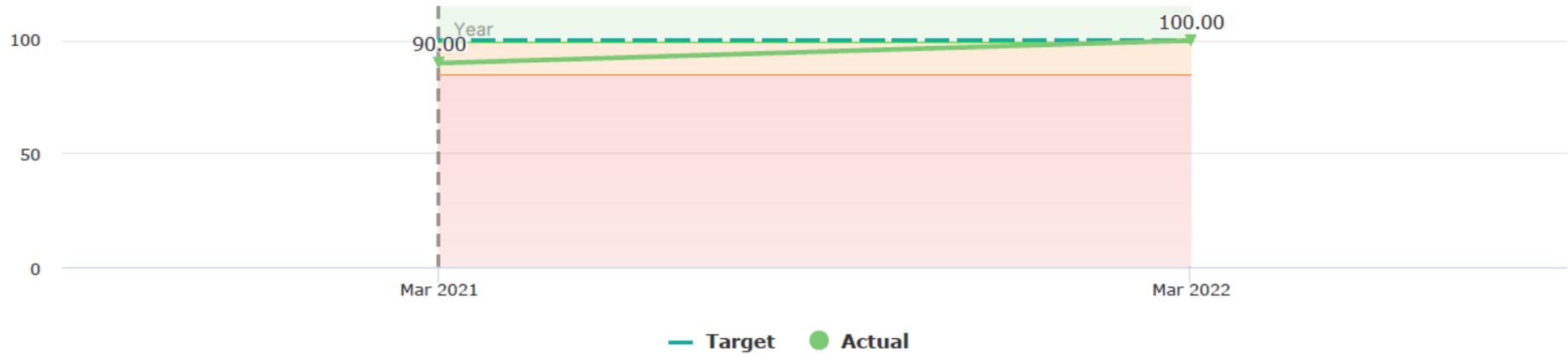
Measures

Area	Title	RAG
Social Housing	Achieving a SAP rating of 65	★
	Number of Affordable Homes completed via NEW Homes	★
	Number of Affordable Homes under construction via NEW Homes	▲
	Number of Council Homes completed	▲
	Number of Council Homes under construction	★
	To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2021	★

Social Housing Measures

Achieving a SAP rating of 65

HA/007M



Actual (YTD)	Target (YTD)	Current RAG Rating
100.00	100.00	★

Comment

The Council continue to target properties that do not meet the SAP 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels & Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved.

Our current average SAP rating for our entire stock is 68.9.

All properties now comply with the SAP 65 rating and we are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.

Social Housing Measures

Number of Affordable Homes completed via NEW Homes

HA/011M



Actual (YTD)	Target (YTD)	Current RAG Rating
4.00	0.00	★

Comment

The expected four units were delivered early in the financial year as programmed. Currently the next batch of units is expected to be delivered within the 2022/23 financial year.

This hiatus in the programme is the result of challenging market forces making NEW homes residential purchases very challenging and unviable. Other procurement alternatives are being considered with potential options being worked through for presentation, if suitable, to the NEW Homes board. Negotiations with Wates to acquire up to 10 three-bed houses at Meas Gwern are at an advanced stage.

Social Housing Measures

Number of Affordable Homes under construction via NEW Homes

HA/010M



Actual (YTD)	Target (YTD)	Current RAG Rating
0.00	21.00	▲

Comment

The delivery of 21 units at the Airfields site with Clwyd Alyn who is our development partner has been subject to numerous delays whilst obtaining the required Statutory approvals. Planning approval for the whole site of 101 new homes was achieved on 30 March but too late to complete the land purchase/sign the build contract to access Social Housing Grant funding for 2021/22.

The current financial viability of the development is being reviewed due to some specification changes on the development and this revised review, once completed, will be presented to the NEW Homes Board for consideration.

Social Housing Measures

Number of Council Homes completed

HA/015M



Actual (YTD)	Target (YTD)	Current RAG Rating
0.00	6.00	▲

Comment

Difficulties with the supply chain are still present, with a shortfall in labour with increased costs in materials and manpower effecting all developments. These impacting factors along with a sudden resurgence in overall activity and new policies from Natural Resource Wales relating to phosphates have delayed commencement on site due to increased requirement for supervision and remediation of contaminated land. This has resulted in Duke Street and Park Lane starting later than expected with completion dates now programmed for 2022/23 instead of 2021/22 unfortunately.

