

# Pecyn Dogfen Gyhoeddus



Swyddog Cyswllt:  
Maureen Potter 01352 702322  
maureen.potter@flintshire.gov.uk

At: Cynghorydd Ron Hampson (Cadeirydd)

Y Cyngorwyr: Sian Braun, David Cox, Jean Davies, Ron Davies, Adele Davies-Cooke, Rosetta Dolphin, Ian Dunbar, Mared Eastwood, George Hardcastle, Ray Hughes, Dennis Hutchinson, Ted Palmer, Mike Reece a Paul Shotton

13 Gorffennaf 2017

Annwyl Gynghorydd,

Fe'ch gwahoddir i fynychu cyfarfod Pwyllgor Trosolwg a Chraffu Cymunedau a Menter y Fflint a fydd yn cael ei gynnal am 10.00 am Dydd Mercher, 19eg Gorffennaf, 2017 yn Ystafell Gymunedol, Uchder y Castell, Flint, CH6 5NG i ystyried yr eitemau canlynol

**Nodwch y lleoliad ar gyfer y cyfarfod**

## R H A G L E N

### 1 YMDDIHEURIADAU

**Pwrpas:** I derbyn unrhyw ymddiheuriadau.

### 2 DATGAN CYSYLLTIAD (GAN GYNNWYS DATGANIADAU CHWIPIO)

**Pwrpas:** I derbyn unrhyw ddatganiad o gysylltiad a chynghori'r Aelodau yn unol a hynny.

### 3 COFNODION (Tudalennau 3 - 6)

**Pwrpas:** I gadarnhau, fel cofnod cywir gofnodion y cyfarfod ar 14 Mehefin 2017.

4 **ADRODDIAD DEILLIANNAU CYNLLUN GWELLIANT 2016/17** (Tudalennau 7 - 54)

Adroddiad Prif Swyddog (Cymuned a Menter) - Dirprwy Arweinydd y Cyngor ac Aelod Cabinet Tai ac Aelod Cabinet Datblygiad Economaidd

**Pwrpas:** Galluogi Aelodau i gyflawni eu rôl graffu mewn perthynas â rheoli perfformiad.

5 **SICRHAU CYNNYDD UCHEL Y FFLINT**

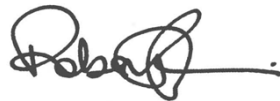
**Pwrpas:** Darparu diweddariad llafur I roi sicrwydd I'r Pwyllgor a rhanny mesurau diogelwch tân yn y codi uchel Fflint

6 **RHAGLEN GWAITH I'R DYFODOL** (Tudalennau 55 - 62)

Adroddiad Hwylusydd Trosolwg a Chraffu yr Cymuned a Menter

**Pwrpas:** Ystyried y flaenraglen waith Pwyllgor Craffu & Trosolwg menter & cymunedol

Yn gywir



Robert Robins  
Rheolwr Gwasanaethau Democraidd

# Eitem ar gyfer y Rhaglen 3

## **PWYLLGOR TROSOLWG A CHRAFFU CYMUNED A MENTER** **14 MEHEFIN 2017**

Cofnodion cyfarfod Pwyllgor Trosolwg a Chraffu Cymuned a Menter Cyngor Sir y Fflint a gynhaliwyd yn Ystafell Bwyllgora Delyn, Neuadd y Sir, Yr Wyddgrug, CH7 6NA ddydd Mercher, 14 Mehefin 2017.

### **YN BRESENNOL: Cynghorydd David Mackie (Cadeirydd)**

Y Cyngorwyr: Sian Braun, Jean Davies, Ron Davies, Rosetta Dolphin, Ian Dunbar, Mared Eastwood, Dennis Hutchinson, Ted Palmer, Michelle Perfect, Mike Reece a Paul Shotton.

**DIRPRWYON:** Cyngorwyr Haydn Bateman (ar ran George Hardcastle), Patrick Heesom (ar ran Ray Hughes) a David Wisinger (ar ran Ron Hampson)

**YMDDIHEURIADAU:** Cynghorydd Bernie Attridge, Dirprwy Arweinydd y Cyngor ac Aelod Cabinet Tai

**HEFYD YN BRESENNOL:** Cyngorwyr Christine Jones a Vicky Perfect

**CYFRANWYR:** Cynghorydd Derek Butler, Aelod Cabinet Datblygiad Economaidd, Prif Swyddog (Cymuned a Menter) a'r Rheolwr Menter ac Adfywio

**YN MYNYCHU:** Rheolwr Gwasanaethau Democrataidd a Swyddog y Pwyllgor

## **1. PENODI CADEIRYDD**

Dywedodd y Rheolwr Gwasanaethau Democrataidd y cadarnhawyd yng Nghyfarfod Blynnyddol y Cyngor Sir y dylai Cadeirydd y Pwyllgor fod o'r Grŵp Llafur. Gan y penodwyd y Cynghorydd Ron Hampson i'r rôl hon gan y Grŵp, gofynnwyd i'r Pwyllgor gymeradwyo'r penderfyniad.

### **PENDERFYNWYD:**

Cadarnhau'r Cynghorydd Ron Hampson fel Cadeirydd y Pwyllgor.

## **2. PENODI IS-GADEIRYDD**

Enwebodd y Cynghorydd Haydn Bateman y Cynghorydd Ian Dunbar fel Is-Gadeirydd y Pwyllgor. Eiliwyd hyn gan y Cynghorydd Paul Shotton.

Ar ôl cynnal pleidlais, penodwyd y Cynghorydd Ian Dunbar fel Is-gadeirydd y Pwyllgor. Cymerodd y Cynghorydd Ian Dunbar y Gadair am weddill y cyfarfod.

Yn dilyn awgrym gan y Cynghorydd Dennis Hutchinson, cytunwyd y byddai'r Rheolwr Gwasanaethau Democrataidd yn anfon llythyr ar ran y Pwyllgor i fynegi ei ddymuniadau gorau i'r Cadeirydd am adferiad buan a chyflym.

### **PENDERFYNWYD:**

Penodi'r Cyngorydd Ian Dunbar fel Is-gadeirydd y Pwyllgor.

### **3. DATGAN CYSYLLTIAD**

Ni ddatganwyd unrhyw gysylltiad.

### **4. COFNODION**

Cyflwynwyd cofnodion y cyfarfod a gynhaliwyd ar 8 Mawrth 2017.

### **PENDERFYNWYD:**

Cymeradwyo'r cofnodion fel cofnod cywir a'u llofnodi gan y Cadeirydd.

### **5. DATGANIAD YNGLŶN Â GRENFELL TOWER**

Gan nad oedd yr Aelod Cabinet wedi gallu dod i'r cyfarfod, gwnaeth y Prif Swyddog (Cymuned a Menter) ddatganiad ar ei ran. Yn dilyn y newyddion trist a brawychus iawn o Lundain ynglŷn â'r tân yn Grenfell Tower, eglurodd y bydd Gwasanaeth Tai'r cyngor yn ysgrifennu at ei denantiaid yn egluro'r mesurau amddiffynnol sydd gennym yn eu lle, i sicrhau diogelwch ein tenantiaid mewn achos o dân.

Yn Sir y Fflint, mae gennym dri bloc o fflatiau. Sef Castle Heights, Bolingbroke Heights a Richard Heights yn y Fflint. Mae pob un o'r rhain yn destun asesiad risg tân wedi'i reoli. Mae pob un wedi'u hailwampio'n ddiweddar, gyda nifer o fesurau amddiffynnol wedi'u cynnwys yn yr ailwampiad hwnnw. Mae'r mesurau hyn yn cynnwys:

- Gosod systemau chwistrellu. Mae systemau chwistrellu wedi'u lleoli ledled eiddo'r tenantiaid ac ardaloedd cymunedol. Cafodd cyfarfodydd i denantiaid eu cynnal gyda'r Gwasanaeth Tân ac Achub i egluro'r rhesymau dros osod y systemau chwistrellu a chyngor diogelwch tân allweddol.
- Gosod drysau tân amddiffynnol ym mhob eiddo tenant.
- Roedd gwaith ailwampio'r tri eiddo hefyd yn cynnwys gosod inswleiddio wal allanol. Wrth benderfynu ar y math o inswleiddio ar gyfer ein heiddo, fe wnaeth ein hymchwil cefndirol gynnwys ymweliadau â'r ganolfan hyfforddi Gwasanaethau Tân ac Achub yng Nghanolbarth Lloegr i weld arddangosiadau, i'n helpu i benderfynu ar yr inswleiddio wal allanol i'w osod yn ein heiddo.
- Drwy bob un o'n blociau o fflatiau, mae gennym synwryddion mwg yng nghynteddau ein tenantiaid, yn ogystal â synwryddion gwres mewn ceginau; ac mae'r synwryddion yn cael eu monitro.

- Mewn ardaloedd cymunedol (grisiau, ystafelloedd sgwter, golchi dillad a chanolfannau cymunedol), mae gennym synwryddion mwg sy'n cael eu monitro'n uniongyrchol gan y Gwasanaeth Tân ac Achub. Mae synwryddion mwg hefyd yn eu lle yn ein hardaloedd cynnal a chadw (ystafelloedd peiriannau generadur a boeleri, yn ogystal â storfeydd biniau).

