

Pecyn Dogfen Gyhoeddus



Swyddog Cyswllt:
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At: Cyng Ian Dunbar (Cadeirydd)

Y Cynghorwyr: Sian Braun, Helen Brown, David Cox, Jean Davies, Ron Davies, Rosetta Dolphin, Mared Eastwood, Ray Hughes, Dennis Hutchinson, Brian Lloyd, Ted Palmer, Kevin Rush, Paul Shotton a David Wisinger

31 Hydref 2019

Annwyl Gynghorydd,

Fe'ch gwahoddir i fynychu cyfarfod Pwyllgor Trosolwg a Chraffu Cymunedau a Menter a fydd yn cael ei gynnal am 10.00 am Dydd Mercher, 6ed Tachwedd, 2019 yn Ystafell Bwyllgor Delyn, Neuadd y Sir, Yr Wyddgrug CH7 6NA i ystyried yr eitemau canlynol

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 cyfarfodydd ar 18 Medi 2019.

4 RHAGLEN GWAITH I'R DYFODOL A OLRHAIN GWEITHRED (Tudalennau 9 - 18)

Adroddiad Hwylusydd Trosolwg a Chraffu yr Cymuned a Menter -

Pwrpas: I Ystyried y flaenraglen waith Pwyllgor Trosolwg & Chraffu Cymunedau a Menter a rhoi gwybodaeth i'r Pwyllgor o'r cynnydd yn erbyn camau gweithredu o'r cyfarfod blaenorol.

5 RHAGLEN GYFALAF Y CYFRIF REFENIW TAI AR GYFER 2020/21

(Tudalennau 19 - 26)

Adroddiad Prif Swyddog (Tai ac Asedau) - Aelod Cabinet dros Dai

Pwrpas: Pwrpas yr adroddiad hwn yw cyflwyno rhaglen gyfalaf ddrafft Y Cyfrif Refeniw Tai ar gyfer 2020/21 er cymeradwyaeth.

6 RHAGLEN GYFALAF SAFON ANSAWDD TAI CYMRU (SATC) -

DIWEDDARIAD O'R ADOLYGIAD DARPARU (Tudalennau 27 - 112)

Adroddiad Prif Swyddog (Tai ac Asedau) - Aelod Cabinet dros Dai

Pwrpas: Rhoi diweddariad ar gynnydd Safon Ansawdd Tai Cymru, y mae'r Cyngor yn ei ddarparu drwy ei Raglen Buddsoddi Cyfalaf.

7 BENTHYCIADAU GWELLA TAI Y SECTOR BREIFAT (Tudalennau 113 - 116)

Adroddiad Prif Swyddog (Cynllunio, Amgylchedd ac Economi) - Aelod Cabinet dros Gynllunio a Diogelu'r Cyhoedd

Pwrpas: Rhoi diweddariad ar y rhaglen a'r nwyddau benthyciadau yn dilyn ail-lansio.

Yn gywir



Robert Robins
Rheolwr Gwasanaethau Democraidd

Eitem ar gyfer y Rhaglen 3

COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE **18 SEPTEMBER 2019**

Minutes of the meeting of the Community & Enterprise Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Wednesday 18 September 2019

PRESENT: Councillor Ian Dunbar (Chairman)

Councillors: Helen Brown, David Cox, Jean S Davies, Ron Davies, Rosetta Dolphin, Ray Hughes, Dennis Hutchinson, Brian Lloyd, Ted Palmer, Paul Shotton and Dave Wisinger

APOLOGY: Councillor Derek Butler

ALSO PRESENT: Councillors Rob Davies, Patrick Heesom and Christine Jones attended as observers

CONTRIBUTORS: Councillor Dave Hughes, Cabinet Member for Housing; Chief Officer (Housing and Assets); Benefits Manager and Service Manager – Housing Programmes

IN ATTENDANCE: Community & Enterprise Overview & Scrutiny Facilitator and Electoral Services Officer

10. DECLARATIONS OF INTEREST

None were received.

11. MINUTES

The minutes of the meeting held on 26 June 2019 were submitted.

RESOLVED:

That the minutes be approved as a correct record and signed by the Chairman.

12. FORWARD WORK PROGRAMME AND ACTION TRACKING

The Facilitator presented the current Forward Work Programme, together with an update on actions arising from previous meetings, all of which were now completed. She advised that the half hour training session on safeguarding had been held prior to the meeting and therefore would be removed from the Forward Work Programme.

Councillor Ted Palmer asked if a report on Tenants Right to Succession could be provided at a future meeting in order to review the current policy.

Councillors Hutchinson and Dolphin raised concerns over the allocations of properties and the allocations at sheltered accommodation. The Facilitator advised that at a previous meeting it had been agreed that a report on Tenancy and anti-social behaviour would be submitted to a future meeting

RESOLVED:

- (a) That the Forward Work Programme be noted;
- (b) That the Facilitator, in consultation with the Chairman 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.

5 DISABLED FACILITIES GRANT POLICY

The Chief Officer (Housing and Assets) introduced the revised policy with regards to the Disabled Facilities Grants. The Benefits Manager went on to discuss how they were making the policy clearer and that following on from an Audit Report that the process with regards to adaptations to homes had been much improved. The Benefit Manager commented that the feasibility checks were now up front and that items such as Stair lifts no longer need to go through the DFG process.

The Chairman commented on previous concerns which had been raised by residents on the length of time taken waiting for different contractors to complete different stages of the process. He asked whether this had been addressed. The Benefits Manager advised that the current framework agreement with Contractors was due to be reviewed in early 2020. As part of the reviewed Policy, residents would have a designated contact officer within the Council who would be in regular contact with Contractors in order to ensure project were completed within the timeframe.

Councillor Helen Brown commented on the number of days taken to complete a disabled adaptation and asked whether the 'stop the clock' system, where the time taken to complete the adaptation was stopped if issues outside of the Council's control arose, was still being implemented. The Benefits Manager advised that the 'stop the clock' system was being implemented, which brought more alignment with how other authorities recorded activity. This also assisted residents who felt the need to take a break from the work involved in undertaking a disabled adaptation in complex circumstances.

Councillors Paul Shotton and Rosetta Dolphin welcomed the report and the progress made with introducing a revised policy. Councillor Dolphin commented on the performance targets of completing disabled adaptations and asked when it was thought that performance would improve. The Chief Officer advised that the performance was improving and would continue to be monitored closely as part of the quarterly performance monitoring reports to the Committee. He commented that due to the complex nature of some disabled adaptations, and due to a number being held during the previous financial year due to funding there were a number of long standing DFG's in the system. These were being cleared but their performance overall pulled down current performance of all DFG's in the system. If they were set aside and timescales for those subject to the new policy measured, there would be a significantly more positive picture of timely achievement.

RESOLVED:

That the Committee support the revised Policy.

6. MODULAR BUILDING

The Chief Officer (Housing and Assets) introduced a report to provide an update on the progress made to date on the use of Modern Methods of Construction (MMC) in Flintshire.

The Service Manager – Housing Programmes advised that a combination of acute housing demand and market failures in terms of cost, quantity and quality, were forcing industries to look at MMC as a solution. Detailed recommendations were put forward following the Independent Review of Affordable Housing Supply in Wales which have been accepted by Welsh Government (WG). WG have prepared a consultation document ‘Re-imagining social house building in Wales, An Off-Site Manufacturing Strategy for Wales’ and this strategy was aimed at social and affordable housing providers in Wales to encourage organisations to relook at the building of new social housing, and consider complimenting traditional construction methods, with new technologies and approaches to home building.

Councillor Dennis Hutchinson welcomed the report and commented on the high quality of the apartment complex at the former doctor’s surgery in Buckley, which had recently been completed using off site construction methods. The Service Manager – Housing Programmes suggested that the Committee take part in a site visit to the complex in Buckley in order to see the different site construction methods. He also suggested that the Committee re-visit the site at St Andrews Church, Garden City, as the development of the apartments was near completion. The Committee supported the suggestion of the site visits.

Councillor Paul Shotton raised concerns around the shortage of trades across Wales and said that it showed the need to ensure an increase in apprenticeships. The Service Manager – Housing Programmes commented on the initiatives available as part of the Strategic Housing and Regeneration Programme (SHARP) and the work alongside Job Centre Plus and Coleg Cambria to offer work opportunities and training.

In response to questions around Berwyn Prisons, the Service Manager – Housing Programmes advised that early dialogue had recently begun around the principle of working with HMP Berwyn and a private sector sponsor to build timber frame buildings or pods for either existing project or for planner refurbishments. The project could support affordable housing being built by the men at Berwyn so giving them realistic prospects of future employment. Councillor Rosetta Dolphin commented on the need to ensure students were given the same opportunities and priority to access training.

Councillor Helen Brown asked if apprentices were given the opportunity to work on building developments in order to gain on-site experience. The Chief Officer confirmed that apprentices were given the opportunity to work on void properties in order to enhance their skills. He also said that the Council should be proud of its in-house apprentices, of plumbers, joiners, electricians and painters.

Following a suggestion from the Service Manager – Housing Programmes to share the SHARP report on Community Benefit with the Committee, the Chief Officer suggested that the Community Benefits being delivered as part of the SHARP programme be added to the Committee’s Forward Work Programme for consideration at a future meeting. The Committee supported this suggestion.

The Service Manager – Housing Programmes agreed to look into possible sites in Buckley and Holywell for future MMC development, as suggested by Councillors Hutchinson and Ted Palmer.

RESOLVED:

That the Committee support the approach being taken in exploring and testing out Modern Methods of Construction and Modular Building to complement existing house building programmes.

7 YEAR-END COUNCIL PLAN MONITORING REPORT 2018/19

The Chief Officer (Housing and Assets) introduced a report to present a summary of performance for the Year-end position of 2018/19 for the Council Plan priorities ‘Supportive Council’ and ‘Ambitious Council’ relevant to the Committee. The report was an exception based report and therefore focused on the areas of under-performance.

The Benefits Manager and Service Manager – Housing Programmes provided an update on the following performance indicators and which showed a red RAG status for current performance against target:

- The number of additional Council homes being built through the SHARP programme;
- Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG); and
- debt levels will rise if tenants are unable to afford to pay their rent or council tax

The Chairman invited Councillor Patrick Heesom to ask a question, who was attending the meeting as an observer. Councillor Heesom referred to the performance indicator to address the increasing frequency of unauthorised Gypsy and Traveller encampments and improve the Council’s own permanent site and asked if an update on the grant to deliver this from Welsh Government (WG) could be provided. The Service Manager – Housing Programmes advised that an application for Capital Site Grant funding had been made to WG to improve the aesthetics of the Riverside site, and the Council had secured £250,000 capital funding for refurbishments. It was hoped that the work would be completed before the end of the financial year.

In response to concerns raised by Members around the volume of rubbish at the Riverside site, the Chief Officer advised that the funding would assist in refurbishing the site but also in managing the site in the future, which would now be the responsibility of the Council, as opposed to the previous and historic agency type arrangement.

RESOLVED:

That the report be noted.

8 MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the public and press in attendance.

(The meeting started at 10.00 am and ended at 11.36 am)

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Chairman

Mae'r dudalen hon yn wag yn bwrpasol

Eitem ar gyfer y Rhaglen 4



COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Wednesday 6 th November, 2019
Report Subject	Forward Work Programme and Action Tracking
Cabinet Member	Not applicable
Report Author	Community & Enterprise Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

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

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

The report also shows actions arising from previous meetings of the Community & Enterprise 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

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
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">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?
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.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Community & Enterprise OSC.

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

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

Mae'r dudalen hon yn wag yn bwrpasol

CURRENT FWP

Date of meeting	Subject	Purpose of Report	Scrutiny Focus	Report Author	Submission Deadline
<p>Wednesday 18th December 2019 10.00 a.m.</p> <p>Tudalen 13</p>	<p>Welfare Reform Update – Universal Credit Roll Out</p>	<p>To provide an update on the impact of Welfare Reform on Flintshire residents</p>	<p>Assurance Monitoring</p>	<p>Benefits Manager</p>	
	<p>Update on Housing Rent Income</p>	<p>To provide an update on current Rent Arrears</p>	<p>Assurance/Monitoring</p>	<p>Revenues Manager</p>	
	<p>Growth Deal</p>	<p>To provide an update on the North Wales Growth Deal</p>	<p>Information Sharing</p>	<p>Chief Executive</p>	
	<p>Domestic Energy Programmes</p>	<p>To provide an update on the Domestic Energy Programmes</p>	<p>Assurance Monitoring</p>	<p>Service Manager – Enterprise and Regeneration</p>	
	<p>Tourism Update</p>	<p>To provide information on Tourism across the County</p>	<p>Information Sharing</p>	<p>Service Manager – Enterprise and Regeneration</p>	
	<p>NEW Homes Board</p>	<p>To receive an update on the work of the NEW Homes Board.</p>	<p>Assurance Monitoring</p>	<p>Housing Strategy Manager</p>	

<p>Friday 22nd November 2019 2.00 p.m.</p> <p>Special Meeting</p>	<p>Medium Term Financial Strategy and Budget 2020/21</p> <p>Mid-Year Council Plan 2019/20 Monitoring Report</p>	<p>To advise Members of the latest budget position for 2020/21 and any specific proposals for the Portfolio</p> <p>To enable Members to fulfil their role in relation to performance monitoring</p>	<p>Consultation</p> <p>Assurance Monitoring</p>	<p>Corporate Finance Manager</p> <p>Overview & Scrutiny Facilitator</p>	
<p>Wednesday 22nd January 2020 10.00 a.m.</p> <p>Wudalen 14</p>	<p>Housing Revenue Account (HRA) Business Plan 2020/21</p> <p>Town Centre Regeneration</p> <p>Flintshire in Business</p> <p>Community Benefit</p>	<p>To consider the proposed Housing Revenue Account (HRA) Business Plan and Budget for 2020/21</p> <p>To provide an update on the approach previously agreed to regenerate Town Centres in the County.</p> <p>To provide information on the Flintshire Business Week 2019.</p> <p>To provide information on the Community Benefit being delivered through the SHARP Programme.</p>	<p>Consultation</p> <p>Assurance Monitoring</p> <p>Information Sharing</p> <p>Information Sharing</p>	<p>Chief Officer (Housing & Assets)</p> <p>Service Manager – Enterprise and Regeneration</p> <p>Service Manager – Enterprise and Regeneration</p> <p>Housing Strategy Manager Sarah Seabright and Angie Eardley – Wates</p>	

Tudale	Wednesday 11th March 2020 10.00 a.m.	Quarter 3 Council Plan 2019/20 Monitoring Report	To enable Members to fulfil their role in relation to performance monitoring	Assurance Monitoring	Overview & Scrutiny Facilitator	
		Update on Housing Rent Income	To provide an update on current Rent Arrears	Assurance Monitoring	Revenues Manager	
		Employability Programmes	To provide information on the Employability Programmes available.	Information Sharing	Service Manager – Enterprise and Regeneration	
		Tenants’ Right of Succession	To consider the current Policy for Council Tenants’ Right of Succession	Information Sharing	Housing Manager	
Tudale	Wednesday 29th April 2020 10.00 a.m.	Tenancy Enforcement	To share information on the work of the Housing Team in dealing with Anti-Social Behaviour and Tenancy Enforcement	Information Sharing	Housing Manager	
		Rough Sleepers	To provide an update on the Council’s Policy in assisting Rough Sleepers in Flintshire	Assurance Monitoring	Homeless and Advice Team Manager	
	Wednesday 17th June 2020 10.00 a.m.	Year-end Council Plan 2019/20 Monitoring Report	To enable Members to fulfil their role in relation to performance monitoring	Assurance Monitoring	Overview & Scrutiny Facilitator	

