

# Pecyn Dogfen Gyhoeddus

**Gareth Owens LL.B Barrister/Bargyfreithiwr**

Chief Officer (Governance)

Prif Swyddog (Llywodraethu)



Swyddog Cyswllt:

Ceri Shotton 01352 702305

ceri.shotton@flintshire.gov.uk

At: Cyng Helen Brown (Cadeirydd)

Y Cynghorwyr: Pam Banks, Gillian Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, David Evans, Ray Hughes, Dennis Hutchinson, Kevin Rush, Dale Selvester a Linda Thew

5 Ionawr, 2023

Annwyl Gynghorydd,

**RHYBUDD O GYFARFOD RHITHIOL**  
**PWYLLGOR TROSOLWIG A CHRAFFU CYMUNED A TAI**  
**DYDD MERCHER, 11EG IONAWR, 2023 10.00 AM**

Yn gywir

Steven Goodrum  
Rheolwr Gwasanaethau Democraidd

Bydd y cyfarfod yn cael ei ffrydio'n fyw ar wefan y Cyngor. Bydd y ffrydio byw yn dod i ben pan fydd unrhyw eitemau cyfrinachol yn cael eu hystyried. Bydd recordiad o'r cyfarfod ar gael yn fuan ar ôl y cyfarfod ar <https://flintshire.publici.tv/core/portal/home>

Os oes gennych unrhyw ymholiadau, cysylltwch ag aelod o'r Tîm Gwasanaethau Democraidd ar 01352 702345.

## R H A G L E N

### 1 YMDDIHEURIADAU

**Pwrpas:** I dderbyn unrhyw ymddiheuriadau.

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

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

### 3 COFNODION (Tudalennau 3 - 8)

**Pwrpas:** I gadarnhau, fel cofnod cywir gofnodion y cyfarfod ar 14 Rhagfyr 2022.

### 4 RHAGLEN GWAITH I'R DYFODOL AC OLRHAIN CAMAU GWEITHREDU (Tudalennau 9 - 18)

Adroddiad Hwylusydd Arolygu a Chraffu

**Pwrpas:** Ystyried Rhaglen Gwaith i'r Dyfodol y Pwyllgor Trosolwg a Chraffu Cymuned a Tai a rhoi gwybod i'r Pwyllgor am y cynnydd yn erbyn camau gweithredu o gyfarfodydd blaenorol.

### 5 INCWM RHENT TAI AC YMATEB LLES (Tudalennau 19 - 30)

Adroddiad Prif Swyddog (Tai ac Asedau) - Aelod Cabinet Tai ac Adfywio

**Pwrpas:** Rhoi'r wybodaeth ddiweddaraf am effaith diwygiadau lles a'r gwaith sy'n mynd rhagddo i'w lliniaru.

### 6 ADRODDIAD CANOL BLWYDDYN AR BERFFORMIAD CYNLLUN Y CYNGOR 2022-23 (Tudalennau 31 - 64)

Adroddiad Prif Swyddog (Tai ac Asedau) - Aelod Cabinet Tai ac Adfywio

**Pwrpas:** Adolygu'r lefelau cynnydd wrth gyflawni gweithgareddau a lefelau perfformiad fel y nodwyd yng Nghynllun y Cyngor.

**Sylwch, efallai y bydd egwyl o 10 munud os yw'r cyfarfod yn para'n hirach na dwy awr.**

# Eitem ar gyfer y Rhaglen 3

## **COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE** **14 DECEMBER 2022**

Minutes of the meeting of the Community & Housing Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Wednesday, 14 December 2022

### **PRESENT: Councillor Helen Brown (Chair)**

Councillors: Gilliam Brockley, Tina Claydon, Geoff Collett, Rosetta Dolphin, David Evans, Ray Hughes, Kevin Rush, Dale Selvester and Linda Thew, Gillian Brockley, Christine Jones, Dale Selvester, Billy Mullin, Paul Cunningham, Dave Hughes, Dave Evans, Ian Roberts.

**SUBSTITUTIONS:** Councillors: Bernie Attridge (for Pam Banks)

**ALSO PRESENT:** Councillor: Marion Bateman attended as an observer

**CONTRIBUTORS:** Councillor Sean Bibby (Cabinet Member for Housing and Regeneration), Chief Executive, Principal Accountants (Corporate Finance), Housing & Prevention Senior Manager, Corporate Finance Manager, Business Performance Team Manager (Housing & Assets), Service Manager – Housing, Welfare and Communities, Strategic Finance Manager (Management Accounting), Contract Surveyor (Housing Asset Management), Strategic Finance Manager - Financial Strategy & Insurance, Housing Programme Services Manager

**IN ATTENDANCE:** Community & Education Overview & Scrutiny Facilitator & Electoral Services Officer.

### **35. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

None.

### **36. MINUTES**

The minutes of the meeting held on 16 November, 2022 were approved as a correct record, as moved and seconded by Councillor Bernie Attridge and Councillor Dale Selvester.

### **RESOLVED:**

That the minutes of the meetings held on 16 November be approved as a correct record and signed by the Chair.

### **37. FORWARD WORK PROGRAMME & ACTION TRACKING**

The Overview & Scrutiny Facilitator presented the current Forward Work Programme for consideration.

The Benefits Manager provided an update on the actions relating to the Renting Homes (Wales) Act 2016. She reported that Committee Services were currently

reviewing past reports to Members on the Renting Homes (Wales) Act 2016 and an update would be provided to Members following the meeting.

The recommendations, as outlined within the report, were moved by Councillor Bernie Attridge and seconded by Councillor Dale Selvester.

**RESOLVED:**

- (a) That the Forward Work Programme be noted;
- (b) 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; and
- (c) That the Committee notes the progress made in completing the outstanding actions.

**38. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

**RESOLVED:**

That the press and public be excluded from the meeting as the following item was considered to be exempt by virtue of paragraph 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

**39. MTFS & BUDGET SETTING 2023-24 (STAGE 2)**

The Corporate Finance Manager introduced a report on the latest position for the Council Fund Revenue Budget 2022/23 whilst awaiting the Welsh Local Government Provisional Settlement (LGPS) and formal budget setting process.

The Service Manager – Housing, Welfare and communities, Service Manager – Housing & Prevention and Strategic Housing & Programme Delivery Manager gave a detailed presentation which covered the following areas:

- Reminder of the Council's Budget Position
- Cost Pressures / Budget Reductions / Past Efficiencies:
- Budget Procedure – Stage 2
- Budget Procedure – Stage 3 (Final)
- Next Steps

Following the presentation, officers and Cabinet Members responded to questions and comments raised by the Committee.

Councillor Bernie Attridge raised concerns around the information provided to the Committee which he did not feel was adequate in order for proper scrutiny to take place. The Corporate Finance Manager advised that information had been shared with all Members during the workshop sessions and that the information provided as part of the Agenda detailed all relevant budget information and cost pressures.

The recommendations, as outlined within the report, were moved by Councillor David Evans and seconded by Councillor Geoff Collett.

**RESOLVED:**

That the comments made by the Committee be collated and shared with Cabinet ahead of its meeting on 20 December, 2022.

**40. HOUSING REVENUE ACCOUNT (HRA) 30 YEAR FINANCIAL BUSINESS PLAN**

The Principal Accountant gave a detailed presentation which covered the following areas:-

- How we compare to other stock holding authorities.
- Value for Money.
- Welsh Governments Rent Policy.
- Income Modelling.
- Proposed Rent Inflation of 5% for all tenants.
- Rent Impact uplift & garages.
- Impact of setting rents lower than permitted
- Service Charges
- Uncontrollable Pressures
- Controllable pressures included in the service plan
- The efficiencies identified
- Prudential borrowing and 50 year pay back
- Proposed reserve level at 7%

Councillors Rosetta Dolphin and Bernie Attridge expressed their concerns at reserves being set at 7% when the average was 3%

The Principal Accountant added that it was a legal requirement for them to hold reserves at 3%, but they had been set at 7% to protect the council around future cost pressures, i.e. pay awards.

In response to a suggestion from Councillor Attridge, Councillor Sean Bibby, Cabinet Member for Housing and Regeneration, agreed that consideration could be given, in year, to utilise any available reserves in order to bring into use additional void properties across Flintshire.

The recommendation, as outlined within the report, together with an additional recommendation to request that Cabinet consider utilising available reserves in year if possible, was moved by Councillor Bernie Attridge and seconded by Councillor Rosetta Dolphin.

**RESOLVED:**

- (a) That the Committee support the HRA 30 year Financial Business Plan and budget for 2023/24, as set out in the report and appendices; and

- (b) That the Committee recommend to Cabinet that consideration be given, in year, to utilise any available reserves in order to bring into use additional void properties across Flintshire.

#### **41. HOUSING STRATEGY**

The Strategic Housing & Programme Delivery Manager introduced the annual update on progress towards meeting the priorities set out in the Local Housing Strategy 2019-24. The Housing Strategy had an action plan that set out 3 priorities with key areas for action within each priority, as follows:-

- Increase supply to provide the right type of homes in the right location
- Provide support and ensure people live and remain in the right type of home
- Improve the quality and sustainability of homes

In response to a question from Councillor Bernie Attridge around the reduction in the target for the number of properties to be built, the Strategic Housing & Programme Delivery Manager explained that demand was driven by the amount of land in the Council's ownership and that it was possible for the Council to acquire further properties and increase the target when possible.

The Service Manager – Housing & Prevention also explained that he did not believe that SARTH was a barrier for the Council to be able to rent out properties quickly.

The recommendation, as outlined within the report, was moved by Councillor Bernie Attridge, and seconded by Councillor Rosetta Dolphin.

#### **RESOLVED:**

That the Committee note the progress against delivery of the Housing Strategy Action Plan October 2022.

#### **42. FLINTSHIRE HOUSING NEEDS PROSPECTUS**

Prior to consideration of the item, Councillor Bernie Attridge had requested legal advice on whether the report should be considered in open session. The Head of Democratic Services had sought legal advice from the Chief Officer (Governance) who had confirmed that no information contained within the report should be exempt from discussion in open session. The Chief Executive advised that the report had been considered by the Committee in October 2021 and was broadly the same report.

Councillor Attridge said that whilst he thanked officers for the advice, he did not accept that the information in the report should have been made public prior to consultation with local Members.

The Strategic Housing & Programme Delivery Manager introduced the Flintshire Housing Need Prospectus which had been reviewed and updated. The format and content had not changed significantly to alter the direction of travel set out in its first

iteration. The changes identified in the report reflected the increasing demand for Social Housing from the housing register and homelessness duties.

