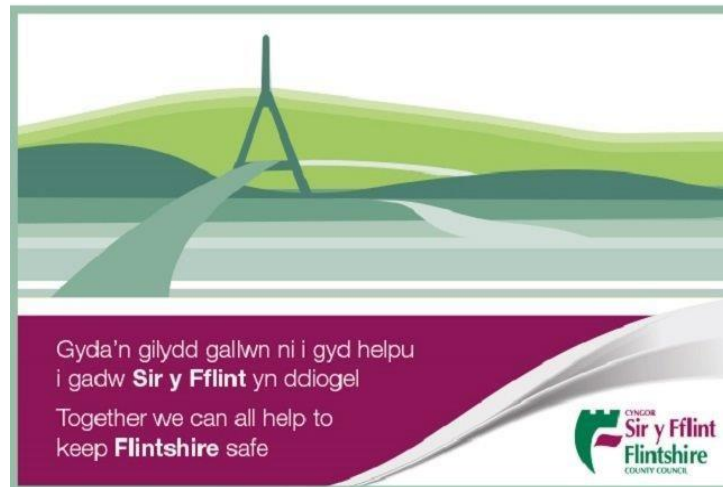


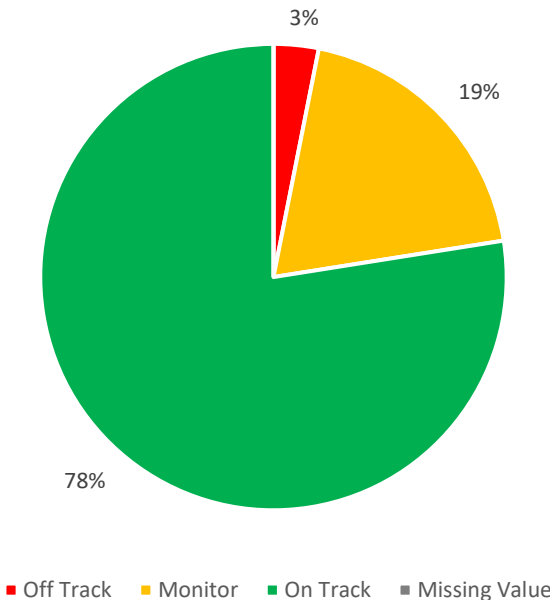


# Council Plan End of Year Performance Monitoring Report 2022/23

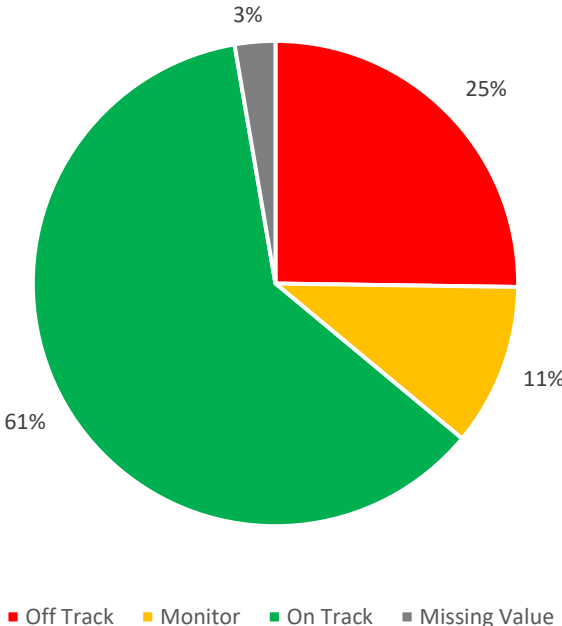


# Analysis

Council Plan - Action RAG Status



Council Plan - Measure RAG Status

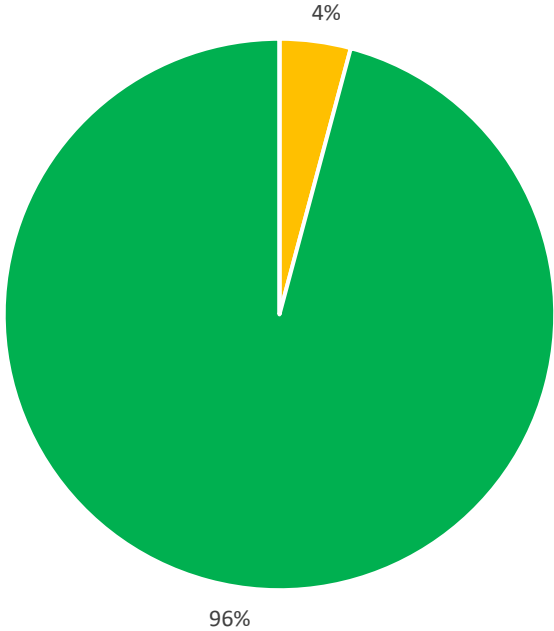


- Key**
- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
  - Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
  - ★ Green: Good Progress – activities completed on schedule and on track.
  - ◆ Grey: Not Reported / Part Reported

