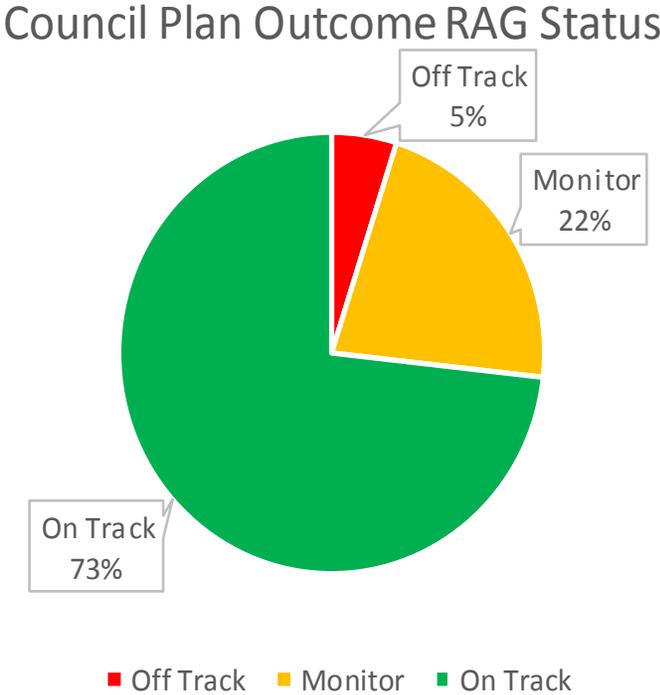
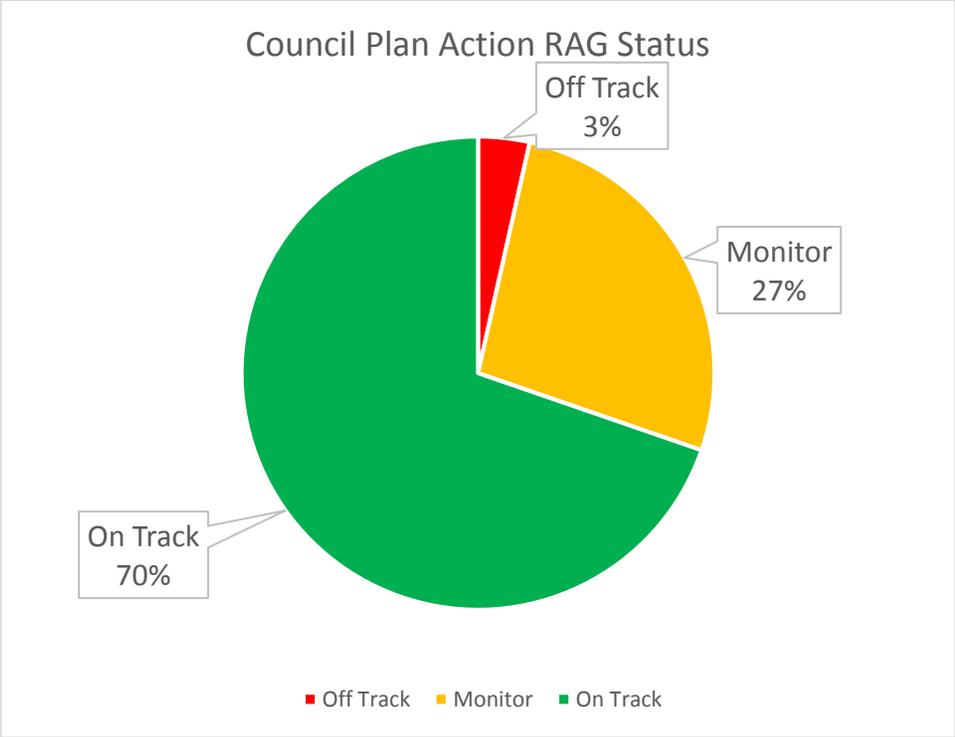




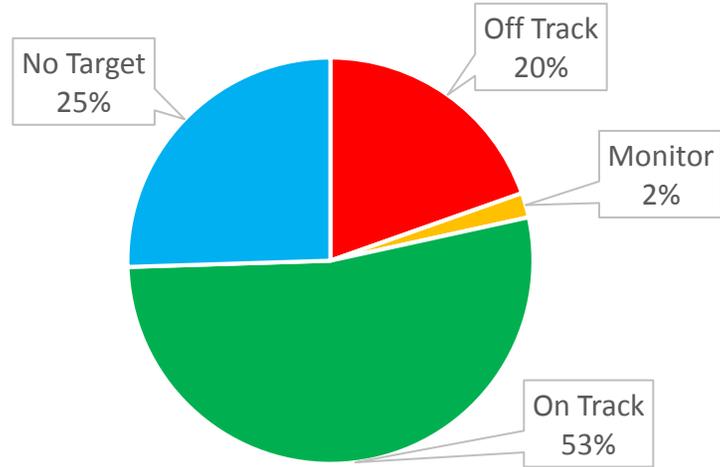
# Council Plan Mid-Year Report 2021/22



# Analysis



### Council Plan Performance Measures

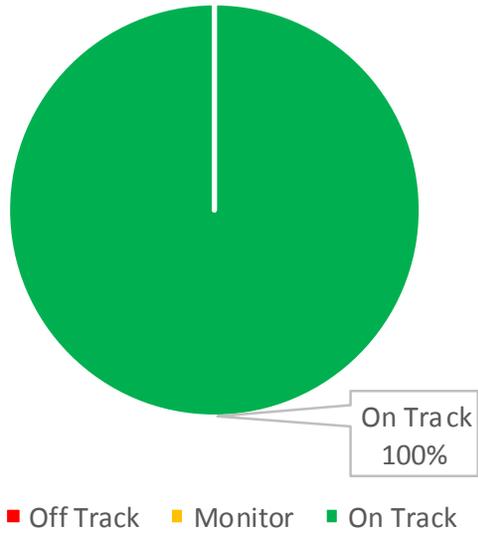


■ Off Track ■ Monitor ■ On Track ■ No Target

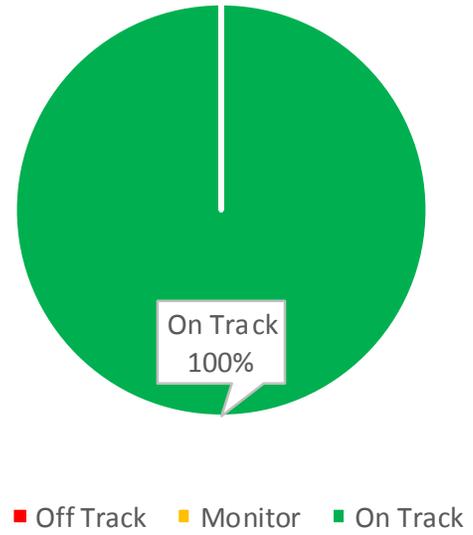
# Poverty

## Poverty Overall Performance

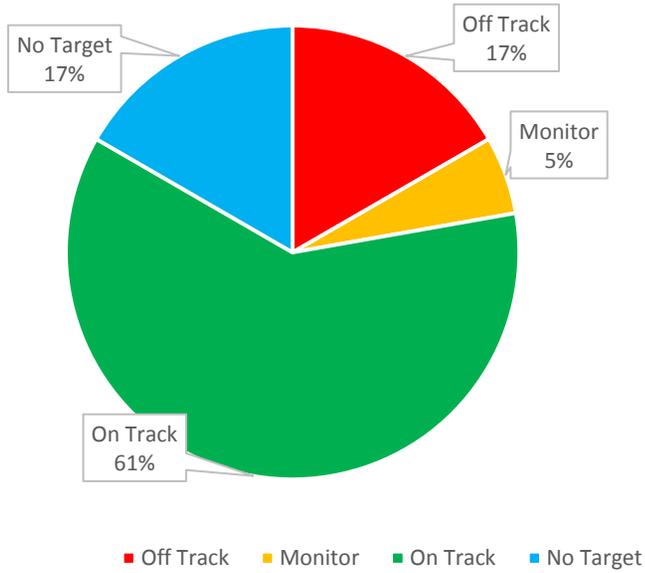
### Poverty Action RAG Status



### Poverty Outcome RAG Status



### Poverty Performance Measures



### Measures Off Track

Area	Title	
Child Poverty	Number of libraries open	▲
Child Poverty	Percentage of secondary school offering the free breakfast to those eligible year 7 pupils	▲
Digital Poverty	People can access information digitally to retain their digital skills	▲