The Chair raised concerns around the development listed for Hawarden/Aston which was outside the settlement boundary and had been met with negativity in the past from residents during pre-application advice. Councillor Attridge spoke in support of the concerns and said that Registered Social Landlords (RSLs) should be working alongside the Council and understand what the Council expected of them as partners.

In response, Councillor Sean Bibby, Cabinet Member for Housing and Regeneration, asked that a meeting be arranged between himself and all RSLs to ensure that the Council's priorities for development were aligned to the Housing Prospectus and the LDP.

The recommendation, as outlined within the report, was moved by Councillor Bernie Attridge, and seconded by Councillor Geoff Collett.

**RESOLVED:**

That the Committee note the content of the Flintshire Housing Need Prospectus.

**43. MEMBERS OF THE PRESS IN ATTENDANCE**

There were no members of the press in attendance.

(The meeting started at 10.00 am and ended at 12.12pm)

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**Chair**

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 4



## COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 11 <sup>th</sup> January, 2023
<b>Report Subject</b>	Forward Work Programme and Action Tracking
<b>Report Author</b>	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 Housing & Assets Overview & Scrutiny Committee.

The report also shows actions arising from previous meetings of the Community Housing & Assets Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

### 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.
3	That the Committee notes the progress made in completing the outstanding actions.

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING</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><li>6. Is the issue of public or Member concern?</li></ol>
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

<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	In some cases, action owners have been contacted to provide an update on their actions.

<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 Appendix 2 – Action Tracking for the Community & Housing OSC.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2.  <b>Contact Officer:</b> Ceri Shotton Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702305 <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a>

<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.

Mae'r dudalen hon yn wag yn bwrpasol

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME  
**CURRENT FWP**

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author
<b>Wednesday 8<sup>th</sup> February, 2023</b>  <b>10am</b>          <b>Tudalen 13</b>	<b>The Common Housing Register</b>      <b>Housing Support Grant Update</b>      <b>Garage Sites</b>      <b>Sheltered Housing Review</b>      <b>Customer Involvement Strategy</b>	To provide an update on the Common Housing Register and outcome of the customer satisfaction survey   To provide an update on the Housing Support Grant   To provide an update on work being carried out at Garage sites across the County.   To provide an update to the Committee following the Sheltered Housing review   To introduce the new draft Tenant Engagement Strategy	Information Sharing   Information Sharing   Information Sharing   Consultation   Consultation	Service Manager – Housing & Prevention   Service Manager – Housing & Prevention   Strategic Housing & Program Delivery Manager   Strategic Housing & Programme Delivery Manager   Service Manager – Housing, Welfare and communities
<b>Wednesday 8<sup>th</sup> March, 2023</b>  <b>10am</b>	<b>Homelessness Update inc: Rough Sleepers</b>    <b>Standard Tenants and Residents (STAR) Survey Outcomes</b>	To provide an update on the work ongoing to mitigate Homelessness and support provided to rough sleepers   To outline the outcome of the (STAR) Survey	Assurance Monitoring   Consultation	Service Manager – Housing & Prevention   Service Manager – Housing, Welfare and communities

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	<p><b>Dynamic Resource Scheduler (DRS) System Update</b></p> <p><b>Voids Management</b></p> <p><b>NEW Homes Business Plan</b></p>	<p>To provide an update following implementation of the DRS System.</p> <p>To provide an update to the Committee on Void properties and the work undertaken to bring the properties back into use.</p> <p>To consider the NEW Homes Business Plan</p>	<p>Assurance Monitoring</p> <p>Assurance Monitoring</p> <p>Consultation</p>	<p>Senior Manager - Housing &amp; Asset Management</p> <p>Service Manager - Housing Assets</p> <p>Strategic Housing &amp; Program Delivery Manager</p>
<p><b>Wednesday 14<sup>th</sup> April, 2023</b></p> <p><b>10am</b></p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Tuesday 14</p>	<p><b>Disrepair Update</b></p> <p><b>Poverty</b></p> <p><b>Temporary Accommodation Audit Update</b></p>	<p>To provide an update on work ongoing to deal with disrepairs.</p> <p>To provide information on work being undertaken to mitigate the impacts of Poverty, specifically around food poverty.</p> <p>To provide a progress report on the action plan for service improvement following the audit of the Temporary Accommodation.</p>	<p>Assurance Monitoring</p> <p>Assurance Monitoring</p> <p>Assurance Monitoring</p>	<p>Senior Manager - Housing &amp; Asset Management</p> <p>Service Manager – Housing, Welfare and communities</p> <p>Service Manager – Housing &amp; Prevention</p>
<p><b>Wednesday 17<sup>th</sup> May, 2023</b></p> <p><b>10am</b></p>	<p><b>Gypsy and Traveller Transit Site</b></p> <p><b>Estate Management</b></p>	<p>To report to the Committee on a Gypsy and Traveller Transit Site in the County.</p> <p>To consider Estate Management and work being undertaken by the Council and the impact this has on tenants.</p>	<p>Consultation</p> <p>Consultation / Assurance Monitoring</p>	<p>Service Manager – Housing, Welfare and communities</p> <p>Service Manager – Housing, Welfare and communities</p>

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

	<b>Anti-Social behaviour</b>	To update Members on the Policy and to outline any proposed changes to the Policy.	Assurance Monitoring	Service Manager – Housing, Welfare and communities
<b>Wednesday 14<sup>th</sup> June, 2023</b>  <b>2pm</b>	<b>Communal Heating Charges 2023/24</b>	To consider the proposed heating charges in council properties with communal heating systems for 2023/24 prior to Cabinet approval.	Consultation	Corporate Finance – Accountant
	<b>Council Plan 2022-23 Year-End Performance</b>	To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Assurance Monitoring	Chief Officer (Housing & Communities)
<b>Wednesday 12<sup>th</sup> July, 2023</b> <b>10am</b>	<b>Welfare Reform Update /Housing Rent Income</b>	To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.	Assurance Monitoring	Service Manager - Revenues and Procurement / Service Manager (Housing Welfare and Communities)

Items to be scheduled

- **Refugees Update** - To provide an update on the settlement of Refugees across Flintshire. This item was on the FWP for November, 2022 but will be moved to an appropriate date in due course.

COMMUNITY, HOUSING & ASSETS OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME  
**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 (Housing and Assets)
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.	Service Manager – Housing, Welfare and communities
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	Housing Strategy Manager
Annually – September Tuesday 16	<b>WHQS Capital Programme – Delivery review update</b>	To provide an update on progress of the Welsh Housing Quality Standards (WHQS), that the Council is delivering through its Capital Investment Programme. Report to include information around the use of local labour and number of apprentices and school leavers.	Chief Officer (Housing and Assets)
Six monthly	<b>Update on Housing Rent Income</b>	To provide an update on rent collection and current arrear levels	Revenues Manager

**ACTION TRACKING FOR THE COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
14.12.2022	5. MTFS & Budget Setting 2023-24 (Stage 2)	That the comments made by the Committee be collated for Cabinet.	Ceri Shotton / Sara Dulson	Comments from the Committee have been collated along with comments made at all Scrutiny Committee meetings in December and sent to relevant officers.	Completed.
14.12.2022	6. Housing Revenue Account (HRA) 30 Year Financial Business Plan	That the recommendations of the Committee be provided to Cabinet when considering the report.	Ceri Shotton / Emma Jamieson	The recommendations of the Committee have been sent to Emma Jamieson and will be reflected in the report to Cabinet.	Completed.
14.12.2022	8. Flintshire Housing Need Prospectus	The Cabinet Member requested that a meeting be set up between himself and RSL's to ensure that there is consultation with local Members/Communities on any future proposed developments.	Paul Calland	A meeting between the Cabinet Member and RSL leads has been arranged for the middle of January, 2023.	Completed.

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 5



## COMMUNITY & HOUSING OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 11 <sup>th</sup> January 2023
<b>Report Subject</b>	Housing Rent Income and Welfare Response
<b>Cabinet Member</b>	Cabinet Member for Housing and Regeneration
<b>Report Author</b>	Chief Officer (Housing and Communities)
<b>Type of Report</b>	Operational

### **EXECUTIVE SUMMARY**

This report provides Community, Housing & Assets Overview and Scrutiny Committee with a combined operational update on the latest welfare response impacts and current levels of 2022/23 housing rent arrears.

Rent arrears up to week 34 are £2.9m, compared to £2.7m at the same point last year. The ongoing costs-of-living crisis is having a detrimental impact on collections with some tenants struggling to meet the increasing living costs.

The use of the risk-based software is still being deployed to mitigate risks and ensure we make early engagement with those tenants who are failing to maintain their rent payments.

The report also provides a further update on the impacts that welfare reforms continue to have on residents and other cost of living challenges. It also provides an update on the work that is ongoing to mitigate many of these challenges and to support these households through the cost-of-living crisis.

### **RECOMMENDATIONS**

1	Community, Housing & Assets Overview and Scrutiny Committee to note the latest financial position for 2022/23 rent collections.
2	Community, Housing & Assets Overview and Scrutiny Committee to support the ongoing work to manage the impacts that welfare reform has, and will continue to have, on some of the most vulnerable residents along with implementing support via Welsh Government support measures to mitigate the cost-of-living crisis.