	Update on Housing Rent Income	To provide an update on current Rent Arrears	Assurance Monitoring	Revenues Manager	
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REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly / Annual Tudalen 16	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Chief Officer (Housing and Assets) Chief Officer (Planning, Environment and Economy)
Six monthly	Welfare Reform Update – including Universal Credit	To update Members on the impact of Welfare Reform and the cost to the Council.	Benefits Manager
Six monthly	Update on North East Wales Homes & Property Management	To update Members on the work of the North East Wales Homes & Property Management	Service Manager – Housing Programmes
Annually – September	WHQS Capital Programme – Delivery review update	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)
Quarterly	Update on Housing Rent Income	To provide an update on rent collection and current arrear levels	Revenues Manager

ACTION TRACKING FOR THE COMMUNITY & ENTERPRISE OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
18.09.2019	4. Forward Work Programme and Action Tracking	Cllr Rosetta Dolphin asked if a report providing information on the Single Access Route to Housing (SARTH) could be provided to the Committee at a future meeting, as she had concerns around the flexibility provided to Allocation Officers given the shortage of 2-bed properties available.	Neal Cockerton / Ceri Shotton	Homeless and Advice Manager to speak to Cllr Rosetta Dolphin on her concerns.	
18.09.2019	4. Forward Work Programme and Action Tracking	Cllr Ted Palmer asked if a report on Tenants' Right of Succession could be provided to a future meeting in order to review the current policy.	Neal Cockerton / Ceri Shotton	Item added to the Forward Work Programme for 11 th March 2020 meeting	Completed
18.09.2019	4. Forward Work Programme and Action Tracking	Cllr Dennis Hutchinson agreed with the request from Cllr Dolphin. In response to his concerns around the allocation of sheltered accommodation, the Facilitator said that it had been agreed at a previous meeting that a report on Tenancy Enforcement/Management and anti-social behaviour would be submitted to a future meeting.	Neal Cockerton / Ceri Shotton	Item on Tenancy Enforcement added to the Forward Work Programme for 29 th April 2020 meeting	Completed

ACTION TRACKING

APPENDIX 2

18.09.2019	6. Modular Building	The Committee agreed with the suggestion from Mel Evans, that a site visit be arranged for Members to see the completed modular building project in Garden City and the apartments at the former doctor's surgery site, Buckley.	Mel Evans / Ceri Shotton	Site visit to the former doctor's surgery site in Buckley arranged for 30 th October, 2019. E-mail invitation sent to the Committee on 25.09.2019. Site visit to Garden City arranged for 15 th November, 2019. E-mail invitation sent to the Committee on 14.10.2019.	Completed
18.09.2019	6. Modular Building	In response to a question from the Chairman around increasing the number of apprenticeships, Neal Cockerton suggested that a report on the Community Benefit through the SHARP be submitted to a future meeting.	Mel Evans / Ceri Shotton	Community Benefit item added to the Forward Work Programme for the 22.01.2020 meeting. Sarah Seabright and Angie Eardley from Wates will be in attendance.	Completed

Eitem ar gyfer y Rhaglen 5



COMMUNITY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 6 November 2019
Report Subject	Housing Revenue Account (HRA) Capital Programme 2020/21
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing & Assets)
Type of Report	Strategic

EXECUTIVE SUMMARY

The purpose of this report is to present for approval the draft Housing Revenue Account (HRA) Capital programme for 2020/21.

RECOMMENDATIONS

1	Approve and recommend to the Council the HRA Capital programme for 2020/2021. This may be subject to change based on the outcome of the rent policy which will become available in December 2019.
2	Approve the proposed HRA Capital programme for 2020/21 as set out in Appendix 1.

REPORT DETAILS

1.00	EXPLAINING THE HOUSING REVENUE ACCOUNT (HRA) CAPITAL PROGRAMME 2020/21						
1.01	<p>Considerations</p> <p>The HRA Capital programme invests resources into the HRA Assets. The proposed programme is aligned to the HRA Business plan and the overall Council plan.</p> <p>The strategic context for this year’s HRA Capital programme includes the following:</p> <ul style="list-style-type: none"> • The Capital programme is dependent on the overall funding available within the HRA. The final decision on the rent setting policy will not be communicated until later on in the year and therefore the final programme is subject to change. • The proposals detailed in this report are based on the funding levels agreed in the Business Plan for 2019/20. • Achieving WHQS by 2020 and providing adequate ongoing capital to maintain WHQS levels. • Delivery of new build Council housing. 						
1.02	<p>Prudential Borrowing</p> <p>On the 29th October 2018, the Welsh Government Minister for Housing & Regeneration wrote to all Local Housing Authorities to confirm that the decision to lift the cap on local authority HRA borrowing will now also apply in Wales.</p> <p>Work is currently underway through legal colleagues to terminate the Voluntary Agreements under which each authority exited the former Housing Revenue Account Subsidy scheme. The draft business plan proposals do not breach the existing debt cap during 2019/20.</p>						
1.03	<p>Current Borrowing</p> <p>The WHQS programme and Asset investment can be funded without the need to borrow. However SHARP will need to borrow as Capital receipts have been utilised in previous years.</p> <p>The current prudential borrowing assumptions for 2020/21 are:-</p> <table border="1" data-bbox="304 1787 1369 1895"> <thead> <tr> <th data-bbox="304 1787 1082 1823">Purpose</th> <th data-bbox="1082 1787 1369 1823">£m</th> </tr> </thead> <tbody> <tr> <td data-bbox="304 1823 1082 1859">New Builds</td> <td data-bbox="1082 1823 1369 1859">9.994</td> </tr> <tr> <td data-bbox="304 1859 1082 1895">Total</td> <td data-bbox="1082 1859 1369 1895">9.994</td> </tr> </tbody> </table>	Purpose	£m	New Builds	9.994	Total	9.994
Purpose	£m						
New Builds	9.994						
Total	9.994						

Prudential borrowing interest rates have been included in the business plan at 4.3% per annum. The HRA currently benefits from any non-recurring savings generated by the single debt pool arrangement it holds with the Council Fund.

1.04

Capital Programme

The 2020/21 Capital programme is being brought forward for approval in line with the Council Fund Capital programme.

£19.293m has been built into the WHQS and Asset investment programme for 2020/21. This includes provision for internal work streams, external enveloping works, environmental programmes, fire risks and Disability Discrimination Act (DDA) works, asbestos, off gas, energy efficiency works and strategic acquisition. Cabinet has approved the asset investment plan to achieve the WHQS by 2020 and the budget set will ensure that the council is still on track to meet its commitment to achieve the standard. The budget is broken down as follows:

Asset Investment Budget Breakdown	£m
WHQS	17.914
DFG's	1.104
Energy Efficiency	0.275
Total	19.293

In addition, £11.171m has been budgeted in 2020/21 for Council housing new build, development Batches 3&4 building schemes, which will increase the housing stock by 177 properties:

Asset Investment Budget Breakdown	£m
Batch 3	0.524
Batch 4	10.647
Total	11.171

1.05

Funding

The £30.464m capital programme will be funded by:-

WHQS & Asset Investment Funding	£m
Revenue Contribution (CERA)	13.953
Major Repairs Allowance	5.065
Energy Efficiency	0.275
Total	19.293

New Build Funding	£m
Prudential Borrowing	9.944
Capital Receipts	1.227
Total	11.171

2.00	RESOURCE IMPLICATIONS
2.01	The HRA is a ring fenced budget. This HRA budget and Business Plan demonstrates that the council can achieve the WHQS by 2020, can meet service improvement plans and commitments and with prudential borrowing can continue its Council house building programme in 2020.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	All Council households will benefit from the Councils WHQS programme. The impact of the investment planning and efficiencies is being modelled for various customer groups to ensure that there is no disproportionate impact on any groups with protected characteristics.
4.02	The Business Plan assumes a confirmation of Major Repairs Allowance (MRA) for 2020/21 and beyond, however, Welsh Government have indicated that the purpose of the funding will be reviewed in the future.
4.03	The potential impact of BREXIT on interest rates and inflation has been mitigated by increasing the estimated assumptions included in the business plan.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Detailed consultation has been undertaken with tenants and elected members to inform the preparation of the WHQS investment programme.
4.02	Full local consultation is carried out for each new build scheme.

5.00	APPENDICES
5.01	Appendix 1 – HRA Capital Programme 2020/21.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Neal Cockerton, Chief Officer (Housing & Assets) Telephone: 01352 702500 E-mail: neal.cockerton@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	<p>Financial Year: the period of 12 months commencing on 1 April 2020.</p> <p>Capital expenditure: money spent by the organisation on acquiring or maintaining fixed assets, such as land, buildings, and equipment.</p> <p>Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Treasury Management: the Council has adopted the Chartered Institute of Public Finance Accountants (CIPFA) Treasury Management in the Public Services: Code of Practice. Treasury Management is conducted in accordance with the Council's Treasury Management Policy and Strategy Statement and Treasury Management Practices which are both reviewed annually. All borrowing and long term financing is made in accordance with CIPFA's Prudential Code.</p> <p>Major Repairs Allowance: Welsh Government grant paid to local authorities in Wales who still manage and maintain their council housing.</p>

Mae'r dudalen hon yn wag yn bwrpasol

HRA Capital Programme 2020/21

HRA Capital Programme	
WHQS	£'m
CATCH UP REPAIRS / MAJOR WORKS	
Urgent Capital Works	0.432
IMPROVEMENTS / COMMUNAL WORKS	
Fire Risk Assessments Work	0.530
General DDA Work	0.053
IMPROVEMENTS / ACCELERATED WORKS	
Asbestos Survey and Removal (Ongoing Programme)	0.636
Off Gas Programme	-
Welfare Reform / Adaptations	0.106
PROGRAMMED WORK STREAMS	
Internal Works	1.140
Envelope Works	9.656
External Works, Paths, Fences	0.504
Environmental Works - General	2.016
Capitalised Salaries	0.985
WHQS Acceptable Fails	1.061
Empty Properties	0.796
Total WHQS	17.914
Non WHQS	
Disabled Facility Grants (DFG) - Mandatory/ Minor Adaps	1.104
Energy Efficiency	0.275
Total Non - WHQS	1.379
SHARP Programme	
Batch 3 Commitments	0.524
Batch 4 Estimates	10.647
Total SHARP Programme	11.171
Total Capital Spend	30.464

Mae'r dudalen hon yn wag yn bwrpasol

Eitem ar gyfer y Rhaglen 6



COMMUNITY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday 6 November 2019
Report Subject	Welsh Housing Quality Standard (WHQS) Capital Programme – Delivery Review Update
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing and Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to provide an update on the delivery of the Welsh Housing Quality Standards (WHQS) the council is delivering through its Capital Investment Programme.

The report focuses on achievements to date and maps the journey thus far.

The WHQS Programme of Works has reached the fifth year (2019-2020) of the six year Capital Programme. The report focuses on what has been delivered to date and what is left to be completed before the 2020 deadline.

RECOMMENDATIONS

1	Scrutiny to continue to support the Capital Investment Programme in its final two years of major investment, and where possible, prioritise any requirements/ support to enable the Programme to successfully meet the December 2020 deadline.
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REPORT DETAILS

1.00	EXPLAINING THE WELSH HOUSING QUALITY STANDARD
1.01	<p>The Welsh Housing Quality Standard (WHQS) is a national standard of quality for homes. This is set by the Welsh Government.</p> <p>It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household. The Capital Works Team is responsible for delivering Internal & External upgrades to all Council owned properties, complying with the WHQS by the year 2020.</p>
1.02	<p>The Capital Works Team were tasked with delivering a major investment programme for its council owned properties and have implemented the Capital Investment Programme by:</p> <ul style="list-style-type: none">• Agreeing the 2020 Business Plan with Welsh Government.• Completing an independent Stock Condition Survey.• Consulting with Members and holding Member Workshops in 2014• Conducting Tenant Federation Workshops.• Conducting Tenant Consultation Workshops in our FCC Connects Centres.• Sending over 7200 Tenant Questionnaires asking for feedback and comments on the proposed Capital Programme.• Determining the various workstreams and the New District Areas for Project Delivery as a result of consultation feedback.• Packaging the workstreams into Years based upon Manageable Numbers & Geographical Locations.• Tendering each workstream separately.• Completing over 50 interviews with Contractors utilising Tenants & Volunteers.• Awarding the contracts, commencing and managing the works onsite.
1.03	<p>The WHQS 2020 Programme has been created to ensure all Flintshire County Council properties will comply with the WHQS by the year 2020 as required by Welsh Government.</p> <p>Each year the Capital Works Team are required to report progress to the Housing Asset Management Team, Housing Board Members and also Welsh Government.</p> <p>Our annual returns to Welsh Government track our progress in terms of how many components are WHQS compliant and how many properties achieve the WHQS status overall.</p>

	<p>For several years the Capital Works Team have been attempting to fully implement the Housing Assets software system with a view to procuring a more robust and consistent approach to data collection and contract management. There have been many barriers along the way, but finally a solution has been procured and we are in the final phases of testing and implementation.</p> <p>From the hard work completed earlier in 2018 and also again this year in anticipation of the Welsh Government returns, we have completed a major data cleansing exercise of all asset and component data. This has resulted in our overall compliancy figure increasing from <u>0.3%</u> in 2017 to <u>27.9%</u> in 2018 and <u>63.15%</u> in 2019 respectfully.</p> <p>From our 7,200 Housing Stock, we are currently reporting:</p> <ul style="list-style-type: none"> • WHQS Compliant Kitchens: <u>100%</u> • WHQS Compliant Bathrooms: <u>100%</u> • WHQS Compliant Roofing & Associated Components: <u>76%</u> • WHQS Compliant Windows / Doors: <u>82%</u> • WHQS Customer Satisfaction Average: <u>96%</u> <p>The Capital Works Team has now completed the Internal Work Streams (Kitchens & Bathrooms) and as a result the remaining properties are proving to either be Tenant Refusals or No Access (Acceptable Fails). Welsh Government classes any property subject to an Acceptable Fail as compliant in terms of achieving the WHQS.</p> <p>The Capital Works Team have allowed for a <u>20%</u> Acceptable Fail scenario within the Capital Programme.</p> <p>We are currently reporting at <u>29%</u> as our highest Acceptable Fail component (Bathrooms). This will be addressed during the final two years of the Capital Programme through the Internal Mop-Up Contract, where we will target those tenants that have either refused access or refused the works.</p>
1.04	<p>The Capital Works Team have now procured all of the main WHQS Contracts moving into Year 5 (2019-20) of the Capital Programme and are continuing with the good work delivered last year. We are currently on track with regards to the number of components installed and are now looking at implementing our PDA Solution sometime in Q4 of this financial year which should bring further efficiencies and be a more effective approach to ascertaining our asset information, stock condition and data collection.</p>
1.05	<p>WAO Report (2017/2018) - Flintshire County Council had received notification from the Welsh Audit Office that they proposed to undertake a review.</p> <p>The review focused on the experience of council tenants in the degree of choice experienced within the delivery of WHQS both before, during, and after the work was commissioned. It also reviewed how tenants have been consulted on the future plans of the council to achieve WHQS by 2020.</p>