# Poverty

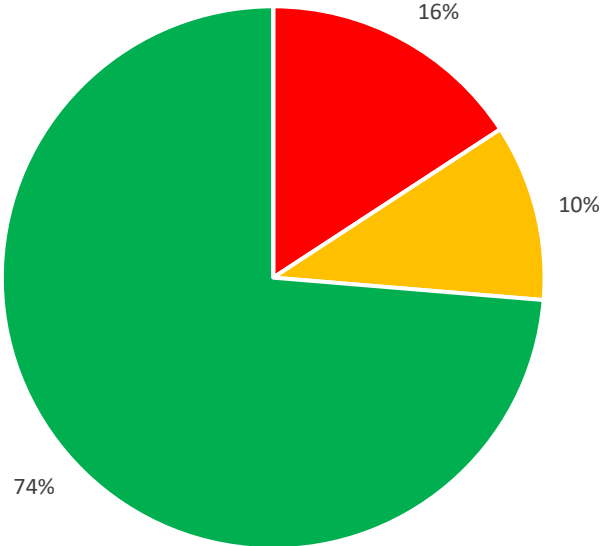
# Poverty Overall Performance

Poverty - Action RAG Status



■ Off Track ■ Monitor ■ On Track ■ Missing Value

Poverty - Measure RAG Status

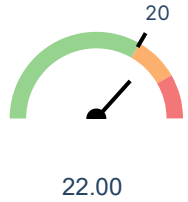
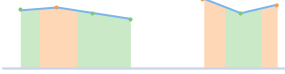
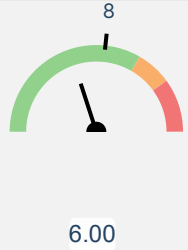





■ Off Track ■ Monitor ■ On Track ■ Missing Value

# 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	90%	★	Our two community support hubs continue to be busy in Shotton and Holywell, providing support in the five key areas, food, income, mental health, digital and employment.
Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently	100%	✔	We have carried out a thorough take-up campaign to ensure the Welsh Government Winter Fuel Payment Scheme 2022/23 was widely promoted and take-up was high. We ensured a variety of methods were used to reach as many people as possible. This included promotion by schools, members, emails to Flintshire residents via GovDelivery, Twitter and Facebook, as well as phone calls and letters to customers already identified as eligible. We have issued the £200 payment to 15,955 households totaling £3,191,000.
Maximising take up of the Discretionary Housing Payments scheme and other financial support	100%	✔	Discretionary Housing Payments (DHP) funding continues to increase due to the additional financial pressures of rent and rising cost of fuel bills which has had an impact on tenants' ability to pay their rent. Welsh Government are continually encouraging Local Authorities to use DHP in the prevention of homelessness.
Maximising the number of people signposted for support to facilitate longer term change	100%	✔	Referrals continue to be received due to the continuation of the impacts of the cost of living. 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 costs of energy bills and general cost of living expenditure.

## 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	22.00	20.00	17.00	 22.00	
<p>Speed of processing for new claims is slightly higher for Q4 than for Q3 and is also above target. We have had a reduced team for Q4 due to outstanding recruitment, and have also had to managed increased workloads across the team due to the going Winter Fuel Payment Scheme and the launch of the Energy Bill Support Scheme.</p>						
CHA002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	6.00	8.00	3.00	 6.00	
<p>Speed of processing for change of circumstances is on target for Q4.</p>						
CHA003M	Total spend of Discretionary Housing Payments (%)	100.00	100.00	130.00	 100.00	
<p>All of the Discretionary Housing Payments (DHP) allocation was fully spent by supporting households with help towards housing costs to continue to mitigate and prevent potential homelessness situations due to increases in the cost of living.</p>						

# 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 service is going well, helping to support residents to eat well when arriving home from either Mold or Deeside Community Hospitals.
Developing a "Well Fed at Home service"	80%	★	We will continue to increase awareness and promote the meals on wheels service to our residents, providing support with their meal orders etc.
Introducing a transported and delivered food service "Mobile Meals" to those who are vulnerable	90%	★	The successful Croeso Cynnes/Warm Welcome project came to an end on 31st March 2023. Well-Fed have delivered 4 roadshows in the Heights, Flint and Trelogan to launch the Meals on Wheels delivery service. Meals will be purchased and delivered to the community centre for the resident to collect to take home with them or enjoy together at the centre.