## 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	50%	★	★	Flintshire County Council, along with partners opened the Covid Support Hub in July 2021 in the Rivertown Church, Shotton. The hub has been created for a six-month pilot initially using funding from Welsh Government. The objective is to bring agencies and organisations together in one place to help support communities as we move forward into recovery from the pandemic. The Hub is open to all residents of Flintshire every Monday, Wednesday, and Friday. Residents are able to call in to pick up free lateral flow tests as well as 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. We are hoping for the hub to continue past December 2021 but this is funding dependent. 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.
Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently	50%	★	★	We are currently meeting performance targets for processing times.
Maximising take up of the Discretionary Housing Payments scheme and other financial support	60%	★	★	Discretionary Housing Payments (DHP) applications continue to increase due to raising the awareness of DHP and working with other support organisations internally and externally to assist households. Welsh Government has encouraged Local Authorities to promote the use of DHP to help with rent arrears in this financial year.
Maximising the number of people signposted for support to facilitate longer term behavioural change	50%	★	★	Referrals to agencies to help households with ongoing advice and support forms part of the Discretionary Housing Payments (DHP) application process and this is provided even if a DHP is unsuccessful. With the increase in energy bills likely and the removal of Universal Credit (UC) uplift, it is anticipated that these figures will increase.

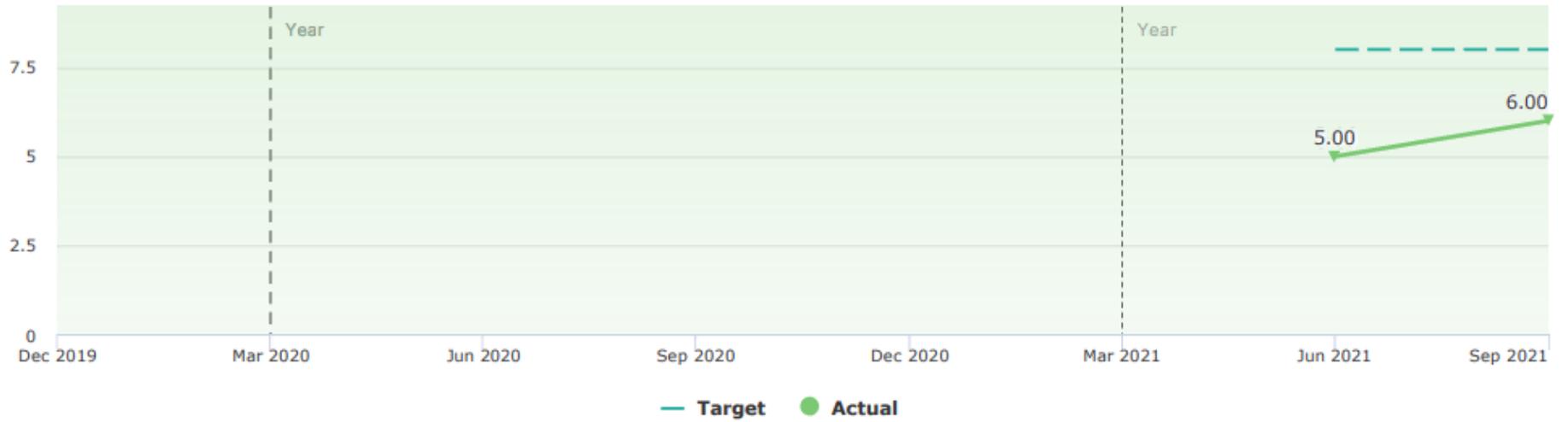
## Income Poverty Measures

### Measures Off Track

There are no measures off track for this section

# Income Poverty

Average calendar days to process change in circumstances for benefits



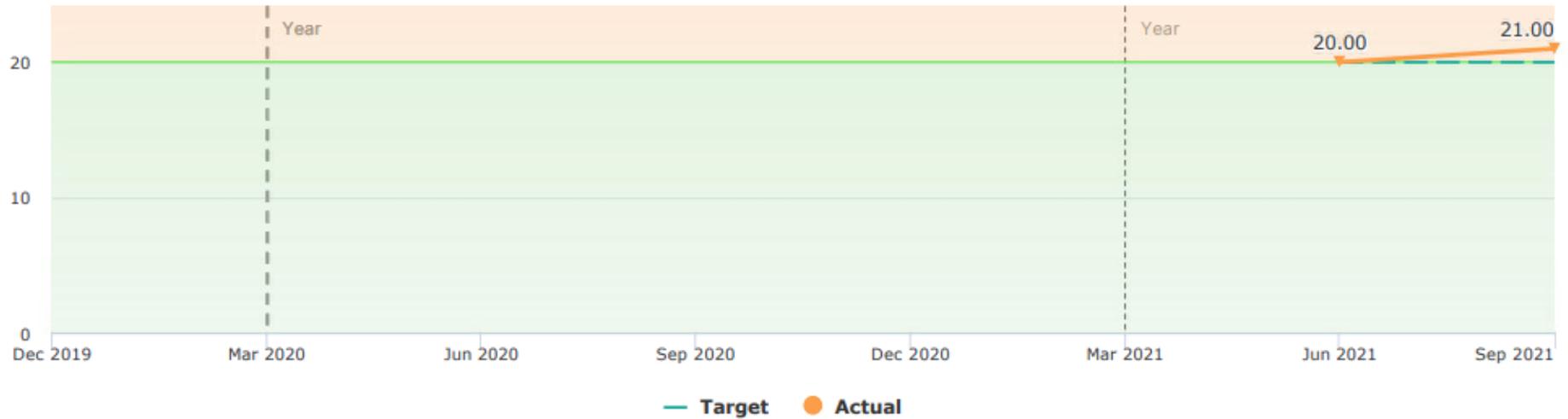
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating (YTD)
11.00	16.00		●