	<p>From the audit and final report, the Council received no recommendations and the below comment was passed to the Council.</p> <p><i>“Overall, we found that the Council is making good progress towards achieving the Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes.”</i></p>
1.06	<p>Internal Audit Review (2018/2019) - Our Internal Audit Team were scheduled to review the Capital Works Team prior and in preparation for the WAO visit. We have received the final version of the audit report along with its recommendations to which we have replied to. The Audit took place in late Quarter 3 of December 2018.</p> <p>Audit Objective: To evaluate the adequacy of the arrangements in place to deliver the WHQS, obtain assurance that the identified risks are being managed appropriately and to deliver the objectives of the service.</p> <p>Scope of review: The audit will review and consider the adequacy and effectiveness of the operating controls in relation to WHQS and focus will be placed upon:</p> <p><i>The project management of the WHQS.</i> <i>The business planning arrangements in place.</i></p> <p>Rating:- Amber Green – Reasonable</p> <p><i>Amber - 3 Recommendations</i> <i>Green - 4 Recommendations</i></p> <p>Audit Recommendations:</p> <p>All audit recommendations have been answered with an agreed and accepted approach. Deadlines for each recommendation with agreed actions have now been set and are being adhered to.</p>
1.07	<p>In addition to the work detailed within this report, there is a wider issue that needs to be considered around the potential to regenerate some of our housing assets, purely on the basis of the ongoing cost effectiveness of the WHQS programme when reviewed against the types of assets, and if it would remain viable to invest in the assets rather than regenerate a whole estate, like the Flint Town model.</p>
1.08	<p>The Capital Works Team have set a new target level of 95% for our annual WHQS Tenant Satisfaction Surveys.</p> <p>Each Contractor is scored from 10 Questions, which maps the tenant’s journey through the upgrade works and scores key elements which allows us to identify any weaknesses or risks and to action accordingly.</p> <p>Each FCC Tenant Liaison Officer (TLO) completes the Tenant Satisfaction Survey face to face and asks for honest feedback that can help the team and service to improve moving forwards. Some tenants prefer to complete the Survey in their own time and can return it via Free Post or can have it collected.</p>

	<p>This important part of the process enables the team to gather Key Performance Data that is used to correctly measure the Contractors Customer Focus onsite.</p> <p>Year 4 (2018-2019) finalised at <u>95.8%</u> which is one of the highest scores to date.</p>
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2.00	RESOURCE IMPLICATIONS
2.01	<p>Staff - There are always concerns that staff retention may be difficult to maintain. Given that the Construction Industry is an ever changing sector, staff may seek opportunities elsewhere i.e. New Build, Private Sector etc.</p> <p>It's important that the Council implements a succession plan within its existing structures, where possible, that ensures its employees have the opportunity to progress within the business and that the knowledge acquired and overall investment within those employees, are as far as practically possible, is retained.</p> <p>We must also ensure that we invest in our training, support and working environment so staff feel valued and secure.</p> <p>The Capital Works Team has made some adjustments to the teams structure to incorporate a degree of the above and have also looked ahead to post 2020 where the works could be delivered more efficiently and effectively. Rather than working towards a strict deadline and whilst also procuring, managing and delivering a large investment programme to elevate our properties to the set WHQS criteria; the focus will switch towards a more linear approach with regards to refurbishing our properties and maintaining the WHQS to all Council owned properties.</p>
2.02	<p>Budgets - When creating our delivery programme, budget estimates were made for the required upgrade works to our existing properties. These estimates were made with certain contingencies for any unforeseen works such as Structural Repairs etc.</p> <p>When working on new build properties there is a degree of certainty with regards to condition and the materials utilised during the construction process etc. as everything is an absolute measure.</p> <p>When working on properties over 60, 70 & 80 years of age, there is a higher degree of uncertainty when it comes to the condition and the materials that may have or may not have been used at the time of construction phase. This could or could not include the use of asbestos or substandard working practices and other materials i.e. substandard copper.</p> <p>The Capital Budgets were based on an independent stock condition survey. Prior to works commencing onsite, the Capital Works Team complete scoping surveys to validate the stock condition data is consistent with the original survey.</p>

	It's important to note that as costs fluctuate and the Construction Industry advances in terms of New Build etc. costs for materials and labour will also increase, as demand will dictate where the labour resource is needed and where the resource prefers to be situated i.e. New Build or Refurbishment contracts.
2.03	Procurement – Procuring the various WHQS works can be challenging. The Council must ensure that all contracts are measured not only by cost but by quality. Quality forms an important part of the assessment process where the Capital Works Team interviews all its Contractors and assesses Quality Submission Papers before any contracts are awarded. The Capital Works Team have been able to secure further efficiencies by merging some contracts together so that internal and external resources can be shared. There is a risk that many Contractors are opting for New Build contracts rather than Refurbishment contracts. It is important that the Capital Works Team engages with its supply chain as early as possible so that future orders and plans for works can be shared.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The quality and availability of Contractors and Tradesman who are open and willing to work within tenant properties as opposed to New Build Contracts continues to be challenging to procure.</p> <p>Engaging with our supply chain early on and sharing our Capital Investment Programme aspirations with our Contract Framework Partners assists us to procure longer term contracts and therefore reduces risk of inflated costs based on longer contract arrangements.</p> <p>The longer term arrangements makes the Council an attractive client to work for and with.</p>

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	<p>Prior to the Capital Investment Programme commencing, the team held Member Workshops in 2014 where the majority of Members attended and were actively involved in the design and delivery of the Capital Programme.</p> <p>We also held Tenant Federation Workshops where we engaged with the federation with regards to what priority and which order the works should be completed along with discussing the potential to merge certain workstreams, i.e. Internal Works were prioritised first with both the Kitchen and Bathroom Upgrade works merging into one workstream.</p> <p>We also held Tenant Consultation Workshops in our FCC Connects Centres and community centres engaging with our tenants and discussing the Capital Programme along with ascertaining what order tenants would prefer to have components of their home upgraded first.</p>

	<p>We also sent over 7200 Tenant Questionnaires asking for feedback and comments on the proposed Capital Programme.</p> <p>We initially completed circa 50 interviews with Contractors utilising Tenants & Volunteers. This has increased year on year when new contracts are awarded.</p>
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5.00	APPENDICES
5.01	<p>Appendix 1 - WHQS Consultation Document</p> <p>Appendix 2 - WHQS Delivery District Areas</p> <p>Appendix 3 - WAO Final Audit Report</p> <p>Appendix 4 - WAO Reply Letter to Draft Report</p> <p>Appendix 5 - Internal Audit Final Report</p> <p>Appendix 6 - WHQS Post Works Questionnaire</p>

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>https://www.flintshire.gov.uk/en/Resident/Housing/Welsh-Housing-Quality-Standard-WHQS.aspx</p>

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Sean O'Donnell, Capital Works Manager</p> <p>Telephone: 01352 701642</p> <p>E-mail: Sean.O'Donnell@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Capital Programme: The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.</p>
8.02	<p>The Welsh Housing Quality Standard (WHQS): is a national standard of quality for homes. This is set by the Welsh Government. It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household.</p>
8.03	<p>Acceptable Fail: Welsh Government understand that some homes cannot receive the WHQS works due to 4 reasons, listed below:</p> <ol style="list-style-type: none"> 1. Works are physically impossible carry out, 2. It is not cost effective to do the works, 3. Timing (works due in near future already) 4. Tenant refuses the improvements.

	These are called 'Acceptable Fails' and the Welsh Government will accept that 20% of our properties will be in this group.
8.04	Wales Audit Office: works to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.
8.05	Financial Year: the period of 12 months commencing on 1 April
8.06	Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.
8.07	PDA Solution: Mobile hand held device used for capturing stock data directly linked to our asset database.
8.08	<p>Contract Framework:</p> <p>A Contract Framework is an agreement between one or more contracting authorities and one or more economic operators. These frameworks have Contractors, Consultants and Suppliers that have been successful in joining the specific work categories.</p> <p>The Council often uses these frameworks to procure works that have already gone through a tender process in line with OJEU and can be utilised to procure works or services.</p> <p>They are often the most economic advantage in terms of value for money and local training provision.</p>



WHQS 2020 Programme

**Housing Asset Management
Flintshire County Council**

Staff Copy

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WHQS – Interpretation

- The Welsh Housing Quality Standard (WHQS) is a national standard of quality for homes. This is set by the Welsh Government.
- It means that all tenants in Wales should have the opportunity to live in good quality homes which meet the requirements of that household.
- The Capital Works Team is responsible for delivering Internal & External upgrades to all Council owned properties, complying with the WHQS by the year 2020.

WHQS – The Journey So Far...

- Agreed the 2020 Business Plan with Welsh Government.
- Completed the independent Stock Condition Survey.
- Consulted with Members.
- Conducted Tenant Federation Workshops.
- Conducted Tenant Consultation Workshops.
- Sent & Received Tenant Questionnaires.

WHQS – The Journey So Far...

- Determined the various Work Streams and the New District Areas for Project Delivery as a result of consultation feedback.
- Packaged the Work Streams into Years based upon Manageable Numbers & Geographical Locations.
- Tendered each Work Stream.
- Conducted Interviews with Contractors utilising Tenants & Volunteers.

WHQS – Work Streams

- The Internal Works will comprise of Kitchens, Bathroom and Heating Upgrades.
- The Envelope Works will consist of the following elements; Roofing, Chimney Repairs, Rain Water Goods, Rendering/ Pointing, Windows/ Doors etc.
- The External Works will consist of Footpaths and Fencing etc. within the curtilage of the properties.
- The Environmental Work Stream is set to target issues that affect the community such as parking and communal walk ways etc. The Garage Review will form part of the Planning Process and Survey Work will commence in 2015.

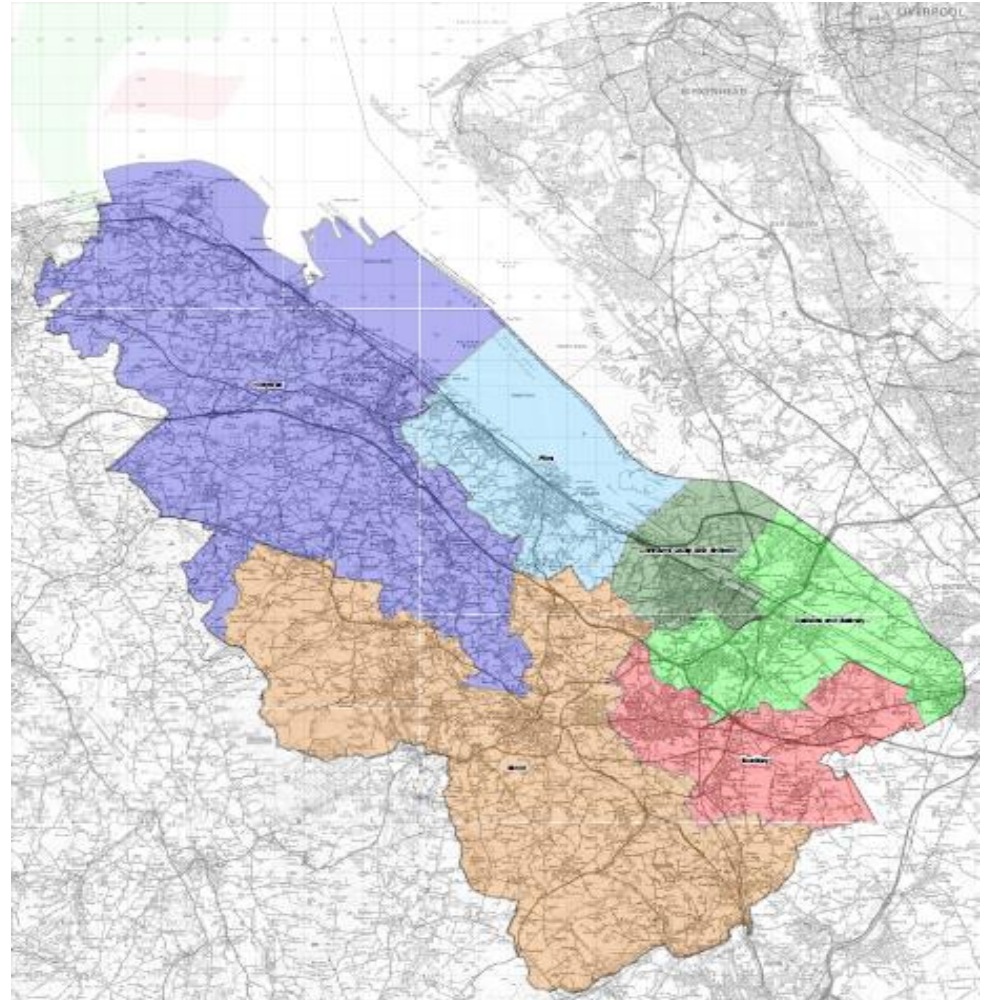
WHQS – New District Areas

- The New District Areas were created to allow the works to be split into Six Manageable Areas of the County as apposed to One Area.
- From this exercise the Six New Districts were formed as:-
 - Buckley
 - Connahs Quay & Shotton
 - Deeside & Saltney
 - Flint
 - Holywell
 - Mold

WHQS – New District Area Map

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- *Buckley*
- *Connahs Quay & Shotton*
- *Deeside & Saltney*
- *Flint*
- *Holywell*
- *Mold*

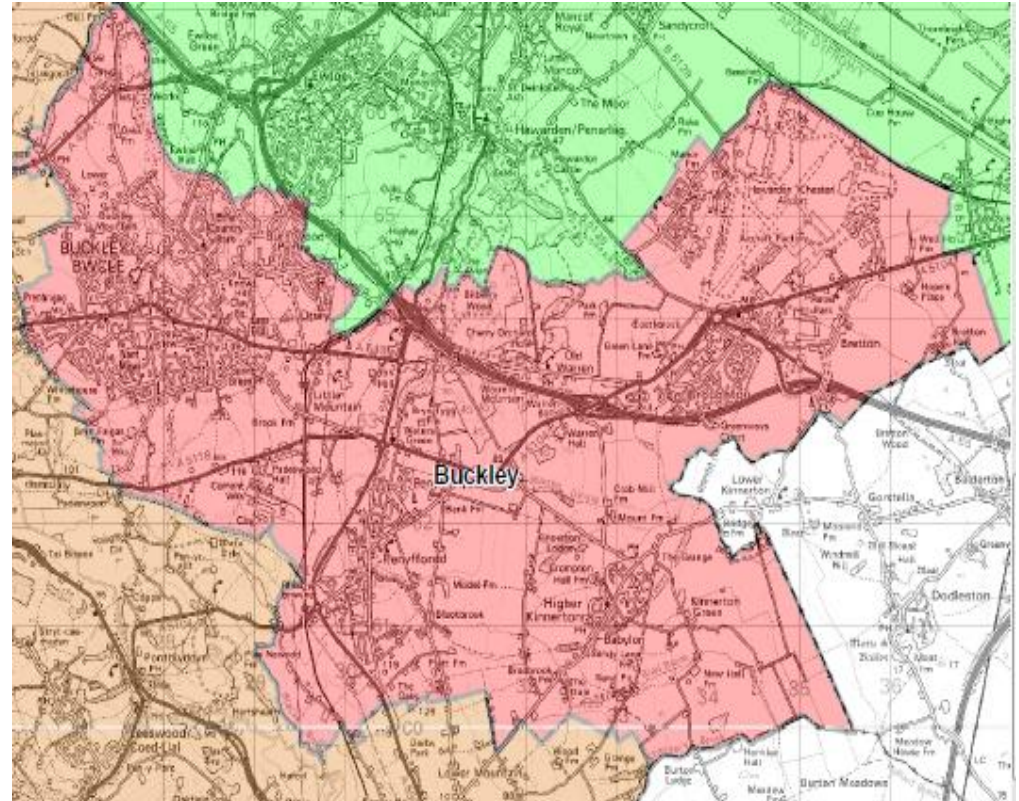




Buckley Wards

- Broughton North & East
- Broughton South
- Buckley Bistre East
- Buckley Bistre West
- Buckley Mountain
- Buckley Pentrobin
- Higher Kinnerton
- Penyffordd