Yn ogystal â mesurau amddiffynnol corfforol, rydym yn sicrhau ein bod â chyfres lem o weithdrefnau arolygu sy'n ymdrin â phob agwedd ar yr eiddo. Mae'r mesurau hyn yn cynnwys:

- Asesiadau risg o dân (Castle Heights yn Chwefror 2017; Bolingbroke Heights Rhagfyr 2016 a Richard Heights Chwefror 2017);
- Profi'r larwm bob wythnos;
- Arolygiadau chwarterol o synwryddion mwg; profi goleuadau mewn argyfwng bob mis;
- Gwiriadau annibynnol bob 6 mis o bob diffoddwr tân;
- Cynhyrchu log tân wythnosol, sy'n nodi symudiadau tenantiaid;
- Datblygu cynlluniau personol gadael eiddo mewn argyfwng, yn nodi gallu bob tenant unigol i adael yr eiddo mewn argyfwng.

Yn hwyrach ymlaen ar ddydd Mercher, 14 Mehefin, byddai staff yn ymweld â'n holl denantiaid yn y blociau fflatiau i roi gwybodaeth am fesurau sydd gennym yn eu lle, a rhoi tawelwch meddwl iddynt ynghylch yr ymrwymiad sydd gennym fel cyngor i'w diogelwch personol.

## **6. AELODAU'R CYHOEDD A'R WASG HEFYD YN BRESENNOL**

Nid oedd unrhyw aelodau o'r wasg na'r cyhoedd yn bresennol.

(Dechreuodd y cyfarfod am 10.00am a daeth i ben am 10.05am)

.....  
**Cadeirydd**

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 4



## COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday, 19 <sup>th</sup> July, 2017
<b>Report Subject</b>	Improvement Plan 2016/17 Outturn Report
<b>Cabinet Member</b>	Deputy Leader of the Council & Cabinet Member for Housing Cabinet Member for Economic Development
<b>Report Author</b>	Chief Officer – Community & Enterprise
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The Improvement Plan for 2016/17 was adopted by the Council on 14<sup>th</sup> June 2016.

This report presents the monitoring of progress at the end of the year for the Improvement Plan 2016/17 priorities 'Housing', 'Economy and Enterprise' and 'Poverty' relevant to the Community & Enterprise Overview & Scrutiny Committee.

Flintshire is a high performing Council as evidenced in previous Improvement Plan monitoring reports as well as in the Council's Annual Performance Reports. This end of year monitoring report for 2016/17 is another positive report with 100% of agreed actions being assessed as making good progress and 82% likely to achieve the desired outcome. In addition, 66% of the performance indicators met or exceeded target for the year. Risks are also being successfully managed with the majority being assessed as moderate (45%) or minor/insignificant (42%).

This report is an exception based report and therefore detail focuses on the areas of under-performance.

### RECOMMENDATIONS

1	That the Committee consider the Improvement Plan 2016/17 outturn monitoring report to monitor under performance and request further information as appropriate.
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## REPORT DETAILS

1.00	EXPLAINING THE IMPROVEMENT PLAN MONITORING REPORT
1.01	<p>The Improvement Plan monitoring reports give an explanation of the progress being made toward the delivery of the impacts set out in the 2016/17 Improvement Plan. The narrative is supported by performance indicators and / or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.</p>
1.02	<p><b>Monitoring our Activities</b></p> <p>Each of the sub-priorities have high level activities which are monitored over time. 'Progress' monitors progress against scheduled activity and has been categorised as follows: -</p> <ul style="list-style-type: none"> <li>• RED: Limited Progress – delay in scheduled activity; not on track</li> <li>• AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track</li> <li>• GREEN: Good Progress – activities completed on schedule, on track</li> </ul> <p>A RAG (Red/Amber/Green) status is also given as an assessment of our level of confidence at this point in time in achieving the 'outcome(s)' for each sub-priority. Each outcome has been categorised as: -</p> <ul style="list-style-type: none"> <li>• RED: Low – lower level of confidence in the achievement of the outcome(s)</li> <li>• AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s)</li> <li>• GREEN: High – full confidence in the achievement of the outcome(s).</li> </ul>
1.03	<p>In summary our overall progress against the high level activities is: -</p> <p><b>ACTIONS PROGRESS</b></p> <ul style="list-style-type: none"> <li>• We are making good (green) progress in 57 (100%) actions.</li> </ul> <p><b>ACTIONS OUTCOME</b></p> <ul style="list-style-type: none"> <li>• We have a high (green) level of confidence in the achievement of 47 (82%) action outcomes.</li> <li>• We have a medium (amber) level of confidence in the achievement of 10 action outcomes (18%).</li> <li>• None of our actions have a low (red) level of confidence in achievement of outcomes.</li> </ul>
1.04	<p><b>Monitoring our Performance</b></p> <p>Analysis of performance against the Improvement Plan performance indicators is undertaken using the RAG status. This is defined as follows: -</p> <ul style="list-style-type: none"> <li>• RED equates to a position of under-performance against target</li> <li>• AMBER equates to a mid-position where improvement may have been made but performance has missed the target</li> </ul>



	<ul style="list-style-type: none"> <li>• GREEN equates to a position of positive performance against target.</li> </ul>												
1.05	<p>Analysis of current levels of quarterly performance where the data is currently available shows the following: -</p> <ul style="list-style-type: none"> <li>• 66 (66%) had achieved a green RAG status</li> <li>• 24 (26%) have an amber RAG status</li> <li>• 8 (8%) have a red RAG status</li> </ul> <div data-bbox="454 472 1259 909" style="text-align: center;"> <p><b><u>KPI Progress Status</u></b></p> <table border="1"> <caption>KPI Progress Status Data</caption> <thead> <tr> <th>Status</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>On Track</td> <td>66</td> <td>66%</td> </tr> <tr> <td>Monitor</td> <td>24</td> <td>26%</td> </tr> <tr> <td>Off Track</td> <td>8</td> <td>8%</td> </tr> </tbody> </table> <p>■ On Track ■ Monitor ■ Off Track</p> </div> <p>Performance trends have identified that half of the measures have remained stable or improved on the previous year.</p>	Status	Count	Percentage	On Track	66	66%	Monitor	24	26%	Off Track	8	8%
Status	Count	Percentage											
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Monitor	24	26%											
Off Track	8	8%											
1.06	<p>The quarterly performance indicator (PI), identified for the Community &amp; Enterprise Overview &amp; Scrutiny Committee, which showed a red RAG status for current performance is:-</p> <p><b>Priority: Housing</b>  <b><i>The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months</i></b></p> <p>As projected in quarter 3 some of the more complex outcomes rolled over to quarter 4 and this has reduced the overall performance for 2016/17. This year there has been a decline in availability of suitable private sector properties as a homelessness prevention solution. In addition there has been an increase in more complex cases and the service experienced an unplanned reduction in specialist resources which is reflective of the outcome.</p> <p><b><i>Repair / improve private sector dwellings through the Council's capital programme and Welsh Government's national Home Improvement Loan</i></b></p> <p>This year the take up of home renovation loans has been considerably less than targeted. The WG Home Improvement Loan has already been identified as being of low demand and is being reviewed with WG.</p> <p><b><i>Capital Works Target - Roofs &amp; Associated Components</i></b></p> <p>As part of the programme all three of the individual components are completed as one exercise by the same principal contractor.</p>												

	<p>This was the only programme to not be fully completed last year due to logistical issues with the relocation of a mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed.</p> <p>Due to this delay the Delivery Team have been ensuring all properties relating to Year 1 that have been reallocated into Year 2 are completed as soon as possible. This has had a direct impact on Year 3's delivery.</p> <p>The Contractor is now in a better position from last year and has almost completed their allowance which will dramatically reduce the impact on Year 3.</p> <p><b>Capital Works Target - Central Heating</b></p> <p>The Off Gas Programme in Treuddyn was completed late last year. However, due to low oil prices uptake was very low. The Penyffordd Off Gas Installation is now also complete. As oil prices increase uptake from tenants in these areas should improve. As the current cost of oil has risen from 23.8 p/litre to 54.2 p/litre an increase in installations is expected moving forward.</p>										
1.07	<p><b>Monitoring our Risks</b></p> <p>Analysis of the current strategic risks identified in the Improvement Plan are as follows:-</p> <ul style="list-style-type: none"> <li>• 11 (22%) are insignificant (green)</li> <li>• 10 (20%) are minor (yellow)</li> <li>• 23 (45%) are moderate (amber)</li> <li>• 7 (13%) are major (red)</li> <li>• There are no severe (black) risks.</li> </ul> <div data-bbox="454 1335 1259 1771" style="text-align: center;"> <table border="1"> <caption>Risk Status</caption> <thead> <tr> <th>Risk Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Insignificant</td> <td>22%</td> </tr> <tr> <td>Minor</td> <td>20%</td> </tr> <tr> <td>Moderate (Amber)</td> <td>45%</td> </tr> <tr> <td>Major (Red)</td> <td>13%</td> </tr> </tbody> </table> </div>	Risk Category	Percentage	Insignificant	22%	Minor	20%	Moderate (Amber)	45%	Major (Red)	13%
Risk Category	Percentage										
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1.08	<p>The two major (red) risk areas identified for the Community &amp; Enterprise Overview &amp; Scrutiny Committee is:-</p> <p><b>Priority: Housing</b></p> <p><b>Risk: Council funding for adaptations and home loans will not be sufficient to meet demand.</b></p>										