**Comment**

Performance met at 6 days

# Income Poverty

Average number of calendar days to process new claims for housing benefit



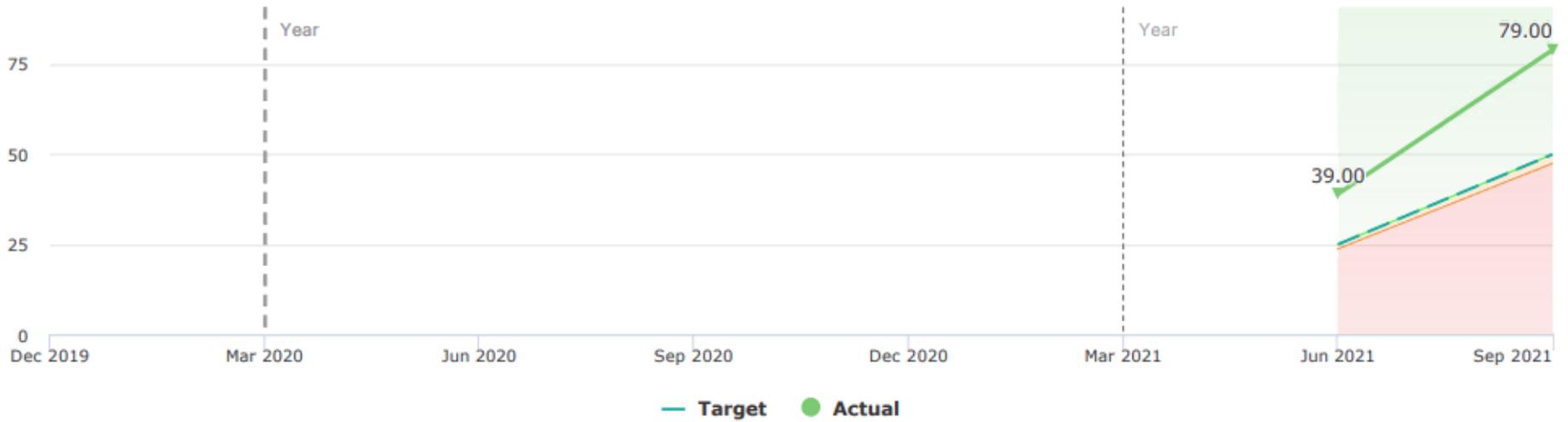
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating (YTD)
41.00	40.00		●

**Comment**

Narrowly missed meeting performance target of 20 days as achieved 21 days. This was due to unprecedented volumes of Uniform Grants putting unexpected pressure on the team which required resources to be diverted to meet the demands of Uniform Grants due to the timeframe in which they were required.

# Income Poverty

**Total spend of Discretionary Housing Payments**



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating (YTD)
118.00	75.00		★

**Comment**

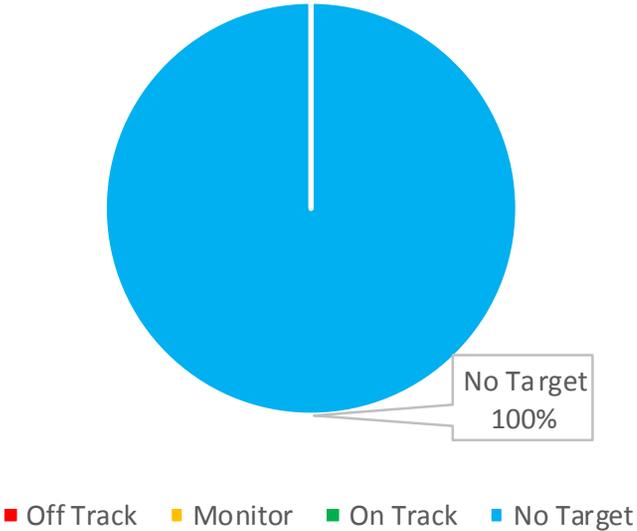
Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required due to the financial impacts in households in the current pandemic.

## Food Poverty

Action	Percentage Complete	RAG	Outcome RAG	Comment
The development and delivery of a "Hospital to Home" meals service	10%	★	★	"Hospital to Home" is a food delivery service which will provide a food parcel containing enough ready meals for four days along with fresh provisions. This is for patients that have been discharged from hospital returning home where they are possibly unable to purchase food themselves. This parcel provides fresh healthy meals to enable patients health and wellbeing and independence to aid recovery at home which is a chargeable service. The importance to this working well is working in collaboration with local hospitals, to date Mold and Deeside Community hospitals are on board.
The development of a "Well Fed at Home service"	65%	★	★	Following the shielding food delivery programme during lockdown 2020, implementation of a Well-fed at home which involves the delivery of a parcel of fresh ingredients to promote eat well, cook easy for families to cook from scratch at home. Working in partnership with Well-fed to promote and increase the uptake of this service available to all. Intelligence of the requirement of this service promoted from the shielding food delivery programme which assists with food insecurities and enabling health and wellbeing.
The introduction of a transported and delivered food service "Mobile Meals" to those who are vulnerable	65%	★	★	Following the shielding food delivery programme Well-fed at home "meals on wheels" was launched November 2020. This provides fresh food to our residents to improve health and wellbeing. Deliveries have taken place over the six months on a weekly basis, we are continuing to promote this service across Flintshire with increasing uptake. This is expected to increase largely towards the next six months.

# Food Poverty Measures

## Food Poverty Performance Measures



## Measures Off Track

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

# Food Poverty

Number of residents supported by the "Hospital to Home" meals service



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
14.00			n/a

## Comment

We are currently in discussions with two local hospitals in Flintshire and will be starting this service November 2021.

# Food Poverty

Numbers of residents enrolled in the "Mobile Meals" service



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
14.00			n/a

## Comment

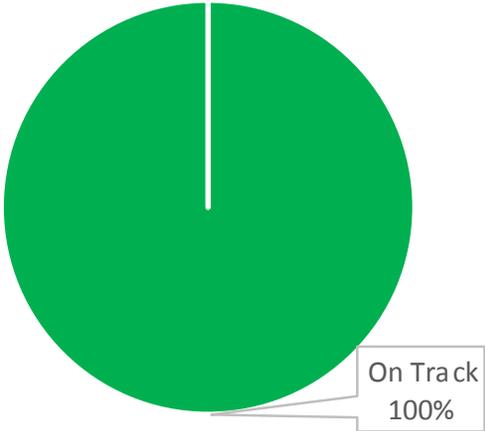
We have created the meals on wheels service, referral process and payment system, carrying out a deliveries every Tuesday.

## Fuel Poverty

Action	Percentage Complete	RAG	Outcome RAG	Comment
Reducing the risk of fuel poverty for residents by increasing the energy efficiency of homes	70%	★	★	Delivered 835 measures against a target of 600. The measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic are work carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.
Supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing	53%	★	★	Current performance 105 households supported of a target of 200. This is a new measure and consists of work carried out on private and public housing stock for pre and post installation work carried out on various property types and potential measures.

# Fuel Poverty Measures

## Fuel Poverty Performance Measures



■ Off Track ■ Monitor ■ On Track ■ No Target

## Measures Off Track

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

# Fuel Poverty

Total number of households receiving energy efficiency support



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
835.00	600.00		★

## Comment

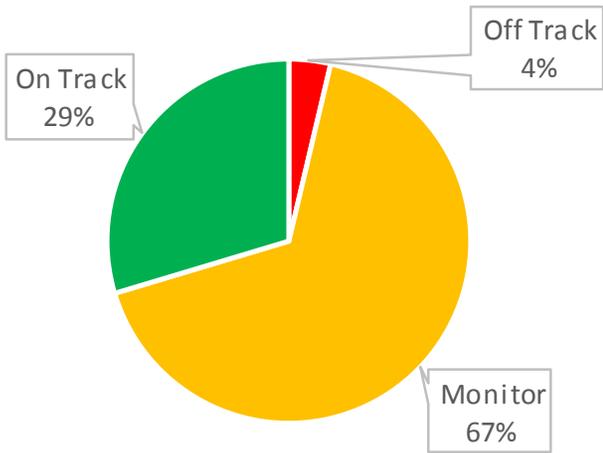
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# Affordable and Accessible Housing