Food Poverty 2022/23

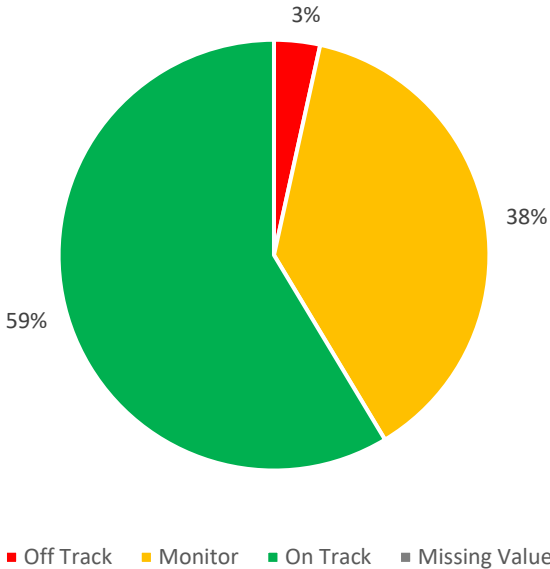
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA005M	Numbers of residents enrolled in the "Mobile Meals" service	30.00	24.00	27.00		
<p>Well Fed have launched the meals on wheels service in 3 of the Council's sheltered accommodation community centres. Residents were very impressed with the free meals they received during the Croeso Cynnes project over the winter months. Residents were pleased to see the menu had increased and they had the opportunity to purchase the meals to be collected when they attend the activities at the centre.</p>						
CHA006M	Number of residents supported by the "Hospital to Home" meals service	5.00	24.00	27.00		
<p>The process is working well but the Initial take up has been low during the pilot. Further promotional work will be carried out to raise awareness of this service.</p>						



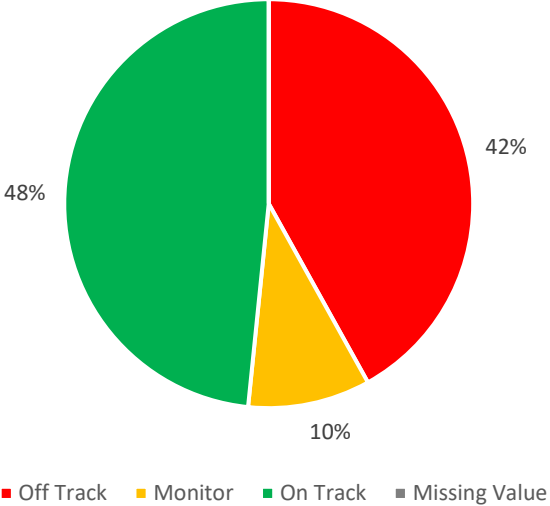
# Affordable and Accessible Housing

# Affordable and Accessible Housing Overall Performance

### Affordable and Accessible Housing - Action RAG Status



### Affordable and Accessible Housing - Measure RAG Status



# 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	100%	✓	All Domestic Abuse tender documents have been finalised and are awaiting approval from Cabinet to commence with the tendering process. A family supported accommodation has been decommissioned due to the property being sold. The provider is now delivering a floating support service for the families who have moved out of Plas Bellin and have been allocated properties through SARTH (Single Access Route to Housing) and also for other families coming through our Housing Support Gateway. In addition, the Housing Support Team have started consultations with all Floating Support providers so going forward the Housing Support Team will be able to recommission these services.
Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness	100%	✓	Housing First Project continues to support up to 20 residents through the principles of Housing First. The service is currently undertaking an assessment with Cymorth Cymru as part of the accreditation process with very positive feedback provided to date. Final decision is expected in Quarter 1 of 2023. The Rapid Rehousing Transition Plan is still in Draft but elected members have accepted and endorsed the Priority Areas and the Action Plan, and the 50% Homeless Direct Lets variation to the Common Allocations Policy remains in place. Flintshire County Council have been identified by Welsh Government as a partner for research into Allocations of Social Housing to inform the future direction of Social Housing Allocations Guidance for Wales alongside Rapid Rehousing.
Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	100%	✓	Engagement with partners through Multi Disciplinary Team activity and joint working continues to work well on complex cases. The Housing Support Forum provides a vehicle for the Housing and Prevention Service to engage with partners and tackle key challenges together. Further work with health partners is required. A regional event was planned for 9th March in partnership with North Wales Area Planning Boards, however this event was cancelled due to snow and hazardous conditions but has been rearranged for 04 May 2023, now with a bigger venue due to the significant interest generated.
Ensuring when homelessness does occur it is rare, brief and non-recurring	100%	✓	As much as can be done is being done by the homeless prevention and housing support services to reduce homelessness. Homelessness is however still increasing due to challenging conditions across the whole of Wales, many of which are associated with the housing crisis and the cost of living crisis. Moving people on from interim housing and enabling them to exit homelessness is difficult with significant barriers to securing housing. Most notable is the lack of 1 bedroom accommodation within both social housing and private rentals. Approximately 83% of the households in interim housing require 1 bedroom housing. When people do move on from interim housing and exit homelessness significant financial assistance and support is provided to ensure people are able to sustain their housing and avoid them becoming homeless again.
Exploring opportunities to develop a young person's homeless hub offering accommodation and support services	10%	▲	This is a long term action which has stalled as the priority is to identify a suitable location for a permanent Homeless Hub. Should a potential site for a young persons hub become available, capacity for design and explorative work will be identified.