	<p>Demand for DFG funding has increased as the delivery of DFGs has increased in speed. Although demand has exceeded budget provision savings in other areas of the service have offset this.</p> <p><b>Priority: Poverty</b>  <b><i>Risk: Available funding for energy efficiency measures may fall short of public demand.</i></b></p> <p>There remains more demand for energy efficiency measures than the current level of funding allows, in particular for solar panels and external wall insulation. Expectations are being managed as far as possible and other sources of funding to increase the level of provision are being actively considered.</p>
1.09	<p><b>Risk Trend</b></p> <p>The 51 strategic risks within the Improvement Plan have been successfully managed with the majority being assessed at year end position as remaining the same as the initial assessment 26 (51%) or having reduced 23 (45%). There are two risks which have increased from amber to red; but overall the trends show successful management of risks during the year.</p> <p><b>Increased Risks</b></p> <p><b>Priority: Housing</b>  <b><i>Risk: Council funding for adaptations and home loans will not be sufficient to meet demand.</i></b></p> <p>Demand for DFG funding has increased as the delivery of DFGs has increased in speed. Although demand has exceeded budget provision savings in other areas of the service have offset this.</p> <p><b>Priority: Poverty</b>  <b><i>Risk: Available funding for energy efficiency measures may fall short of public demand.</i></b></p> <p>There remains more demand for energy efficiency measures than the current level of funding allows, in particular for solar panels and external wall insulation. Expectations are being managed as far as possible and other sources of funding to increase the level of provision are being actively considered.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	The Improvement Priorities are monitored by the appropriate Overview and Scrutiny Committees according to the priority area of interest.
3.02	Chief Officers have contributed towards reporting of relevant information.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Progress against the risks identified in the Improvement Plan are included in the report at Appendix 1. Summary information for the risks assessed as major (red) is covered in paragraphs 1.06, 1.08 and 1.09 above.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Improvement Plan 2016/17 Outturn Report – Housing
5.02	Appendix 2 – Improvement Plan 2016/17 Outturn Report – Economy and Enterprise
5.03	Appendix 3 – Improvement Plan 2016/17 Outturn Report – Poverty

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><b>Improvement Plan 2016/17:</b>  <a href="http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx">http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Improvement-Plan.aspx</a></p> <p><b>Contact Officer:</b> Ceri Shotton  <b>Telephone:</b> 01352 702305  <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.
7.02	<b>Risks:</b> These are assessed using the improved approach to risk management endorsed by Audit Committee in June 2015. The new approach, includes the use of a new and more sophisticated risk assessment matrix which provides greater opportunities to show changes over time.

Risk Likelihood and Impact Matrix							
Impact Severity	Catastrophic	Y	A	R	R	B	B
	Critical	Y	A	A	R	R	R
	Marginal	G	Y	A	A	A	R
	Negligible	G	G	Y	Y	A	A
		Unlikely (5%)	Very Low (15%)	Low (30%)	Significant (50%)	Very High (65%)	Extremely High (80%)
Likelihood & Percentage of risk happening							
7.03	The new approach to risk assessment was created in response to recommendations in the Corporate Assessment report from the Wales Audit Office and Internal Audit.						

8.00	CAMMS – An explanation of the report headings
	<p><b>Actions</b></p> <p><u>Action</u> – Each sub-priority have high level activities attached to them to help achieve the outcomes of the sub-priority.</p> <p><u>Lead Officer</u> – The person responsible for updating the data on the action.</p> <p><u>Status</u> – This will either be ‘In progress’ if the action has a start and finish date or ‘Ongoing’ if it is an action that is longer term than the reporting year.</p> <p><u>Start date</u> – When the action started (usually the start of the financial year).</p> <p><u>End date</u> – When the action is expected to be completed.</p> <p><u>% complete</u> - The % that the action is complete at the time of the report. This only applies to actions that are ‘in progress’. An action that is ‘ongoing’ will not produce a % complete due to the longer-term nature of the action.</p> <p><u>Progress RAG</u> – Shows if the action at this point in time is making limited progress (Red), satisfactory progress (Amber) or good progress (Green).</p> <p><u>Outcome RAG</u> – Shows the level of confidence in achieving the outcomes for each action.</p> <p><b>Measures (Key Performance Indicators - KPIs)</b></p> <p><u>Pre. Year Period Actual</u> – The period actual at the same point in the previous year. If the KPI is a new KPI for the year then this will show as ‘no data’.</p> <p><u>Period Actual</u> – The data for this quarter.</p> <p><u>Period Target</u> – The target for this quarter as set at the beginning of the year.</p> <p><u>Perf. RAG</u> – This measures performance for the period against the target. It is automatically generated according to the data. Red = a position of under performance against target, Amber = a mid-position where improvement may have been made but performance has missed the target and Green = a position of positive performance against the target.</p> <p><u>Perf. Indicator Trend</u> – Trend arrows give an impression of the direction the performance is heading compared to the period of the previous year:</p>

- A 'downward arrow' always indicates poorer performance regardless of whether a KPI figure means that less is better (e.g. the amount of days to deliver a grant or undertake a review) or if a KPI figure means that more is better (e.g. number of new jobs in Flintshire).
- Similarly an 'upward arrow' always indicates improved performance.

YTD Actual – The data for the year so far including previous quarters.

YTD Target – The target for the year so far including the targets of previous quarters.

Outcome RAG – The level of confidence of meeting the target by the end of the year. Low – lower level of confidence in the achievement of the target (Red), medium – uncertain level of confidence in the achievement of the target (Amber) and high-full confidence in the achievement of the target (Green).

### **Risks**

Risk Title – Gives a description of the risk.

Lead Officer – The person responsible for managing the risk.

Supporting Officer – The person responsible for updating the risk.

Initial Risk Rating – The level of the risk at the start of the financial year (quarter 1). The risks are identified as follows; insignificant (green), minor (yellow), moderate (amber), major (red) and severe (black).

Current Risk Rating – The level of the risk at this quarter.

Trend Arrow – This shows if the risk has increased (upward arrow), decreased (downward arrow) or remained the same between the initial risk rating and the current risk rating (stable arrow).

Risk Status – This will either show as 'open' or 'closed'. If a risk is open then it is still a relevant risk, if the risk is closed then it is no longer a relevant risk; a new risk may be generated where a plan or strategy moves into a new phase.



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# Annual Performance 2016/17 Progress Report

## Housing

Flintshire County Council



Tudalen 15



Print Date: 15-Jun-2017

## 1 Housing



### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.1 Deliver a proactive housing solution service to prevent homelessness for as many households as possible	Suzanne Pemberton - Supporting People Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

This year there has been a significant increase in the number of people approaching the Council for housing advice and assistance. The new homeless legislation places additional duties on the Council to prevent homelessness. There have been additional challenges throughout 2016-17 including a decline in the availability of suitable private rented accommodation as a homelessness prevention solution. In addition there has also been an increase in complex cases and the service experienced unplanned reduction in specialist resource. The positive contribution of the triage service dealing with 63% of enquiries at first point of contact has enabled protection of this specialist resource for those at risk of homelessness.

Last Updated: 25-May-2017



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.1.2 Stimulate the growth of affordable housing	Denise Naylor - Customer Services Manager	In Progress	01-Apr-2016	31-Mar-2017	75.00%	 GREEN	 GREEN



**ACTION PROGRESS COMMENTS:**



At Cabinet in June 2015, approval was given to appoint Wates Residential as the council's development partner for five years with the aim of developing 500 homes, (200 social rented and 300 affordable), at a range of sites across the county, alongside commissioning a range of linked regeneration initiatives and community benefits. Construction at the Custom House site in Connah's Quay started in May 2016 and was completed in December 2016. Tenants moved into their new homes as soon as ownership transferred from the developer, Wates Residential, to the Council. Construction at the Walks site in Flint commenced in August 2016 and is scheduled for completion by April 2018. The first new tenants will move into their new homes during the next financial year. In July 2016 Cabinet approved the construction of 40 new council homes on five sites at Mold, Leeswood and Connah's Quay. Construction works began in January 2017 and the properties will be handed over to the council later in 2017. In March 2017 a report was considered and approved by Cabinet to progress with the development of 359 new homes (191 council, 95 affordable rent & 73 for affordable purchase). A local lettings policy has been developed to support the allocation of tenants to new build Council homes. This policy was applied when allocating tenants to the new homes in Connah's Quay meaning that all residents at this location have a local connection. Welsh Ministers approved the application to suspend the Right to Buy in Flintshire for a period of five years from 21st February 2017. This will ensure that the new council homes that are built will remain under the councils ownership for the period of the suspension. The council can also consider applying to extend this for a further 5 years.