# Affordable and Accessible Housing Overall Performance

## Affordable and Accessible Housing Action RAG

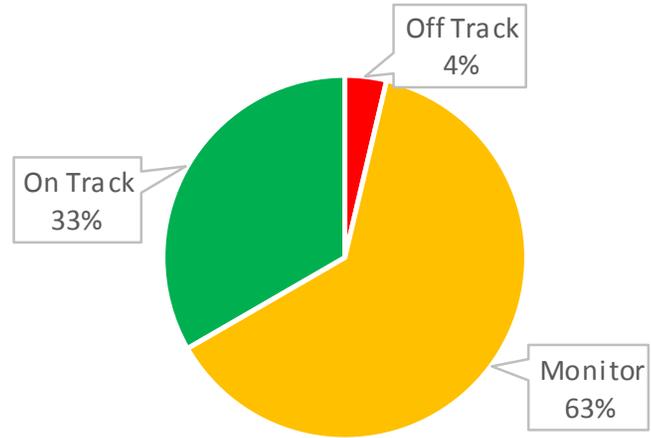
Status



■ Off Track ■ Monitor ■ On Track

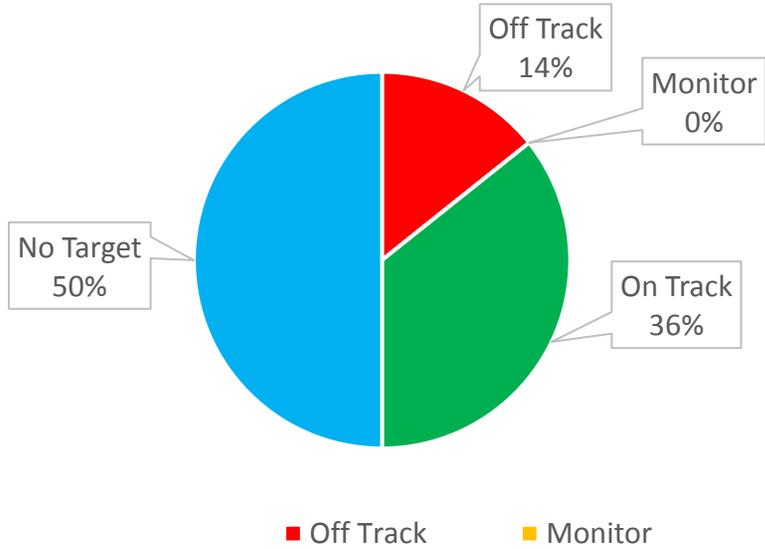
## Affordable and Accessible Housing Outcome RAG

Status



■ Off Track ■ Monitor ■ On Track

### Affordable and Accessible Housing Performance Measures



### Measures Off Track

Area	Title	
Private Rented Sector	Number of inspections of HMOs	▲
Social Housing	Number of Council Homes under construction	▲

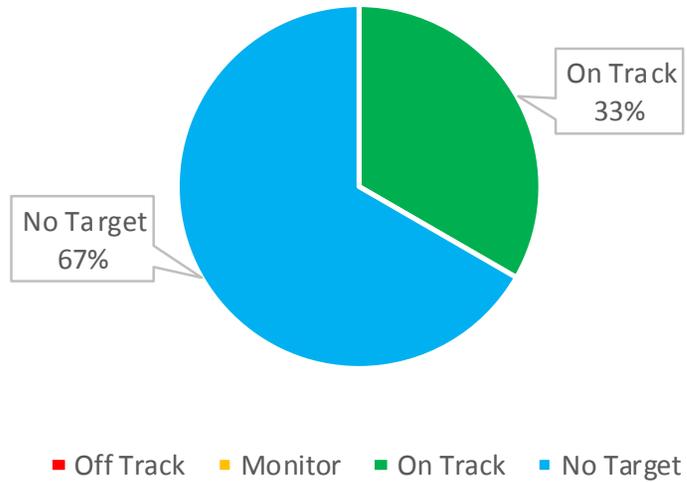
## Homeless Support and Homeless Prevention Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Commissioning a wide range of housing related support that meets the needs of the people of Flintshire	50%	●	●	Work has progressed with sustaining Phase two activities from previous years Covid Grant relating to housing support and homeless prevention services. Additional services commissioned utilising the additional Housing Support Grant. Challenges relating to capacity to commission services this year. This is compounded by labour market shortages and workforce development issues meaning limited take up on some new roles for new services. Housing Support Programme Strategy is underway and currently mapping our need for additional services to maximise grant funding for 2022-2023 onwards.
Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness	30%	●	★	Housing First Officers (x2) now in post and project funded through Housing Support Grant in collaboration with Conwy and Denbighshire Pathfinder. Rapid Rehousing approaches are underway and 50% nominations for social housing for the homeless cohort approved as a temporary variation to Common Allocations Policy. We are awaiting further guidance from Welsh Government in relation to the development of Rapid Rehousing Transition Plans. The deadline for Transitions Plan is June 2022.
Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	30%	★	★	Homelessness is not exclusively an issue for homeless departments. A multi-agency response and early intervention to avoid escalation of housing needs and risks of homelessness is critical to helping people sustain their housing, live healthy and positive lives and avoid homelessness. Excellent joint working across services has developed following the response to the pandemic. This will be further built upon through the development of the Housing Support Programme Strategy which is due to go live 1st April 2022. Engagement with stakeholders is underway to inform this Strategy along with a needs mapping exercise. Partner's involvement and feedback on service delivery will be captured through consultation and commitments will be secured through the adoption of the Strategy and a local action plan.
Ensuring when homelessness does occur it is rare, brief and non- recurring	50%	●	●	Successful delivery of the Phase Two Plan linked to the immediate homeless Covid response. A range of prevention activities are in place and built upon through additional Housing Support Grant. Due to the pandemic, we have high numbers of people in emergency and temporary accommodation and limited numbers move on due to housing market being expensive and limited turnover of social housing. This is not unique to Flintshire and we are working regionally and nationally in line with Welsh Governments expectations for transformation of homelessness service.
Exploring opportunities to develop a young person's homeless hub offering accommodation and support services	10%	●	●	Site visits undertaken at Denbigh's Hwb which is a young persons supported housing site with community facilities. This model is seen as good practice and will be considered in regards to its application and delivery within Flintshire. Discussions progressing between Social Care and Housing, through the Accommodation and Support Group.

Action	Percentage Complete	RAG	Outcome RAG	Comment
Promoting housing support and homeless prevention services with our residents and partners	30%	●	●	Housing Support pages on website have been revised and updated. New literature to promote housing support services is also available and shared with partners, and communities through social media. Training sessions to develop awareness of services and pathway for support and housing have been scheduled. Work to progress web content and customer charter for homeless prevention will begin in quarter three.
Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery	25%	●	●	The Homeless Hub in Queensferry now operates 24 hours a day throughout the year, offering 23 emergency bed spaces for single people who are homeless. Each bed space offers self-contained accommodation. A range of multi-agency services are delivered from the Homeless Hub to support people to address any personal issues they may have to support them with exiting homelessness. Exploration of alternative sites for the Homeless Hub is underway and the development of a purpose built Homeless Hub is referenced in the Flintshire Housing Prospectus.