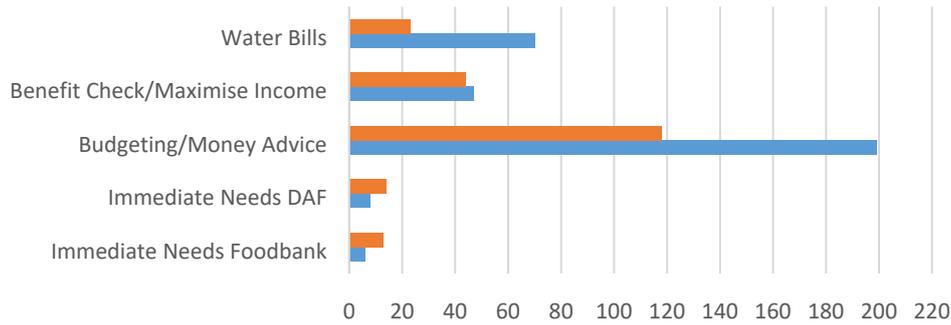
## REPORT DETAILS

1.00	<b>EXPLAINING THE LATEST POSITION FOR WELFARE REFORM AND COST OF LIVING CRISIS MITIGATION</b>
1.01	<p>The report provides a further update on the impacts that welfare reforms continue to have on Flintshire residents and the work that is ongoing to mitigate this and support these households.</p> <p>Vulnerable households have not only been impacted significantly by the pandemic but are now also being impacted by the cost-of-living crisis. The report, therefore, also provides information around a range of measures that have been developed to help those affected by the cost of living and the support provided to residents to help mitigate these negative impacts.</p>
	<b>Spare Room Subsidy</b>
1.02	<p>More commonly referred to as the <b>Bedroom Tax</b>, this reform relates to restrictions of Housing Benefit or Universal Credit where the claimant is under occupying the property. The restrictions are:</p> <p>14% reduction to the eligible rent where a person living in a social landlord property, has one or more “spare bedroom”</p> <p>25% reduction to the eligible rent where a person living in a social landlord property, has two or more “spare bedrooms”.</p>
	<b>Impact in Flintshire</b>
1.03	<p>Currently, a total of 454 households in Flintshire are subject to a reduction in their housing benefit payments because of the Bedroom Tax.</p> <p>This means that tenants affected by this restriction must find this extra money to pay their rent.</p> <p>The data here is limited to those tenants who still claim housing benefit. The Bedroom Tax is a restriction that also is applied to Universal Credit (UC), however, the council does not have access to this data to be able to report on this position</p>
	<b>Benefit Cap</b>
1.04	<p>The total amount of annual ‘out of work’ benefit income which a ‘working-age’ household can receive is set at (figures for households outside of greater London):</p> <ul style="list-style-type: none"> <li>• £20,000<sup>1</sup> for couples and lone parents (£383.56pw)</li> <li>• £13,400 for single claimants (£256.99pw)</li> </ul> <p>The latest figures at show that there are 10,997 households in Wales subject to a reduction in their housing benefit only. The data is unavailable to be able to report for those in receipt of UC.</p>

	<b>Impact in Flintshire</b>
1.05	As at November 2022 there were 13 households in Flintshire which were subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied. The total loss each week for all these households is a collective loss of income of around £626 per week, equating to approx. £32,600 per annum.
	<b>Cost of Living Support Scheme</b>
1.06	<p>A Cost-of-Living support scheme has been delivered on behalf of Welsh Government (WG) to provide local households with a £150 payment to help mitigate the impacts of rising energy costs.</p> <p>The main scheme was aimed towards households in Council Tax bands A to D and households in receipt of Council Tax Reduction across all Council Tax bands. The main scheme closed for applications on 30<sup>th</sup> September 2022.</p> <p>A total of 45,813 payments have been made to eligible households totalling £6.9m – this equates to a take-up rate of 98.4%.</p> <p>Welsh Government have also provided further funding for local authorities to design and implement a discretionary scheme to provide support to those households not eligible for a payment under the main scheme.</p> <p>Discretionary payments, consisting of individual awards of either £125 or £150 have been awarded to 7,080 households, with total awards equating to £905k. The Discretionary scheme remains open for eligible households.</p>
	<b>Unpaid Carers</b>
1.07	<p>As part of the package of support for the cost-of-living crisis Welsh Government introduced a one-off £500 payment to all eligible unpaid carers in Wales who were in receipt of Carers Allowance on 31 March 2022.</p> <p>The payment was made in recognition of the increased financial pressures many unpaid carers have experienced during the pandemic, and to help with some of the additional costs they have incurred. The payment was targeted towards those individuals who care for someone for at least 35 hours a week and have low incomes.</p> <p>Individuals are <b>not</b> eligible for the payment if:</p> <ul style="list-style-type: none"> <li>• they have an underlying entitlement to Carers Allowance but do not receive a payment because they are in receipt of another benefit at the same or higher rate; or</li> <li>• they receive a carer premium within a means tested benefit.</li> </ul> <p>Registration commenced on 16 May 2022 to 15 July 2022. Payments for successful claims were made from June through to the end of November 2022.</p>

	Following successful promotional activity through our Corporate Communication routes and Social Services, a total of 2,324 applications were received and 1,693 payments of £500 were made totalling £846,500.									
	<b>Winter Fuel Support Scheme</b>									
1.08	<p>From 1<sup>st</sup> September 2022 to 31<sup>st</sup> January 2023 eligible households can claim a one-off £200 payment from their local authority to provide support towards paying their fuel bills. The payment is available to all <b>eligible households</b> regardless of how they pay for their fuel, whether that is, for example, on a pre-payment meter, by direct debit or by paying a bill quarterly.</p> <p>7,744 automatic payments were issued to households in receipt of Council Tax Reduction Scheme (CTRS) where their bank account details were already as obtained as part of the Cost-of-living Scheme (COLSS).</p> <p>Since 1<sup>st</sup> September 2022, 6,126 applications have been received, and of these 5,629 have been eligible and have received the payment. A total of 13,373 households have now received this payment resulting in Flintshire households benefiting from £2,674,600 so far.</p>									
	<b>End of Support Grants – Self Isolation Payment and Tenancy Hardship Payment Scheme</b>									
1.09	Welsh Government closed the two schemes earlier this financial year which means there is a continued risk of financial pressure on households who cannot work due to Covid-19 related illness.									
	<b>Welfare Support</b>									
1.10	<p>The number of residents needing support and advice to help manage finances continues to see a rise in demand especially in Q2 when comparing Q1 and Q2 figures for 2020-21-22 and 2022-23. Figures are shown in the chart below:</p> <div style="text-align: center;"> <table border="1"> <caption>Welfare Referrals Received 2021-23 (Q1&amp;Q2) comparison</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>2021-22</td> <td>540</td> <td>240</td> </tr> <tr> <td>2022-23</td> <td>420</td> <td>360</td> </tr> </tbody> </table> </div>	Year	Q1	Q2	2021-22	540	240	2022-23	420	360
Year	Q1	Q2								
2021-22	540	240								
2022-23	420	360								

### Welfare support breakdown 2021-23 (Q1&Q2)



	Immediate Needs Foodbank	Immediate Needs DAF	Budgeting/Money Advice	Benefit Check/Maximise Income	Water Bills
■ 21-22	6	8	199	47	70
■ 22-23	13	14	118	44	23

The chart above shows that demand continues, and the area of growth can be seen for immediate needs items such as Foodbanks and Discretionary Assistance Fund.

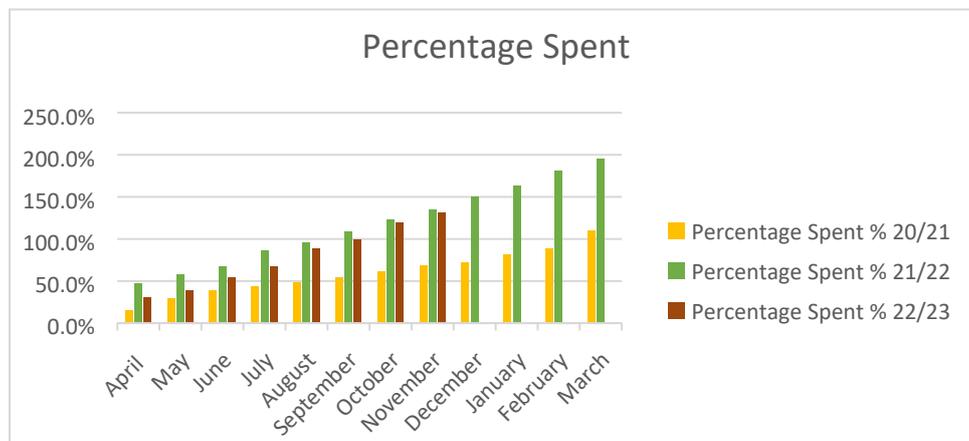
It is envisaged that with the ongoing cost of living crisis that this will continue to increase in demand.

### Discretionary Housing Payments (DHP's)

1.11

Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (housing element), but who may still need further financial help with their housing costs.

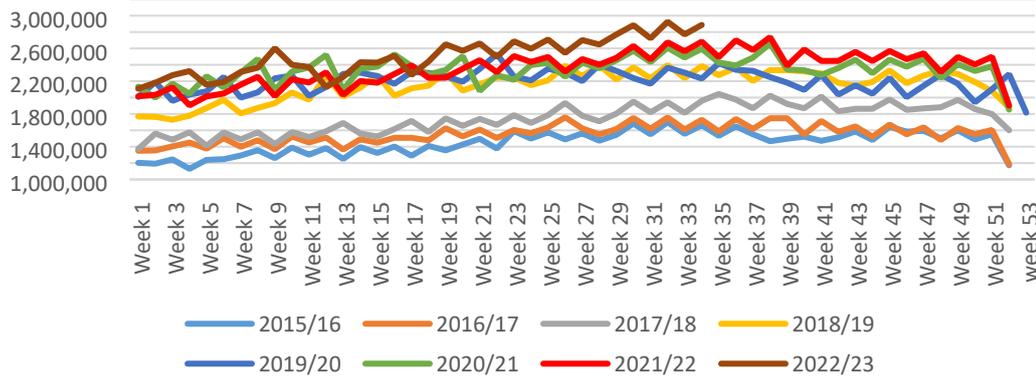
The chart below shows the expenditure over the past three years. 2022/23 includes data up to November 2022. The expenditure shows continuing demand. However, it is important to note that the DHP expenditure provided by Government to the Council has reduced.



The chart shows that current expenditure continues to be a demand.