Social Housing Measures

Number of Council Homes under construction

HA/016M



Actual (YTD)	Target (YTD)	Current RAG Rating
77.00	77.00	★

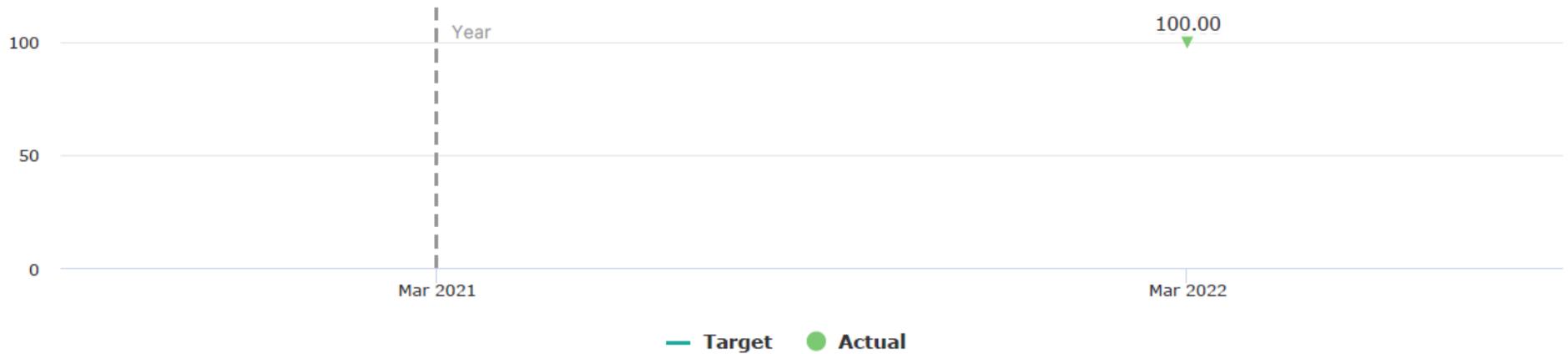
Comment

Housing accommodation has commenced in Mostyn at Fford Pandarus and Fford Hiraethog to deliver the programmed 30 residential units due for completion January 2023 and six units in Holywell and Flint due for completion in July/August 2023. The 41 units at Nant-y-Gros scheduled to commence in April 2022 may be delayed further due to repricing and material supply issues (Timber from Russia) as a result of the Ukraine crisis. A programme of schemes is currently being developed ready for Welsh Government technical approval, planning permission, SAB approval during 2022/23. Statutory Regulatory processes are taking significantly longer than expected and these other external influences are being monitored. It is unlikely there will be many starts on site in the first half of the year, but there is a good prospect some will be in construction in quarter four 2022/23. These should include Ffordd Llanarth (20 units), Ty Mair Mold (30+ units) and Harwarden (four units).

Social Housing Measures

To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2021

HA/023M



Actual (YTD)	Target (YTD)	Current RAG Rating
100.00	100.00	★

Comment

The Council successfully complied with the Welsh Housing Quality Standards to all housing stock on 31 December 2021. We have continued to maintain this standard to our tenanted homes and will now move into the maintenance phase of these standards. We are now working with Welsh Government and our supply partners in readiness for the new WHQS 2.0 standards that will be shared with the Council in 2023.