# Homeless Support and Homeless Prevention Measures

## Homeless Support and Homeless Prevention Performance Measures

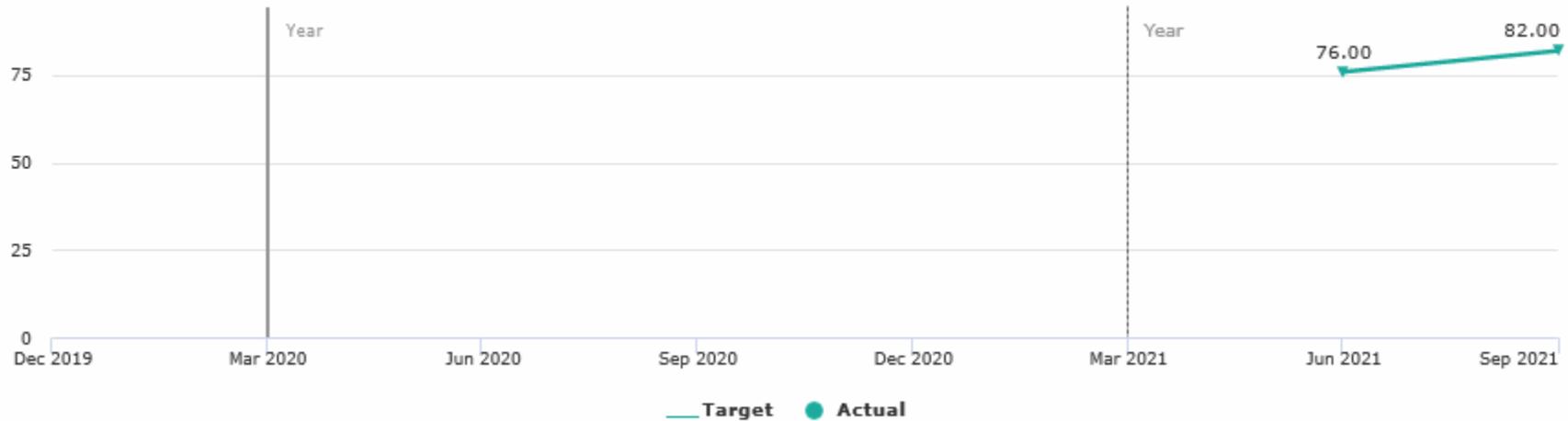


## Measures Off Track

Area	Title
Homeless Support and Homeless Prevention	There are no measures off track for this section

# Homeless Support and Homeless Prevention

Average length of stay for those households in interim homeless accommodation



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
82.00			n/a

## Comment

The length of stay within 'interim housing' is likely to increase due to the high numbers of people and households in emergency and temporary housing. These high numbers are due to homelessness and limited supply of social housing and an increasingly unaffordable private rented sector. Some people and households will be in "interim housing" for a very short period of time. Some will be for prolonged period due to the limited options for them to move into safe settled accommodation that allows people to exit homelessness.

# Homeless Support and Homeless Prevention

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



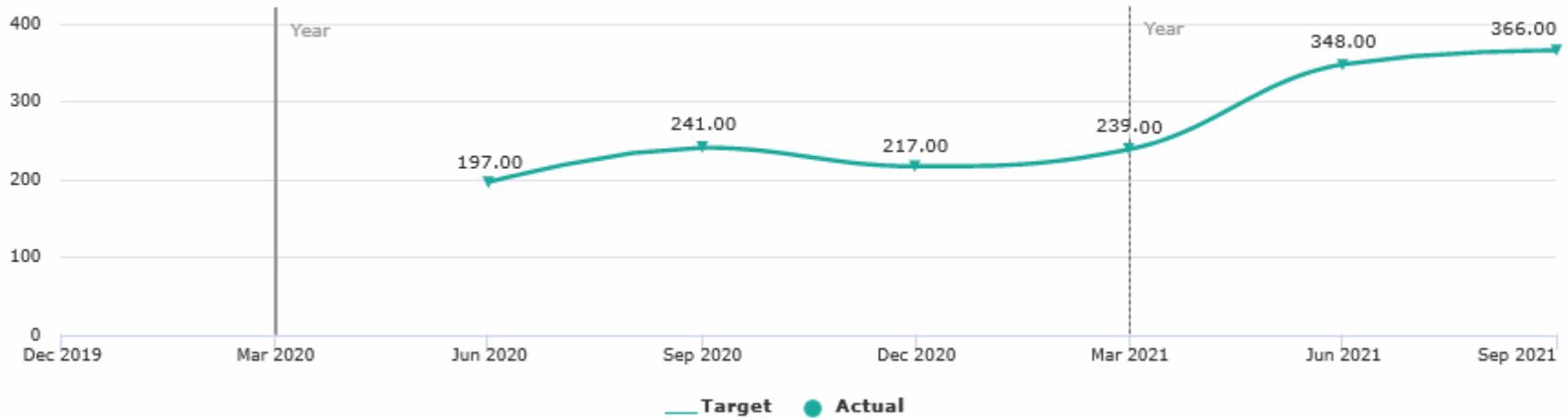
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
80.00			n/a

## Comment

The numbers of households accommodated under homelessness duties have increased throughout the pandemic. This is a direct result of the continued "everyone in" directive from Welsh Government that sees anyone facing homelessness offered accommodation by the Council. The prolonged nature of the pandemic and significant barriers to people moving on to alternative settled housing will see this number continue to grow. Limited supply of social housing and an expensive private rented sector presents significant barriers to people successfully exiting homelessness.

## Homeless Support and Homeless Prevention

Number of presentations to the homeless service



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
714.00		438.00	n/a

### Comment

Presentations for homeless services at the half year point total 714. Presentations rates are up significantly which is not unexpected. Significant protections offered at national level had stabilised the housing sector (court closures, six month evictions notices, and furlough scheme). The impact has led to further hardship and a significant impact on the number of presentations to the homeless service.

# Homeless Support and Homeless Prevention

Number of referrals received through the Housing Support Gateway



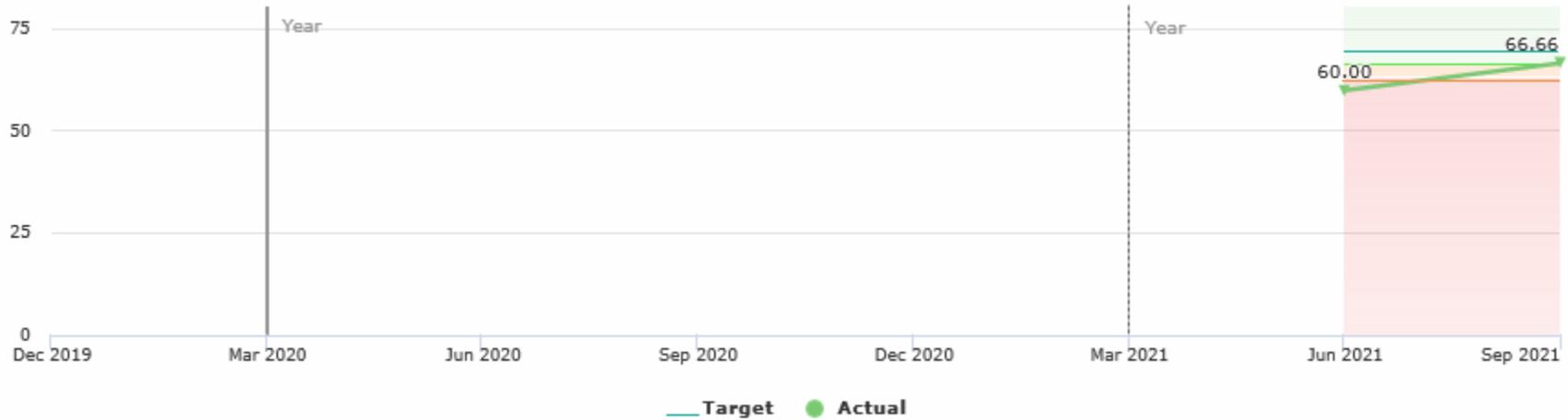
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
573.00		652.00	n/a

## Comment

At the half year point there have been 573 referrals for housing support via the Housing Support Gateway. Referrals at the half year point last year were 652 and therefore referrals are down 12% this year. Active promotion of the gateway and housing support services is underway. Increased funding has been provided to Local Authorities through Housing Support Grant to provide more capacity and more intensive work with people in housing need in order to reduce risks of homelessness.