Action	Percentage Complete	RAG	Comment
Promoting housing support and homeless prevention services with our residents and partners	80%	●	A successful Housing Support Forum was delivered with a wide range of partners in attendance. The Website was relaunched with a dedicated 'Housing Hub' which provides details of a wide range of housing support and homeless prevention information. New online access forms have been launched for the Housing Support Gateway to enable easier access for people to refer into services and be matched with support. A new Outcomes Framework pilot was completed with Welsh Government and several local commissioned services engaged in the Pilot. We had intended to deliver more outreach activities within the community to promote the various services available but due to service pressures we were unable to achieve all that had been planned.
Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery	25%	●	This is a long term action. Designs have been developed and a potential site has been identified. Discussions with local ward members for the site are planned for Quarter 1 of 2023. Exploration of funding for the Homeless Hub is underway.

## 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	1,598.00	1,400.00	379.00	 1,598.00	
<p>Presentation are up significantly from the previous year, this reflects the continued housing and cost of living crisis. More people are presenting as homeless or at risk of homelessness. There are fewer homes available in the private sector and many landlords are serving notices ahead of the implementation of the 6 month notice rules linked to Rent Homes Wales Act 2016 which apply from 01 June 2023.</p>						
CHA008M	Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	59.25	65.00	63.00	 59.25	
<p>Causes of homelessness continue to be varied but high levels of private rental notices, relationship breakdown, asked to leave by family or friends remain the most common reasons for homelessness. There were 319 prevention outcomes reported in the year and of those 189 were positive. Negative outcomes were recorded as follows: 47 unsuccessful prevention. 3 refused assistance. 21 non co-operation. 37 application withdrawn. 19 loss of contact. 2 change in eligibility. 1 mistake of fact.</p>						
CHA009M	Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	44.26	45.00	57.00	 44.26	
<p>When considering the relief and discharge of full homeless duties there were a total of 357 outcomes recorded for the year and 158 of these were positive. This reflects 44.26% which is slightly below target. Opportunities to assist people to exit homelessness are increasingly challenging with few private rental properties being affordable and social housing supply limited. The homeless cohort continues to be predominantly single person households (approx. 84%) and there is minimal 1 bed accommodation available across the county.</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	184.00	100.00	101.00		

At the end of the reporting period, there were 184 households in interim housing. This is a significant increase over the course of the year and reflects the ongoing pressures within the homelessness system. Annual target was to sustain a similar level of households in homeless accommodation. Whilst number of homeless households accommodated by the Council is a concern this is not unique to Flintshire. The breakdown of household types is as follows; Single Male 117, Single Female 38, Families 19, Other 10. Rough sleeping figures remain low (2).

CHA011M	Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014	95.28	130.00	117.00		
---------	--	-------	--------	--------	--	--

Homeless accommodation includes those in temporary accommodation, homeless hub and also emergency accommodation (hotel or B&B). The high number of residents placed within emergency housing in the later part of the year is bringing the average figure down. Whilst the average length of stay reducing would usually be a positive outcome, the increase in numbers of households in homeless accommodation is a concern and the increased reliance on hotel and B&B create significant financial pressures. Financial support through the No-one Left Out grant for homeless accommodation has not increased in line with the increase in demand for accommodation.

The longest standing resident occupying homeless accommodation at year end had been in homeless accommodation for 472 days. Average length of stay by homeless accommodation type is as follows; temporary accommodation 150.62 days; homeless hub 126.04 days; emergency hotel & B&B 62.64 days.

CHA012M	Number of referrals received through the Housing Support Gateway	1,447.00	1,400.00	409.00		
---------	--	----------	----------	--------	--	--

Total referrals for housing related support through the Housing Support Gateway in Quarter 4 was 520. Our service area has continued promotional work and has finalised the development of our webpage on the Council's website. New referral pathways via the Housing and Prevention Service webpage has improved access to services for clients, which is evidenced by the increase in number of presentations to the service. Our IT system to manage referrals is now in its final stages of development which will enable us to report on more accurate data. This data also links into Housing Solutions (Homeless Team) data which shows a significant increase in Homeless presentations - In March 2022, there were 63 Section 62 assessments, compared with March 2023, where there were 127 Section 62 assessments undertaken. Housing Solutions Officers make up a high percentage of the referrals that we receive for support which explains the increase in referrals for housing-related support and supported housing.