	<p>Bedroom Tax under-occupancy is still the most common reason for DHP applications which indicates that finding available suitable accommodation remains difficult for customers.</p> <p>Additionally, it reflects that there is an increasing number of people in need of support and assistance, so they can pay their rent.</p>
1.12	<p>During this financial quarter, the Welfare Response team commenced targeting support to households to help access benefits to help increase potential household income.</p> <p>75 households were identified who access Disabled Facilities grants and may receive Council Tax Reduction (CTR).</p> <p>Changes in the process have been made to ensure that more households are signposted to claim CTR earlier.</p> <p>41 cases identified where HB in payment and no CTR. Those potential customers have been written to with a response rate of:-</p> <ul style="list-style-type: none"> <li>• 48% return</li> <li>• 65% processed and granted</li> <li>• Total weekly saving equating to approx. £160.</li> </ul> <p>Further targeted work will be undertaken during 22/23.</p>
<b>EXPLANING THE LATEST POSITION OF RENT ARREARS</b>	
1.13	<p>Collection of rent continues to remain challenging with the rise in costs-of-living and the impacts on some tenant's ability to pay. Social tenants typically are less likely to have sufficient disposable income to cope with inflationary cost-of-living increases and this is having a direct impact on their ability to pay rent on time.</p>
1.14	<p>The Rent Income service has experienced increased workloads with the risk-based software reporting a 1.2% increase in cases where we need to contact tenants. Some tenants are paying what they can afford but this is not always covering full rent and is causing a delay in payment.</p> <p>We are continuing to signpost tenants with referrals to specialist teams across the Council, including the Supporting People and Welfare Response teams.</p>
1.15	<p>The table below illustrates the latest position along with previous year comparisons:</p>

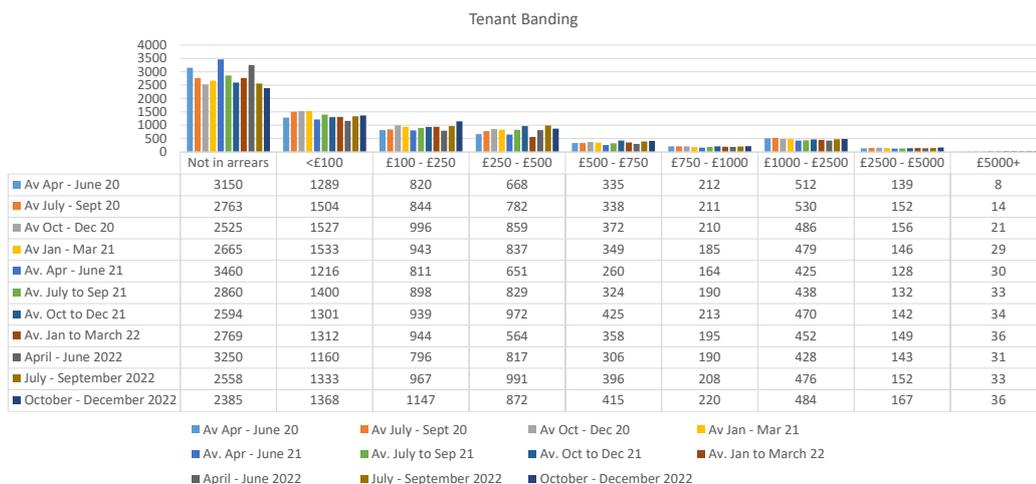
### Arrears Comparisons (2015/16 - 2022/23)



1.16 Banded arrears for 2022/23 is shown below. Tenants who owe less than £250 and are generally considered to be up to date with their payments and are excluded from the analysis.

Banded Arrears (£)	Apr - June 2022 (Quarter 1)		July - Sept 2022 (Quarter 2 and to date)	
	No. Tenants	Arrears (£)	No. Tenants	Arrears (£)
250 - 500	817	298,824	872	318,885
500 - 750	306	186,606	415	252,145
750 - 1,000	190	164,925	220	190,092
1,000 - 2,500	428	671,489	484	772,089
2,500 - 5,000	143	488,146	167	568,472
5000+	31	201,625	36	234,663
<b>Totals</b>	<b>1,915</b>	<b>2,011,615</b>	<b>2,194</b>	<b>2,336,346</b>

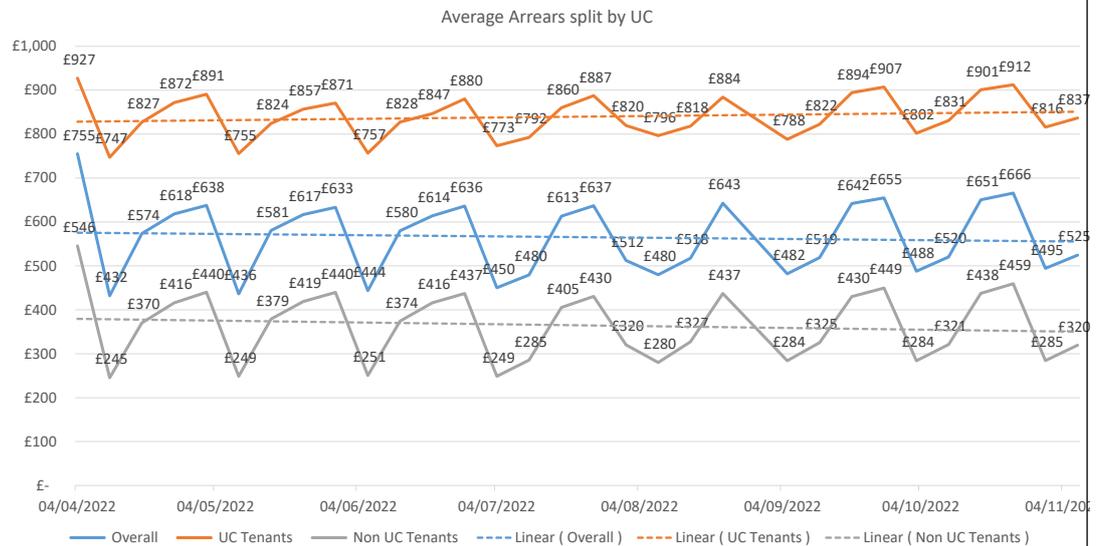
An additional analysis, showing the number of tenants in each banded arrear category from 2020 is set out below



1.17

The challenges for collection of rent from those tenants in receipt of universal credit continue to present a risk to the Council with more tenants migrating across to universal credit and the delays experienced with putting managed payment arrangement for some tenants where DWP deduct rent payments at source

To illustrate the impacts of universal credit tenants, below is a chart to compare the average arrears of tenants that are in receipt of universal credit in comparison to those who are not. This shows that typically tenants in receipt of universal credit have much higher levels of rent arrears.



1.18

The housing service continue to work collaboratively to discuss and support some of the more complex cases. Officers hold fortnightly panel meetings to discuss these tenants and work together through engagement and support to attempt to get positive outcomes.

As a result of this work there have been many positive outcomes both for the tenants and the Council with many tenants paying their arrears and now having the support, they need to maintain their ongoing rent payments.

1.19

In appropriate cases, when all other attempts of recovery and support have been taken, it is necessary to instigate court proceedings for non-payment of rent. There are still significant delays in the court following the pandemic and despite these delays there has been one eviction carried out to date.

Year	Number of Evictions for rent arrears
2022/23	1
2021/22	7
2020/21	0
2019/20	26
2018/19	30
2017/18	22
2016/17	19
2015/16	22

1.20	<p>As part of the Councils ongoing response and to mitigate the impacts on tenants and ensure the long-term financial stability of the Housing Revenue Account, in 2021 Audit Wales undertook a comprehensive review to assess the effectiveness of the Council in supporting tenants and the package of measures that have been put in place to maximise rent collection levels and minimise bad debts.</p> <p>The Audit Wales review acknowledged the proactive measures already taken by the Council in supporting tenants and stabilising rent collections during a period of unprecedented change, especially with the rollout of Universal Credit and the impacts of the pandemic.</p> <p>Audit Wales identified additional information that may assist with additional reporting information to scrutiny – this relates to former tenant arrears as well as amounts written off during the financial year.</p> <p>The table below lists the levels of arrears that have been written off in the last five financial years for various reasons including, insolvency, debt relief orders, tenants leaving the property without a forwarding addresses and tenants who have passed away leaving no estate or funds.</p> <table border="1" data-bbox="644 891 1082 1173"> <thead> <tr> <th>Year</th> <th>Value (£)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>482,910</td> </tr> <tr> <td>2019/20</td> <td>624,478</td> </tr> <tr> <td>2020/21</td> <td>195,333</td> </tr> <tr> <td>2021/22</td> <td>288,898</td> </tr> <tr> <td>2022/23 to date</td> <td>195,912</td> </tr> <tr> <td>Total</td> <td>1,787,532</td> </tr> </tbody> </table> <p>When a tenant vacates, passes away or is evicted from a Council property then the rent they owe become former tenant arrears. The team continue to pursue these debts and some tenants have arrangements to pay in place to clear these arrears over a longer period.</p> <p>There is £131k currently outstanding for former tenant arrears.</p>	Year	Value (£)	2018/19	482,910	2019/20	624,478	2020/21	195,333	2021/22	288,898	2022/23 to date	195,912	Total	1,787,532
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The continued deployment of the Mobyssoft ‘Rent Sense software, funded by the HRA, is necessary to control rent arrears and to ensure resources are targeted effectively.
2.02	Each year, the HRA sets aside provision to meet the cost of write offs and there is currently adequate provision set aside for 2022-23 and within the 30-year business plan to fund write offs.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	To ensure financial risks to the HRA are minimised as far as possible, rent arrears continue to be tracked on a weekly basis and cases are identified as quickly as possible to ensure targeted intervention if provided to those tenants at highest risk of non-payment.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<ul style="list-style-type: none"> <li>• Housing (Wales) Act 2014</li> <li>• Welfare Reform Act 2012</li> </ul>

<b>7.00</b>	<b>CONTACT OFFICERS DETAILS</b>
7.01	<p><b>Contact Officers:</b> David Barnes, Revenues Manager Jen Griffiths, Housing &amp; Benefits Manager</p> <p><b>Telephone:</b> 01352 703652 and 01352 702929</p> <p><b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a> <a href="mailto:Jen.griffiths@flintshire.gov.uk">Jen.griffiths@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Housing Revenue Account:</b> the Council is required to keep a HRA to record all income and expenditure relating to the provision of local authority housing. All rental income, including arrears, must be held with a ring fenced HRA account. This means that income can only be used for council housing purposes and not general expenditure. This also allows rental income to be invested locally to help improve and maintain council owned homes and build new council homes.</p> <p><b>Discretionary Housing Payment:</b> (DHP's) is a discretionary payment which can help towards housing costs and a person is entitled to Housing Benefit or the Housing Costs element of Universal Credit.</p> <p><b>Eligible Rent:</b> this is the amount of rent (net of any ineligible services) that a claim for housing benefit or universal credit is calculated from.</p>

**Ineligible Services:** these are charges that may be included in rent that are not eligible for support through either housing benefit or universal credit. Such as: heating; lighting; hot water; meals.

**Housing Benefit:** helps tenants pay all, or part of their rent if they have a low income. Housing Benefit is administered by Local Authorities.

**Registered Social Landlord:** (RSL) are not-for-profit organisations that aim to provide good, low-cost accommodation.

**Spare Bedroom:** in the context of the spare room subsidy (or bedroom tax) this is where there are more bedrooms in the property than the household need. For example, a single person living in a two-bedroom house would be deemed as having one “spare” bedroom.