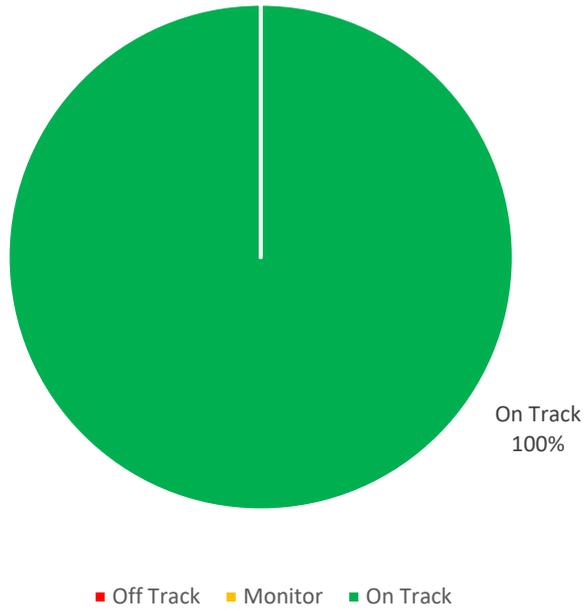
Private Rented Sector Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing a "landlord offer" that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed	75%	●	●	Offers of support are available to landlords to help with the sustainment of their tenancies, with a clear focus on helping landlords and tenants maintain positive tenancies and reduce risks of homelessness and housing hardship. A recent engagement event with landlords via the Landlord Forum provided an opportunity to showcase the extent of the support offer available to landlords to help manage their tenancies and properties and further routine engagement will be ongoing.
Engaging with private sector tenants, giving them a voice and responding to their needs	75%	●	●	The creation of a specific Private Rented Sector Team is still intended but due to delays with recruitment and the restructure of the Housing & Prevention Service the posts will not go out to advert until quarter one 2022/23. Engagement with Private Sector Tenants remains an important task for the service in light of significant changes to housing Law in Wales with the introduction of the Renting Homes (Wales) Act 2016. Communications activities have commenced nationally through Welsh Government and will be targeted locally to raise awareness of the imminent changes which will commence 15 July 2022. This is a rolling action to be picked up each year.
Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need	75%	●	●	The housing market and landscape is increasingly difficult at present with rents increasing and a significant number of landlords considering sale of properties whilst the housing market for sale and property values is increasing. We continue to offer incentives to increase access to the private rented sector through Bond Scheme and other funding streams. Further communications work to be undertaken to attract landlords to work with the Council and our partners to help remove barriers to private renting. Affordability however continues to be a significant issue with many private rental properties unaffordable for those in receipt of benefits. Detailed housing options advice continues to be offered to anyone with a housing need through the Housing Helpline and Triage Service. The creation of a specific Private Sector Housing Support Team is being delivered and will be recruited to within the quarter one and quarter two period of 2022/23.
Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life	60%	●	●	Progress has been delayed on the mapping programme due to the backlog of work accumulated during the period of the pandemic and significant vacancies within the Housing and Pollution Control Team. The focus has been on statutory work. With respect to HMO's, the team have focused on those properties that require mandatory licences or those properties that have been brought to our attention due to concerns around safety.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Working in partnership with landlords and private sector agents to better understand their needs	100%	★	★	A successful Landlord Forum was held in Flintshire in March 2022 with over 30 attendees made up of local lettings agents and landlords. The event was hosted online and delivered in partnership with the National Residential Landlords Association (NRLA). Positive feedback received about the event and an opportunity to promote our Housing Support Services and offers of help from Environmental Health and Public Protections Teams. Landlords and lettings agents have identified the Renting Homes Wales Act 2016 as a significant piece of work they would like further forums meetings to focus on.

Private Rented Sector Measures

Private Rented Sector Performance Measures



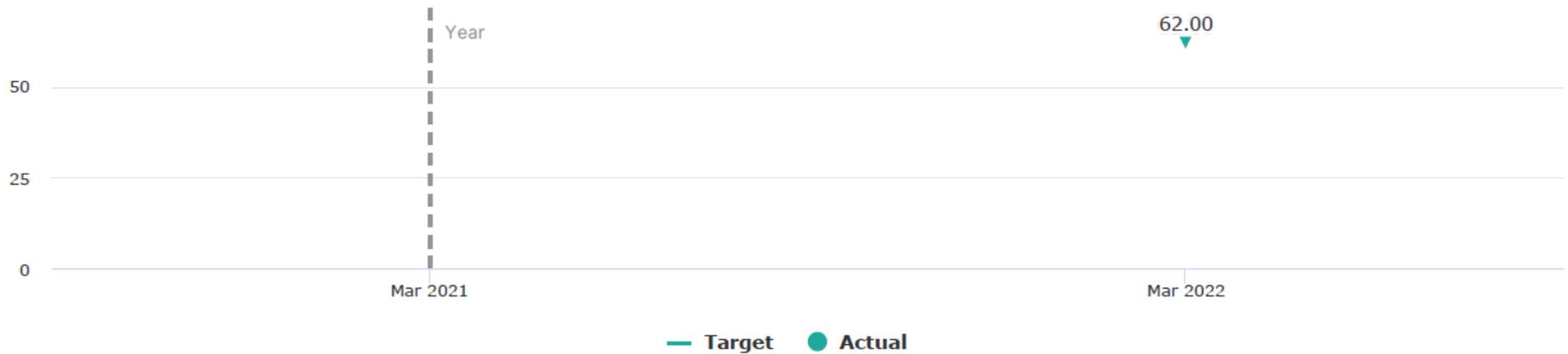
Measures

Area	Title	RAG
Private Rented Sector	Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation	N/A
	Number of inspections of HMOs	★

Private Rented Measures

Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation

HA/017M



Actual (YTD)	Target (YTD)	Current RAG Rating
62.00		N/A

Comment

A total of 62 households have been supported to access Private Rented Sector whilst open to the homeless team this year. These outcomes are broken down as follows: 35 households moved into private rented accommodation before they became homeless so have been reported as "relief" outcomes; 27 households had been homeless and then exited homelessness by securing a long-term housing solution in the private rented sector. The landscape locally is increasingly challenging with regards to affordability and availability of private rented housing to assist with the homelessness challenge. This is not unique to Flintshire.