Last Updated: 24-Apr-2017



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.1 Deliver financial support to repair, improve and adapt private sector homes.	Niall Waller - Enterprise and Regeneration Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                      The Council continues to support vulnerable householders to repair and improve their homes through its own loan programme and the Welsh Government (WG) Home Improvement Loan Scheme. Demand for the Flintshire loan remains strong, as it is repayable on sale or disposal rather than within the 10 year timeframe of the WG Loan product. Whilst demand for the WG Loan has decreased, there are now a sufficient number of applications to match the resources available. However at the end of quarter 3, 28 applicants had withdrawn from the scheme. This is part of a national trend for the WG loan project and consideration is being given to revising the scheme to increase its popularity. The Council has until 31st March 2018 to spend the initial allocation of this resource, which was extended by WG due to the issues identified. Demand for Flintshire loans currently exceeds the available capital but the Council plan to manage this from repayments made over the current financial year.</p> <p>Last Updated: 19-May-2017</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.2 Reduce the number of long term vacant homes	Niall Waller - Enterprise and Regeneration Manager	In Progress	01-Apr-2016	31-Mar-2017	95.00%	 GREEN	 AMBER
<p><b>ACTION PROGRESS COMMENTS:</b>                      The first round of Houses into Homes loan funding is starting to be repaid and recycled to support new projects. The provision of additional Houses into Homes loan funding will help this further. The extension of the loan repayment period from three to five years and an increase on the maximum loan available to an applicant to £250,000 should also increase uptake in 2017.</p> <p>Last Updated: 17-May-2017</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
1.1.2.3 Deliver the six year asset management strategy to meet the Welsh Housing Quality Standard (WHQS) for all Council homes	Sean O'Donnell - Contract Surveyor	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                      The Capital Works Team have continued with the positive work achieved in year 1 and progress has continued into year 2 as these are rolling contracts. Most of these contracts were procured last year with the option to extend based upon contractor performance. The WHQS Capital Programme will be completed in the Year 2020. Year 2 of the Capital Programme</p>							


has not been completed. Year 3 commences on the 3rd April 2017.


Last Updated: 13-Apr-2017


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Performance Indicators

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.2M01 The number of new Council and affordable homes through the SHARP programme	No Data	12	N/A	12	 GREEN
<p><b>Lead Officer:</b> Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager  <b>Reporting Officer:</b> Denise Naylor - Customer Services Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> 12 new Council homes completed and handed over to the Council at the former Custom House School site, Connah's Quay in December 2016. Work on the SHARP will continue into 2017/18.                      Last Updated: 19-May-2017</p>					
KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.2M02 The number of new affordable homes provided through the planning system.	No Data	42	N/A	35	 GREEN
<p><b>Lead Officer:</b> Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager  <b>Reporting Officer:</b> Denise Naylor - Customer Services Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Flintshire has secured 285 properties for shared equity for local first time buyers through developers contributions. Developers have also gifted properties to NEW Homes to the value of £3m. We have achieved 9 gifted units to NEW Homes and a further 42 sold as shared equity whereby the Council retains 30% of the equity. 7 of the gifted homes were in Northop Hall and Abermorddu, Anwyl Construction, and the 4 in Saltney Edwards Homes. The Shared Equity units were in Croes Atti, Oakenholt (2); Broughton (18); Wepre Park Connahs Quay (16) and Buckley (6)                      Last Updated: 22-May-2017</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1.2M03 The number of affordable homes provided through the Social Housing Grant (SHG) programme	No Data	24	N/A	21	 GREEN
<p><b>Lead Officer:</b> Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager  <b>Reporting Officer:</b> Denise Naylor - Customer Services Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Delivery through the Social Housing Grant programme achieved 24 units were delivered; 10 were for supported housing for people with Learning Disabilities - Mold (3) and Connah's Quay (7); with a further 14 general needs units in Mold.</p> <p>Last Updated: 22-May-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1M01 Number of housing enquiries resolved at first point of contact	No Data	2130	N/A	0	 GREEN
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Jenni Griffith - Flintshire Connects Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This year there were 3362 customers making contact for housing service advice and assistance. 2130 of these enquiries were managed at the first point of contact and referred directly to the appropriate services. The remaining 1232 were referred for more specialist advice. By managing 63% at first point of contact we have ensured to protect the capacity of specialist teams to concentrate on the more complex and urgent cases in line with statutory duties.</p> <p>Last Updated: 08-May-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.1M02 (HHA/013) - The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	98.28	54.2	↓	87	 RED


**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Suzanne Pemberton - Supporting People Manager  
**Aspirational Target:** 90.00  
**Progress Comment:** As projected in quarter 3 some of the more complex outcomes rolled over to quarter 4 and this has reduced the overall performance for 2016/17. This year there has been a decline in availability of suitable private sector properties as a homelessness prevention solution. In addition there has been an increase in more complex cases and the service experienced an unplanned reduction in specialist resources which is reflective of the outcome.

Last Updated: 08-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.1M01 Repair / improve private sector dwellings through the Council's capital programme and Welsh Government's national Home Improvement Loan.	46	14	↓	40	 RED


**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** Leanna Jones - Home Energy Conservation Officer  
**Aspirational Target:**  
**Progress Comment:** This year the take up of home renovation loans has been considerably less than targeted. The WG Home Improvement Loan has already been identified as being of low demand and is being reviewed with WG.


Last Updated: 22-May-2017


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.1M02 (PSR/009a) The average number of calendar days taken to deliver a Disabled Facilities Grant for Children.	455	249	↑	316	 GREEN

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** -  
**Aspirational Target:** 223.00  
**Progress Comment:** A total of 6 Disabled Facilities Grants were completed during the year. The average number of days taken to complete these fell below the targeted prediction of 316.

Last Updated: 09-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.1M03 (PSR/009b) the average number of calendar days taken to deliver a Disabled Facilities Grant for Adults	293.23	248.55	↑	247	 AMBER
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> -  <b>Aspirational Target:</b> 204.00  <b>Progress Comment:</b> The average number of days to complete adult DFGs this year has narrowly missed the target of 247 days. This is a marked improvement over performance in previous years.</p> <p>Last Updated: 16-May-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.2M01 The number of empty homes brought back into use through the Welsh Government Houses into Homes Scheme	34	25	↓	35	 AMBER
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> -  <b>Aspirational Target:</b>  <b>Progress Comment:</b> A total of 25 homes were brought back into use during 2016-17, three of which were created through the scheme during quarter 4.</p> <p>Last Updated: 09-Jun-2017</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M01 Capital Works Target – Roofs & Associated Components	No Data	131	N/A	210	 RED

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The replacement of roof coverings forms part of the Whole House Envelope programme. This also includes the replacement of windows and external doors. As part of the programme all three of the individual components are completed as one exercise by the same principal contractor.

This was the only programme to not be fully completed last year due to logistical issues with the relocation of a mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed.

Due to this delay the Delivery Team have been ensuring all properties relating to Year 1 that have been reallocated into Year 2 are completed as soon as possible. This has had a direct impact on Year 3's delivery. The Contractor is now in a better position from last year and has almost completed their allowance which will reduce the impact on Year 3.

Last Updated: 13-Jun-2017


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
P1.1.2.3M02 Capital Works Target – Windows	No Data	131	N/A	42	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The replacement of windows forms part of the Whole House Envelope Programme. This also includes the replacement of roof coverings and external doors. This was the only programme to not be fully completed last year due to logistical issues with the relocation of a mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed.

Due to this delay the Delivery Team have ensured all properties relating to year 1 have been reallocated into year 2, and completed as soon as possible.

The Contractor is now in a better position from last year and has almost completed their allowance which will reduce the impact on Year 3.

Last Updated: 09-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M03 Capital Works Target – External Doors	No Data	131	N/A	42	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**


**Progress Comment:** The replacement of external doors forms part of the Whole House Envelope Programme. This also includes the replacement of roof coverings and windows. As part of the programme all three of the individual components are completed as one exercise by the same principal contractor.

This was the only programme to not be fully completed last year due to logistical issues with the relocation of a mains electrical supply thus allowing the scaffolding to be erected for other scheduled works to proceed.

Due to this delay the Delivery Team have ensured all properties relating to year 1 that have been reallocated to year 2 will be complete as soon as possible.

The Contractor is now in a better position from last year and has almost completed their allowance which will reduce the impact on year 3.

Last Updated: 09-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M04 Capital Works Target – Kitchen replacements	1393	1266	↓	1030	 GREEN



**Lead Officer:** Tony Jones - Capital Works Team Manager

**Reporting Officer:** Sean O'Donnell - Contract Surveyor


**Aspirational Target:**

**Progress Comment:** There are currently four contracts that include the upgrading of kitchens as part of the Capital Programme.

Following on from the positive progress achieved in quarter 1, the Capital Works Team progressed into quarters 2 and 3 with kitchen upgrades at the High-Rise flats, Flint now that the external work is complete.

The target for 2016-17 was to complete 1030 kitchen installations. The Capital Works Team have achieved 1266.

Last Updated: 09-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M05 Capital Works Target – Bathrooms	1688	1792	↑	1398	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager


**Reporting Officer:** Sean O'Donnell - Contract Surveyor

**Aspirational Target:**

**Progress Comment:** There are currently six contracts that include the upgrading of bathrooms as part of the Capital Programme.


The target for 2016-17 was to complete 1398 bathroom upgrades. The Capital Works Team have achieved 1792.

Last Updated: 09-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M06 Capital Works Target – Central Heating	192	123	↓	190	 RED



**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The Off Gas Programme in Treuddyn was completed late last year. However, due to low oil prices uptake was very low. The Penyffordd Off Gas Installation is now also complete. As oil prices increase uptake from tenants in these areas should improve. As the current cost of oil has risen from 23.8 p/litre to 54.2 p/litre an increase in installations is expected moving forward.

Last Updated: 13-Apr-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M07 Capital Works Target – Electrical Systems	No Data	69	N/A	50	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** This work is currently managed by Flintshire County Council Electrical Department on behalf of the Capital Works Team. Following electrical test certification 23 electrical rewiring installations were completed as part of the upgrade programme.