**Universal Credit:** (UC) is an integrated means-tested benefit for people of working age whose income is below a specified minimum amount. UC can be claimed by working aged people in and out of employment.

**UC Managed Migration:** Managed migration describes the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a ‘natural’ transfer to Universal Credit.

**Welfare Reforms:** changes introduced to a range of social security benefits and tax credits, which aim to ensure that the United Kingdom has an affordable benefit system.

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 6



## COMMUNITY & HOUSING OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Wednesday 11 <sup>th</sup> January, 2023
<b>Report Subject</b>	Mid-Year Performance Monitoring Report
<b>Cabinet Member</b>	Cabinet Member for Housing and Regeneration
<b>Report Author</b>	Chief Officer (Housing and Communities)
<b>Type of Report</b>	Strategic

### **EXECUTIVE SUMMARY**

The Council Plan 2022/23 was adopted by the Council in July 2022. This report presents the mid-year out-turn of progress against the Council Plan priorities identified for 2022/23 relevant to the Community & Housing Overview & Scrutiny Committee.

This out-turn report for the 2022/23 Council Plan shows 59% of activities are making good progress. 70% of the performance indicators have met or exceeded their targets, 9% are being closely monitored and 21% are currently not meeting target.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.

### **RECOMMENDATION**

1.	To support levels of progress and confidence in the achievement of priorities as at mid-year within the 2022/23 Council Plan.
2.	To endorse and support overall performance against 2022/23 Council Plan performance indicators as at mid-year.
3.	To be assured by explanations given for those areas of underperformance.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE PERFORMANCE AT MID-YEAR 2022/2023</b>
1.01	The Council Plan performance report provides an explanation of the progress made towards the delivery of the priorities set out in the 2021/22 Council Plan. The narrative is supported by information on performance indicators and/or milestones.
1.02	This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.
1.03	<p><b>Monitoring Activities</b></p> <p>Each of the sub-priorities under each theme within the Plan have high level activities which are monitored over time. 'Progress' shows action against scheduled activity and is categorised as:</p> <ul style="list-style-type: none"> <li>• RED: Limited Progress – delay in scheduled activity and, 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 and on track</li> </ul>
1.04	<p>In summary our overall progress against activities is:</p> <p><b>Progress RAG</b></p> <ul style="list-style-type: none"> <li>• We are making good (green) progress in 91 (59%) activities</li> <li>• We are making satisfactory (amber) progress in 53 (35%) activities</li> <li>• We are making limited (red) progress in 9 (6%) activities</li> </ul>
1.05	<p>The activities which show a red RAG status relevant to the Community &amp; Housing Overview &amp; Scrutiny Committee are:-</p> <p><b><u>AFFORDABLE AND ACCESSIBLE HOUSING</u></b>  <b>Exploring opportunities to develop a young person's homeless hub offering accommodation and support services</b>  Initial work to identify a potential site for a young person's hub have come to a halt. A site was identified but has not progressed, a partner suggested the site but there were significant challenges that would hinder the ease of development for housing. Planning would likely also have been a significant issue to overcome. Further exploration of potential sites is ongoing, and consideration will be given to both accommodation and shared service delivery models with co-location of young person focused services under one roof.</p> <p><b>In partnership with Denbighshire CC, creating a new Dynamic Procurement System in order to ensure CPR's are met and provide a wider opportunity for tendering Disabled Adaptation projects</b>  Currently processing specification details with procurement, expected implementation 2023. Unfortunately, due to the procurement lead being off on</p>

	<p>long term sick and then leaving the authority this has created a delay in progress. However, a new procurement lead is now working with Flintshire County Council and Denbighshire Council in order to progress in a timely manner.</p> <p><b>Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes</b>  The impact of Covid, the subsequent economic downturn together with major supply chain disruption and more recently the war in Ukraine have had an impact on development activity and a hiatus in new build completions across Wales. Labour and material costs have increased affecting scheme viabilities. Additionally, environmental impacts of phosphates in water courses upon the planning process has further constrained development approvals. An outline development programme for the Strategic Housing and Regeneration Programme (SHARP) 2 has been developed for the next three years and can be viewed in the 18 October Cabinet Papers which could deliver a further 260 additional homes via FCC and NEW Homes.</p> <p><b>Working with housing association partners to build new social housing properties and additional affordable properties</b>  The Planned Development Programme (PDP) 2022/23 has been approved by Welsh Government and 266 Registered Social Landlords homes have been approved for future development in the County. Currently, the phosphate issues impact on a number of schemes requiring planning permission.</p>
1.06	<p><b>Monitoring our Performance</b></p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> <li>• RED - under-performance against target.</li> <li>• AMBER - where improvement may have been made but performance has missed the target.</li> <li>• GREEN - positive performance against target.</li> </ul>
1.07	<p>The performance indicators (PIs) which show a red RAG status for current performance against target, relevant to the Community &amp; Housing Overview &amp; Scrutiny Committee are:-</p> <p><b><u>AFFORDABLE AND ACCESSIBLE HOUSING</u></b>  <b>Number of applicants rehoused via SARTH by All Housing Partners</b>  Lettings by Housing partners are as follows: Flintshire County Council 179; Clwyd Alyn 24; Wales &amp; West Housing 25; Gwrp Cynefin 3 and Adra 4. It is noted that Lettings across all housing partners are lower than target. With fewer properties becoming available, the consequence is that the length of time applicants will wait to be rehoused will be longer. Also, few homes available through social housing providers reduces the opportunities for the Council to prevent and relieve homelessness through positive move on into social housing is reduced.</p> <p><b>Number of applicants rehoused via SARTH by Flintshire County Council</b>  179 applicants rehoused by Flintshire County Council.</p>

Lettings against target and previous half year reporting for 2021-2022 is lower for applicants moving into Council Homes. This will increase waiting times for applicants on the Common Housing Register and impact the ability to prevent and relieve homelessness through access to Council Homes. Void levels account for some of the reduction in lettings and work is underway to address void performance issues.

**Number of Council Homes under construction**

Schemes at Maes Penant (30) are on site and now due for completion in January/February 2023 after issues with the roofing contractor that have now been overcome. The schemes for homeless accommodation at Park Lane and Duke Street (6) are due for completion in November/December 2022. The scheme at Nant y Gro (41) is yet to start on site. It was due to start in April/May. The contractor is seeking repricing to address general material and labour cost increases and additional ground works. We are currently reviewing the schemes viability.

**Number of Council Homes completed**

On target to complete 36 homes by March 2023.

**Number of Residential Social Landlord (RSL's) homes completed**

Delays with phosphates have hampered completions due this year.

**Total number of Mandatory Medium Disabled Adaptations completed**

The number of Mandatory Medium adaptations will start to reduce due to the change in policy whereby the £10,000 limit for discretionary medium adaptations has been removed.

**Average number of days to complete a Mandatory Medium Disabled adaptation**

We are still incurring start date delays for jobs with contractors due to their high workloads and the lack of contractors to be able to award contracts to. We have identified additional contractors so this position should now improve and next year we will be implementing the Dynamic Purchasing System which will also alleviate the lack of contractors' issue.

**Total number of Mandatory Large Disabled Adaptations completed**

There has been delays with contractors start dates, but also with planning applications for large jobs. The target was set using last year's completions, however, due to the amount of large jobs outstanding prior to 2021/22 the amount of completed jobs last year was higher than normal. This year we will be in a position to identify a 'normal' year which will assist in setting a more precise target.

**Average number of days to complete a Mandatory Large Disabled adaptation**

There were a number of outstanding large jobs which had started prior to Covid-19, the majority of the jobs have now completed, however due to these delays, this will mean that this year's target will have been adversely impacted.

	<p><b>Number of inspections of HMOs</b> 14 properties have been inspected (The target was 20). Of these, four were closed and ten are ongoing.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>																						
3.01	<p><b>Ways of Working (Sustainable Development) Principles Impact</b></p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout all the Mid Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2022/23.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p><b>Well-being Goals Impact</b></p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table> <p><b>Council's Well-being Objectives</b> The Council undertook a review of its Well-being Objectives during the development of the 2021/22 Council Plan and are currently being reviewed for the 2023-28 Council Plan. The updated set of Well-being Objectives are a more focused set of six. The Well-being Objectives identified have associated themes for which they resonate. See the full list below.</p> <table border="1"> <thead> <tr> <th>Theme</th> <th>Well-being Objective</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>Protecting people from poverty by supporting them to meet their basic needs</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>Housing in Flintshire meeting the needs of our residents and supporting safer communities</td> </tr> <tr> <td>Green Society and Environment</td> <td>Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint</td> </tr> </tbody> </table>	Long-term	Throughout all the Mid Year Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2022/23.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the Mid-Year Monitoring Report there is evidence of alignment with the Well-being Goals. Specific strategic and policy reports include impact and risk assessments.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales	Theme	Well-being Objective	Poverty	Protecting people from poverty by supporting them to meet their basic needs	Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities	Green Society and Environment	Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
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	Economy	Enabling a sustainable economic recovery
	Personal and Community Well-being	Supporting people in need to live as well as they can
	Education and Skills	Enabling and Supporting Learning Communities

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	The Reporting Measures are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers have contributed towards reporting of relevant information.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Council Plan 2022-23 Mid-Year Performance Monitoring Report.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Council Plan 2022/23.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Ceri Shotton, Overview & Scrutiny Facilitator <b>Telephone:</b> 01352 702305 <b>E-mail:</b> <a href="mailto:ceri.shotton@flintshire.gov.uk">ceri.shotton@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to ‘set out any actions to increase the extent to which the council is meeting the performance requirements.’ Plans for organisations should be robust; be clear on where it wants to go; and how it will get there.</p> <p><b><u>An explanation of the report headings</u></b> <b>Measures (Key Performance Indicators - KPIs)</b></p> <p><b>Actual (YTD)</b> – the year-to-date performance identified i.e. by numbers, percentages, etc</p>