Private Rented Measures

Number of inspections of HMOs

PEE/005M



Actual (YTD)	Target (YTD)	Current RAG Rating
18.00	10.00	★

Comment

Progress has been delayed on the mapping programme due to the backlog of work accumulated during the period of the pandemic, and significant vacancies within the Housing and Pollution Control Team. The focus has been on statutory work. With respect to Houses of Multiple Occupation (HMO's), the team have focused on those properties that require mandatory licences or those properties that have been brought to our attention due to concerns around safety.

During quarter four, two HMO's were inspected. The programme of inspections has been severely impacted by the number of vacancies in the team with only one Housing Environmental Health Officer available to support the programme. A successful recruitment campaign has seen the appointment of three new officers who started at the end of March 2022 and this will allow the programme of inspections to be reviewed and brought back in line with the planned programme.

During 2021/22, a total of 18 inspections of HMOs were completed.

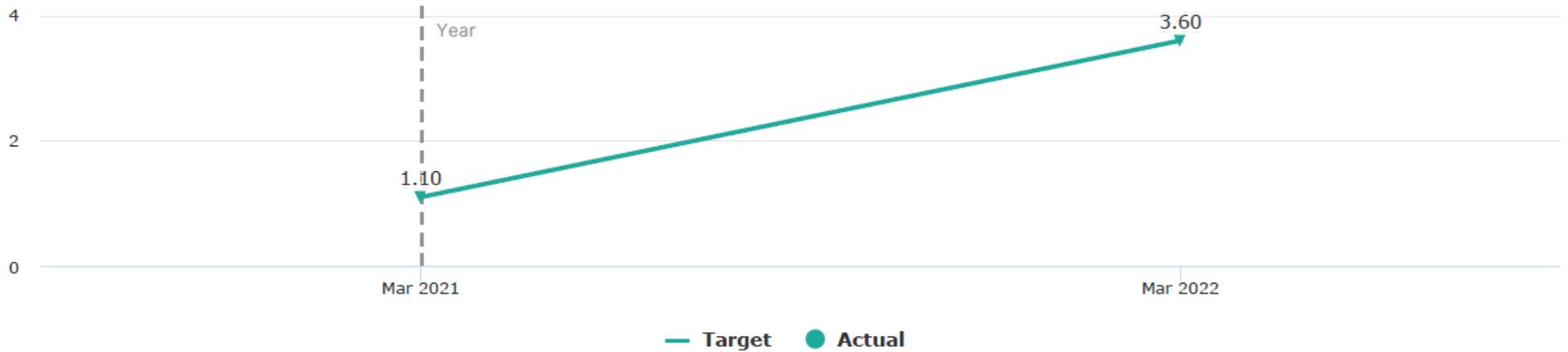
Empty Properties Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Bringing empty homes back into use thorough the Empty Homes Loan Scheme (EHLS)	100%	★	★	This is ongoing and this financial year (2021/22) we have approved £424,101.00 in house into home loans.
Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme	100%	★	★	This is ongoing and we are due to have a meeting with Legal services to decide whether the project management service is viable or not.
Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street	100%	★	★	The Council continues to work with property owners and potential investors to assist them to bring their proposals to fruition in the town centres.
Targeting `problem` empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply	100%	★	★	Enforcement powers have been used to successfully take two long-term empty properties through the enforced sale procedure and they are now back in use. Empty Homes is undertaking works in default on another two long-term empty properties ready to start the enforced sale procedure.

Empty Properties Measures

Percentage of empty private properties brought back into use

PEE/011M - PAM/013



Actual (YTD)	Target (YTD)	Current RAG Rating
3.60		N/A

Comment

Based on Council Tax figures of 500 houses when the housing strategy plan was produced in 2019, we have brought 18 properties back into use with the assistance of loans, enforcement and encouragement which equates to 3.6% for the financial year 2021/22.