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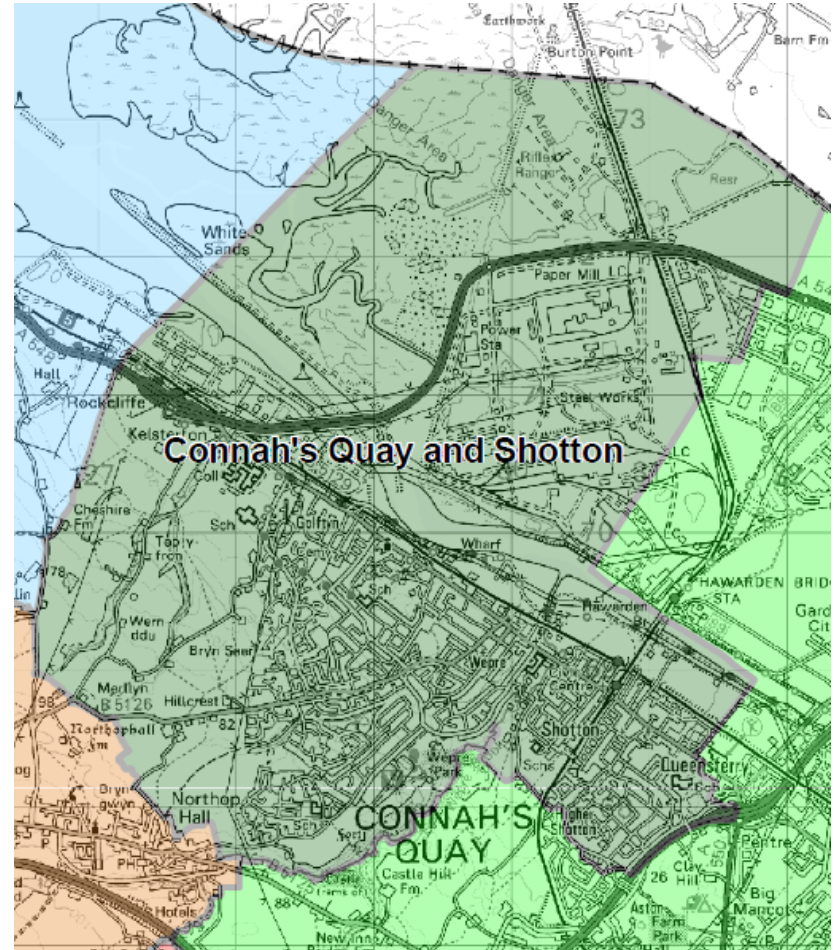




Connahs Quay & Shotton Wards

- Connahs Quay Central
- Connahs Quay Golftyn
- Connahs Quay South
- Connahs Quay Wepre
- Shotton East
- Shotton Higher
- Shotton West

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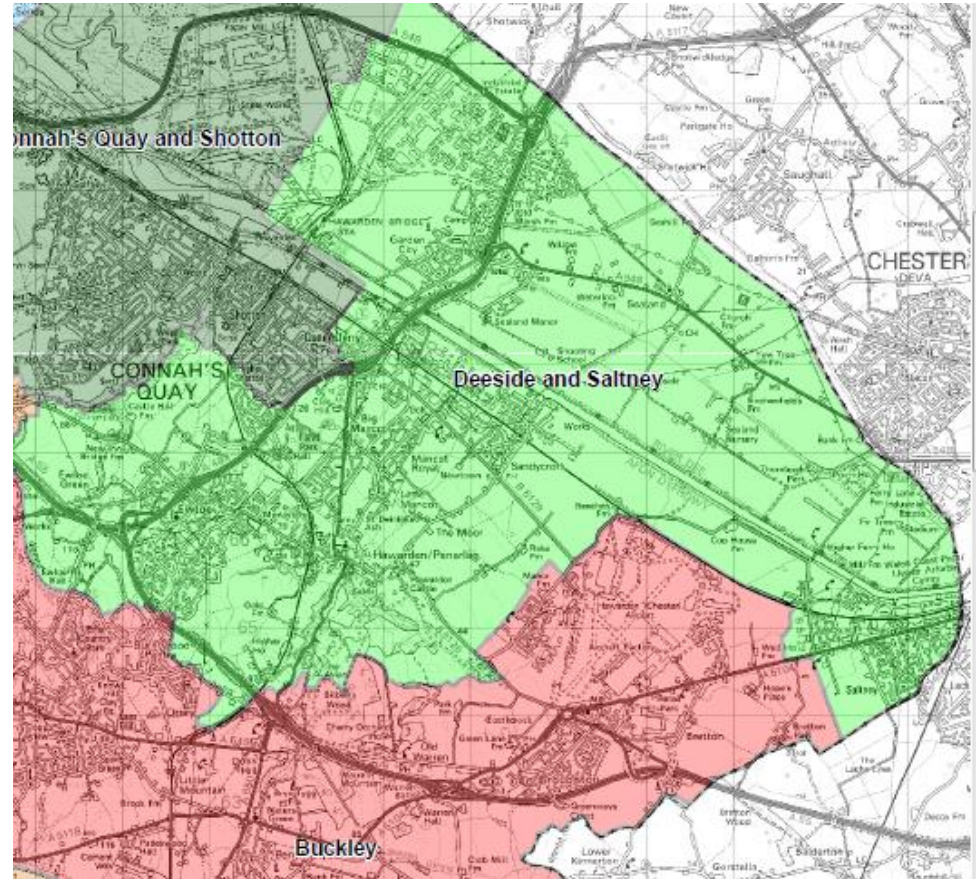




Deeside & Saltney Wards

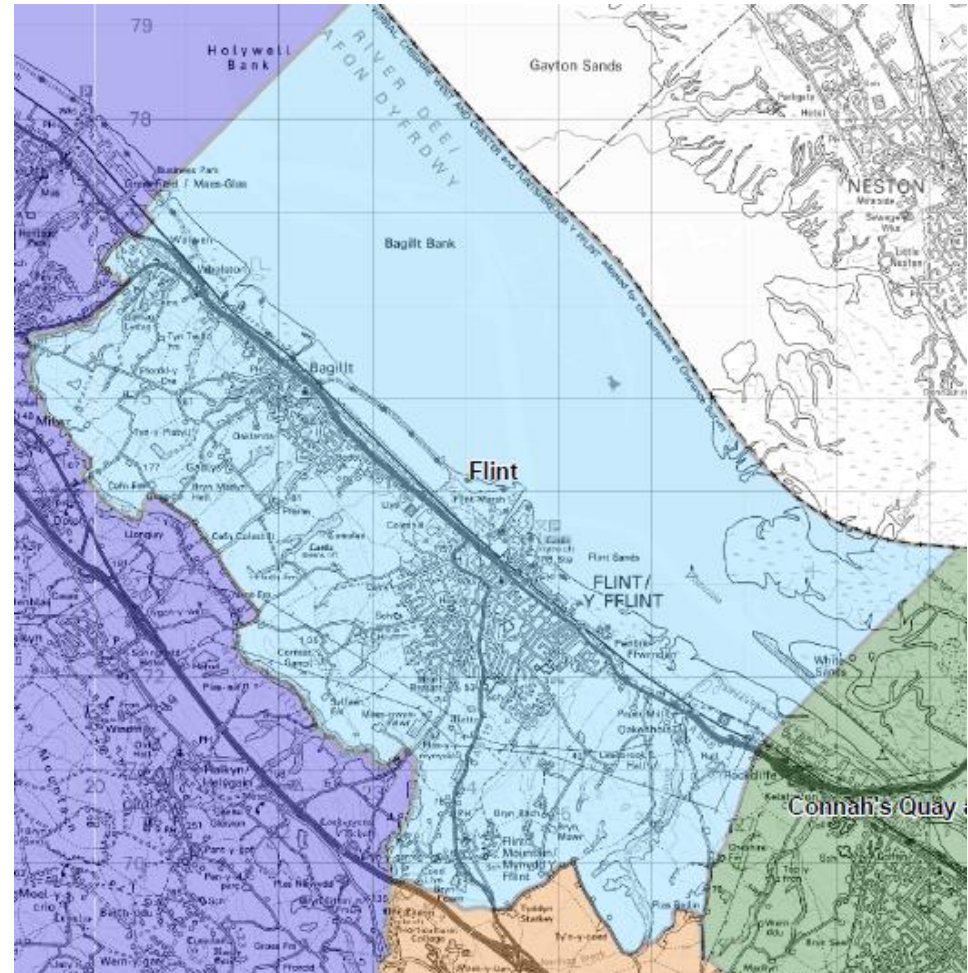
- **Aston**
- **Hawarden**
- **Mancot**
- **Queensferry**
- **Saltney Mold Junction**
- **Saltney Stonebridge**
- **Sealand**

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Flint Wards

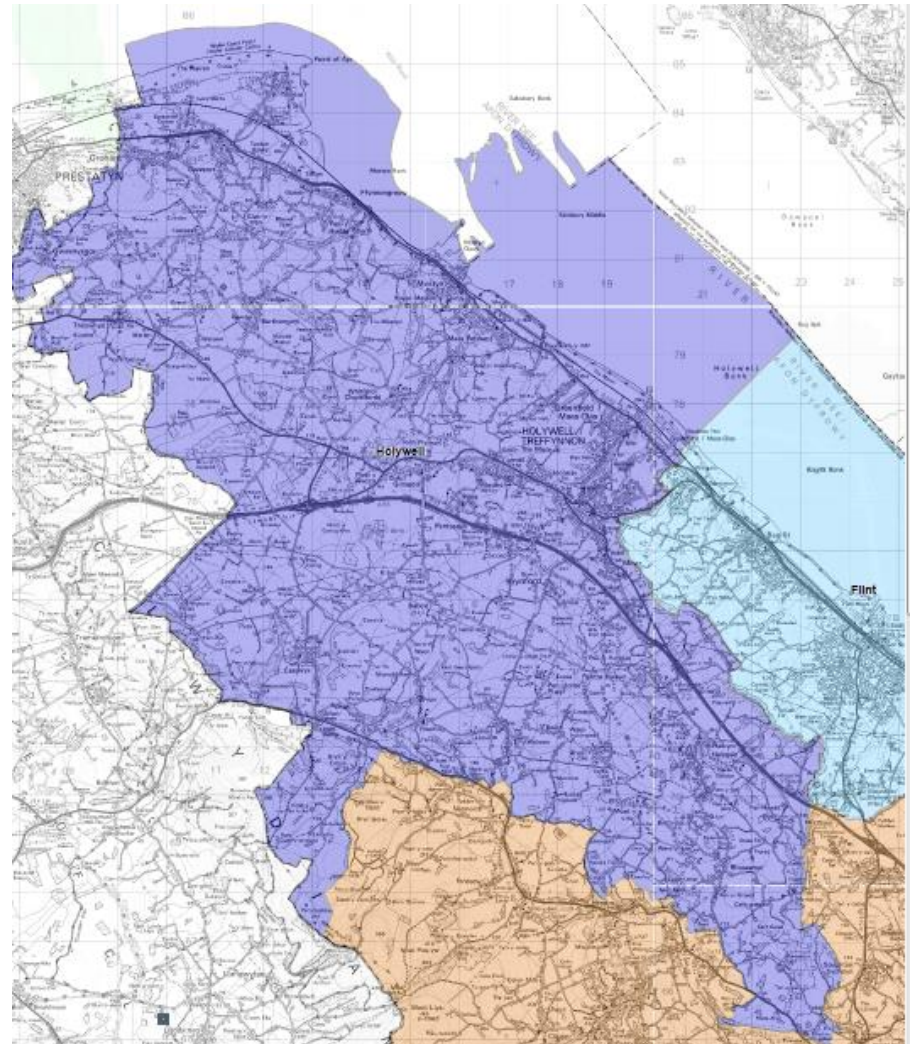
- Bagillt East
- Bagillt West
- Flint Castle
- Flint Coleshill
- Flint Oakenholt
- Flint Trelawny



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Holywell Wards

- Brynford
- Caerwys
- Ffynnongroew
- Greenfield
- Gronant
- Halkyn
- Holywell Central
- Holywell East
- Holywell West
- Mostyn
- Trelawnydd & Gwaenysgor
- Whitford

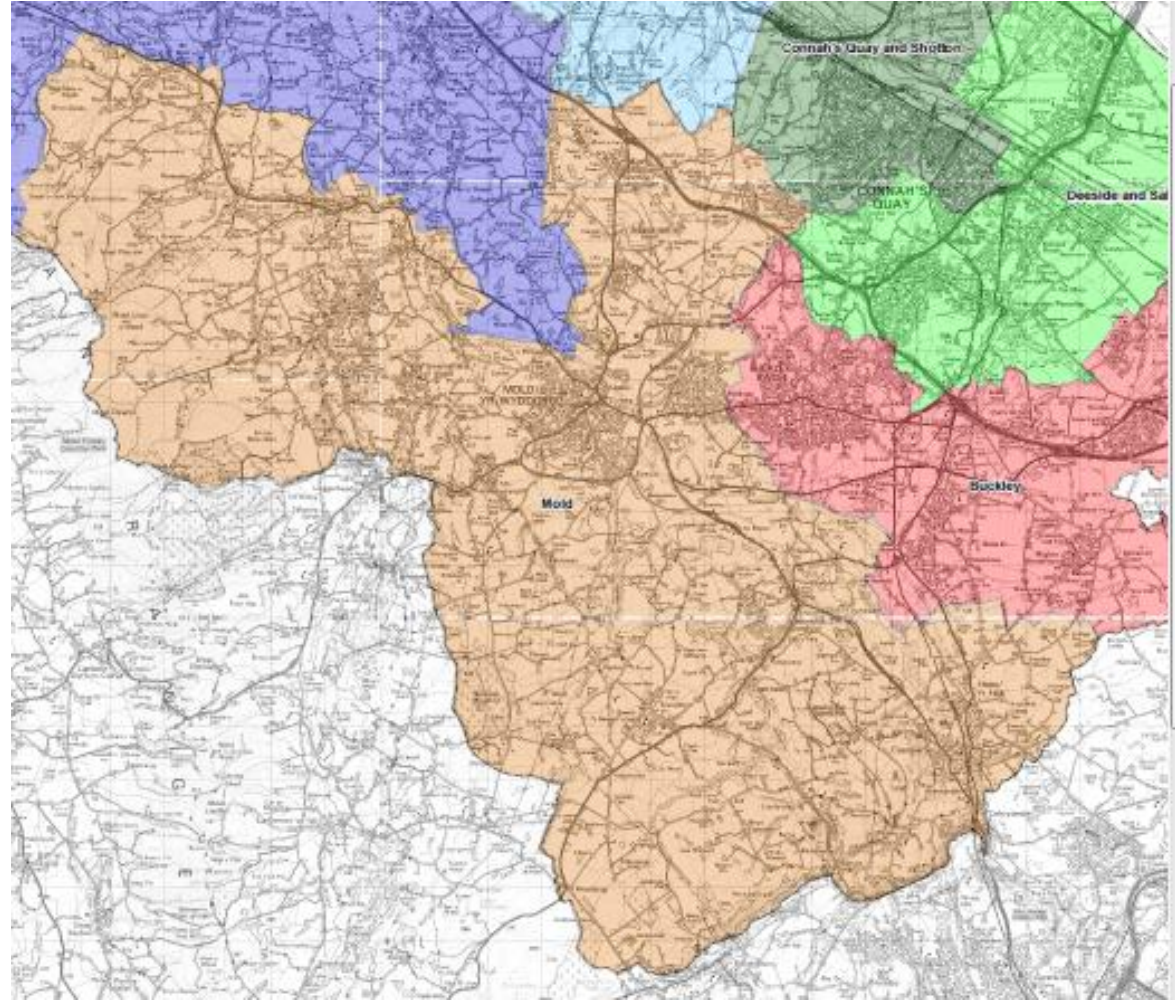




Mold Wards

- Argoed
- Caergwrle
- Cilcain
- Gwernaffield
- Gwernymynydd
- Hope
- Leeswood
- Llanfynnydd
- Mold Broncoed
- Mold East
- Mold West
- New Brighton
- Northop
- Northop Hall
- Treuddyn

