

# **FLINTSHIRE COUNTY COUNCIL**

**Council Plan 2023/28**

**Content for 2024/25**

**PART 2**

**December 2024**

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<b>Sub-Priority:</b>	<b>Food Poverty</b>
<b>Definition:</b>	<b>People who are not able to access food that meets their daily nutritional needs and requirements</b>
<b>Lead Officer(s)</b>	<b>Chief Officer Housing and Communities</b>

#### What we will do

	Action	Target Completion Date
<input checked="" type="checkbox"/> CHC053T	Continue to roll out a transported and delivered food service "Mobile Meals" to those who are vulnerable	31/03/2026
<input checked="" type="checkbox"/> CHC054T	Continue to develop delivery of a "Hospital to Home" meals service	31/03/2025

#### How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC047M	Percentage of meals provided to residents enrolled in the "Mobile Meals" service			100.0%			100.0%			100.0%			100.0%
CHC048M	Percentage of meals provided to patients requesting "Hospital to Home" meals service			100.0%			100.0%			100.0%			100.0%

\*CHC047M - New measure within Council Plan for 2024/25.

\*CHC048M - New measure within Council Plan for 2024/25.

#### What could impact our objective

Risk Title	Risk Description
RHC14 - Funding for Community Support	Removal or reduction of funding leading to inability to provide community support, food and fuel poverty activities.

<b>Sub-Priority:</b>	<b>Income Poverty</b>
<b>Definition:</b>	<b>People on low income who are unable to meet day to day living costs</b>
<b>Lead Officer(s)</b>	<b>Chief Officer Housing and Communities</b>

### What we will do

	Action	Target Completion Date
<input checked="" type="checkbox"/> CHC004T	Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place	31/03/2025
<input checked="" type="checkbox"/> CHC050T	Explore development of support schemes to mitigate in work poverty	31/03/2025
<input checked="" type="checkbox"/> CHC056T	Maximise take up of the Discretionary Housing Payments scheme and other financial support	31/03/2025
<input checked="" type="checkbox"/> CHC057T	Ensuring that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently	31/03/2025

\*CHC056T - The aim is to spend 100% of Discretionary Housing Payments allocation from DWP year on year over the lifetime of the Plan.

### How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	20	26	20	20	19	20	20	12	20	20	13	20
CHC002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	8	7	8	8	5	8	8	3	8	8	3	8
CHC003M	Total spend of Discretionary Housing Payments (%)	25.0%	69.0%	25.0%	50.0%	87.0%	50.0%	75.0%	100.0%	75.0%	100.0%	100.0%	100.0%

\*CHC001M - The target for average number of calendar days to process new claims is set by DWP at 20 days.

\*CHC002M - The target for average number of calendar days to process change in circumstances is set by DWP at 8 days.

**What could impact our objective**

Risk Title	Risk Description
RHC07 - Council Tax Reduction Scheme (CTRS)	Increased financial risk due to business failures and ability to anticipate Council Tax Reduction Scheme (CTRS)

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<b>Priority:</b>	<b>Affordable and Accessible Housing</b>
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<b>Well-being Objective:</b>	<b>Housing in Flintshire meeting the needs of our residents and supporting safer communities</b>
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<b>Sub-Priority:</b>	<b>Housing Needs and Housing Options</b>
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<b>Definition:</b>	<b>Helping people to explore their housing options so they can access the right homes to meet their needs</b>
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<b>Lead Officer(s)</b>	<b>Chief Officer Housing and Communities</b>
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**What we will do**

	Action	Target Completion Date
<input checked="" type="checkbox"/> CHC016T	Develop self-service approaches that enable people to identify their own housing options through online support	31/03/2025

**How we will measure success (quarterly)**

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC015M	Number of applicants rehoused via SARTH by All Housing Partners	146	140	148	146	257	148	146	380	148	146	539	148
CHC016M	Number of applicants rehoused via SARTH by Flintshire County Council	110	91	101	220	212	101	330	311	101	440	422	101

**How we will measure success (annually)**

	Measure Description	Target (23/24)	Actual (23/24)	Target (24/25)
CHC014M	Customer satisfaction data for the Housing Register Service (%)	40.0%	40.0%	40.0%
CHC017M	Number of households rehoused with significant adaptations requirements	10	9	10

**What could impact our objective**

Risk Title	Risk Description
RHC10 - Housing Supply	The council does not have access to sufficient/adequate/ right type of housing supply to meet the demands of those individuals on the common housing register and due to the increase in the levels of homelessness.