Last Updated: 19-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP1.1.2.3M08 Capital Works Target – Smoke Detectors	508	566		500	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** The in-house Responsive Repairs Team completed the Smoke Detector Installation Programme on behalf of the Capital Works Team achieving above the 2016-17 target of 500.

A total number of 70 Smoke Detector installations were completed in quarter 4.

Last Updated: 19-May-2017

**RISKS**

**Strategic Risk**

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Homelessness will remain a growing area of demand due to the current economic climate.	Katie Clubb - Community Support Services Manager	Suzanne Pemberton - Supporting People Manager	Amber	Amber	↔	Open

**Potential Effect:** Rising numbers of homeless households requiring support or assistance from the Council.  
**Management Controls:** Only customers identified as being homeless / threatened with homelessness by the housing triage service are referred to the housing solutions service. This ensures the service is available to provide the specialist interventions to help in the prevention / relief of homelessness. Close working links with NEW Homes and the Bond Scheme to provide decent and affordable private sector housing to help in the positive discharge of homeless duties.  
**Progress Comment:** The service has completed a forecasting model which highlights the areas of greatest risk and includes an action plan to mitigate against them. The action plan includes activities to increase availability and reduce barriers to finding suitable and affordable accommodation.  
 The roll out of full service universal credit and the local housing allowance cap present further risks to numbers presenting as homeless and finding suitable housing options which will be reflected in the forecasting model.  
 Last Updated: 15-May-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The increased work programme to deliver the Welsh Housing Quality Standard (WHQS) will not be met due to the scale of the programme.	Clare Budden - Chief Officer - Community and Enterprise	Sean O'Donnell - Contract Surveyor	Amber	Amber	↔	Open

**Potential Effect:** Contractors under performing against targets may have an adverse effect on budgets  
**Management Controls:**  
**Progress Comment:** The risk remains low as both Year 1 and Year 2 of the capital programme were delivered in full. Year 3 surveys / scoping works have already commenced and the majority of contracts have now commenced the delivery works onsite. All work streams are progressing well with many of the contracts anticipated to be completed and finalised in Quarter 3. A review of the journey to date is to be undertaken by the Capital Works Manager with the Programme being refreshed to capture and incorporate any Acceptable Fails (Tenant Refusals etc.) thus further improving the delivery programme in terms of completing the works as soon as possible rather than resulting in a large 'pepper pot' programme later in the final year. A revised structure has also been approved with the recruitment progress currently at 90% with only 5 positions left to advertise and fill.

Last Updated: 24-May-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Council funding for adaptations and home loans will not be sufficient to meet demand.	Niall Waller - Enterprise and Regeneration Manager					Open

**Potential Effect:** Adaptations are a statutory duty for the Council. Demand in excess of current budgets would create a financial pressure on the capital programme  
**Management Controls:** i) Monthly management monitoring of budgets and case load.  
 ii) Co-ordination across Council teams to ensure approach to adaptations makes best use of available budget.  
**Progress Comment:** Demand for Disabled Facilities Grant (DFG) funding during 2016-17 has increased as has delivery. Although demand has exceeded budget, provision savings in other areas of the service have helped to offset this.

Last Updated: 09-Jun-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Financial assistance available to repair homes is not taken up by residents.	Niall Waller - Enterprise and Regeneration Manager					Open




**Potential Effect:** Available resources will not be fully utilized and the programme may not realise its full impact in bringing quality homes into flintshire

**Management Controls:** i) The programme has been extensively promoted this year.

ii) Officers are working closely with potential developers to raise awareness of the programme and encourage suitable projects to be brought forward.

**Progress Comment:** The budget for repairs to homes has been fully utilised this year.

Last Updated: 28-Apr-2017




RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Customer expectations for the timeliness of adaptations undertaken through disabled facilities grants will not be met due to competing demands on resources.	Niall Waller - Enterprise and Regeneration Manager					Open

**Potential Effect:** The Council has a statutory duty to deliver Disabled Facilities Grants (DFG's), failure to do so in a timely manner risks challenge and reputational impact.

**Management Controls:** Caseload management to unblock slower cases and review process on an ongoing basis.

**Progress Comment:** Improvements to the adaptation process are currently being made including reducing bureaucracy of the programme, developing a framework for suppliers to speed up procurement, a new IT system to facilitate case management and improving the purchase of frequently used equipment. These measures are expected to bring down the timescale for adaptations.

Last Updated: 28-Apr-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The supply of affordable housing will continue to be insufficient to meet community needs.	Clare Budden - Chief Officer - Community and Enterprise	Denise Naylor - Customer Services Manager, Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager				Open

**Potential Effect:** Impact would increase pressure on housing solutions and homelessness services.

**Management Controls:** Affordable Housing Officer in post to monitor Section 106 and Social Housing Grant. Robust programme management arrangements for Strategic Housing and Regeneration Programme (SHARP).

**Progress Comment:** The Council's Strategic Housing And Regeneration Programme (SHARP) continues to progress, with the first scheme of 12 new Council homes completed on the site of the former Custom House School site, Connah's Quay. Work also commenced on The Walks, Flint which will deliver 92 Council (30) and affordable homes (62) and 40 properties at smaller sites at Connah's Quay, Leeswood and Mold. In March 2017, Cabinet approved site feasibility and investigation works on a further 22 site across Flintshire which will potentially deliver a further 363 Council and affordable properties. With these properties, the total programme will comprise 507 homes which includes 277 Council properties, 157 affordable rent properties and 73 affordable purchase properties.

The Housing Programmes Team is a statutory consultee to planning applications and ensures the delivery of affordable housing provision on market led schemes in line with planning policy and local needs. This includes developers providing gifted units for affordable rent through NEW Homes Ltd or through Shared Equity where we currently have 285 properties (which excludes those that have been sold).

The Council also oversees the delivery of the Social Housing grant (SHG) with local housing association partner.

NEW Homes continues to grow with a further 14 affordable properties transferred to the management of the company. A further 12 are scheduled for 2017/18.

46 Affordable properties were delivered through the planning system during 2016/17.

Last Updated: 09-Jun-2017

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# Annual Performance 2016/17 Progress Report

## Economy and Enterprise

Flintshire County Council



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Print Date: 15-Jun-2017

### 3 Economy and Enterprise



#### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.1 Strategic / Regional positioning in readiness for future accelerated growth	Niall Waller - Enterprise and Regeneration Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Flintshire County Council (FCC) has played a central role in meeting with UK and Welsh Government on behalf of both North Wales and the Mersey Dee Alliance area to discuss the vision for future economic growth in the region. Flintshire strategic development sites have featured in both the North Wales Growth Vision and the Cheshire Warrington Local Enterprise Growth Plan. The aim, for the end of the year, was to have contributed to the publication of the Infrastructure Prospectus for the Mersey Dee region and to have continued to build support within Welsh and UK Government for the Growth Vision for North Wales and the Mersey Dee area. This has been fully achieved.

Last Updated: 25-May-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.2 Maximise the economic value of transformation projects	Niall Waller - Enterprise and Regeneration Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN



**ACTION PROGRESS COMMENTS:**



The Vibrant and Viable Places (VVP) is in it's final year of delivery and all projects are now complete. Pipeline projects were developed to use any underspend funds that Welsh Government might make available and £435,000 of extra funding was secured as a result. There are close working arrangements in place between the contractor for the Strategic Housing and Regeneration (SHARP), Wates Living Space, and the Communities First programme to ensure that unemployed people are offered pre-employment support and work experience opportunities.

Last Updated: 25-May-2017


ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
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3.1.1.3 Facilitate the creation of jobs	Rachael Byrne - Enterprise Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                  During 2016 - 2017 we responded to 181 new business enquiries which resulted in 1,480 new jobs and an average enquiry to investment conversion rate of 85%. Of the 1,480 new jobs, 572 are within Deeside Enterprise Zone and 12 jobs have been created within the social enterprise sector. During 2016 - 2017 we have delivered 10 supply chain events including partnership with Mersey Dee Alliance, Procurement, Business Wales and as part of Flintshire Business Week 2016 programme of events. In total we have delivered 34 business events and engaged with 2,718 business delegates from across the region. During 2016 - 2017 we have recruited a further 13 Tourism Ambassadors, bringing our total participants on the scheme to 30 in Flintshire. In addition, we have hosted a number of major events including Wales Rally GB Service Park; Urdd Eisteddfod and Mold Food and Drink Festival, attracting between them a total of 107,000 visitors. The tourism sector across Flintshire currently supports 3,163 direct jobs and generates £238m annually from 3.5m staying visitors and 2.7m day visitors. During 2016 - 2017, 7 new social enterprises have started in Flintshire resulting in 12 new jobs and a further 9 social enterprises have been supported to grow and prosper.</p> <p>Last Updated: 25-May-2017</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
3.1.1.4 Strengthen the economic benefits of town centres and the visitor economy	Rachael Byrne - Enterprise Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                  Projects have been completed in the previous phase of town centre support and, in particular, the improvements to the square at St. Mary's Church in Flint. The level of vacant units across Flintshire towns is 10% indicating a gradual rising level of vacancy as is the national trend. The service has started the process of developing a new plan for supporting town centres in the future which will extend into next year. Delivery of the Coastal Communities Fund has improved access and awareness of the Dee coastline having installed small scale visitor infrastructure and interpretation at key points along the Dee. The tourism service has focussed on growing the Ambassadors programme in North East Wales, with 30 Flintshire participants promoting the area as part of the North East Wales brand and improving the management of key destinations for visitors.</p> <p>Last Updated: 25-May-2017</p>							

### Performance Indicators

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.2M01 Delivery of supply chain development events	0	10	↑	8	 GREEN

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Rachael Byrne - Enterprise Manager

**Aspirational Target:**

**Progress Comment:** Ten events have been delivered throughout the year in partnership with Business Wales, Procurement and, Mersey Dee Alliance.