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WHQS – Investment Programme

Ffudatwr 48

Year	Total planned spend (£M)
15/16	19
16/17	20
17/18	19
18/19	14
19/20	17
20/21	14
TOTAL	103

Sir y Fflint Flintshire
COUNTY COUNCIL

HOUSING ASSET MANAGEMENT
CAPITAL WORKS TEAM
Upgrading your home to the WHQS
(Welsh Housing Quality Standard)

Going further to improve your home

- Kitchens
- Bathrooms
- Heating
- Roofing
- Windows & Doors
- Fencing

capitalworks@flintshire.gov.uk
INTERNAL - ENVELOPE - EXTERNAL - ENVIRONMENTAL



HOUSING ASSET MANAGEMENT WHQS 2020 PLAN

	<u>WORK STREAM</u>	<u>DISTRICT</u>	<u>PROPERTIES</u>	<u>TOTALS</u>		<u>WORK STREAM</u>	<u>DISTRICT</u>	<u>PROPERTIES</u>	<u>TOTALS</u>		
YEAR 1 2015-2016	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Buckley Holywell	124 451	575	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	C'Quay & Shotton Deeside & Saltney	181 373			554	Bathrooms & Heating	Holywell Flint	285 104	389
		Bathrooms & Heating	Flint Mold	105 223				328	<i>Envelope Works</i>	WHOLE HOUSE	
	Gutter Line & Above Works	-	-	-	Gutter Line & Above Works	Buckley	253			360	
	Gutter Line & Below Works	-	-	-	Gutter Line & Below Works	Mold C'Quay & Shotton Flint	107 56 162			218	
	YEAR 2 2016-2017	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Deeside & Saltney Mold	275 306	581	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0	
Kitchens & Bathrooms			Holywell Flint	276 173	449			Kitchens & Bathrooms		0	
Bathrooms & Heating			C'Quay & Shotton	368				368	Bathrooms & Heating		0
<i>Envelope Works</i>		WHOLE HOUSE	Flint	209	209	<i>Envelope Works</i>	WHOLE HOUSE		Mold	479	479
		Gutter Line & Above Works	-	-	-		Gutter Line & Above Works	Flint	279	385	
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Mold Holywell	106 323	323	
YEAR 3 2017-2018	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	C'Quay & Shotton Flint	335 255	590	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	Buckley Mold	236 222			458	Kitchens & Bathrooms		0	
		Bathrooms & Heating	Buckley Deeside & Saltney	232 208				440	Bathrooms & Heating		0
	<i>Envelope Works</i>	WHOLE HOUSE	C'Quay & Shotton	287	287	<i>Envelope Works</i>	WHOLE HOUSE		Buckley	282	282
		Gutter Line & Above Works	Holywell	371	371		Gutter Line & Above Works	C'Quay & Shotton	162	417	
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Deeside & Saltney Buckley Mold	255 94 89 87	270	
YEAR 4 2018-2019	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Buckley Holywell	124 451	575	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	C'Quay & Shotton Deeside & Saltney	181 373			554	Bathrooms & Heating	Holywell Flint	285 104	389
		Bathrooms & Heating	Flint Mold	105 223				328	<i>Envelope Works</i>	WHOLE HOUSE	
	Gutter Line & Above Works	-	-	-	Gutter Line & Above Works	Buckley	253			360	
	Gutter Line & Below Works	-	-	-	Gutter Line & Below Works	Mold C'Quay & Shotton Flint	107 56 162			218	
	YEAR 5 2019-2020	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	Deeside & Saltney Mold	275 306	581	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0	
Kitchens & Bathrooms			Holywell Flint	276 173	449			Kitchens & Bathrooms		0	
Bathrooms & Heating			C'Quay & Shotton	368				368	Bathrooms & Heating		0
<i>Envelope Works</i>		WHOLE HOUSE	Flint	209	209	<i>Envelope Works</i>	WHOLE HOUSE		Mold	479	479
		Gutter Line & Above Works	-	-	-		Gutter Line & Above Works	Flint	279	385	
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Mold Holywell	106 323	323	
YEAR 6 2020-2021	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)	C'Quay & Shotton Flint	335 255	590	<i>Internal Works</i>	WHOLE HOUSE (K&B&H)		0		
		Kitchens & Bathrooms	Buckley Mold	236 222			458	Kitchens & Bathrooms		0	
		Bathrooms & Heating	Buckley Deeside & Saltney	232 208				440	Bathrooms & Heating		0
	<i>Envelope Works</i>	WHOLE HOUSE	C'Quay & Shotton	287	287	<i>Envelope Works</i>	WHOLE HOUSE		Buckley	282	282
		Gutter Line & Above Works	Holywell	371	371		Gutter Line & Above Works	C'Quay & Shotton	162	417	
		Gutter Line & Below Works	-	-	-		Gutter Line & Below Works	Deeside & Saltney Buckley Mold	255 94 89 87	270	

WHQS Programme – Key

- The below key identifies the coding of each work stream on the WHQS Programme:-

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WHQS CAPITAL WORKS PROGRAMME 2015-2020	Location Details
WHP = WHOLE HOUSE PROGRAMME	Kitchen, Bathroom & Heating Upgraded
K&B = Kitchen & Bathroom	Kitchen & Bathroom Upgraded
B&H = Bathroom & Heating	Bathroom & Heating Upgraded
WHP EXT = WHOLE HOUSE PROGRAMME	Chimney, Roof, Gutters, Pointing, Rendering, Windows & Doors Upgraded

WHQS Programme - *Buckley District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year	
AGRICULTURAL COTTAGES	BUCKLEY	Penyffordd	1	N/A	-		N/A	-	N/A	-
ALYN ROAD	BUCKLEY	Buckley Bistre West	57	2015/16	1	87	2017/18	12	2017/18	2
ARNOLDS CRESCENT	BUCKLEY	Broughton South	5	2015/16	1	17	2017/18	2	N/A	-
BEESTON ROAD	BUCKLEY	Broughton South	2	N/A	-		2017/18	2	N/A	-
BELMONT CRESCENT	BUCKLEY	Buckley Mountain	6	N/A	-		2017/18	6	N/A	-
BENNETTS LANE	BUCKLEY	Higher Kinnerton	12	N/A	-		2017/18	9	N/A	-
BISTRE CLOSE	BUCKLEY	Buckley Mountain	11	N/A	-		2017/18	2	N/A	-
BROAD OAK AVENUE	BUCKLEY	Broughton South	8	N/A	-		N/A	-	2017/18	2
BROOKES AVENUE	BUCKLEY	Broughton South	6	N/A	-		N/A	-	2017/18	1
BROUGHTON HALL ROAD	BUCKLEY	Broughton South	18	2015/16	3	22,22a,36	2017/18	11	N/A	-
BROUGHTON HALL ROAD	BUCKLEY	Broughton North & East	4	N/A	-		2017/18	2	N/A	-
BURNTWOOD COURT	BUCKLEY	Buckley Pentrobin	28	N/A	-		2017/18	14	N/A	-
BURNTWOOD ROAD	BUCKLEY	Buckley Pentrobin	2	N/A	-		N/A	-	N/A	-
CAE FADNOG	BUCKLEY	Penyffordd	6	N/A	-		2017/18	2	N/A	-
CHESTER ROAD	BUCKLEY	Buckley Bistre East	10	2015/16	1	56	2017/18	4	2017/18	1
CLWYD GROVE	BUCKLEY	Buckley Bistre West	3	2015/16	1	6	N/A	-	N/A	-
COLINWOOD AVE	BUCKLEY	Broughton South	5	N/A	-		2017/18	1	2017/18	1
COPPA VIEW	BUCKLEY	Buckley Bistre East	24	2015/16	5	6,10,13,20,23	2017/18	3	N/A	-
CORWEN WAY	BUCKLEY	Penyffordd	9	2015/16	2	7,29,	N/A	-	2017/18	4
CROMPTON CLOSE	BUCKLEY	Higher Kinnerton	1	N/A	-		N/A	-	N/A	-
CROSSWAYS	BUCKLEY	Penyffordd	8	2015/16	1	10	2017/18	4	N/A	-
ELM GROVE	BUCKLEY	Buckley Bistre West	37	2015/16	4	3,7,44,47	2017/18	5	2017/18	11
FAIRFIELD ROAD	BUCKLEY	Broughton North & East	7	2015/16	1	1	2017/18	1	N/A	-
FRASER DRIVE	BUCKLEY	Buckley Bistre West	22	2015/16	1	10	2017/18	5	2017/18	2
GLADSTONE ROAD	BUCKLEY	Broughton North & East	10	2015/16	1	22	N/A	-	2017/18	1
HAWARDEN ROAD	BUCKLEY	Penyffordd	8	N/A	-		2017/18	1	N/A	-
HERON CLOSE	BUCKLEY	Broughton North & East	24	N/A	-		N/A	-	2017/18	2
HILLARY GROVE	BUCKLEY	Buckley Bistre West	3	2015/16	1	7	2017/18	1	N/A	-

WHQS Programme - *Buckley District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year	
HILLSIDE CRESCENT	BUCKLEY	Buckley Bistre West	18	2015/16	3	13,16,40	2017/18	7	2017/18	2
HILLSVIEW ROAD	BUCKLEY	Buckley Bistre West	25	2015/16	4	5, 7, 22,26	2017/18	5	2017/18	6
HOPE ROAD	BUCKLEY	Broughton South	3	N/A	-		2017/18	1	2017/18	1
JUBILEE COURT	BUCKLEY	Buckley Bistre East	62	N/A	-		2017/18	11	2017/18	1
LAKESIDE CLOSE	BUCKLEY	Buckley Mountain	10	2015/16	1	3	2017/18	8	N/A	-
LANSDOWN ROAD	BUCKLEY	Broughton North & East	33	2015/16	1	8	2017/18	7	2017/18	7
LEESWOOD ROAD	BUCKLEY	Buckley Bistre West	7	N/A	-		N/A	-	2017/18	5
LYME GROVE	BUCKLEY	Buckley Bistre East	43	2015/16	5	48,50A,52,65,76	2017/18	7	2017/18	11
MAIN ROAD	BUCKLEY	Broughton North & East	9	N/A	-		2017/18	2	2017/18	2
MAIN ROAD	BUCKLEY	Broughton South	2	N/A	-		N/A	-	2017/18	1
MEADOW AVENUE	BUCKLEY	Buckley Pentrobin	10	2015/16	4	4a,19,31,34,	2017/18	2	2017/18	1
MEADOW RISE	BUCKLEY	Penyffordd	13	N/A	-		2017/18	7	N/A	-
MEGS LANE	BUCKLEY	Buckley Bistre East	1	N/A	-		2017/18	1	N/A	-
MELBOURNE ROAD	BUCKLEY	Buckley Bistre West	9	N/A	-		2017/18	3	2017/18	1
MOLD ROAD	BUCKLEY	Broughton North & East	6	2015/16	1	13,	2017/18	2	N/A	-
MORNINGTON CRESCENT	BUCKLEY	Buckley Pentrobin	8	N/A	-		N/A	-	2017/18	4
NANT MAWR CRESCENT	BUCKLEY	Buckley Bistre West	49	2015/16	5	11,13,21,49,53	2017/18	2	2017/18	25
PARK AVENUE	BUCKLEY	Higher Kinnerton	7	2015/16	2	16,18,	2017/18	4	N/A	-
PARK CRESCENT	BUCKLEY	Penyffordd	14	2015/16	3	3,8,11	2017/18	5	N/A	-
PEN Y COED ROAD	BUCKLEY	Buckley Pentrobin	6	N/A	-		N/A	-	N/A	-
PENYMYNYDD ROAD	BUCKLEY	Penyffordd	1	N/A	-		N/A	-	N/A	-
PRINCE OF WALES COURT	BUCKLEY	Buckley Bistre East	42	2015/16	4	18,56,76,90	2017/18	2	2017/18	12
PRINCESS AVENUE	BUCKLEY	Buckley Bistre West	50	2015/16	2	123,143,	2017/18	5	2017/18	10
QUEENS DRIVE	BUCKLEY	Buckley Bistre West	11	2015/16	2	13,23	2017/18	6	N/A	-
SANDWOOD AVE	BUCKLEY	Broughton South	1	N/A	-		2017/18	1	N/A	-
SOUTHFIELDS CLOSE	BUCKLEY	Buckley Mountain	19	N/A	-		2017/18	6	N/A	-
ST JOHNS CLOSE	BUCKLEY	Buckley Pentrobin	28	2015/16	1	14 Sheltered Bung	2017/18	22	N/A	-
STANLEY ROAD	BUCKLEY	Buckley Bistre West	10	2015/16	1	17	2017/18	2	2017/18	1

WHQS Programme - *Buckley District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year	
TERRIG CRESCENT	BUCKLEY	Buckley Bistre West	4	2015/16	1	8,	2017/18	1	N/A	-
THE BUNGALOWS BRETTON LANE	BUCKLEY	Broughton North & East	4	N/A	-		N/A	-	2017/18	1
THE PATHWAY	BUCKLEY	Broughton North & East	1	N/A	-		N/A	-	N/A	-
THE WOODLANDS	BUCKLEY	Penyffordd	10	N/A	-		N/A	-	2017/18	7
VICTORIA AVENUE	BUCKLEY	Buckley Pentrobin	24	2015/16	2	1,7	2017/18	3	2017/18	4
VICTORIA ROAD	BUCKLEY	Buckley Pentrobin	1	2015/16	1	35	N/A	-	N/A	-
VOUNOG HILL	BUCKLEY	Penyffordd	5	2015/16	1	22	N/A	-	2017/18	1
WARREN DRIVE	BUCKLEY	Broughton South	41	2015/16	2	28,60	N/A	-	2017/18	21
WATTS ROAD	BUCKLEY	Penyffordd	8	N/A	-		2017/18	2	N/A	-
WELLINGTON ROAD	BUCKLEY	Broughton North & East	37	2015/16	4	2,36,37,65	2017/18	6	2017/18	5
WESTBOURNE CRESCENT	BUCKLEY	Buckley Bistre West	13	N/A	-		2017/18	3	2017/18	1
WESTMINSTER ROAD	BUCKLEY	Broughton South	4	N/A	-		N/A	-	N/A	-
WINDSOR DRIVE	BUCKLEY	Broughton South	21	N/A	-		N/A	-	2017/18	18