<b>Sub-Priority:</b>	<b>Housing Support and Homeless Prevention</b>
<b>Definition:</b>	<b>Offering support to people to retain their housing and live well and ensuring homelessness is rare, brief, and unrepeatd</b>
<b>Lead Officer(s)</b>	<b>Chief Officer Housing and Communities</b>

\*Definition - Rare, brief and unrepeatd mirrors the language now used by Welsh Government when addressing homelessness. See [Welsh Government Ending Homelessness in Wales: A high level action plan 2021 – 2026](#)

### What we will do

	Action	Target Completion Date
<input checked="" type="checkbox"/> CHC009T	Commission a wide range of housing related support that meets the needs of the people of Flintshire	31/03/2028
<input checked="" type="checkbox"/> CHC036T	Identify a site for a young person’s supported housing provision offering accommodation and support services	31/03/2026
<input checked="" type="checkbox"/> CHC037T	Progress build project for the new supported housing provision	31/12/2025
<input checked="" type="checkbox"/> CHC049T	Deliver our Rapid Rehousing Transition Plan	31/03/2028
<input checked="" type="checkbox"/> CHC052T	Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone's business”	31/03/2028

### How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC008M	Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014	70.0%		60.0%	70.0%	64.4%	60.0%	70.0%	60.0%	60.0%	70.0%	61.0%	60.0%
CHC009M	Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	45.0%		40.0%	45.0%	33.3%	40.0%	45.0%	41.0%	40.0%	45.0%	40.0%	40.0%
CHC045M	Percentage of Housing Support Gateway referrals processed within 5 working days.			85.0%			85.0%			85.0%			85.0%
CHC046M	Number of households successfully moved on from temporary accommodation			65			65			65			65

\*CHC045M - New measure within Council Plan for 2024/25

\*CHC046M - New measure within Council Plan for 2024/25

### What could impact our objective

Risk Title	Risk Description
RHC09 - Resource to meet Homeless Obligations	The council is unable to meet it's homelessness statutory obligations due to shortages in staff, budgetary pressures and lack of available accommodation

<b>Sub-Priority:</b>	<b>Private Rented Sector</b>
<b>Definition:</b>	<b>Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities</b>
<b>Lead Officer(s)</b>	<ul style="list-style-type: none"> <li>▪ Chief Officer Housing and Communities</li> <li>▪ Chief Officer Planning, Environment and Economy</li> </ul>

#### What we will do

	Action	Target Completion Date
<input checked="" type="checkbox"/> CHC058T	Sign up to the Wales wide Private sector leasing scheme	31/03/2025
<input checked="" type="checkbox"/> CPE086T	To improve standards in the private rent sector (the introduction of 'Additional Licensing' will contribute to an increased regulation of smaller Houses of Multiple Occupation (HMO))	31/03/2025

#### How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC040M	Landlords engaged through Flintshire Landlord Forum	20		10	40	25	20	60		30	80	52	40

#### What could impact our objective

Risk Title	Risk Description
RHC10 - Housing Supply	The council does not have access to sufficient/adequate/ right type of housing supply to meet the demands of those individuals on the common housing register and due to the increase in the levels of homelessness.