# Homeless Support and Homeless Prevention

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



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
63.33	70.00		●

## Comment

The landscape for the prevention of homelessness is challenging due to the limited options for moving on to before people become homeless and significant barriers to saving tenancies and sustaining strained housing placements. Prevention outcomes have been achieved through a range of interventions such as helping to secure private rented housing, moving into social housing, accessing supported housing, and mediation to remain at home or living with other family members.

# Homeless Support and Homeless Prevention

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



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
58.33	45.00		★

## Comment

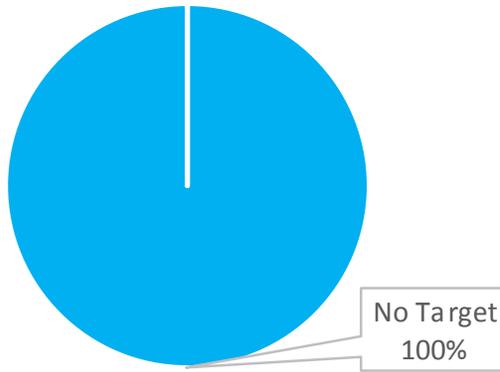
Relief figures relate to those people and households who have become homeless and subsequently assisted to exit homelessness. The target of 40% relates to national average figure before the pandemic and performance is above target. This is in part due to the benefit of the temporary nominations agreement which enables 50% of all social housing to be allocated to those people and households who are presently homeless in the county. This is in keeping with Welsh Governments expectations for "rapid rehousing".

## 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	20%	●	●	Work is now underway and progressing with IT services. The SARTH partnership across Conwy, Denbighshire and Flintshire will oversee the digital transformation of services and initial work being developed in Flintshire. 1) Waiting list calculator for housing register applicants; and 2) Housing needs self-assessment. Further exploration of self-service options to be progressed quarter three, and engagement planned with sample group of people who use our housing register services.
Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure	0%	●	●	This piece of work will progress in the second half of the year. Through restructure of Housing & Prevention Services linked to the housing register, more housing support officers will be aligned to the team. They will offer early intervention on housing related support avoiding the need for rehousing where appropriate. The team will also assist those applicants who have genuine housing needs and require support whilst waiting for rehousing.
Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals	30%	●	●	Housing Support pages on website are now up to date and new literature to promote housing support services are available and shared with partners and the community through social media. Training and awareness raising sessions scheduled to ensure all key partners are aware of services and pathways into support and housing advice.
Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants	50%	★	★	We are currently finalising our methodology for scoring our sheltered schemes to ensure they meet the needs of our tenants and will meet future standards in terms of the Welsh Housing Quality Standards, building safety compliance and energy efficiency. It is proposed that the various scoring matrixes and findings will be submitted to our Housing Board and Cabinet Meetings in the next few weeks.

# Housing Needs and Housing Options Measures

## Housing Needs and Housing Options Performance Measures



■ Off Track ■ Monitor ■ On Track ■ No Target

## Measures Off Track

Area	Title
Housing Needs and Housing Options	There are no measures off track for this section

# Housing Needs and Housing Options

Number of applicants on the Common Housing Register



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
2,243.00		1,973.00	n/a

## Comment

Demand for social housing remains high. There has been a significant increase from start of the previous year. Demand continues to grow on the back of increasing housing needs and community hardship. This is a risk area identified through the Service Risk Register as supply of social housing is not increasing in sync with the increasing demand. This will lead to much longer waiting times for the scarce resource that is social housing in Flintshire.

# Housing Needs and Housing Options

Number of applicants rehoused via SARTH by All Housing Partners

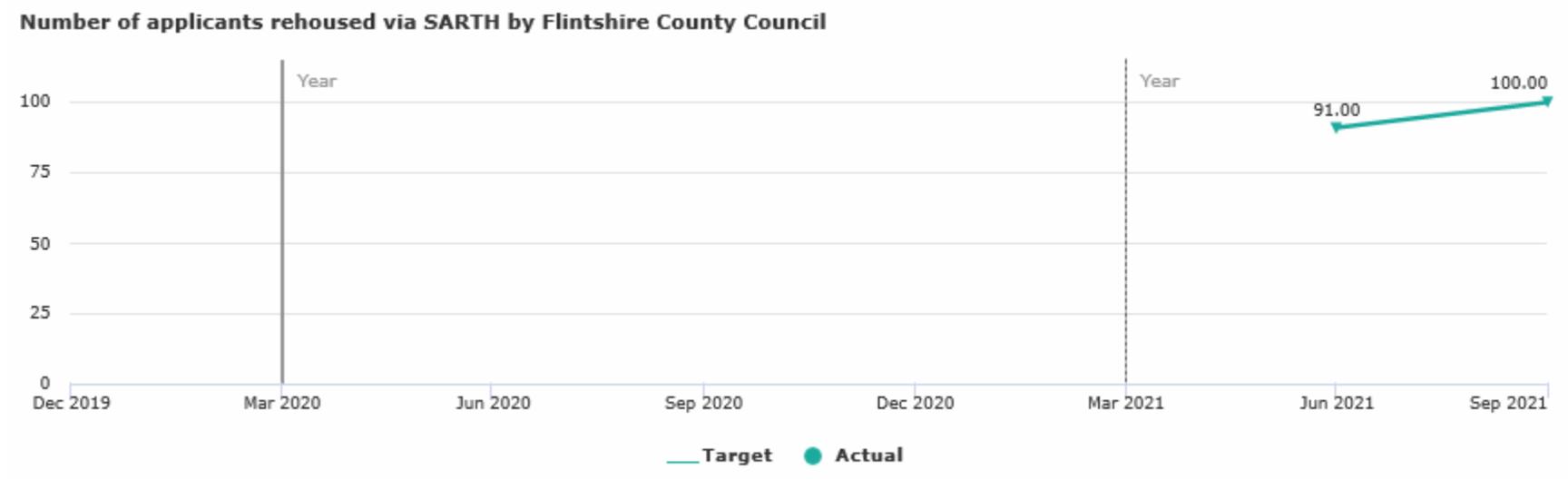


Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
310.00			n/a

## Comment

When reviewing the data there is a notable reduction in new tenancies between quarter one and quarter two. This can be accounted for through the completion of a Housing Association new housing schemes in quarter one, which significantly increased the number of homes available for re-let in that period (Clwyd Alyn - Boars Head Site - Ewloe).