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WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
ALLANS CLOSE	C/QUAY & SHOTTON	Shotton Higher	2	N/A	-	2015/16	2	2,11,	N/A	-
ARNOLD GROVE	C/QUAY & SHOTTON	CQ Cent	2	2017/18	1	2015/16	1	4	N/A	-
BANK CHAMBERS	C/QUAY & SHOTTON	CQ Cent	4	N/A	-	2015/16	4	1a,2b,3c,4d	N/A	-
BANK ROAD	C/QUAY & SHOTTON	CQ Golftyn	1	N/A	-	2015/16	1	13 House	N/A	-
BEECHWOOD AVENUE	C/QUAY & SHOTTON	CQ Cent	1	N/A	-	N/A	-		N/A	-
BETHEL PLACE	C/QUAY & SHOTTON	CQ Cent	18	2017/18	7	2015/16	6	1,2,8,10,16,17	2016/17	1
BIRCH COURT	C/QUAY & SHOTTON	CQ Golftyn	19	2017/18	2	2015/16	9	1,5,6,8,12,13,15,16,17,	N/A	-
BRYN ROAD	C/QUAY & SHOTTON	CQ Golftyn	19	N/A	-	N/A	-		2016/17	1
BURTON COURT	C/QUAY & SHOTTON	CQ Cent	7	N/A	-	N/A	-		N/A	-
BUTLER STREET	C/QUAY & SHOTTON	Shotton East	1	N/A	-	N/A	-		N/A	-
CAE LLYS CLOSE	C/QUAY & SHOTTON	CQ South	4	N/A	-	2015/16	1	6	N/A	-
CASTLE HILL STREET	C/QUAY & SHOTTON	Shotton Higher	5	N/A	-	2015/16	3	3,4,7	N/A	-
CEDAR COURT	C/QUAY & SHOTTON	CQ Golftyn	12	N/A	-	2015/16	8	1,2,3,4,7,8,9,11,	2016/17	1
CEFN ROAD	C/QUAY & SHOTTON	CQ Golftyn	4	N/A	-	N/A	-		N/A	-
CELTIC STREET	C/QUAY & SHOTTON	CQ Wepre	8	N/A	-	2015/16	8	1,2,5,6,9,11,15,17 Houses	N/A	-
CENTRAL DRIVE	C/QUAY & SHOTTON	Shotton Higher	20	N/A	-	2015/16	3	41,59,65	N/A	-
CHAPEL COURT	C/QUAY & SHOTTON	CQ Cent	22	N/A	-	N/A	-		N/A	-
CHAPEL STREET	C/QUAY & SHOTTON	CQ Cent	18	N/A	-	N/A	-		2016/17	4
CHESTNUT COURT	C/QUAY & SHOTTON	CQ Golftyn	17	2017/18	4	2015/16	9	2,4,6,8,9,12,15,16,17,	N/A	-
CHEVRONS ROAD	C/QUAY & SHOTTON	Shotton Higher	30	2017/18	3	2015/16	5	41,63,65,82,89	2016/17	11
CHURCH STREET	C/QUAY & SHOTTON	CQ Golftyn	8	2017/18	2	2015/16	1	51,	N/A	-
CLWYD STREET	C/QUAY & SHOTTON	Shotton Higher	35	2017/18	5	2015/16	18	26,30,40,42,1,2,13,17,29,35, 39,45,46,55,72,74,80,90,	2016/17	2
CORNWALL ROAD	C/QUAY & SHOTTON	Shotton Higher	16	N/A	-	N/A	-		2016/17	3
COTTERILL CLOSE	C/QUAY & SHOTTON	CQ South	4	N/A	-	N/A	-		N/A	-
CROSSWAYS	C/QUAY & SHOTTON	Shotton Higher	6	N/A	-	N/A	-		2016/17	2

WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
DEANS AVE	C/QUAY & SHOTTON	CQ Cent	5	N/A	-	N/A	-		2016/17	5
DEE ROAD	C/QUAY & SHOTTON	CQ Wepre	13	2017/18	1	N/A	-		N/A	-
DEE VIEW CRESCENT	C/QUAY & SHOTTON	Shotton Higher	6	2017/18	2	2015/16	4	8, 16,18,20,	N/A	-
DEVA AVENUE	C/QUAY & SHOTTON	CQ Golftyn	12	2017/18	2	2015/16	6	6,7,9,15,21,29,	2016/17	1
DODDS COURT	C/QUAY & SHOTTON	Shotton Higher	30	2017/18	10	N/A	-		2016/17	12
DODDS DRIVE	C/QUAY & SHOTTON	CQ Cent	47	2017/18	2	2015/16	2	3,100	2016/17	24
ELMWOOD CLOSE	C/QUAY & SHOTTON	Shotton Higher	4	N/A	-	2015/16	2	Sheltered Bugalows:3,4,	N/A	-
ENGLEFIELD AVENUE	C/QUAY & SHOTTON	CQ Cent	23	2017/18	15	2015/16	7	9,35,38,41,42,60,66	N/A	-
FERN COURT	C/QUAY & SHOTTON	CQ Golftyn	15	2017/18	6	2015/16	2	9,11	2016/17	2
FRON ROAD	C/QUAY & SHOTTON	CQ Wepre	8	N/A	-	2015/16	7	63,73,86,97,99,100,102	N/A	-
GARRATT CLOSE	C/QUAY & SHOTTON	CQ Cent	25	2017/18	5	2015/16	12	2,4,5,8,11,13,15,17,18, 20,22,,23,	2016/17	1
GLAN Y MORFA COURT	C/QUAY & SHOTTON	CQ Cent	44	2017/18	32	N/A	-		N/A	-
GLYNNE STREET	C/QUAY & SHOTTON	CQ Cent	6	2017/18	2	N/A	-		2016/17	3
GRANGE ROAD	C/QUAY & SHOTTON	Shotton Higher	7	N/A	-	N/A	-		2016/17	1
GREEN LANE	C/QUAY & SHOTTON	Shotton Higher	60	2017/18	11	2015/16	7	11,16,32,54,58,77,95	2016/17	22
GREEN PARK	C/QUAY & SHOTTON	CQ Cent	12	2017/18	1	N/A	-		2016/17	4
GRIFFITHS COURT	C/QUAY & SHOTTON	Shotton West	22	N/A	-	2015/16	19	1,2,3,4,5,7,8,9,10,11,12,13,14, 15,17,19,20,21,22,	N/A	-
HAFAN GLYD	C/QUAY & SHOTTON	Shotton Higher	8	2017/18	4	2015/16	1	6	N/A	-
HAMILTON ROAD	C/QUAY & SHOTTON	CQ Golftyn	17	2017/18	14	2015/16	1	45 House	N/A	-
HILBRE ROAD	C/QUAY & SHOTTON	CQ Golftyn	4	N/A	-	2015/16	1	4 House	2016/17	1
HILLSIDE AVENUE	C/QUAY & SHOTTON	CQ Cent	17	2017/18	2	2015/16	2	24,37, Houses	2016/17	3
HOLLY COURT	C/QUAY & SHOTTON	CQ Golftyn	22	2017/18	11	2015/16	8	6,10,11,13,15,16,19,22	2016/17	1
HOWARD STREET	C/QUAY & SHOTTON	CQ Cent	18	2017/18	1	2015/16	1	42	2016/17	10
ISABELLA COURT	C/QUAY & SHOTTON	CQ Cent	25	2017/18	4	2015/16	3	8,9,22 Sheltered Bung	N/A	-

WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
IVY COURT	C/QUAY & SHOTTON	CQ Golftyn	13	2017/18	2	2015/16	2	1,11	2016/17	5
KENT ROAD	C/QUAY & SHOTTON	CQ Golftyn	7	2017/18	3	N/A	-		2016/17	4
KETLAND CLOSE	C/QUAY & SHOTTON	Shotton East	17	2017/18	1	2015/16	13	2,3,5,7,8,10,11,12,15,17,18,19,20	N/A	-
KING EDWARD STREET	C/QUAY & SHOTTON	Shotton West	6	N/A	-	N/A	-		2016/17	1
KINGS CROFT	C/QUAY & SHOTTON	CQ Golftyn	6	N/A	-	N/A	-		2016/17	1
KINGS ROAD	C/QUAY & SHOTTON	CQ Golftyn	12	N/A	-	N/A	-		2016/17	10
LARCH AVENUE	C/QUAY & SHOTTON	Shotton Higher	2	2017/18	1	N/A	-		N/A	-
LINDEN AVENUE	C/QUAY & SHOTTON	CQ Cent	13	2017/18	3	N/A	-		2016/17	7
LLWYN DRIVE	C/QUAY & SHOTTON	CQ South	11	2017/18	3	2015/16	3	52,66,76 Houses	N/A	-
LOWER BROOK STREET	C/QUAY & SHOTTON	CQ Golftyn	18	2017/18	1	2015/16	1	36, House	2016/17	4
MANLEY COURT	C/QUAY & SHOTTON	Shotton West	25	N/A	-	N/A	-		N/A	-
MARSH VIEW	C/QUAY & SHOTTON	CQ Wepre	3	N/A	-	2015/16	2	6,8 Houses	N/A	-
MCKEOWN CLOSE	C/QUAY & SHOTTON	CQ South	3	N/A	-	N/A	-		N/A	-
MELROSE AVENUE	C/QUAY & SHOTTON	Shotton Higher	7	2017/18	4	2015/16	2	2,4,	2016/17	1
MERLLYN AVENUE	C/QUAY & SHOTTON	CQ Cent	3	N/A	-	N/A	-		2016/17	3
NELSON STREET	C/QUAY & SHOTTON	Shotton East	2	2017/18	2	N/A	-		N/A	-
NEW STREET	C/QUAY & SHOTTON	CQ Cent	1	N/A	-	2015/16	1	13 House	N/A	-
NORMAN STREET	C/QUAY & SHOTTON	Shotton Higher	10	2017/18	3	N/A	-		2016/17	3
NORTH STREET	C/QUAY & SHOTTON	Shotton Higher	53	2017/18	29	2015/16	18	32,61,62,65,66,68,70,71,77,82,83,90,94,96,98,99,101,105,	2016/17	2
OAK TREE CLOSE	C/QUAY & SHOTTON	Shotton Higher	7	N/A	-	N/A	-		N/A	-
PEAR TREE CLOSE	C/QUAY & SHOTTON	Shotton Higher	11	N/A	-	N/A	-		N/A	-
PEN Y LLAN STREET	C/QUAY & SHOTTON	CQ Cent	2	N/A	-	N/A	-		N/A	-
PLOUGH LANE	C/QUAY & SHOTTON	Shotton Higher	3	N/A	-	N/A	-		2016/17	2

WHQS Programme – Connahs Quay & Shotton District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015/16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
POPLAR AVENUE	C/QUAY & SHOTTON	Shotton Higher	36	2017/18	4	2015/16	7	Sheltered Bungalows 3,5,23,33,48,52,54,	2016/17	4
PRIMROSE STREET	C/QUAY & SHOTTON	CQ Cent	7	N/A	-	N/A	-		2016/17	3
PRINCES STREET	C/QUAY & SHOTTON	CQ Cent	18	2017/18	2	2015/16	2	34(wardens),44	2016/17	5
QUEENS AVENUE	C/QUAY & SHOTTON	CQ Golftyn	15	2017/18	4	N/A	-		2016/17	6
RIVER VIEW	C/QUAY & SHOTTON	CQ Cent	7	N/A	-	N/A	-		2016/17	6
ROWLEYS DRIVE	C/QUAY & SHOTTON	Shotton East	12	N/A	-	N/A	-		N/A	-
ROYAL COURT	C/QUAY & SHOTTON	CQ Cent	8	N/A	-	N/A	-		N/A	-
RYELAND STREET	C/QUAY & SHOTTON	Shotton West	3	2017/18	3	N/A	-		N/A	-
SALISBURY STREET	C/QUAY & SHOTTON	Shotton West	2	2017/18	2	N/A	-		N/A	-
SANDOWN COURT	C/QUAY & SHOTTON	Shotton Higher	17	2017/18	10	2015/16	1	3	2016/17	1
SANDOWN ROAD	C/QUAY & SHOTTON	Shotton Higher	2	2017/18	1	2015/16	1	4,	N/A	-
SHOTTON LANE	C/QUAY & SHOTTON	Shotton East	6	2017/18	3	N/A	-		2016/17	2
SOUTH BANK	C/QUAY & SHOTTON	Shotton Higher	2	N/A	-	2015/16	1	3,	N/A	-
ST ETHELWOLDS STREET	C/QUAY & SHOTTON	Shotton Higher	4	2017/18	1	2015/16	2	8,16,	2016/17	1
ST MARKS AVENUE	C/QUAY & SHOTTON	CQ Cent	31	2017/18	1	2015/16	3	35,39, 7	2016/17	17
SUMMERSVILLE CLOSE	C/QUAY & SHOTTON	CQ Cent	24	2017/18	18	2015/16	3	7,26,28	N/A	-
TERRIG STREET	C/QUAY & SHOTTON	Shotton Higher	37	2017/18	5	2015/16	6	4,12,33,46,83,16	2016/17	8
THE GROVES	C/QUAY & SHOTTON	Shotton West	8	2017/18	4	2015/16	1	2	2016/17	2
UPLANDS AVENUE	C/QUAY & SHOTTON	CQ South	1	N/A	-	2015/16	1	86, House	N/A	-
UPPER BRYN ROAD	C/QUAY & SHOTTON	CQ Golftyn	22	N/A	-	N/A	-		2016/17	8
WEPRE COURT	C/QUAY & SHOTTON	CQ South	5	N/A	-	N/A	-		2016/17	4
WESTMINSTER CRESCENT	C/QUAY & SHOTTON	Shotton Higher	37	N/A	-	N/A	-		2016/17	26
WILLOW COURT	C/QUAY & SHOTTON	CQ Golftyn	12	N/A	-	N/A	-		2016/17	8
WOODLANDS STREET	C/QUAY & SHOTTON	Shotton West	5	N/A	-	2015/16	5	20,22,24,26,28	N/A	-
YORK ROAD	C/QUAY & SHOTTON	CQ Golftyn	5	2017/18	2	N/A	-		2016/17	1