<b>Sub-Priority:</b>	<b>Social Housing</b>
<b>Definition:</b>	<b>Working with housing partners to develop and invest in affordable housing and social housing - with modern methods of construction, improving the quality of Council homes, and a commitment towards carbon neutral</b>
<b>Lead Officer(s)</b>	<b>Chief Officer Housing and Communities</b>

### What we will do

	Action	Target Completion Date
<input checked="" type="checkbox"/> CHC019T	Work with housing association partners to build new social housing properties and additional affordable properties	31/03/2028
<input checked="" type="checkbox"/> CHC020T	Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	31/03/2028
<input checked="" type="checkbox"/> CHC021T	Ensure the Council's housing stock maintains the current Welsh Housing Quality Standards	31/03/2028
<input checked="" type="checkbox"/> CHC022T	Finalise the plan 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	31/03/2025
<input checked="" type="checkbox"/> CHC024T	Support our tenants to access technology and create sustainable digital communities	31/03/2025
<input checked="" type="checkbox"/> CHC026T	In partnership with Denbighshire Council, create a new Dynamic Procurement System in order to ensure Contract Procedural Rules are met and provide a wider opportunity for tendering Disabled Adaptation projects	31/12/2025
<input checked="" type="checkbox"/> CHC041T	Maximise Welsh Government Funding to increase stock capacity	31/03/2028
<input checked="" type="checkbox"/> CHC043T	Implementation of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants	31/03/2028
<input checked="" type="checkbox"/> CHC048T	Ensure that any new social housing stock meets Development Quality Requirements (DQR) standard energy efficiency A rating	31/03/2028

## How we will measure success (quarterly)

	Measure Description	Jun			Sep			Dec			Mar		
		Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)	Target (23/24)	Actual (23/24)	Target (24/25)
CHC018M	Number of Council Homes under construction	10		2	14	3	0	18	0	0	85	0	55
CHC019M	Number of Council Homes completed	4		2	4	36	2	4	38	2	22	50	12
CHC020M	Number of Affordable Homes under construction via NEW Homes	13		6	13	13	7	7	13	0	0	13	0
CHC021M	Number of Affordable Homes completed via NEW Homes.	0		3	0	0	3	12	0	3	30	0	4
CHC022M	Number of Residential Social Landlords (RSL's) homes under construction	56		173	96	21	165	96	87	165	150	22	131
CHC023M	Number of Residential Social Landlord (RSL's) homes completed	0		0	17	8	8	21	9	17	33	30	42
CHC027M	Average number of days to complete a Small Disabled adaptation	28		28	28	14	28	28	13	28	28	14	28
CHC042M	Average number of days to complete a Medium Disabled adaptation	122		122	122	108	122	122	122	122	122	136	122
CHC044M	Average number of days to complete a Large Disabled adaptation	456		456	456	693	456	456	537	456	456	508	456

## How we will measure success (annually)

	Measure Description	Target (23/24)	Actual (23/24)	Target (24/25)
CHC036M	100% spend of Welsh Government funding for the Planned Development/Delivery Programme (PDP)	100.0%	96.0%	100.0%
CHC038M	Maintain the Welsh Housing Quality Standard to all Flintshire County Council stock (%)	100.0%	100.0%	100.0%

\*Targets for 2024/25 are based on the following assumptions:

- That we shall be able to complete 12 buybacks which will be dependent on funding being provided by Welsh Government such as TACP or SHG.
- We are anticipating that 7 FCC schemes (55 units) will be on site by the end of Q4 (Wirral View (4), Ffordd Llanarth (20), Station Road (4), Alyn Road Buckley (4), Borough Grove (4), School Lane (3) and Altami Road (16).
- Clwyd Alwyn has advised that they will provide further clarification but that both Northern Gateway and 66a Mold Road, Mynydd Isa are complex sites where piling is required so they are currently adopting a conservative approach as to when the first properties on each site will be completed.

## What could impact our objective

Risk Title	Risk Description
RHC11 - SABS	Delays in pre-construction process due to planning and sustainable drainage approval body (SABS) applications may lead to late delivery of schemes, and loss of Social Housing Grant (SHG) within the annual PDP allocation
RHC12 - Construction Delays	Delays to the construction phase caused by supply chain issues and costs of living increases leading to late delivery of projects, higher costs/loss of rent and/or contractor viability
RHC13 - Delivery of Disabled Facilities	Unavailability of a wide range of contractors and supplies to deliver the adaptations to meet the needs of disabled people and within statutory guidelines.