# Housing Needs and Housing Options



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
191.00			n/a

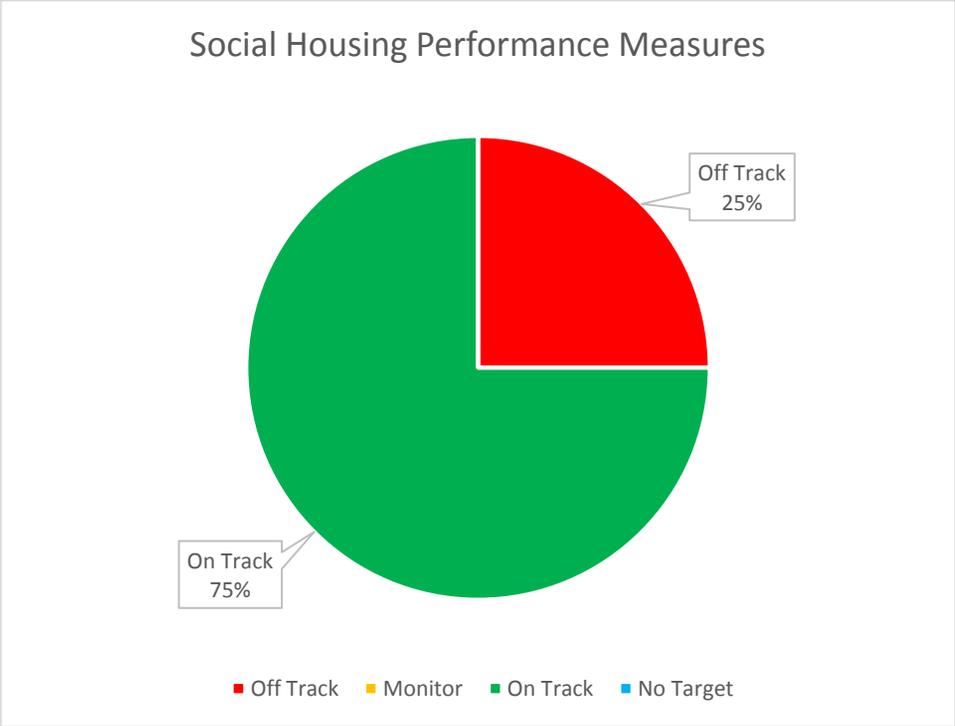
Comment
There have been 191 new tenancies started by Flintshire Council at the half year point. In the same reporting period in the previous year 2020/2021 there were 200 new tenancies created.

## 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	50%	★	★	We have finalised our briefing paper and are in the process of procuring a consultancy company who will assist the Council in assuring our plans for de-carbonisation are robust and correct for the tenants of Flintshire. We are continuing the review of all energy performance certification and are in the process of procuring more energy surveys which will assist the Council in developing its strategy.
Ensuring that the Council's housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65	50%	★	★	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.
Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	0%	▲	▲	Currently we are pursuing multiple workstreams to increase and develop opportunities with external partners and developers. However, with the current pandemic and uncertainty in the construction sector due to increase material and manpower costs and decrease labour availability it is a very challenging environment. Many opportunities are being placed on hold until some there is more certainty and prices have decreased to a more sustainable level in the market.
Listening to our tenants and working with them to improve our services, homes and communities	25%	●	●	Our current Tenant Engagement Strategy is out of date this year. We will be producing a basic interim strategy & action plan to have in place for the next 12 months. Our aim is to diversify and increase our engagement with tenants using a wide range of methods that are suitable for different needs. The results of the Survey of Tenants and Residents (STAR) survey will then be used to develop a more robust longer term strategy and plan which we will develop with our tenants
Supporting our tenants to access technology and create sustainable digital communities	25%	●	●	New working arrangements have recently been implemented which ensures that Housing Officers have smaller working patches in order to provide a more customer focused approach. Recent restrictions have significantly changed the way in which we communicate with tenants and traditional methods to engage and participate are now limited and have resulted in a greater demand for online support and guidance to ensure we continue to meet the needs of our communities. Over the next 12 months we will be developing a Tenant Engagement Strategy which will support tenants and communities to develop a range of cutting edge solutions and services, utilising digital resources.
Working with housing	50%	●	●	During 2020 and into 2021, there have been challenges for the construction sector. The

Action	Percentage Complete	RAG	Outcome RAG	Comment
association partners to build new social housing properties and additional affordable properties				combined impact of Brexit and the pandemic has resulted in delays due to lock down restrictions, shortage of materials which caused a substantial uplift in costs. It is expected that completion of new homes for 2021/22 will be lower. However, the number of completions should increase in over the next two financial years and will include the delayed Council schemes; Mostyn which will deliver a further 71 social rent units; and Holywell which will create 6 units. Our development team and partners continue to work on pipeline schemes that are at varying stages to bring forward for social rent/ intermediate rent units.
Working with residents to ensure our communities are well managed, safe, and sustainable places to live	25%	●	●	In September 2021, the role of the Housing Officer has changed from the split of New Customer and Neighbourhoods to that of a generic officer. The patches have also been made smaller which enables officers to be out on the patches more and build better relationships with tenants. This will ensure issues are dealt with at an earlier stage and prevent issues escalating.

# Social Housing Measures

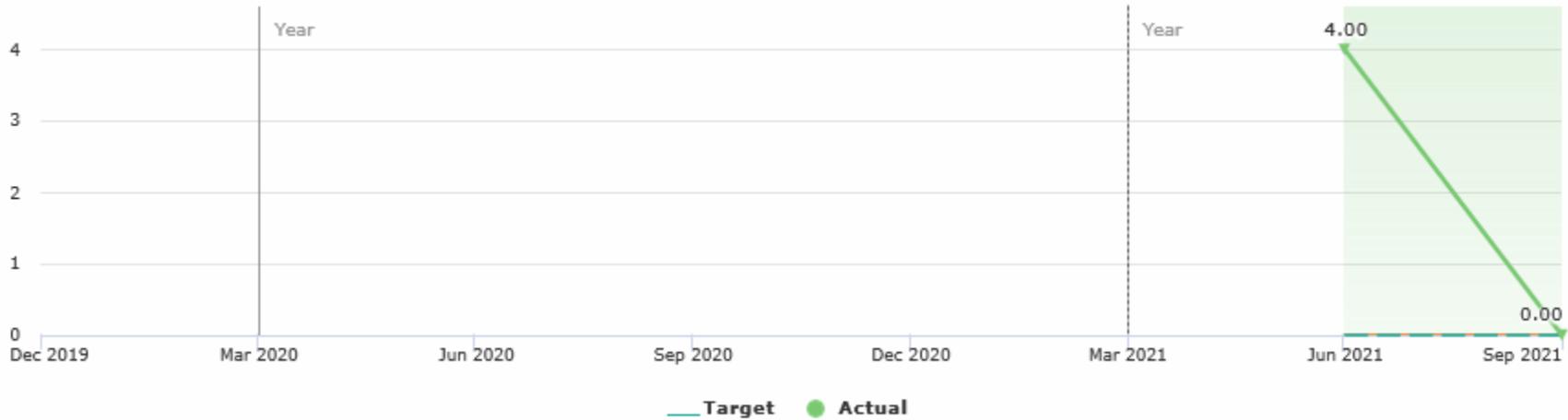


## Measures Off Track

Area	Title
Social Housing	Number of Council Homes under construction ▲

# Social Housing

Number of Affordable Homes completed via NEW Homes



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

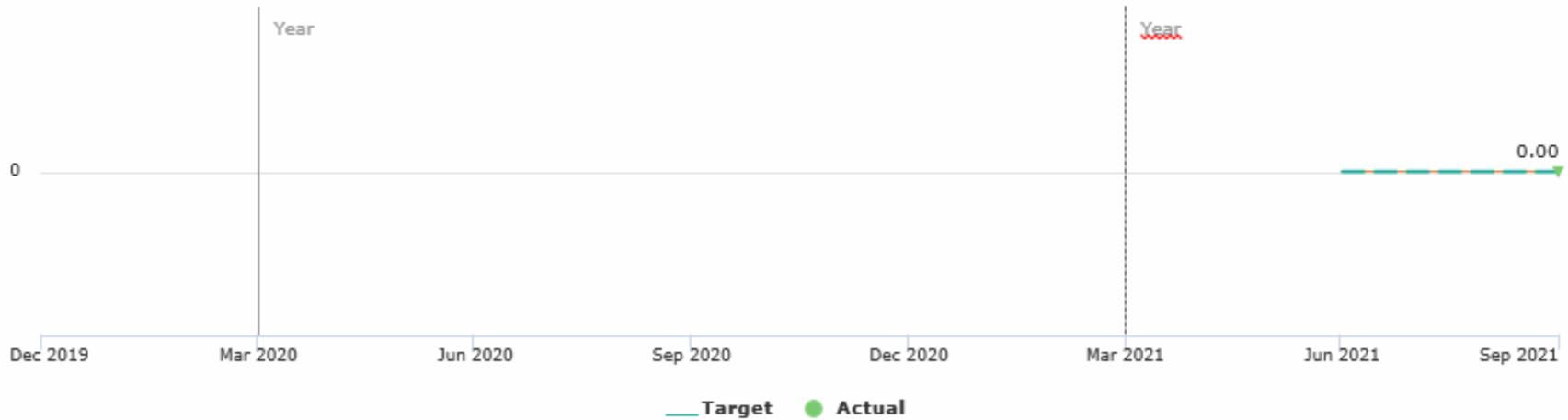
## Comment

The programme had highlighted a hiatus apart from these four units which were delivered with the potential for units starting to be completed for quarter four. This programme has slipped due to a number of external factors and all efforts are being undertaken to engage and help progress these external developments with partners where possible.