# 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	80%	●	Phase 2 of of this project is planned for 2023/24 which will offer customers further opportunity to communicate with the housing register team using a digital platform.
Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure	60%	●	Officers continue to work with residents to address those issues that heighten the risk of tenancy failure. Packages of support have been developed to support positive tenancy start up and tenancy sustainment. A lot of activity has been geared towards the homeless cohort due to current focus on moving people of from homeless accommodation. Recent recruitment within the service have provided additional resource to continue this work.
Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals	85%	●	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 has been delivered to promote the Common Housing Register and the Housing Support Gateway. Work has been completed on revamping both content and design on the website for both the Common Housing Register and Homelessness services. Phase 2 of of this project is planned for the start of the next financial year which will offer customers further opportunity to communicate with the housing register team using a digital platform. Training is being delivered on a regular basis to both internal and external colleagues and is being well received.
Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants	100%	✔	The Council have now finalised the detailed option appraisals for each identified sheltered scheme/site. We have also completed further assessments in terms of condition of properties and our proposed investment costs to ensure compliance with the Welsh Housing Quality Standards, building safety compliance and energy efficiency. A report has been 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. A task and finish working group has now been established to finalise the findings and agree the next steps in terms of consultation with members and residents.






## 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	2,424.00	2,400.00	2,401.00		
<p>There has been a 1.5% decrease in the number of applicants for Social Housing but the demand is still high compared to the number of properties available across all Housing Partners.</p>						
CHA014M	Customer satisfaction data for the Housing Register Service	52.27	40.00	32.00		
<p>An online survey was issued in January to a sample of 300 applicants of which 64 responded. 24.38% of the applicants found it very easy to apply in the first instance and 23.36% found the rate of the service good. 52.27% of the applicants would like the opportunity to receive updates on their application via an online service. The responses will inform further online surveys and help inform how we engage digitally with our customers going forward.</p>						
CHA015M	Number of applicants rehoused via SARTH by All Housing Partners	534.00	610.00	149.00		
<p>Lettings by Housing partners are as follows: Flintshire County Council 85; Clwyd Alyn 7; Wales and West Housing 25; Gwrp Cynefin 1. It is noted that Lettings across all housing partners are lower than target and 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 fewer 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. The introduction of Renting Homes Wales Act 2016 on 01 December 2022, may have contributed to the lower numbers of lettings. Turn around of void properties may also have impacted on the number of Lettings.</p>						



Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA016M	Number of applicants rehoused via SARTH by Flintshire County Council	366.00	440.00	122.00		
85 applicants were rehoused by Flintshire County Council in the final quarter of 2022/23 and the total number of applicants rehoused for 2022/23 was 366.						
CHA017M	Number of households rehoused with significant adaptations requirements	15.00	10.00	10.00		
<p>This measure seeks to highlight the work of the specialist housing panel and the rehousing of households with significant property adaptation requirements. Due to their complexity of some applicants property need, the traditional route of the Common Housing Register and existing stock would not routinely meet the needs of this cohort of residents. The specialist housing panel therefore seeks to focus on those residents who without creative and innovative housing solutions, would fail to have their housing needs met. At the end of the reporting year there are 46 live applicants being reviewed by the specialist housing panel and 15 households have been successfully rehoused in the last 12months.</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	100%		New staff members have now had their assimilation meetings with HR, management, union rep and a start date of 1st February 2023 has now been agreed by all parties.
Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	100%		The Council is currently in the process of testing our draft strategy though our Decarbonisation Pilot works programme following the successful grant award (£3m) through the Optimised Retrofit Programme (ORP) bid. The draft decarbonisation strategy will continue to be reviewed and updated and is nearing the final stages for sign off. The Council will ensure the strategy captures our aims and objectives in assuring our plans for decarbonisation 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	100%		The Council continues to target properties that do not meet the Standard Assessment Procedure (SAP) 65 rating through various improvement works. This includes, installation of efficient central heating systems, renewable technology (Solar Panels and 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 73.5 We are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes. The Council are currently waiting for the new standards and guidance (Decarbonisation Strategic Delivery Plan and Welsh Housing Quality standards 2) to be published from Welsh Government, which will be incorporated into our investment programmes.
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	60%		Currently progressing the project with Denbighshire County Council and Procurement. Unfortunately, due to leave and workloads there has been some delay in progressing it.
Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	80%		NEW Homes were originally looking to acquire an additional 5 properties @ Maes Gwern this has since increased to 6 There has been a delay in the completion of designated homeless provision @ Park Lane (4 units) and Duke Street (2 units). Progress has been slower than anticipated on both sites due to a number of issues, mostly contractor but with BT, Flintshire Street Naming and client preferred kitchen supplier as well. Completion was scheduled for the 3rd February for Duke Street and the Park Lane for the 28th of April and we are monitoring this closely It is anticipated that these will be completed circa Q1 of the 2023/23024 Financial year. The social homes @ Mostyn (30 units) have also been delayed due to adverse weather and also sub-contractor issues. The FCC Housing management team have visited this site and we are optimistic that they will be also be completed circa Q1 of the 2023/23024 Financial year. There are also 2 larger properties @ Ash Grove which we hope to have completed circa Q1 of the 2023/23024 Financial year. In relation to NEW 5 additional properties located @ Maes Gwern are shortly to be added to the NEW Homes portfolio.