Last Updated: 25-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.2M02 Percentage of business enquiries converted to investment within Flintshire	74.2	87	↑	N/A	N/A


**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager

**Reporting Officer:** Rachael Byrne - Enterprise Manager


**Aspirational Target:**

**Progress Comment:** Of the 181 business enquiries received during 2016/17, 158 converted to investment, resulting in a conversion rate of 87.2%

Last Updated: 13-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.3M01 Number of new jobs in Flintshire	2139	1480	↓	1200	 GREEN


**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** Rachael Byrne - Enterprise Manager  
**Aspirational Target:**  
**Progress Comment:** 49 conversions to investment resulted in 482 new jobs created of which 235 are within the Enterprise Zone. The total number of jobs created during 2016/17 was 1480.  
 Last Updated: 13-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.3M02 Number of jobs created as a result of large capital programmes (Welsh Housing Quality Standard)	43	42	↓	36	 GREEN

**Lead Officer:** Tony Jones - Capital Works Team Manager  
**Reporting Officer:** Sean O'Donnell - Contract Surveyor  
**Aspirational Target:**  
**Progress Comment:** All programmes have continued into the new financial year due to a rolling Welsh Housing Quality Standard scheme. As a direct result of this, local jobs that were created have been retained.


The number of jobs created continues to improve as further contracts are procured and future progress will be maintained through the new Flintshire Apprentice Academy.

Last Updated: 13-Apr-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.3M03 Number of jobs created as a result of large capital programmes (Strategic Housing and Regeneration Programme)	0	393	↑	0	 GREEN



**Lead Officer:** Melville Evans - Strategic Housing and Regeneration Programme (SHARP) Programme Manager  
**Reporting Officer:** Denise Naylor - Customer Services Manager  
**Aspirational Target:**  
**Progress Comment:** 393 jobs were created during 2016/17. Phase 1 of the Strategic Housing and Regeneration Programme (SHARP) started in May 2016 at the former Custom House Lane School site in Connah's Quay. The development was completed in December 2016 and during this period 116 jobs were created. The next development started at The Walks site in Flint in July 2016 and by the end of March 2017 this development had created 257 jobs. The latest development at the Redhall Garage site in Connah's Quay during March 2017 has created 20 jobs.

Last Updated: 13-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.4M01 Number of Town private sector investment proposals supported	No Data	3	N/A	0	 GREEN

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** -  
**Aspirational Target:**  
**Progress Comment:** 3 projects have received development support from the Council however, none have moved to development stage as yet.

Last Updated: 13-Jun-2017




KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP3.1.1.4M02 Number of new Ambassadors recruited	0	15		15	 GREEN

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** Rachael Byrne - Enterprise Manager  
**Aspirational Target:**  
**Progress Comment:** 15 new ambassadors signed up to the Flintshire Ambassador Scheme during 2016/17, bringing the overall number registered to 30.

Last Updated: 13-Jun-2017

**RISKS**

**Strategic Risk**

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The Northern Powerhouse and Local Enterprise Partnership (LEP) could pose risks to the growth of the Flintshire economy if there is not devolution of powers and freedoms to match those being developed in England.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager, Rachael Byrne - Enterprise Manager				Open

**Potential Effect:** If a significant growth deal package is agreed for the Cheshire / Warrington area it will provide the ability for local partners to manage the economy locally with new investment as well as devolved powers that allow a responsive approach to meeting local needs. This has the potential to make the area more attractive to new business investment to enable maximum benefits from economic growth to reach local people.

**Management Controls:** The Council is closely involved in the development of the Northern Powerhouse and in the development of the Cheshire / Warrington growth vision. The Council, together with partners across North Wales, is working to develop an ambitious growth vision for North Wales.

**Progress Comment:** There has been extensive work to make the case for increased devolution of powers as part of the development of the North Wales Growth Vision. There have been positive discussions with Welsh Government in relation to the future role of the Economic Ambition Board and the emerging approach to regional working as an alternative to Local Government re-organisation which may help with this process.

Last Updated: 13-Jun-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Infrastructure investment does not keep pace with needs and business is lost to the economy.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager				Open

**Potential Effect:** The potential impact would include businesses choosing not to locate in Flintshire, existing businesses finding it harder to justify remaining in the area and a worsening quality of life where, for example, traffic congestion increases.

**Management Controls:** Working with North Wales Economic Ambition Board and Mersey Dee Alliance partners to make a robust and well-evidenced case for investment.

**Progress Comment:** Flintshire has worked with partners across North Wales and the North West of England in developing ambitious visions for economic growth for both North Wales and the Cheshire Warrington area. Both visions set out the economic benefits that can be realised in the region and the infrastructure needed to deliver them. These have been submitted to the UK Government for consideration. Further work is also underway to identify barriers to developing key strategic sites in Flintshire. Welsh Government has announced major road infrastructure investment in Flintshire and is developing a North Wales Metro which will modernise transport infrastructure in the region.

Last Updated: 13-Jun-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Support for businesses in Flintshire does not meet needs and fails to encourage investment.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager, Rachael Byrne - Enterprise Manager	Amber	Amber	↔	Open
<p><b>Potential Effect:</b> i) Lower level of investment                      ii) Lower level of employment                      iii) Failure to realise wider benefits to the county from business investment</p> <p><b>Management Controls:</b> i) Co-ordinated approach to business support across partner agencies to ensure good intelligence sharing and use of available resources                      ii) Sign posting to other support agencies where appropriate</p> <p><b>Progress Comment:</b> The Council has been working closely with potential investors and the rate of conversion remains high. Flintshire Business Week 2016 was very successful with a number of well attended events and, remains a popular and cost effective way of engaging with and supporting the business community, enabling them to network and trade together. Despite the small size of the Flintshire service responses and support from businesses is very positive.</p> <p>Last Updated: 13-Jun-2017</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Devolved powers in Wales do not match those in England.	Clare Budden - Chief Officer - Community and Enterprise	Niall Waller - Enterprise and Regeneration Manager	Red	Amber	↓	Open
<p><b>Potential Effect:</b> Areas with a greater range of devolved powers have the potential to manage their economy in a more responsive manner and are able to take decisions quickly across a wide range of service areas. This gives them a considerable advantage in creating the conditions for successful business growth and neighbouring areas are likely to struggle to compete for new business investment.</p> <p><b>Management Controls:</b> The Council, together with partners in the Mersey Dee Alliance and North Wales Economic Ambition Board, has contributed to ambitious visions of economic growth for North Wales and the Mersey Dee area. These visions set out the potential economic growth that can be achieved and the investment and devolved powers needed to make it deliverable.</p> <p><b>Progress Comment:</b> There has been considerable progress in the development of a growth bid for North Wales and positive discussions with both UK and Welsh Government about the next steps in its development. Cross border partnership working is extremely strong and Welsh Government have welcomed the development of cross border elements for the vision.</p> <p>Last Updated: 28-Apr-2017</p>						



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# Annual Performance 2016/17 Progress Report

## Poverty

Flintshire County Council



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Print Date: 15-Jun-2017

## 6 Poverty



### Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.1 Provide advice and support services to help people protect their income	Katie Clubb - Community Support Services Manager	In Progress	01-Apr-2016	31-Mar-2017	75.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

For the period 2016/2017, the successful outcomes from welfare rights interventions with Flintshire households generated additional benefit income of £1,579,380 for the year which exceeds the target set. During the year the demand from residents for access to advice and support providers was managed, as effectively as possible, by the Advice and Housing Support Referral Gateways. However, as the Universal Credit full service is introduced within Flintshire from the beginning of 2017/18, service planning is being undertaken to ensure available resources can, as far as practical, meet the increase demand from Flintshire residents who will become Universal Credit claimants during 2017/18.



Last Updated: 15-May-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.2 Helping people to get closer to work and / or be work ready through a range of Government and European funded programmes.	Katie Clubb - Community Support Services Manager	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

The Council and third sector providers have delivered support packages to households to enable them to get closer to work through the Supporting People Programme. During 2016/17 439 people successfully engaged in education or learning opportunities and 610 people engaged in employment or volunteering opportunities.

Last Updated: 08-May-2017

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
6.1.1.3 Deliver energy efficiency measures to homes in Flintshire.	Leanna Jones - Home Energy Conservation Officer	Completed	01-Apr-2016	31-Mar-2017	100.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Action is complete for this year. The team has been successful in securing £35,000 Welsh Government Warm Homes funding for Whole-House Assessments on properties we intend to




submit for future funding for solid wall insulation, efficient heating, and other energy efficiency improvements. The Gas Infill projects remain on track, and further opportunities for next financial year are being explored together with Capital Works. The Pilot project utilizing air source heat pumps, solar technology and battery storage installations are now complete. Savings and usage information will be monitored for at least 2 years to monitor the real time benefits for tenants and determine the best options for off-gas properties. The Affordable Warmth and Healthy Homes Healthy People projects continue to help those most vulnerable in our communities. We have allocated the full grant amount from National Energy Action's (NEA) Warm and Healthy Homes Fund £325k and are now participating in evaluation work with NEA The domestic energy retrofit framework for Wales is now live which should deliver savings, community benefits and a future income stream. Overall this year we have completed 1247 measures in 877 properties. Saving tenants £288k annually for the lifetime of the measures, and a lifetime carbon savings of 33000 tonnes.