WHQS Programme – Deeside & Saltney District



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
ASH LANE	DEESIDE & SALTNEY	Mancot	5	N/A	-	2015/16	1		N/A	-
ASHLEA CLOSE	DEESIDE & SALTNEY	Mancot	20	N/A	-	2015/16	6	12,13,14,19,20,5,	N/A	-
ASTON ROAD	DEESIDE & SALTNEY	Aston	14	N/A	-	2015/16	6	12,22,40,48,66,70,	N/A	-
BANKS ROAD	DEESIDE & SALTNEY	Mancot	6	N/A	-	N/A	-		N/A	-
BEECHWOOD ROAD	DEESIDE & SALTNEY	Saltney Stonebridge	35	2016/17	3	2015/16	26	50,52,64,66,68,70,2,8,15,16,20, ,21,30,31, 35,38,39, 40,41, 42,45,56,60,63,73,76,	2017/18	1
BELGRAVE AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	7	N/A	-	2015/16	7	5,7,10,15,16,17,20, Houses	N/A	-
BELMONT DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	5	N/A	-	2015/16	3	6,16,18,	N/A	-
BELVEAIRE CLOSE	DEESIDE & SALTNEY	Queensferry	15	N/A	-	2015/16	6	1,3,4,8,10,17	N/A	-
BERNSDALE CLOSE	DEESIDE & SALTNEY	Queensferry	6	N/A	-	2015/16	6	6,9,12,15,19,26 Houses	N/A	-
BOUNDARY LANE	DEESIDE & SALTNEY	Saltney Stonebridge	14	N/A	-	2015/16	11	68,72,74,92,98,106,108,134, 140,144,146	N/A	-
BRADSHAW AVENUE	DEESIDE & SALTNEY	Saltney Mold Junction	5	N/A	-	2015/16	4	6,8,22,28, Houses	N/A	-
CEDAR AVENUE	DEESIDE & SALTNEY	Sealand	1	N/A	-	N/A	-		N/A	-
CEDAR CLOSE	DEESIDE & SALTNEY	Sealand	7	N/A	-	2015/16	5	1,2,4,5,7	N/A	-
CHESTER ROAD	DEESIDE & SALTNEY	Mancot	1	N/A	-	2015/16	1	54 House	N/A	-
CROSSWAY	DEESIDE & SALTNEY	Aston	3	2016/17	1	N/A	-		2017/18	2
DEE ROAD	DEESIDE & SALTNEY	Sealand	2	2016/17	1	N/A	-		N/A	-
DEINIOLS ROAD	DEESIDE & SALTNEY	Mancot	16	2016/17	7	2015/16	6	8,13,25,33,35,53	N/A	-
DEVA AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	3	2016/17	2	N/A	-		N/A	-
DOUGLAS PLACE	DEESIDE & SALTNEY	Saltney Stonebridge	22	2016/17	1	2015/16	10	2,4,7,8,10,12,13,14,15,18	N/A	-
EAST GREEN	DEESIDE & SALTNEY	Sealand	10	N/A	-	2015/16	8	3,5,7,8,9,10,13, 16	N/A	-
EATON GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	8	N/A	-	2015/16	4	4,5,7,8,Houses	N/A	-
ELM GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	2	N/A	-	N/A	-		N/A	-
EWART STREET	DEESIDE & SALTNEY	Saltney Mold Junction	75	2016/17	15	2015/16	2	17,64,	2017/18	49

WHQS Programme – Deeside & Saltney District



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
FAIRWAY	DEESIDE & SALTNEY	Queensferry	4	2016/17	1	2015/16	3	7,13, 15 Houses	N/A	-
FLINT ROAD	DEESIDE & SALTNEY	Saltney Mold Junction	7	2016/17	1	2015/16	3	16,17,18	N/A	-
GLADSTONE STREET	DEESIDE & SALTNEY	Queensferry	3	N/A	-	N/A	-		N/A	-
HAMILTON AVENUE	DEESIDE & SALTNEY	Queensferry	4	2016/17	1	2015/16	3	13,18,19 Houses	N/A	-
HARRISON GROVE	DEESIDE & SALTNEY	Queensferry	6	2016/17	1	2015/16	4	5,6,8,9,Houses	N/A	-
HAWARDEN WAY	DEESIDE & SALTNEY	Mancot	4	2016/17	1	2015/16	1	43, House	N/A	-
HAWTHORN VIEW	DEESIDE & SALTNEY	Sealand	6	2016/17	1	2015/16	3	6,8,14,Houses	N/A	-
HIGH STREET	DEESIDE & SALTNEY	Saltney Stonebridge	12	N/A	-	N/A	-		2017/18	1
HOLYWELL ROAD	DEESIDE & SALTNEY	Aston	5	N/A	-	N/A	-		2017/18	5
IRVINGS CRESCENT	DEESIDE & SALTNEY	Saltney Stonebridge	12	2016/17	2	2015/16	3	1,10,19	2017/18	3
KYNASTON DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	27	2016/17	7	2015/16	15	13,26, 29,31,32,34,35,39, 40,42, 48,56,62,64,74	N/A	-
LABURNUM GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	6	N/A	-	2015/16	5	7,8,9,10,15	N/A	-
LARCH WAY	DEESIDE & SALTNEY	Saltney Stonebridge	41	2016/17	5	2015/16	21	9,10,19,23,25,27,29,32,33, 34, 35,36,39, 41, 42, 43,45,46,48,54,56	N/A	-
LEACHES CLOSE	DEESIDE & SALTNEY	Mancot	31	2016/17	9	2015/16	13	4,5,6,7,8,9,14, 24, 16,17,19,30,31	2017/18	3
LEACHES LANE	DEESIDE & SALTNEY	Mancot	4	N/A	-	N/A	-		2017/18	3
LEYLAND DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	3	2016/17	1	2015/16	2	31,41 Houses	N/A	-
LIME GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	2	N/A	-	2015/16	1	5, House	2017/18	1
LINDEN GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	25	2016/17	1	2015/16	14	2,3,4,7,8,9,12,14,15,16,17,18, 20,29,	N/A	-
LIVERPOOL ROAD	DEESIDE & SALTNEY	Aston	6	N/A	-	2015/16	1	13,House	N/A	-

WHQS Programme – Deeside & Saltney District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
MAINWARING DRIVE	DEESIDE & SALTNEY	Saltney Mold Junction	17	2016/17	7	2015/16	6	38,40,44,46,47,49,	2017/18	2
MANCOT ROYAL CLOSE	DEESIDE & SALTNEY	Mancot	10	N/A	-	2015/16	3	3,5,8	N/A	-
MANCOT WAY	DEESIDE & SALTNEY	Mancot	3	N/A	-	2015/16	1	39 House	2017/18	2
MAPLE GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	4	2016/17	1	2015/16	3	3,6,8	N/A	-
MAPLEWOOD AVENUE	DEESIDE & SALTNEY	Sealand	13	N/A	-	N/A	-		2017/18	2
MEADOW VIEW	DEESIDE & SALTNEY	Sealand	9	N/A	-	2015/16	7	1,8,12,21,23,25, 26 Houses	N/A	-
MECHANICS LANE	DEESIDE & SALTNEY	Mancot	5	N/A	-	N/A	-		N/A	-
MOORFIELD COURT	DEESIDE & SALTNEY	Aston	11	N/A	-	N/A	-		N/A	-
MOSS GROVE	DEESIDE & SALTNEY	Saltney Stonebridge	3	N/A	-	2015/16	2	1,3 Houses	N/A	-
MOUNTAIN VIEW	DEESIDE & SALTNEY	Saltney Stonebridge	2	N/A	-	2015/16	2	1,7,Houses	N/A	-
NORTH GREEN	DEESIDE & SALTNEY	Sealand	18	N/A	-	2015/16	14	2,3,4,5,6,8,9,11,15,16,17, 18,20,21,Houses	N/A	-
NORTH STREET	DEESIDE & SALTNEY	Queensferry	6	2016/17	1	2015/16	1	28	N/A	-
NORTH STREET	DEESIDE & SALTNEY	Saltney Mold Junction	18	2016/17	3	2015/16	13	4,10,13,16,17,18,19,21,23,26, 28,29,30	N/A	-
OAKFIELD ROAD	DEESIDE & SALTNEY	Aston	11	2016/17	7	2015/16	2	7,12, Houses	2017/18	1
OAKLEY ROAD	DEESIDE & SALTNEY	Mancot	3	2016/17	1	2015/16	1	7 Mbung	N/A	-
ORCHARD WAY	DEESIDE & SALTNEY	Sealand	19	2016/17	2	N/A	-		2017/18	10
PARK AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	38	2016/17	22	2015/16	10	1,3,7,11,16,21,32,43,56,93	2017/18	1
PHOENIX COURT	DEESIDE & SALTNEY	Queensferry	4	2016/17	2	2015/16	1	1	N/A	-
PHOENIX STREET	DEESIDE & SALTNEY	Queensferry	27	2016/17	7	2015/16	13	49,51,59,61,65,67,69,73,77, 79,81, 103, 28	N/A	-
PRINCE WILLIAM COURT	DEESIDE & SALTNEY	Aston	22	2016/17	1	2015/16	3	2,17,19 Sheltered Flats	N/A	-
PRINCE WILLIAM GARDEN	DEESIDE & SALTNEY	Mancot	41	2016/17	9	2015/16	24	2,5,6,9,10,15,16,18,19,21, 22,23,24,25, 27, 28, 29,31,32,33,34,35,37,41	N/A	-

WHQS Programme – Deeside & Saltney District

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
QUEENS ROAD	DEESIDE & SALTNEY	Sealand	11	2016/17	5	2015/16	5	7,9,11,14,15,	N/A	-
REDWOOD CLOSE	DEESIDE & SALTNEY	Saltney Stonebridge	5	2016/17	1	N/A	-		2017/18	3
RIVERSIDE PARK	DEESIDE & SALTNEY	Sealand	60	2016/17	22	2015/16	30	3,4,6,12,15,18,22,23,24,26, 28,29,32,36,37,38, 61,62,68,70,71,72,74,75, 77,85,86,87,89,92	2017/18	2
SALISBURY AVENUE	DEESIDE & SALTNEY	Saltney Stonebridge	20	2016/17	6	2015/16	2	56,58, Houses	N/A	-
SALTNEY TERRACE	DEESIDE & SALTNEY	Saltney Mold Junction	4	2016/17	2	2015/16	1	11	N/A	-
SANDY FANE	DEESIDE & SALTNEY	Sealand	28	2016/17	1	2015/16	3	42,77,79,	2017/18	7
SCOTCHBROOK	DEESIDE & SALTNEY	Mancot	8	2016/17	1	2015/16	2	2,7	N/A	-
SCOTSDOWN	DEESIDE & SALTNEY	Mancot	17	2016/17	2	2015/16	2	12, 9 , Houses	2017/18	8
SEALAND AVENUE	DEESIDE & SALTNEY	Sealand	1	2016/17	1	N/A	-		N/A	-
SOUTH GREEN	DEESIDE & SALTNEY	Sealand	19	2016/17	3	2015/16	14	1,2,3,5,6,8,9,10,13,14,15,20, 21, 22, Houses	N/A	-
STAFFORD ROAD	DEESIDE & SALTNEY	Sealand	5	2016/17	1	N/A	-		2017/18	1
STATION ROAD	DEESIDE & SALTNEY	Queensferry	1	N/A	-	2015/16	1	70	N/A	-
STONELEIGH CLOSE	DEESIDE & SALTNEY	Sealand	19	2016/17	4	2015/16	1	38 (Wardens Bung)	2017/18	11
SUNNYSIDE	DEESIDE & SALTNEY	Mancot	1	N/A	-	2015/16	1	11,	N/A	-
THE CLOSE	DEESIDE & SALTNEY	Aston	14	2016/17	5	2015/16	7	3,10,13,19,23,25,31,	N/A	-
THE HIGHWAY	DEESIDE & SALTNEY	Aston	9	N/A	-	N/A	-		2017/18	3
THE HIGHWAY	DEESIDE & SALTNEY	Hawarden	8	N/A	-	N/A	-		2017/18	1
THE NOOK	DEESIDE & SALTNEY	Mancot	13	N/A	-	N/A	-		2017/18	6
THE NOOK	DEESIDE & SALTNEY	Saltney Stonebridge	6	N/A	-	N/A	-		N/A	-
THE RIDGEWAY	DEESIDE & SALTNEY	Aston	23	2016/17	2	2015/16	6	9,16,23,26,28,32,Houses	2017/18	6

WHQS Programme – *Deeside & Saltney District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	2015 /16 Property No's	B&H	No
STREET	DISTRICT	Ward	TOTAL	Year		Year			Year	
UPPER ASTON HALL LANE	DEESIDE & SALTNEY	Aston	9	N/A	-	2015/16	1	21, House	2017/18	2
VICTORIA ROAD	DEESIDE & SALTNEY	Saltney Stonebridge	37	2016/17	11	2015/16	5	13,39,93,124,148	2017/18	13
WELSH ROAD	DEESIDE & SALTNEY	Sealand	19	2016/17	3	2015/16	4	39b, 55, 75,93,	2017/18	5
WEST GREEN	DEESIDE & SALTNEY	Sealand	9	2016/17	2	2015/16	6	12,19,23,24,4,8,	N/A	-
WEST WAY	DEESIDE & SALTNEY	Mancot	1	N/A	-	N/A	-		N/A	-
WIRRAL VIEW	DEESIDE & SALTNEY	Aston	10	2016/17	2	2015/16	2	6,11, Houses	2017/18	3
WOOD STREET	DEESIDE & SALTNEY	Queensferry	6	2016/17	1	2015/16	5	1,3 MBung 10,12,14 Houses	N/A	-
WOODSIDE CLOSE	DEESIDE & SALTNEY	Aston	37	2016/17	12	2015/16	1	3	2017/18	15
YOWLEY ROAD	DEESIDE & SALTNEY	Aston	19	2016/17	2	2015/16	3	21,24,38, Houses	2017/18	4

2015/16
 2016/17
 2017/18
 2018/19
 2019/20

WHQS Programme – *Flint District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
ABER ROAD	FLINT	Flint Coleshill	1	N/A	-	N/A	-	N/A	-	
ALBERT AVENUE	FLINT	Flint Oakenholt	9	N/A	-	2016/17	1	N/A	-	
ANEURIN COTTAGES	FLINT	Bagillt West	1	N/A	-	2016/17	1	N/A	-	
AVONDALE	FLINT	Flint Coleshill	12	2017/18	1	2016/17	5	N/A	-	
BARONS CLOSE	FLINT	Flint Castle	8	N/A	-	2016/17	3	2015/16	1	13 House
BEECHCROFT CLOSE	FLINT	Bagillt West	2	N/A	-	2016/17	2	N/A	-	
BODHYFRYD	FLINT	Flint Castle	1	N/A	-	2016/17	1	N/A	-	
BOLINGBROKE HEIGHTS	FLINT	Flint Coleshill	102	N/A	-	2016/17	77	N/A	-	
BOROUGH GROVE	FLINT	Flint Castle	11	2017/18	1	2016/17	1	2015/16	1	13 House
BRON HAUL	FLINT	Bagillt West	17	2017/18	1	2016/17	11	N/A	-	
BRON Y WERN	FLINT	Bagillt East	42	2017/18	1	2016/17	9	2015/16	1	23 House
BRYN ABER	FLINT	Bagillt East	13	N/A	-	2016/17	11	N/A	-	
BRYN DYFRYS	FLINT	Bagillt East	11	N/A	-	2016/17	11	N/A	-	
CAE DEUW	FLINT	Flint Oakenholt	4	N/A	-	N/A	-	N/A	-	
CAE HIR	FLINT	Flint Oakenholt	4	N/A	-	N/A	-	N/A	-	
CASTLE DYKE STREET	FLINT	Flint Castle	1	N/A	-	2016/17	1	N/A	-	
CASTLE HEIGHTS	FLINT	Flint Castle	84	N/A	-	2016/17	54	N/A	-	
CASTLE ROAD	FLINT	Flint Castle	2	2017/18	1	2016/17	1	N/A	-	
CASTLE STREET	FLINT	Flint Castle	6	N/A	-	N/A	-	2015/16	1	12 House
CILFAN	FLINT	Flint Coleshill	14	N/A	-	2016/17	2	2015/16	4	1, Sheltered House 4,5,13 Sheltered Bung
CORNIST COTTAGES	FLINT	Flint Coleshill	1	N/A	-	N/A	-	N/A	-	
CORPORATION STREET	FLINT	Flint Castle	2	2017/18	2	N/A	-	N/A	-	
DEE COTTAGES	FLINT	Flint Castle	43	N/A	-	N/A	-	2015/16	14	2,4,7,9,11,15,16,22,29,30, 31,41 Sheltered Bung 44,60 Houses
EARL STREET	FLINT	Flint Coleshill	5	N/A	-	2016/17	3	N/A	-	
EVANS STREET	FLINT	Flint Castle	3	N/A	-	N/A	-	2015/16	1	22 House