Action	Percentage Complete	RAG	Comment
Listening to our tenants and working with them to improve our services, homes and communities	75%	★	An Action Plan will be developed following the outcome of the STAR survey to ensure services are tailored to the needs of tenant's priorities. Follow up on contact with tenants who have indicated an interest in being involved and devise matrix of areas for preferred involvement.
Supporting our tenants to access technology and create sustainable digital communities	50%	★	Residents enjoyed attending the digital courses delivered by Coleg Cambria as part of the Croeso Cynnes Project November 2022 to March 2023. They have been trained on how to use the device enabling them to keep in touch with family and access to money saving offers. Residents then have the opportunity to lone a tablet device using the Aura tablet loan scheme if they are unable to purchase their own.
Working with housing association partners to build new social housing properties and additional affordable properties	80%	●	We continue to work closely with our Housing Association partners. The next meetings have been arranged for April 2023. Regular review meetings are held both with the individual Associations at both a Housing strategy and at the Regional Strategic Lead level. This is in addition to quarterly meetings with the Housing associations and the Welsh Government.  8 units @ Pen Y Coed, Drury were completed by Adra in April 2022. Wales and West completed 23 units at Bryn Awel hotel Mold together with 6 units at Northop Chapel United reform church, Northop.
Working with residents to ensure our communities are well managed, safe, and sustainable places to live	75%	★	Developing digital solution through Total Mobile to ensure that Housing Officers are better equipped to support tenants by having a greater presence on their patch area. Identifying support needs at an earlier stage and referring to Tenancy Sustainment and other support agencies where appropriate.

Social Housing 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA018M	Number of Council Homes under construction	38.00	77.00	77.00		
<p>There has been a delay in the completion of designated homeless units @ Park Lane (4) &amp; Duke street (2). Progress has been slower on both sites due to a number of issues, mostly Contractor related but also connected to BT, Flintshire street naming and Client preferred kitchen supplier. We are closely monitoring progress and anticipate that that these units will be completed circa Q1 of the 2023/2024 Financial year. The Social homes @ Mostyn (30 units) have also been delayed due to adverse weather conditions, Way Leave issues and sub contractor issues. We remain optimistic that these units will also be completed circa Q1 of the 2023/2024 Financial year. In addition there are 2 larger properties @ Ash Grove which also ought to complete in the next 2023/2024 Financial year.</p>						
CHA019M	Number of Council Homes completed	0.00	36.00	0.00		
<p>There has been a delay in the completion of designated Homeless units @ Park Lane (4) &amp; Duke street (2). Progress has been slower on both sites due to a number of issues, mostly Contractor related but also connected to BT, Flintshire street naming and Client preferred kitchen supplier. We are closely monitoring progress and anticipate that that these units will be completed circa Q1 of the 2023/2024 Financial year. The Social homes @ Mostyn (30 units) have also been delayed due to adverse weather, Way Leave issues and sub contractor issues. We remain optimistic that these units will also be completed circa Q1 of the 2023/2024 Financial year. In addition there are 2 larger properties @ Ash Grove which also ought to complete 2023/2024 Financial year.</p>						
CHA020M	Number of Affordable Homes under construction via NEW Homes	6.00	21.00	0.00		
<p>We have re designated a potential site @ Pandy, Oakenholt to a different Tenure mix. A fresh Planning Application will be required. The targets for 2023/2024 will be updated to reflect the change.</p>						



Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA021M	Number of Affordable Homes completed via NEW Homes	0.00	5.00	4.00		
<p>This target will be reviewed and updated for the next Financial year 2023/2024. The acquisition of 6 properties ought to complete in the first quarter of 2023/2024</p>						
CHA022M	Number of Residential social landlords (RSL's) homes under construction	22.00	150.00			
<p>There has been a delay in some of the larger sites being developed including Northern gateway (100) and 66A Mold Road, Mynydd Isa (56) due to contractors withdrawing from Contracts which they deemed to have unviable due to increased costs. the Contractor for Northern Gateway has recently entered Administration. The full Welsh Government grant of £11.2 million from WG was secured. We are closely monitoring both of these sites and a meeting has been arranged with the RSL.</p>						
CHA023M	Number of Residential Social Landlord (RSL's) homes completed	43.00	41.00			
<p>We are pleased to report that in these challenging times that 43 homes have been completed.</p>						
CHA024M	To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2022	100.00	100.00	100.00		
<p>The Council successfully complied with the Welsh Housing Quality Standards to all housing stock on the 31st December 2021. We have continued to maintain this standard to our tenanted homes and will now move into the maintenance phase of these standards. We are now working with Welsh Government and our supply partners in readiness for the new WHQS 2.0 standards that will be shared with the Council in 2023.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA025M	Achieving a SAP rating of 65 or above will be one of the key measures to determine whether or not the WHQS standard has been attained	100.00	100.00	100.00	 100.00	


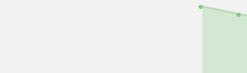
The Council continues to target properties that do not meet the SAP 65 rating through various improvement works. Installation of efficient central heating systems, renewable technology (Solar Panels and Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, 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 73.5

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

CHA026M	Total number of Small Disabled Adaptations completed	987.00	320.00		 987.00	
---------	--	--------	--------	--	---	---

We are completely reliant on the Occupational Therapist recommendation and their clients need, so it is always difficult to project the amount of different sized works we may receive.

CHA027M	Average number of days to complete a Small Disabled adaptation	7.00	28.00		 7.00	
---------	--	------	-------	--	---	---

These are the small adaptations that are classed as priority. They are to prevent risk, hospital admissions, for example, grab rails, hand rails etc.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA028M	Total number of Discretionary Medium Disabled Adaptations completed	59.00	40.00			
<p>We are completely reliant on the Occupational Therapist recommendation and their clients need, so it is always difficult to project the amount of different sized works we may receive. Discretionary adaptations have increased due to the change in DFG policy and removal of a limit to discretionary works.</p>						
CHA029M	Average number of days to complete a Discretionary Medium Disabled adaptation	131.00	122.00			
<p>This is an amalgamated figure of all medium sized adaptations completed, discretionary and mandatory. Unfortunately some mandatory medium cases have had delays when processing the means testing, however now that means testing for all medium adaptations has been removed 23/24 target figures should hopefully be met.</p>						
CHA030M	Total number of Mandatory Medium Disabled Adaptations completed	47.00	60.00			
<p>We are completely reliant on the Occupational Therapist recommendation and their clients need, so it is always difficult to project the amount of different sized works we may receive. These have reduced inline with the increase in Discretionary Adaptations.</p>						
CHA031M	Average number of days to complete a Mandatory Medium Disabled adaptation	131.00	122.00			
<p>This is an amalgamated figure of all medium sized adaptations completed, discretionary and mandatory. Unfortunately some mandatory medium cases have had delays when processing means testing, however now that means testing for medium adaptations has been removed 23/24 target figures should hopefully be met.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA032M	Total number of Mandatory Large Disabled Adaptations completed	4.00	8.00			
<p>We are completely reliant on the Occupational Therapist recommendation and their clients need, so it is always difficult to project the amount of different sized works we may receive. Large cases can take up to 15 months or longer to complete, currently we have 10 cases in progress at different stages, some of these may be completed 23/24.</p>						
CHA033M	Average number of days to complete a Mandatory Large Disabled adaptation	502.00	456.00			
<p>A legacy case which had been ongoing for a considerable period (prior to 2022/23) was completed in the 2022/23 reporting period. This had an adverse effect on completion target times. Should this legacy case be excluded from our actual figures then the average number of days to complete a mandatory large disabled adaptation would be 379, which is below our target of 456 days.</p>						
CHA034M	Total number of Disabled Adaptations completed	1,097.00	428.00			
<p>We are completely reliant on the Occupational Therapist recommendation and their clients need, so it is always difficult to project the amount of different sized works we may receive.</p>						