Last Updated: 13-Jun-2017

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Performance Indicators

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.1M01 (WEL/001) Amount of additional Social Security and Tax Credits paid to Flintshire residents as a result of the work undertaken by FCC	2120315	1579380	↓	1499999.99	 GREEN
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Suzanne Pemberton - Supporting People Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> For the period 2016/17, the successful outcomes from welfare rights interventions with Flintshire households generated additional benefit income of £1,579,380 for the year which exceeds the target set.</p> <p>Last Updated: 13-Jun-2017</p>					
KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.1M02 Amount of discretionary housing payment (DHP) paid to support people to adjust to Welfare Reform changes	290694.08	434668.55	↑	N/A	<b>N/A</b>
<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Claire Flint - Systems Team Leader (Revenue &amp; Benefits)  <b>Aspirational Target:</b>  <b>Progress Comment:</b> We have continued to receive applications due to introduction of the reduced benefit cap in November 2016.</p> <p>We have continued to be actively involved in solutions for customers and have made payments to cover rent arrears across all tenures.</p> <p>Last Updated: 25-May-2017</p>					
KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG

IP6.1.1.1M03 Number of residents supported to better manage their financial commitments	168	21	↓	N/A	N/A
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Suzanne Pemberton - Supporting People Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> For the majority of quarter 4, the Flintshire County Council Money Advice Officer was absent. During their absence residents have been supported by the Flintshire Citizen Advice Service . The total number of residents supported during 2016/17 was 21</p> <p>Last Updated: 13-Jun-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.1M04 Speed of processing of Housing Benefit claims - new claims	81.02	84.06	↓	80	 AMBER

<p><b>Lead Officer:</b> Jen Griffiths - Benefits Manager  <b>Reporting Officer:</b> Anna Friend - Team Leader - Benefits  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Performance was affected during the first half of the year due to vacancies, recruitment, and employee abstractions. The annual performance target has only been just been missed due to the issues during quarter 1 and 2. Whilst we have just missed out our internal performance target, we have achieved the Department for Work and Pensions (DWP) performance target of 24 days.</p> <p>Last Updated: 13-Jun-2017</p>					
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KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.1M05 Speed of processing of Housing Benefit claims - change of circumstances	32.91	23.39	↑	32	 GREEN

**Lead Officer:** Jen Griffiths - Benefits Manager  
**Reporting Officer:** Anna Friend - Team Leader - Benefits  
**Aspirational Target:**  
**Progress Comment:** Performance has improved for quarter 4 and the target has been achieved. The overall performance has been consistent throughout the year exceeding the annual target .  
 Last Updated: 13-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M01 (European Social Fund TRAC) Number of people entering employment	No Data	No Data	<b>N/A</b>	N/A	<b>N/A</b>

**Lead Officer:** Jeanette Rock - Principal Education Officer Inclusion  
**Reporting Officer:** Kim Brookes - Business Support Manager  
**Aspirational Target:**  
**Progress Comment:** This measure was discontinued in April 2016 and no data is available.  
 Last Updated: 02-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M04 (European Social Fund Adtrac) Number of people entering employment	No Data	No Data	<b>N/A</b>	N/A	<b>N/A</b>

**Lead Officer:** Jeanette Rock - Principal Education Officer Inclusion  
**Reporting Officer:** Kim Brookes - Business Support Manager  
**Aspirational Target:**  
**Progress Comment:** This measure was discontinued in April 2016 and no data is available.  
 Last Updated: 02-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M07 (European Social Fund Opus) Number of people entering employment	No Data	No Data	N/A	N/A	N/A
<p><b>Lead Officer:</b> Gail Bennett - Early Intervention Services Manager  <b>Reporting Officer:</b> Caryl Adams - Project Coordinator  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This measure was discontinued in April 2016 and no data is available.</p> <p>Last Updated: 01-Jun-2017</p>					
KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M10 (European Social Fund - Communities 4 Work) Number of people entering employment	No Data	4	N/A	N/A	N/A
<p><b>Lead Officer:</b> Sharon Jones - Communities First Cluster Delivery Manager East  <b>Reporting Officer:</b> -  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This is a new European Funded project which was started in January and will continue into 2017/18.</p> <p>Last Updated: 13-Jun-2017</p>					
KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M13 (Families First) Number of people gaining a qualification or work relevant certification	No Data	No Data	N/A	N/A	N/A

**Lead Officer:** Gail Bennett - Early Intervention Services Manager  
**Reporting Officer:** Gary Greenhough - Performance Officer  
**Aspirational Target:**  
**Progress Comment:** This measure was discontinued in April 2016 and no data is available.

Last Updated: 23-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M14 (Families First) Number of people completing a work experience placement or volunteering opportunity.	No Data	No Data	<b>N/A</b>	N/A	<b>N/A</b>

**Lead Officer:** Gail Bennett - Early Intervention Services Manager  
**Reporting Officer:** Gary Greenhough - Performance Officer  
**Aspirational Target:**  
**Progress Comment:** This measure was discontinued in April 2016 and no data is available.

Last Updated: 23-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M15 (Flying Start) Number of people entering employment	No Data	No Data	<b>N/A</b>	N/A	<b>N/A</b>

**Lead Officer:** Gail Bennett - Early Intervention Services Manager  
**Reporting Officer:** Gary Greenhough - Performance Officer  
**Aspirational Target:**  
**Progress Comment:** This measure was discontinued in April 2016 and no data is available.

Last Updated: 23-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
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IP6.1.1.2M16 (Flying Start) Number of people gaining a qualification or work relevant certification.	No Data	No Data	N/A	N/A	N/A
<p><b>Lead Officer:</b> Gail Bennett - Early Intervention Services Manager  <b>Reporting Officer:</b> Gary Greenhough - Performance Officer  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This measure was discontinued in April 2016 and no data is available.</p> <p>Last Updated: 23-May-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M17 (Flying Start) Number of people completing a work experience placement or volunteering opportunity	No Data	No Data	N/A	N/A	N/A
<p><b>Lead Officer:</b> Gail Bennett - Early Intervention Services Manager  <b>Reporting Officer:</b> Gary Greenhough - Performance Officer  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This measure was discontinued in April 2016 and no data is available.</p> <p>Last Updated: 23-May-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M18 (Communities First) Number of people entering employment	No Data	99	N/A	N/A	N/A
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Sharon Jones - Communities First Cluster Delivery Manager East  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Communities First has a number of initiatives ensuring people enter employment from weekly job clubs to annual jobs fairs. To date we have been successful in supporting 99 people into full and part time employment.</p> <p>Last Updated: 13-Jun-2017</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M19 (Communities First) Number of people gaining a qualification or work relevant certification	No Data	247	N/A	N/A	N/A
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Sharon Jones - Communities First Cluster Delivery Manager East  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Communities First have worked with clients to enable them to be as work ready as possible. By supporting them through a number of courses including Health and safety. 247 clients gained a qualification throughout 2016/17.</p> <p>Last Updated: 13-Jun-2017</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M20 (Communities First) Number of people completing a work experience placement or volunteering opportunity	No Data	59	N/A	N/A	N/A
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Sharon Jones - Communities First Cluster Delivery Manager East  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Communities First supports a number of initiatives ensuring that people are ready to enter the world of work. We do this by offering work placement, work experience and volunteering opportunities. This project again is on track.</p> <p>Last Updated: 01-Jun-2017</p>					


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M21 (Supporting People) • Number of people recording a positive outcome under the outcome measure "Engaging in education and learning"	No Data	1034	N/A	616	 GREEN




**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Suzanne Pemberton - Supporting People Manager  
**Aspirational Target:**  
**Progress Comment:** During 2016/17 439 people successfully engaged in education or learning opportunities and 610 people engaged in employment or volunteering opportunities, totalling 1034 collectively.  
 Last Updated: 13-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.2M22 (Supporting People)• Number of people recording a positive outcome under the outcome measure "Engaging in employment/volunteering opportunities"	No Data	1049	N/A	0	 GREEN

**Lead Officer:** Katie Clubb - Community Support Services Manager  
**Reporting Officer:** Suzanne Pemberton - Supporting People Manager  
**Aspirational Target:**  
**Progress Comment:** During 2016/17 439 people successfully engaged in education or learning opportunities and 610 people engaged in employment or volunteering opportunities.  
 Last Updated: 08-May-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.3M01 Overall annual fuel bill reduction for residents	296030	288000	↓	150000	 GREEN

**Lead Officer:** Niall Waller - Enterprise and Regeneration Manager  
**Reporting Officer:** Leanna Jones - Home Energy Conservation Officer  
**Aspirational Target:**  
**Progress Comment:** The figure represents an annual energy bill savings figure, helping to reduce fuel poverty and increase disposable income to be spent in the local area  
 Last Updated: 13-Jun-2017

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP6.1.1.3M02 The number of homes receiving energy efficiency measures	1356	877	↓	800	 GREEN
<p><b>Lead Officer:</b> Niall Waller - Enterprise and Regeneration Manager  <b>Reporting Officer:</b> Leanna Jones - Home Energy Conservation Officer  <b>Aspirational Target:</b>  <b>Progress Comment:</b> In this financial year this measure covers all tenures of housing. See comments against "My Actions" for more detail on projects this year.</p> <p>Last Updated: 23-May-2017</p>					

**RISKS**

Updated 50

**Strategic Risk**

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Demand for advice and support services will not be met.	Katie Clubb - Community Support Services Manager	Pam Davies - Housing Options Team Leader	Yellow	Yellow	↔	Open

**Potential Effect:** Service providers with insufficient resources to meet demand will quickly build up long waiting lists and residents will not be able to access timely advice that prevents problems from escalating to ones that require more costly specialist interventions.