**Target (YTD)** – The target for the year to date which is set at the beginning of the year.

**Current RAG Rating** – This measures performance for the year 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.

Mae'r dudalen hon yn wag yn bwrpasol



# Council Plan Mid-Year Performance Monitoring Report 2022/23

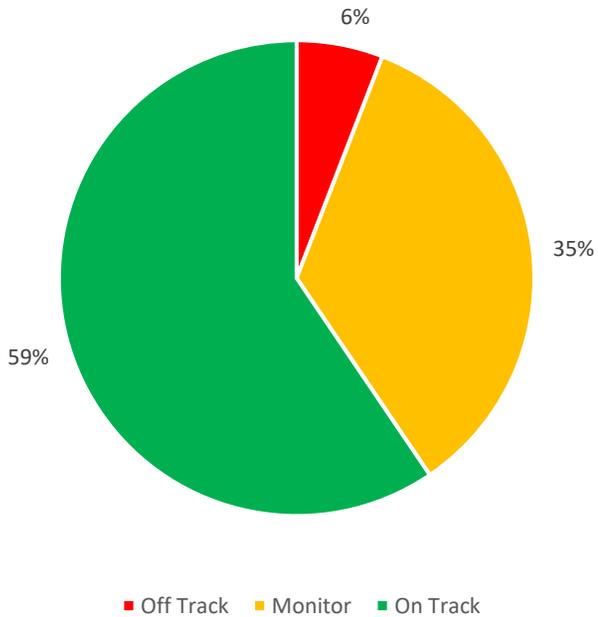
Tudalen 39



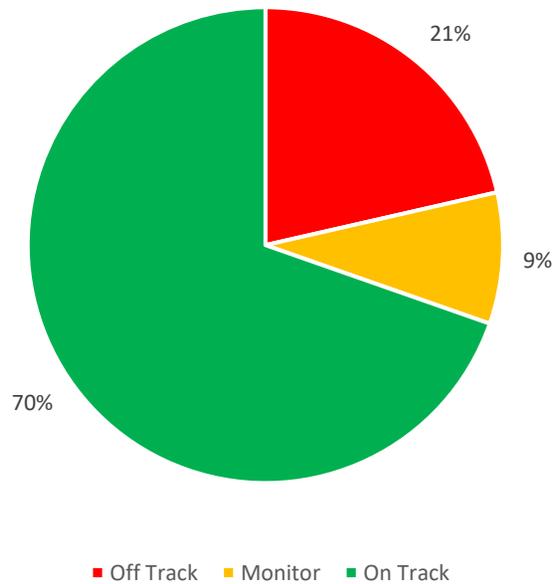
# Analysis

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Council Plan - Action RAG Status



Council Plan - Measure RAG Status



## Key

- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
- Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
- ★ Green: Good Progress – activities completed on schedule and on track.

## Measures Off Track

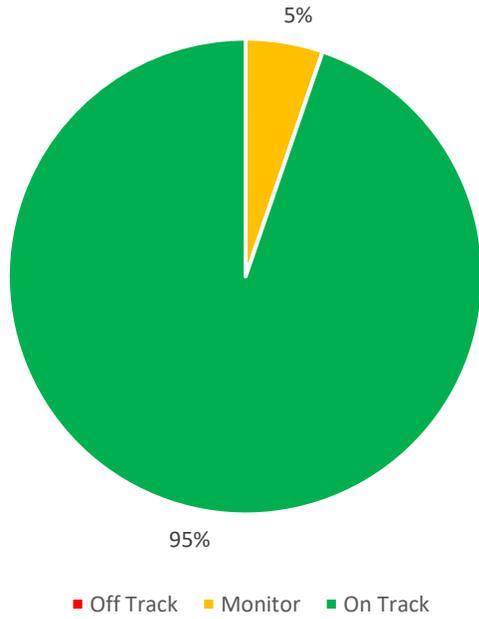
Priority	Sub-Priority	Measure	RAG
Poverty	Digital Poverty	Number of sessions provided	▲
Affordable and Accessible Housing  Tudalen 41	Housing Needs and Housing Options	Number of applicants rehoused via SARTH by All Housing Partners	▲
		Number of applicants rehoused via SARTH by Flintshire County Council	▲
	Social Housing	Number of Council Homes under construction	▲
		Number of Council Homes completed	▲
		Number of Residential Social Landlord (RSL's) homes completed	▲
		Total number of Mandatory Medium Disabled Adaptations completed	▲
		Average number of days to complete a Mandatory Medium Disabled adaptation	▲
		Total number of Mandatory Large Disabled Adaptations completed	▲
	Average number of days to complete a Mandatory Large Disabled adaptation	▲	
	Private Rented Sector	Number of inspections of HMOs	▲
Economy	Reducing worklessness	Number of individuals receiving support	▲

# Poverty

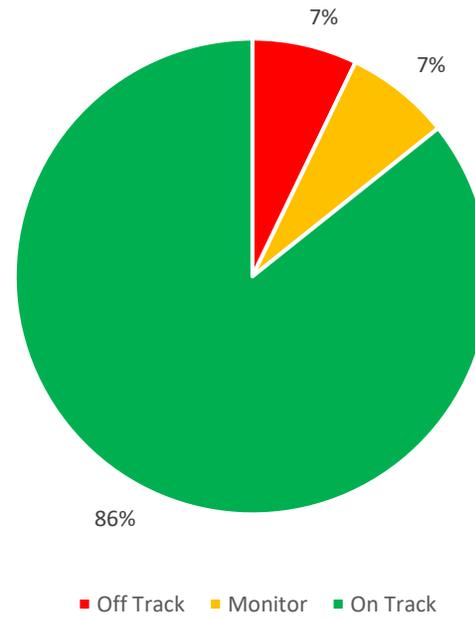
# Poverty Overall Performance

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### Poverty - Action RAG Status



### Poverty - Measure RAG Status



# Income Poverty 2022/23

Action	Percentage Complete	RAG	Comment
Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place	50%	★	<p>The Community support hubs in Shotton and Holywell continue to be very busy.</p> <p>Wellness days are carried out every Tuesday and residents have the opportunity to receive on the day food support from Nanny Biscuit as well as be supported by the Well-Fed 12 week food store programme where residents have a choice on the food they eat and receive fresh ingredients to cook meals themselves at home.</p> <p>★ Prior to the end of the summer term, Nanny Biscuit carried out a successful Prom dress/suit exchange and ensured children and parents were ready for the new term by running a uniform exchange.</p> <p>The community hubs will be supporting the Croeso Cynnes/Warm Welcome Project, providing a safe, warm and welcoming space over the winter months.</p> <p>We are currently identifying the areas to open a further two community support hubs.</p>
Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently	50%	★	<p>We are ensuring take up is maximised by carrying out proactive promotion of all benefits and grants we offer. We are updating our website regularly and have created a Cost-of-Living webpage specifically designed to promote benefits and grants.</p>
Maximising take up of the Discretionary Housing Payments scheme and other financial support	70%	★	<p>Discretionary Housing Payments expenditure has been fully utilised in supporting Flintshire residents as a result of continuing increases due to the additional financial pressures of rent and rising of fuel bills which has had an impact on tenants' ability to pay their rent.</p>
Maximising the number of people signposted for support to facilitate longer term change	60%	★	<p>With the continuation of the impacts of the pandemic and the ongoing cost of living crisis, referrals continue to be received. The ongoing advice and support forms part of the Discretionary Housing Payments (DHP) application process, even if a DHP is unsuccessful. It is envisaged that figures will continue to rise with the increased energy bills.</p>

Income Poverty 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	24.00	20.00	21.00	 <p>24.00</p>	
<p>We have missed the performance target for this quarter. This is due to the need to prioritise the processing of Free School Meals and Uniform Grants during the summer months, so resources were diverted to this area. Despite this, it was an improvement on the previous quarter.</p>						
CHA002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	9.00	8.00	6.00	 <p>9.00</p>	
<p>We have missed the performance target for this quarter. This is due to the need to prioritise the processing of Free School Meals and Uniform Grants during the summer months, so resources were diverted to this area.</p>						
CHA003M	Total spend of Discretionary Housing Payments (%)	80.00	50.00	79.00	 <p>80.00</p>	
<p>Discretionary Housing Payments (DHP) expenditure is exceeding target values due to the increase in DHP applications and support required due to the financial impacts in households as a result of the ongoing cost of living increases.</p>						

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# Food Poverty 2022/23

Action	Percentage Complete	RAG	Comment
Continuing to develop delivery of a "Hospital to Home" meals service	60%	★	The 'Hospital to Home' safety box service is available for residents being discharged from Aston and Mold community hospitals. We are working with Well-Fed to expand the offer to the larger hospitals for residents being discharged and who live in Flintshire.
Developing a "Well Fed at Home service"	70%	★	The Well-Fed at home service is available to all Flintshire residents, to receive meals they have selected along with fresh ingredients delivered direct to their door. We will be carrying out three slow cooker pilots over the winter months to support residents to eat well and introduce them to the 'Well Fed at Home' Service.
Introducing a transported and delivered food service "Mobile Meals" to those who are vulnerable	70%	★	The Well-Fed "Meals on Wheels" service is available to all Flintshire residents, to receive meals along with fresh ingredients delivered direct to their door.

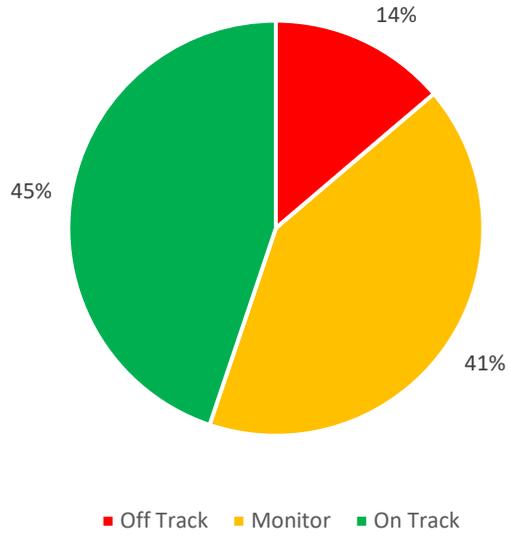
# Digital Poverty 2022/23

Action	Percentage Complete	RAG	Comment
Increasing loans of devices through the Aura Digital Access Scheme	50%	★	77 devices available for loan with 208 loans during first half of 2022/23 reporting year. Significant growth already noted as 2021/22 reporting year saw a total of 76 loans for the full year.
Increasing take-up of digital learning opportunities supported by Aura	0%	★	Aura continue to offer online learning opportunities to customers and the community. Free Learn My Way digital tutoring courses are available at all Aura libraries, as well as bespoke sessions to support people accessing the Aura Digital Loan Scheme, where people can borrow a device (with 'buy back 'option at the end of the loan period). Please note: Final figure provided at end of reporting year.
Providing free of charge public access to the internet and devices where necessary at Flintshire Connects Centres, Aura library services and the four Leisure Centres	100%	★	Free of charge public access to the internet and devices is available during normal opening hours.
Supporting people to use digital technology through promotion of suitable training to develop digital skills and confidence in the communities we serve	100%	★	The Digital Flintshire Hub promotes a range of initiatives to help people to use digital technology now and in the future. The Hub includes resources to keep people safe online, training, health and wellbeing resources, digital events and activities. The Hub also provides information about the Council's ambitious plans contained in the Digital Strategy.