# 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	90%	●	The Landlord Hub section of the Councils Website is now in its final stages of development and due to be launched in Quarter 1 of 2023/24. Continued use of Welsh Government Homeless Prevention Grant has enabled us to sustain the landlord offer relating to rent rescue packages for failing tenancies, including support for landlords who have experienced significant interest rate hikes and have had to increase rents due to their cost pressures. Advice and guidance with the implementation of the Renting Homes Wales Act 2016 is extended to landlords routinely by the Bonds Scheme Officers. The Council are unable to sign up to the Welsh Government Leasing Scheme due to staffing pressures.
Engaging with private sector tenants, giving them a voice and responding to their needs	100%	✔	We continue to work with regional partners and TPAS Cymru to develop a Private Rented Sector Forum to provide opportunity for residents to engage with services and promote opportunities for engagement with residents who live in private rented sector homes. An online event was held online on the 01 March 2023, and residents who attended the event helped develop a Factsheet about the Renting Homes Wales Act 2016 as this was an issue they had identified as creating uncertainty and confusion for private renters. Their feedback has helped shape the content of the form and they have identified further subject ideas for future factsheets.
Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need	60%	●	Market conditions mean that this task is increasingly challenging to deliver on. Many landlords are serving notices in order to sell their properties. Whilst we have a wide range of financial incentives to encourage landlords to consider residents who are open to the Councils Housing Support and Homeless Prevention services, as Contract Holders, the lack of housing and the increasing costs to rent privately is creating additional barriers to being able to improve access to the private rented sector.
Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life	67%	●	The target for this activity was amended from 40 to 35 HMO's to inspect due to the fact that the programme of work commenced during quarter two of 2022/23, following new members of staff joining the team.
Working in partnership with landlords and private sector agents to better understand their needs	100%	✔	The Landlord Forum continues to be delivered online in partnership with National Residential Landlords Association. The last Forum focused on damp and disrepair as this is a topic landlords had requested advice and guidance on. Over 40 landlord attended the Forum. Financial Hardship and Cost of Living issues were identified as another concern for landlords and the Landlord Forum in May 2023 will have a range of guest speakers to help raise awareness of support services that can assist residents and help sustain their accommodation which is positive for landlords.

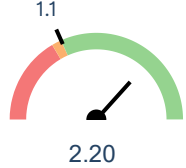
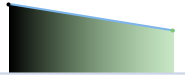
Private Rented Sector 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHA035M	Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation	51.00	64.00	62.00	 <p>51.00</p>	
<p>51 households were recorded as being supported into private rented housing in order to either relief or prevent their homelessness. Availability of private rental homes is reducing and rent costs are going up, making renting privately unaffordable for many people. A report by the Bevan Foundation into availability of private rental homes found 59 homes available in Flintshire in February 2023 and 0 were charging the Local Housing Allowance rate, meaning they would be unaffordable for most people who are in receipt of benefits or on low wage.</p>						
CPE002M	Number of inspections of HMOs	24.00	35.00	18.00	 <p>24.00</p>	
<p>24 inspections undertaken from the target of 35. Operational and statutory pressures, such suitability checks for Ukrainian refugees and legislative changes in the Private Rented Sector, has affected the delivery of proactive work.</p>						

# Empty Properties 2022/23

Action	Percentage Complete	RAG	Comment
Bringing empty homes back into use through the Empty Homes Loan Scheme	100%		This is on-going and this financial (2022/23) year we have approved £200,000 in house into home loans, with a further 3 in the application stage.
Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme	100%		This is on-going. We are waiting on a meeting to put the project management service to a test by undertaking a full refurbishment.
Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street	100%		A number of regeneration schemes have been awarded Welsh Government 'Transforming Towns - Place Making Grant' for 2022-23 and the Regeneration team has worked with property owners and developers to secure funds, start and progress work on site and claim grant funds at the end of March 2023. Amongst grant funded projects (which property owners have invested a minimum of 30% capital funding themselves) one scheme has also applied for and been awarded repayable loan funding as part of a funding investment package alongside non-repayable grant funding. Work is ongoing into the next financial year regarding recent and new enquiries from property owners and developers about regeneration grant and loan funding available to them to support the regeneration of high streets in town centres, and facilitating the development and delivery of new regeneration projects. An application for Shared Prosperity Funding (SPF) was submitted by the Council's Regeneration team, which has been successful at stage 1 (of 2) to secure funds to implement a Town Centre Investment programme comprising 8 projects across 7 towns in Flintshire. In quarter 1 of 2023-24, stage 2 SPF funding application will be developed and submitted. The outcome of this funding application is expected by end June/ early July 2023.
Targeting 'problem' empty homes in our communities and use enforcement powers where appropriate to improve our communities and increase housing supply	100%		Enforcement powers have been used to successfully take 2 long term empty properties through the enforced sale procedure and they are now back in use. Empty Homes has passed over the 3rd property to the solicitors and its due to be sold at auction in the next 2 months.

## Empty Properties 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE003M	Percentage of empty private properties brought back into use	2.20	1.10	3.60		

Based on Council Tax figures of 500 when the housing strategy plan was produced in 2019, we have brought 11 properties back into use with the assistance of loans, enforcement and encouragement which equates to 2.2% for the financial year 2022/23.