Other procurement alternatives are being considered with potential options being worked through for presentation, if suitable, to the NEW Homes board.

# Social Housing

Number of Affordable Homes under construction via NEW Homes



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
0.00	0.00		★

## Comment

The programme had indicated a programme of 21 units from the Airfields development being under construction. This scheme has faced a variety of setbacks and difficulties and we are working diligently with our external Development partner to obtain the necessary Statutory Approvals. The indicative start date for the scheme is now early January 2022.

The financial viability of the revised scheme is currently being re-examined and will be presented to the NEW Homes board at the next development meeting.

# Social Housing

Number of Council Homes completed



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
0.00	0.00		★

## Comment

The programme had highlighted a hiatus for 2021-2022 with the potential for units being delivered towards the end of the year. It was hoped that some schemes could be accelerated to pick up this shortfall however with the ongoing pandemic and other challenges such as obtaining regulatory approvals it has not been the case.

Also, difficulties with the supply chain, increased material costs and a significant labour shortage has affected the completion and also, the under construction programme.

These challenges are hopefully short term and are being monitored closely and are being fed back where possible, to Welsh Government to inform and improve the grant process.

# Social Housing

Number of Council Homes under construction



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
1.00	71.00		▲

## Comment

Programme indicated a hiatus for the early quarters of 2021/22 and all Council developments have faced challenges and delays with obtaining regulatory approvals and also adapting to changes within the Welsh Government Grant funding and design criteria. This future catalogue of schemes has progressed and is becoming more robust and will in provide a significantly more stable future pipeline of delivery.

An agreed schedule of start dates has been agreed for a total of 77 units as follows :- January - 21 at Mostyn

January - 6 in Holywell and Flint

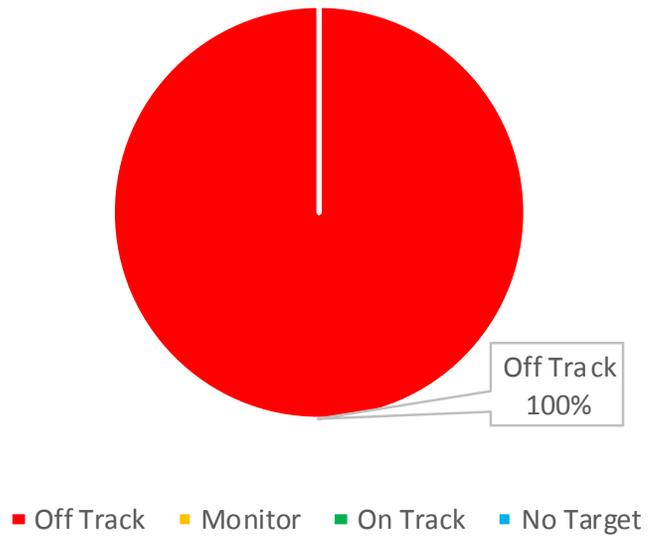
March - 50 in Nant-y-Gros (weather dependant)

## 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	25%	●	●	We offer a Bond Scheme, rent in advance (one month standard but more if required), deposits (enhanced if required), home starter packs and a range of practical support for both landlords and tenants to help people secure and sustain housing in the private Sector. Opportunity to join the Welsh Government Private Sector Leasing Scheme as part of its national roll out to be explored in the second half of the year. Initial commitment to engage provided to Welsh Government and awaiting further discussions for roll out.
Engaging with private sector tenants, giving them a voice and responding to their needs	50%	●	●	Engagement work across North Wales has been undertaken with tenants of the Private Sector through the Tenant Pulse Project. Analysis and response at both local and across the regional level will be developed and delivered in the second half of the year.
Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need	25%	●	●	A range of support packages are in place to assist people with securing private sector housing. We offer a Bond Scheme, rent in advance (one month standard but more if required), deposits (enhanced if required), home starter packs and a range of practical support for both landlords and tenants to help people secure and sustain housing in the private sector. Affordability is a significant challenge as the market is increasingly expensive and local housing allowance rates are out of sync with the market. Renting privately is increasingly not an option for many people exclusively in receipt of benefits.
Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life	40%	●	●	Progress has been delayed on the mapping programme due to officer diversion to the pandemic response but the methodology behind the mapping programme has been agreed and is now in place. This includes the initial identification of 409 properties that may require inspection, categorised by licensable or non-licensable Houses of Multiple Occupation (HMOs). Of those deemed to be licensable a sample group of 30 has been contacted to provide further information for the use of the property. From this a programme of inspections is due to start in October. Alongside this the mapping programme will also be informed by reactive work that is generated by complaints or service requests. This model will continue to be used moving forward.
Working in partnership with landlords and private sector agents to better understand their needs	25%	●	●	Consultation with landlords has been launched in quarter one but with minimal take up. Targeted engagement with known landlords and local lettings agents has been undertaken and some useful insight into local challenges and opportunities. Landlord Forum to be relaunched in partnership with National Residential Landlords Association (NRLA) in December 2021.

# Private Rented Sector Measures

## Private Rented Sector Performance Measures



## Measures Off Track

Area	Title
Private Rented Sector	Number of inspections of HMOs <span style="color: red;">▲</span>

## Private Rented

Number of inspections of HMOs



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
8.00	10.00		▲

### Comment

The programme of inspections has been delayed as officers were diverted to other areas to support the pandemic response, and continue to support recovery from the 14 month backlog of cases that have accrued. 409 properties have been identified as possible Houses in Multiple Occupation (HMO). The team have identified those that would fall within the definition of a licensable HMO and have initially contacted a sample group of 30 requesting further information about the property and its use. Priority visits have been set around the analysis of the information received and these will start in October 2021. The 12 properties inspected to date have been reactive work.

## Empty Properties Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Bringing empty homes back into use thorough the Empty Homes Loan Scheme (EHLS)	50%	★	★	To date the service has approved 'House to Home loans' amounting to a total of £229,901.
Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme	50%	★	★	The service is currently being developed and proposals have been passed to Legal Services to draft a contract, service conditions and agree fees.
Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street	50%	★	★	The teams are working with other service areas, particularly Town Centre regeneration, to offer Town Centre loans along with Houses into Home loan to encourage Town Centre redevelopment with living accommodation above shops.
Targeting 'problem' empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply	50%	★	★	Enforcement powers have been successfully used to take two properties through the enforced sale procedure and work is now progressing on a third property. The Empty Homes Officer also works with the Enforcement Panel that has recently been established in the Authority.

# Empty Properties Measures

## Measures Off Track

Area	Title
Empty Properties	There are no measures off track for this section

There are no reportable measures for this period