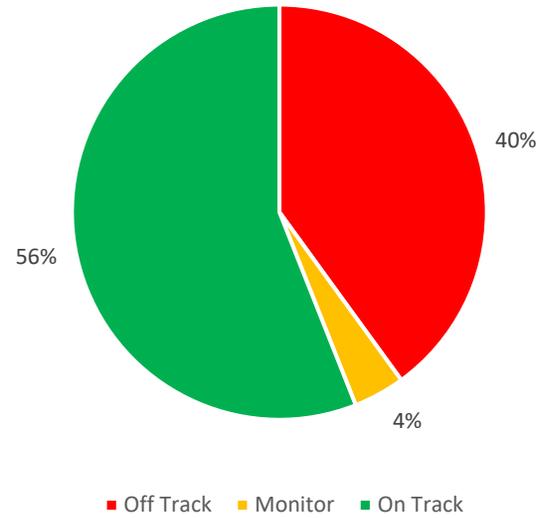
# Affordable and Accessible Housing

# Affordable and Accessible Housing Overall Performance

## Affordable and Accessible Housing - Action RAG Status



## Affordable and Accessible Housing - Measure RAG Status



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# Housing Support and Homeless Prevention 2022/23

Action	Percentage Complete	RAG	Comment
Commissioning a wide range of housing related support that meets the needs of the people of Flintshire	10%	●	Additional funding from Welsh Government has enable increased capacity within housing related support services through the enhanced Housing Support Grant award. Some services have not been progressed due to workforce issues. Two Contracts & Reviewing Officers appointed and due to start November 2022. Work has already started on the commissioning process for Domestic Abuse provision with consultations taking place with providers/staff/service users. Work will start on the re-commissioning of floating support provision in the new year in line with the Housing Support Programme Strategy 2022-26 and the Rapid Rehousing plan.
Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness	40%	●	Initial Draft of the Rapid Rehousing Plan has been submitted to Welsh Government and we have received positive feedback. Further work to do around data and partnerships before adoption in December 2022. Briefing on Rapid Rehousing completed with Scrutiny Committee September 2022 and High Level Action Plan and Priorities to be considered October 2022. The Housing First Partnership with Conwy and Denbighshire Council continues to deliver services in Flintshire with a caseload capacity of 20 residents presently.
Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	50%	★	The Housing Support Programme Strategy is the Councils corporate document that demonstrates a commitment to multi agency working. Partners were involved in the development of the Housing Support Programme Strategy which was launched April 2022 and engagement work with partners ahead of the adoption of the Rapid Rehousing Transition Plan is scheduled for the second half of the year.
Ensuring when homelessness does occur it is brief, brief and non-recurring	50%	★	Numbers in temporary housing continue to be high and are expected to increase further with the cost of living crisis and significant increases in demand for social housing. The 50% homeless nominations process linked to SARTH (Single Access Route to Housing) is being sustained and is a key intervention to help ease pressures on temporary housing services and provide pathways for households experiencing homelessness to exit homelessness. Rapid Rehousing will build on positive practices and the Rapid Rehousing High Level Action Plan and Priorities will be considered at the October meeting of the Housing & Community Scrutiny Committee.
Exploring opportunities to develop a young person's homeless hub offering accommodation and support services	10%	▲	Initial work to identify a potential site for a young person's hub have come to a halt. A site was identified but has not progressed, a partner suggested the site but there were significant challenges that would hinder the ease of development for housing. Planning would likely also have been a significant issue to overcome. Further exploration of potential sites is ongoing, and consideration will be given to both accommodation and shared service delivery models with co-location of young person focused services under one roof.
Promoting housing support and homeless prevention services with our residents and partners	30%	●	Housing Support Services and Homeless Prevention Services are promoted through the Council's website. A series of training and awareness raising sessions are available to internal and external services and presentations have been provided at the Flintshire Landlord Forum to raise awareness amongst the landlord and lettings agent community. Further work to be completed in the second half of the year including further updates to website content, social media profile and Member Workshop to raise awareness amongst local Councilors as community champions.

Action	Percentage Complete	RAG	Comment
Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery	0%	●	Site in Deeside under consideration and survey work underway with results expected in quarter three. Upon consideration of the site survey the feasibility study will be completed. A partner for the feasibility work has been identified and is primed ready to commence in quarter three. Once site feasibility complete, consideration can be given to capital commitments and grant funding for the build phase. Existing Housing Support Grant funding for existing Homeless Hub provides a baseline budget for Homeless Hub version 2.0.

## Housing Support and Homeless Prevention 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA007M	Number of presentations to the homeless service	737.00	700.00	366.00	 737.00	
<p>Presentations to the homeless service continue to be significant with ongoing pressures post-Covid and further challenges ahead as the cost of living crisis develops further. Some landlords are selling up and leaving the private rented sector leaving households unable to remain in their homes so they will have to be assisted to secure other housing to avoid homelessness.</p>						
CHA008M	Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	65.00	65.00	66.66	 65.00	
<p>Under difficult circumstances performance is at target which is positive with a prevention rate at 65%. A move to a Rapid Rehousing Model will over time contribute positively to our homeless prevention outcomes.</p>						
CHA009M	Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	45.00	45.00	66.66	 45.00	
<p>Performance at the half year point is at 45% for the relief of homelessness. Opportunity to move people on promptly from homelessness is a clear focus within the transition to Rapid Rehousing.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA010M	Number of households accommodated by the Council under Housing Wales act 2014 homeless duties	115.00	100.00	80.00		
<p>At the end of quarter one, there were 117 households accommodated in emergency or temporary housing and at the end of quarter two, there were 115 households accommodated. Pressures continue with demand on homelessness temporary housing. With reduced opportunities for move on through social housing and private rented sector these numbers are likely to increase over the course of the year. Rapid Rehousing will over time make a significant impact on reducing demand for temporary homeless accommodation but not in the short term.</p>						
CHA011M	Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014	117.00	130.00	82.00		
<p>Average length of stay is increasing for those household's placed in temporary homeless accommodation. At the end of quarter one the figure was 114 days and has now increased to 117 days. This is to be expected with and will likely increase further with pressures growing and fewer opportunities for move on, due to a challenging private rented sector and fewer lettings through the common housing register. Fewer homes available via social housing presents a significant challenge and will increase length of stays in temporary homeless accommodation.</p>						
CHA012M	Number of referrals received through the Housing Support Gateway	646.00	700.00	292.00		
<p>For quarter two, the Gateway received 296 referrals for housing-related support. This number is consistent with previous years - for quarter two in 2021, 292 were received. Work continues to be done to promote the service and encourage people to reach out for support. Our new Housing Hub on the FCC website which will streamline access to our Housing services has been completed and is waiting to be signed off and made live.</p>						

# Housing Needs and Housing Options 2022/23

Action	Percentage Complete	RAG	Comment
Developing self-service approaches that enable people to identify their own housing options through online support	75%	★	Website content being routinely refreshed and new services such as the Social Housing Waiting Time Calculator and Stock Profile Mapping features near completion. Longer term ambitions to develop an applicants portal with opportunity for people to upload their own information into the applications system and submit evidence as part of the verification process has been raised with IT and being explored through future forward work planning.
Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure	20%	●	An officer was in post but has now left the Council and we are therefore seeking to recruit to increase staffing capacity and will revisit this action within the second half of the year.
Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals	75%	★	A range of communication activities continue to be routinely delivered to promote our services and generate take up of services. Training for colleagues in other service areas have been delivered to promote the Common Housing Register and Support Gateway. Further work to be completed by year end on website content refresh for Common Housing Register and Homelessness services.
Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants	75%	★	The Council are now in the process of finalising the detailed option appraisals for each identified sheltered scheme/site. We will be completing further assessments in terms of condition and calculating the investment costs, along with what measures will be required to be implemented, to ensure compliance with the Welsh Housing Quality Standards, building safety compliance and energy efficiency. The Council are also in the process of finalising our scoring matrix, that will be used to evaluate each sheltered scheme before we consider reclassification. Areas of consideration consist of, but are not limited to, Desirability, Amenities, Access & Egress, Allocation Waiting Lists, Rent Loss and Asset Compliance. From this assessment and field work, a report will be presented to Cabinet and Housing Scrutiny, detailing our approach to re-classification and further options appraisals as and when sheltered schemes are identified for review.

## Housing Needs and Housing Options 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA013M	Number of applicants on the Common Housing Register	2,438.00	2,400.00	2,243.00		
<p>Numbers of applicants for social housing has increased by 14% since the start of the financial year. This is a reflection of ongoing and increasing community and housing hardship post-Covid. This is not unique to Flintshire and is being monitored through both the Corporate Risk Register and the SARTH (Single Access Routh to Housing) Partnership Steering Group, which is made up of Local Authorities and Housing Associations across Flintshire, Denbighshire and Conwy.</p>						
CHA015M	Number of applicants rehoused via SARTH by All Housing Partners	235.00	310.00	136.00		
<p>Lettings by Housing partners are as follows: Flintshire County Council 179; Clwyd Alyn 24; Wales &amp; West Housing 25; Gwrp Cynefin 3 and Adra 4. It is noted that Lettings across all housing partners are lower than target. With fewer properties becoming available, the consequence is that the length of time applicants will wait to be rehoused will be longer. Also, there are few homes available through social housing providers which reduces the opportunities for the Council to prevent and relieve homelessness through positive move on into social housing.</p>						
CHA016M	Number of applicants rehoused via SARTH by Flintshire County Council	179.00	220.00	100.00		
<p>179 applicants rehoused by Flintshire County Council. Lettings against target and previous half year reporting for 2021-2022 is lower for applicants moving into Council Homes. This will increase waiting times for applicants on the Common Housing Register and impact the ability to prevent and relieve homelessness through access to Council Homes. Void levels account for some of the reduction in lettings and work is underway to address void performance issues.</p>						