Reduced access to advice and support will result in residents facing legal enforcement action, particularly those with debt problems and residents will be unable to gain entitlement to their legal entitlement of social security income, impacting their ability to maintain their financial commitments, including housing costs.

Increase in demand from residents for access to emergency provision, such as foodbanks, Flintshire County Council provision, i.e., section 17 & 21 payments, etc.

**Management Controls:** The Flintshire Advice and Support Gateways are ensuring residents in need of help are referred to an appropriate service provider and maximising effective use of resources as much as possible.

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

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

**Progress Comment:** From October 2016, the Council's Welfare Rights Team have been based in the Citizen Advice Flintshire Mold office. The collaboration with Citizen Advice Flintshire was introduced to maximise the efficient use of service resources and increase the number of households helped to access correct entitlement of social security benefits. In addition, the Advice and Housing Support Gateways have continued to help providers to manage demand from households experiencing social welfare problems as a result of the ongoing transformation of the social security system.

Last Updated: 15-May-2017

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RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Debt levels will rise if tenants are unable to afford to pay their rent.	Katie Clubb - Community Support Services Manager	Jen Griffiths - Benefits Manager	Amber	Amber	↔	Open

**Potential Effect:** i) Rent arrears amongst Flintshire County Council tenants will increase if they are not able to manage the impact generated by the reduction in their Housing Benefit award.

ii) Any reduction in income to the Housing Revenue Account negatively affects the Housing Service Business model.

Increase in court action for possession being taken against social housing tenants, particularly those with existing rent arrears which are worsened by the spare room subsidy. This will create additional financial pressures upon the fulfilment of FCC statutory homeless duties.

**Management Controls:** The funding from the Department of Work and Pensions (DWP), within the 2016/17 Delivery Partnership Agreement, will ensure that Flintshire's Universal Credit claimants have access to appropriate personal budgeting support during the current financial year.

FCC is negotiating with the Department for Work and Pensions over the level of funding, which will be available during the next financial year, when one, or more of the three Jobcentres in Flintshire, commence delivering the Universal Credit Full (Digital) Service and the number of Flintshire residents claiming Universal Credit will increase.

**Progress Comment:** Due to the continued, slow introduction of Universal Credit within Flintshire in 2016/17, the number of claimants who are also tenants remains low and there was little increase in the number of Universal Credit claimants during the year. The Advice and Housing Support Gateways refer cases to the Specialist Debt Officer where necessary and the personal budgeting service delivered by Citizen Advice Flintshire has coped with the demand from Universal Credit claimants.

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Last Updated: 15-May-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The local economy will suffer if residents have less income to spend.	Katie Clubb - Community Support Services Manager	Jen Griffiths - Benefits Manager	Amber	Yellow	↓	Open

**Potential Effect:** Low income households predominately spend their income on local services and business. If these households cannot replace lost social security income with earned income, or have their household income maximised in other ways, there will be less spending power within the Flintshire local economy. It is estimated that an increase of £1 million income per annum amongst low income households may result in 12 jobs being created within a local economy. A loss of £1 million per annum creates pressures upon the sustainment of such jobs and limits job creation.

**Management Controls:** Flintshire County Council continues to provide specialist advice services to assist residents to maximise their household income by supporting them to access correct entitlement to social security benefits and tax credits, and/or through helping them to manage their financial commitments more effectively.

From October 2016, the Flintshire County Council Welfare Rights Team will be based in the Citizen Advice Flintshire's Mold office. The collaboration with Citizen Advice Flintshire aims to promote the effective and efficient use of the Council's income maximisation service resources, through streamlining referral processes, eliminating duplication of effort, improving the customer experience, increasing the number of households who can be helped to access their correct entitlement of social security benefits.

**Progress Comment:** In 2016/17 Flintshire residents received specialist advice and support to access ongoing social security benefits worth £1,579,380, increasing the spending power of these households within the local economy.

Last Updated: 13-Jun-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Residents do not take up the energy efficiency measures available.	Niall Waller - Enterprise and Regeneration Manager		Amber	Yellow	↓	Open

**Potential Effect:** i) Available resources not used to their full potential

ii) Household energy bills higher than needed


iii) Fuel poverty remains higher than needed

**Management Controls:** Extensive publicity for the programme as well as direct contact with eligible households where appropriate.

**Progress Comment:** There has been a strong level of demand for energy efficiency measures and in particular for the external wall insulation offered in Deeside. All available resources have been fully used.

Last Updated: 28-Apr-2017

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
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Available funding for energy efficiency measures may fall short of public demand.	Niall Waller - Enterprise and Regeneration Manager		Amber	Red		Open
<p><b>Potential Effect:</b> i) Public frustration, and reduced funding may impact on the Council's reputation.                  ii) Opportunities to reduce household costs and fuel poverty may not be fully realised.</p> <p><b>Management Controls:</b> i) All potential sources of external funding proactively targeted for support.                  ii) Use made wherever possible of innovative forms of finance.                  iii) Managing public expectation as far as possible.</p> <p><b>Progress Comment:</b> There remains more demand for energy efficiency measures than the current level of funding allows, in particular for solar panels and external wall insulation. Expectations are being managed as far as possible and other sources of funding to increase the level of provision are being actively considered.</p> <p>Last Updated: 28-Apr-2017</p>						

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# Eitem ar gyfer y Rhaglen 6



## COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 19 <sup>th</sup> July 2017
<b>Report Subject</b>	Forward Work Programme
<b>Cabinet Member</b>	Not applicable
<b>Report Author</b>	Community & Enterprise Overview & Scrutiny Facilitator
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Community & Enterprise Overview & Scrutiny Committee.

### RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME</b>
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li></ol>
<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.
<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Publication of this report constitutes consultation.
<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.
<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Ceri Shotton Overview &amp; Scrutiny Facilitator</p> <p><b>Telephone:</b> 01352 702305</p> <p><b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a></p>



7.00	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

Mae'r dudalen hon yn wag yn bwrpasol

**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
Wednesday 20 <sup>th</sup> September 2017 10.00 am  Short workshop prior to start of meeting on Economic Growth Deal  Tudalen 68	<b>Economic Growth Deal</b>  <b>Housing (Wales) Act            2014 – Homelessness</b>  <b>Service Charges</b>	To provide a briefing and awareness on the Economic Growth Deal  To consider implementation of new legislation and emerging challenges  To share the latest position on introduction of service charges for council housing	Information Sharing  Consultation  Consultation	Enterprise and Regeneration Manager  Customer Support Manager  Housing Asset Manager	
Additional Meeting – October Date to be confirmed	<b>Social Housing Grant            (SHG) Programme</b>  <b>Pepperpot Detailed Plan</b>	To consider the proposed Social Housing Grant Programme  To consider the proposed Business Plan	Consultation  Consultation		
Wednesday 15 <sup>th</sup> November 2017 10.00 am	<b>SHARP Programme</b>	To provide an update on the SHARP Programme and review the standard of new build homes	Information Sharing / Consultation	Housing Strategy Manager	

	<p><b>Universal Credit Roll Out</b></p> <p><b>Sheltered Housing Review</b></p> <p><b>SARTH</b></p>	<p>To provide an update on the roll out of Universal Credit</p> <p>To share the outcomes of the sheltered housing review</p> <p>To consider proposed changes to the allocation policy for social housing</p>	<p>Assurance/Monitoring</p> <p>Information Sharing / Consultation</p> <p>Consultation</p>	<p>Benefits Manager</p> <p>Customer Support Manager</p>	
<p>Wednesday 20<sup>th</sup> December 2017 10.00 am</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">09:00 am</p>					
<p>Wednesday 31<sup>st</sup> January 2018 10.00 am</p>	<p><b>Supporting People Commissioning Plan</b></p>	<p>To consider the proposed Commissioning Plan for 2018/19</p>	<p>Consultation</p>		
<p>Wednesday 14<sup>th</sup> March 2018 10.00 am</p>					
<p>Wednesday 16<sup>th</sup></p>					

May 2018 10.00 am					
Wednesday 27 <sup>th</sup> June 2018 10.00 am					

**Items to be scheduled to a date**

- Work to address economic inactivity and support entrepreneurship
- Efficiency Agenda
- Update on private sector housing renewal strategy

**REGULAR ITEMS**

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual	<b>Performance Reporting</b>	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Community and Enterprise)
Six monthly	<b>Welfare Reform Update – including Universal Credit</b>	To update Members on the impact of Welfare Reform and the cost to the Council.	Chief Officer (Community and Enterprise)
Six monthly	<b>Update on North East Wales Homes &amp; Property Management</b>	To update Members on the work of the North East Wales Homes & Property Management	Chief Officer (Community and Enterprise)

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