# Social Housing 2022/23

Action	Percentage Complete	RAG	Comment
Creation of a new amalgamated Disabled Adaptations Team consisting of Privately rented/Owned properties and Council Housing stock	70%	●	Expected implementation date January 2023.
Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	50%	★	The Council is currently in the process of testing our draft strategy though our Decarb Pilot works programme following the successful grant award (£3m) through the ORP bid. The draft decarbonisation strategy will continue to be reviewed and updated and is nearing the final stages for sign off.  We will ensure the strategy captures our aims and objectives in assuring our plans for de-carbonisation are robust and correct for the tenants of Flintshire.
Ensuring that the Council's housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65	50%	★	The Council continue to target properties that do not meet the Standard Assessment Procedure (SAP) 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels & Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved.  Our current average SAP rating for our entire stock is 70.3.  We are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.
In partnership with Denbighshire CC, creating a new Dynamic Procurement System in order to ensure CPR's are met and provide a wider opportunity for tendering Disabled Adaptation projects	30%	▲	Currently processing specification details with procurement, expected implementation 2023. Unfortunately, due to the procurement lead being off on long term sick and then leaving the authority this has created a delay in progress. However, a new procurement lead is now working with Flintshire County Council and Denbighshire Council in order to progress in a timely manner.
Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	50%	▲	The impact of Covid, the subsequent economic downturn together with major supply chain disruption and more recently the war in Ukraine have had an impact on development activity and a hiatus in new build completions across Wales. Labour and material costs have increased affecting scheme viabilities.  Additionally, environmental impacts of phosphates in water courses upon the planning process has further constrained development approvals.  An outline development programme for the Strategic Housing and Regeneration Programme (SHARP) 2 has been developed for the next three years and can be viewed in the 18 October Cabinet Papers which could deliver a further 260 additional homes via FCC and NEW Homes.
Listening to our tenants and working with them to improve our services, homes and communities	50%	●	All tenants were sent Satisfaction of Tenants and Residents (STAR) survey in April 2022. Final report with results was compiled in September 2022 with 25% response rate received overall. Data is to be interrogated to inform ward results and action plan based on priorities.
Supporting our tenants to access technology and create sustainable digital communities	50%	★	The Accommodation Support team have received training to be digital champions, to support residents either in their homes or in the sheltered accommodation community centres when using their own devices or taking part in a tablet loan scheme to access the internet for shopping, cheaper deals and keeping in contact with friends and family, etc.

Action	Percentage Complete	RAG	Comment
Working with housing association partners to build new social housing properties and additional affordable properties	60%		The Planned Development Programme (PDP) 2022/23 has been approved by Welsh Government and 266 Registered Social Landlords homes have been approved for future development in the County. Currently, the phosphate issues impact on a number of schemes requiring planning permission.
Working with residents to ensure our communities are well managed, safe, and sustainable places to live	50%		Results from recent Satisfaction of Tenants and Residents (STAR) survey outline the priorities that residents have which will ensure that service delivery is targeted on an area basis based on the need.

Social Housing 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA018M	Number of Council Homes under construction	36.00	71.00	0.00		
<p>Schemes at Maes Penant (30) are on site and now due for completion in January/February 2023 after issues with the roofing contractor that have now been overcome. The schemes for homeless accommodation at Park Lane and Duke Street (6) are due for completion in November/December 2022. The scheme at Nant y Gro (41) is yet to start on site. It was due to start in April/May. The contractor is seeking repricing to address general material and labour cost increases and additional ground works. We are currently reviewing the schemes viability.</p>						
CHA019M	Number of Council Homes completed	0.00	6.00	0.00		
<p>On target to complete 36 homes by March 2023.</p>						
CHA020M	Number of Affordable Homes under construction via NEW Homes	5.00	0.00	0.00		
<p>Five additional homes as part of a package deal with Wates are under construction and should be completed before March 2023.</p>						
CHA021M	Number of Affordable Homes completed via NEW Homes	0.00	0.00	4.00		
<p>Five additional homes as part of a package deal with Wates are under construction and should be completed before March 2023.</p>						

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Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA022M	Number of Residential social landlords (RSL's) homes under construction	36.00	36.00			
<p>36 homes are on site at present and a further 150 are due to commence this year. This includes 100 units at Northern Gateway, where ground works to handover to the developer are underway. The development will be phased the details of which are awaited. 50 homes in Mynydd Isa were due to be on site earlier this year, but the contractor withdrew as a result of pricing issues. A new one has been appointed and should be on site this year.</p>						
CHA023M	Number of Residential Social Landlord (RSL's) homes completed	4.00	18.00			
<p>Delays with phosphates have hampered completions due this year.</p>						
CHA026M	Total number of Small Disabled Adaptations completed	396.00	160.00			
<p>This value is the total number of actual small adaptations processed, not number of households, this is to keep consistency with reporting to Welsh Government</p>						
CHA027M	Average number of days to complete a Small Disabled adaptation	9.00	28.00			
<p>Since Covid restrictions have lifted, targets have improved this year.</p>						

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Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA028M	Total number of Discretionary Medium Disabled Adaptations completed	29.00	20.00			
<p>Discretionary adaptations have increased since the change in policy whereby an increase in the limit to £10,000 was introduced at the end of last year, meaning more discretionary adaptations are being awarded.</p>						
CHA029M	Average number of days to complete a Discretionary Medium Disabled adaptation	88.00	122.00			
<p>Since Covid restrictions have lifted target have improved this year, with delayed start dates from contractors decreasing.</p>						
CHA030M	Total number of Mandatory Medium Disabled Adaptations completed	24.00	30.00			
<p>The number of Mandatory Medium adaptations will start to reduce due to the change in policy whereby the £10,000 limit for discretionary medium adaptations has been removed.</p>						
CHA031M	Average number of days to complete a Mandatory Medium Disabled adaptation	184.00	122.00			
<p>We are still incurring start date delays for jobs with contractors due to their high workloads and the lack of contractors to be able to award contracts to. We have identified additional contractors so this position should now improve and next year we will be implementing the Dynamic Purchasing System which will also alleviate the lack of contractors' issue.</p>						

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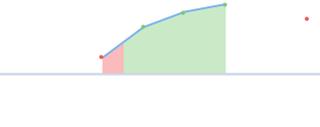
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA032M	Total number of Mandatory Large Disabled Adaptations completed	3.00	4.00		<p>3.00</p>	
<p>There have been delays with contractors start dates, but also with planning applications for large jobs. The target was set using last year's completions, however, due to the amount of large jobs outstanding prior to 2021/22 the amount of completed jobs last year was higher than normal. This year we will be in a position to identify a 'normal' year which will assist in setting a more precise target.</p>						
CHA033M	Average number of days to complete a Mandatory Large Disabled adaptation	549.00	456.00		<p>549.00</p>	
<p>There were a number of outstanding large jobs which had started prior to Covid-19, the majority of the jobs have now completed, however due to these delays, this will mean that this year's target will have been adversely impacted.</p>						
CHA034M	Total number of Disabled Adaptations completed	461.00	214.00		<p>461.00</p>	
<p>Since Covid restrictions have lifted, more adaptations are being completed.</p>						

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# Private Rented Sector 2022/23

Action	Percentage Complete	RAG	Comment
Developing a "landlord offer" that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed	40%	●	The private rented sector is increasingly challenging to access for those who are on low income and benefit dependent. Availability of homes locally is down approximately 50% over the last three years and therefore a number of landlord incentives have been developed to help people access homes from local landlords and lettings agents. Funding has been ring fenced through Housing Support Grant to assist with making homeless clients more attractive to landlords and this includes rent in advance packages, enhanced deposits, property improvement grants (repairs) and the Bond Scheme. Further promotion of our Landlord Offer is to be progressed in the second half of the year.
Engaging with private sector tenants, giving them a voice and responding to their needs	30%	●	Work continues regionally in regard to developing engagement activities for tenants within the private rented sector. TPAS Cymru are working with North Wales Councils to encourage tenants to get involved with an online event which is due to be undertaken in October. The event will focus on the "Cost of Living Crisis" with services available (Warm Wales and Pennysmart) to offer advice on a range of cost of living issues. This is one of several planned events and engagement opportunities.
Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need	40%	●	In an effort to better understand movement and changes in the private rented sector Arc4 Consultants have been engaged to complete research and analysis regarding availability, affordability and overall performance of the local market in Flintshire. This will enable the Council to better inform plans for interventions that will assist with securing properties for both temporary housing, move on for homeless households and a range of other housing needs including resettlement programmes linked to the Ukraine, Syrian and Afghan workstreams. Full report expected October 2022 and this will assist with the development of the Local Housing Market Assessment (LHMA) which is due refresh in early 2023.
Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life	40%	★	Progress has been made in the mapping of HMO programme, 14 properties have been targeted and work is ongoing with them properties to ensure they meet the required minimum HMO standards. For ten of the properties work is ongoing.
Working in partnership with landlords and private sector agents to better understand their needs	40%	●	Homelessness is not solely a housing issue, and many additional needs impact on people's risks of homelessness and present challenges for the Council to prevent and relieve homelessness. By working with partners across public sector we are able to respond to housing problems. Whilst we are good at responding to one-off incidents and issues, our Rapid Rehousing transition Plan will firm up more of our strategic partnership arrangements. Engagement with partners for Rapid Rehousing is a key activity for the second half of the year to ensure homelessness is a shared priority across the Council and other public services.

Private Rented Sector 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE002M	Number of inspections of HMOs	14.00	20.00	12.00		
<p>14 properties have been inspected (The target was 20). Of these, four were closed and ten are ongoing.</p>						

# Empty Properties 2022/23

Action	Percentage Complete	RAG	Comment
Bringing empty homes back into use through the Empty Homes Loan Scheme	50%	★	Number of applications for the loan scheme all being reviewed by Empty Homes and Legal.
Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme	50%	★	Work is ongoing in taking ownership of long term empty properties, refurbishing them and renting them out. Waiting for agreement to be arranged.
Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street	90%	★	Existing funding opportunities have been promoted to key stakeholders/audiences and enquiries have converted into several applications being developed, submitted and approved through Welsh Government's Transforming Towns Place Making Grant and Loans Initiative. These developments contribute towards revitalising our towns and high streets. The council's Regeneration Team has also been part of a regional working group which has been responsible for scoping out and developing proposals for a new 'Property Improvement Scheme' which is now at the stage of being a very advanced proposal, and subject to approval in November 2022, will be rolled out from April 2023 onwards.
Targeting 'problem' empty homes in our communities and use enforcement powers where appropriate to improve our communities and increase housing supply	50%	★	A property is in the process of going through the enforced sale, works are being completed by Building Control.