WHQS Programme – *Flint District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
FFORDD GLYNDWR	FLINT	Flint Oakenholt	8	2017/18	1	2016/17	1	2015/16	2	3,15 Houses
FFORDD LLEWELYN	FLINT	Flint Oakenholt	26	N/A	-	N/A	-	2015/16	8	10,12,16,26,29,32,41,85, Houses
FOURTH AVENUE	FLINT	Flint Trelawny	1	N/A	-	N/A	-	N/A	-	
HAFOD	FLINT	Flint Coleshill	5	2017/18	2	N/A	-	2015/16	1	3 House
HENRY TAYLOR STREET	FLINT	Flint Castle	23	2017/18	5	2016/17	4	2015/16	3	24, 62, 63
HIGHFIELD ROAD	FLINT	Bagillt West	43	2017/18	2	2016/17	2	2015/16	3	4,15,22
KNIGHTS GREEN	FLINT	Flint Castle	50	2017/18	10	2016/17	31	N/A	-	
LLOYD STREET	FLINT	Flint Castle	5	2017/18	1	N/A	-	2015/16	2	6,17 Houses
LON GROES	FLINT	Flint Coleshill	4	N/A	-	N/A	-	2015/16	3	8,9, Flats, 6 House
MAES AFON	FLINT	Flint Coleshill	22	2017/18	1	2016/17	4	2015/16	8	1, 45 Houses 6,10,30,32,40,42,Flats
MAES GLAS	FLINT	Flint Coleshill	7	2017/18	2	2016/17	4	N/A	-	
MAES GWYN	FLINT	Flint Oakenholt	83	2017/18	37	2016/17	31	2015/16	3	26,63,111 Houses
MAES WALWEN	FLINT	Bagillt West	10	N/A	-	2016/17	1	2015/16	2	2,9, Sheltered Bung
MAES Y COED	FLINT	Flint Coleshill	8	2017/18	1	N/A	-	2015/16	3	4,6,13 Houses
MAES Y DRE AVENUE	FLINT	Flint Castle	38	2017/18	10	2016/17	3	2015/16	12	8,10, 18,26,29,35,40, 42,44,54,58,60
MERLLYN LANE	FLINT	Bagillt East	3	N/A	-	N/A	-	2015/16	1	24 House
NEW ROSKELL SQUARE	FLINT	Flint Castle	12	N/A	-	N/A	-	2015/16	7	15,19,24,38,44,46,48 Houses
NORTHOP ROAD	FLINT	Flint Trelawny	1	N/A	-	N/A	-	N/A	-	
PEN Y GLYN	FLINT	Bagillt West	5	2017/18	3	2016/17	2	N/A	-	
PRINCE OF WALES AVENUE	FLINT	Flint Castle	24	N/A	-	2016/17	3	2015/16	9	144,146,150,154,156 Flats 94,100,112, 142, Houses
QUEENS AVENUE	FLINT	Flint Oakenholt	2	N/A	-	N/A	-	N/A	-	
RICHARD HEIGHTS	FLINT	Flint Coleshill	84	N/A	-	2016/17	58	N/A	-	

WHQS Programme – *Flint District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
RIVERBANK	FLINT	Bagillt West	52	2017/18	5	2016/17	11	2015/16	6	18,22,32,76,88,97, Houses
SALISBURY STREET	FLINT	Flint Castle	17	2017/18	2	2016/17	10	N/A	-	
SIXTH AVENUE	FLINT	Flint Trelawny	2	N/A	-	N/A	-	2015/16	2	9,42 Houses
SUNNYSIDE	FLINT	Bagillt West	2	N/A	-	2016/17	1	N/A	-	
SWINCHIARD WALK	FLINT	Flint Coleshill	1	N/A	-	2016/17	1	N/A	-	
TALBOT TERRACE	FLINT	Bagillt East	1	N/A	-	N/A	-	N/A	-	
THE MEADOWS	FLINT	Flint Coleshill	2	2017/18	1	2016/17	1	N/A	-	
THOMAS STREET	FLINT	Flint Castle	7	N/A	-	N/A	-	2015/16	1	16 House
TRELAWNY AVENUE	FLINT	Flint Castle	10	2017/18	2	2016/17	1	2015/16	2	32, 47 Houses
TREMAFON	FLINT	Bagillt West	4	2017/18	4	N/A	-	N/A	-	
VICARAGE ROAD	FLINT	Bagillt East	1	2017/18	1	N/A	-	N/A	-	
VICTORIA ROAD	FLINT	Bagillt West	4	N/A	-	2016/17	1	N/A	-	
WALWENSAF	FLINT	Bagillt West	5	N/A	-	N/A	-	2015/16	1	5 ,House
WALWENJACHAF	FLINT	Bagillt West	2	N/A	-	N/A	-	N/A	-	
WERN AVENUE	FLINT	Bagillt East	4	2017/18	2	2016/17	2	N/A	-	
WERN LLOPIA	FLINT	Bagillt East	20	2017/18	7	2016/17	8	N/A	-	
WOODFIELD AVENUE	FLINT	Flint Oakenholt	43	N/A	-	N/A	-	2015/16	18	1,2,8,13,20,22,26,48,49,55,59,63, 66,70,78,88,94,96 Houses

WHQS Programme – *Holywell District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
ABBEY COURT	HOLYWELL	Greenfield	38	N/A	-		2016/17	4	2018/19	2	
ABBOTS WALK	HOLYWELL	Holywell East	51	N/A	-		2016/17	17	N/A	-	2015/16
AEL Y FFYNNON	HOLYWELL	Holywell Central	2	N/A	-		2016/17	2	N/A	-	
ALLT Y PLAS	HOLYWELL	Brynford	18	N/A	-		2016/17	3	N/A	-	
BASINGWERK AVENUE	HOLYWELL	Greenfield	14	2015/16	1	9	2016/17	9	N/A	-	
BRON PAUL	HOLYWELL	Trelawnydd & Gwaenysgor	24	2015/16	14	3,4,5,8,10,11,12,16, 20,21,22,26,29,30	2016/17	2	2018/19	3	2015/16
BRONANT	HOLYWELL	Caerwys	1	2015/16	1	2 House	N/A	-	N/A	-	
BRYN AWEL	HOLYWELL	Brynford	21	N/A	-		N/A	-	N/A	-	
BRYN AWELON	HOLYWELL	Gronant	2	N/A	-		2016/17	1	N/A	-	
BRYN EWLYN	HOLYWELL	Brynford	4	N/A	-		2016/17	3	N/A	-	2015/16
BRYN GARTH	HOLYWELL	Ffynnongroew	16	2015/16	2	5,17	2016/17	12	N/A	-	
BRYN MAWR ROAD	HOLYWELL	Holywell Central	29	N/A	-		2016/17	3	2018/19	1	
BRYN MOR	HOLYWELL	Gronant	16	2015/16	2	13,20	2016/17	8	2018/19	1	2015/16
BRYN RODYN	HOLYWELL	Halkyn	2	2015/16	1	6	N/A	-	2018/19	1	
BRYN TIRION	HOLYWELL	Caerwys	15	2015/16	3	8,11,13 Sheltered	N/A	-	2018/19	1	
BRYN Y COED	HOLYWELL	Holywell Central	17	N/A	-		2016/17	5	2018/19	1	
BRYN Y FELIN	HOLYWELL	Holywell Central	7	N/A	-		N/A	-	N/A	-	
BRYN Y FOEL	HOLYWELL	Halkyn	6	N/A	-		N/A	-	2018/19	2	2015/16
BRYN Y GWYNT	HOLYWELL	Holywell East	7	N/A	-		2016/17	2	2018/19	1	2015/16
BRYN TIRION	HOLYWELL	Mostyn	9	2015/16	5	2,3,6,7,8, M Bung	2016/17	3	N/A	-	

WHQS Programme – *Holywell District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
CAE DELYN	HOLYWELL	Caerwys	12	2015/16	3	1,11,20	2016/17	3	2018/19	3	2015/16
CAER FALLWCH	HOLYWELL	Halkyn	1	2015/16	1	8 House	N/A	-	N/A	-	2015/16
CAER FYNNONN	HOLYWELL	Halkyn	9	N/A	-		2016/17	1	N/A	-	2015/16
CAER RHOS	HOLYWELL	Halkyn	10	N/A	-		2016/17	9	N/A	-	2015/16
CAIRNTON CRESCENT	HOLYWELL	Greenfield	3	N/A	-		2016/17	1	2018/19	1	2015/16
CEINFRYN	HOLYWELL	Gronant	7	2015/16	4	1,4,6,7 MBung	N/A	-	N/A	-	
CHURCH CLOSE	HOLYWELL	Greenfield	10	N/A	-		2016/17	7	N/A	-	
CLYDFAN	HOLYWELL	Whitford	6	N/A	-		2016/17	2	2018/19	2	
COED MOR	HOLYWELL	Ffynnongroew	18	2015/16	3	1,15,17,	N/A	-	2018/19	11	
CRIB Y BAWYNT	HOLYWELL	Trelawnydd & Gwaenysgor	12	2015/16	2	7, 15 Sheltered Bung	N/A	-	2018/19	7	
DDOL Y FRYD	HOLYWELL	Gronant	6	2015/16	2	7,16	2016/17	1	2018/19	1	
DEVA AVENUE	HOLYWELL	Holywell Central	12	2015/16	4	3, 4 Houses, 10,11 Bungalows	2016/17	5	2018/19	3	2015/16
ENGLEFIELD ROAD	HOLYWELL	Greenfield	5	2015/16	2	12,19	2016/17	2	N/A	-	2015/16
ERW WEN	HOLYWELL	Gwaenysgor	6	N/A	-		N/A	-	2018/19	5	2015/16
FFORDD DDYFRDWY	HOLYWELL	Mostyn	60	2015/16	13	39,41,43,45,51,61, 69, 71,73, 75, 87,96,102	2016/17	4	2018/19	22	
FFORDD FER	HOLYWELL	Holywell Central	7	N/A	-		N/A	-	2018/19	6	2015/16
FFORDD HIRAETHOG	HOLYWELL	Mostyn	10	2015/16	2	5,11	2016/17	1	2018/19	4	
FFORDD MARIAN	HOLYWELL	Gronant	3	N/A	-		N/A	-	N/A	-	
FFORDD PANDARUS	HOLYWELL	Mostyn	36	2015/16	20	1,4,7,15,18,19, 20, 21, 22, 23,24, 25, 26, 28, 31, 35,36,39,41, 51,	2016/17	6	2018/19	6	

WHQS Programme – *Holywell District*

WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
FFORDD PENNANT	HOLYWELL	Mostyn	64	N/A	-		N/A	-	2018/19	7	
FFORDD WYN	HOLYWELL	Gronant	9	N/A	-		2016/17	5	N/A	-	
FFORDD Y FFYNNON	HOLYWELL	Mostyn	10	N/A	-		N/A	-	2018/19	2	
FULBROOKE	HOLYWELL	Greenfield	17	2015/16	5	6,18,22,24,30,	2016/17	10	2018/19	1	
GROSEFFORDD	HOLYWELL	Greenfield	21	2015/16	1	17	2016/17	12	N/A	-	
HAFODY BRYN	HOLYWELL	Brynford	36	N/A	-		2016/17	7	2018/19	7	2015/16
HAFODY COED	HOLYWELL	Whitford	2	2015/16	1	5	N/A	-	N/A	-	
HAFODY DDOL	HOLYWELL	Mostyn	11	N/A	-		N/A	-	2018/19	3	
HEOL Y BRENIN	HOLYWELL	Holywell Central	13	2015/16	4	3,13,17,19, Houses	2016/17	9	N/A	-	
HOLWAY ROAD	HOLYWELL	Holywell West	1	N/A	-		N/A	-	N/A	-	
LLWYN ALED	HOLYWELL	Holywell Central	41	2015/16	29	1,2,7,8,9,12,13,14, 16,17, 18,19 ,20, 21,22,23,24, 25, 27, 28,29,33,32, 36,37, 38,39,40,41	N/A	-	N/A	-	
LLWYN BEUNO	HOLYWELL	Holywell Central	33	2015/16	22	1,2,5,6,7,10,13, 14,16,17, 18,19, 20,21,23,24,26,28,3 0, 31,32,33,	N/A	-	N/A	-	
LLWYN ONN	HOLYWELL	Gwaenysgor	13	2015/16	4	1,18,21,22	N/A	-	2018/19	5	2015/16
LLYS EDWARD	HOLYWELL	Gronant	17	2015/16	3	3,14,17	2016/17	6	N/A	-	
LLYS ENFYS	HOLYWELL	Halkyn	14	2015/16	3	5,9,11,Sheltered	N/A	-	2018/19	6	2015/16
LLYS IWAN	HOLYWELL	Gronant	8	2015/16	2	1, 5	2016/17	1	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
LLYS MOSTYN	HOLYWELL	Trelawnydd & Gwaenysgor	13	2015/16	9	1,4,6,7,8,10,11,12,13	2016/17	1	2018/19	1	
LLYS OWEN	HOLYWELL	Ffynnongroew	5	N/A	-		N/A	-	2018/19	5	
LLYS Y GORON	HOLYWELL	Caerwys	14	2015/16	12	2,3,4,5,6,7,8,10,11,12,13,14,	N/A	-	N/A	-	
MAES EMLYN	HOLYWELL	Ffynnongroew	26	2015/16	9	12,16,18,20,22,28,38,40,48	N/A	-	2018/19	11	2015/16
MAES GWYNFRYN	HOLYWELL	Gronant	10	2015/16	8	3,4,5,10,14,17,18,28	N/A	-	N/A	-	
MAES IYGAN	HOLYWELL	Brynford	8	N/A	-		N/A	-	2018/19	5	2015/16
MAES RHYDWEN	HOLYWELL	Whitford	4	2015/16	1	3	2016/17	1	2018/19	2	
MAES Y BERTH	HOLYWELL	Trelawnydd & Gwaenysgor	1	N/A	-		N/A	-	N/A	-	2015/16
MAES Y DRE	HOLYWELL	Caerwys	22	N/A	-		N/A	-	2018/19	13	2015/16
MAES Y GRO	HOLYWELL	Gronant	5	N/A	-		N/A	-	N/A	-	2015/16
MEADOW BANK	HOLYWELL	Holywell West	21	2015/16	5	43,49, 51,63,65	2016/17	11	2018/19	1	2015/16
MOOR AVENUE	HOLYWELL	Holywell West	13	N/A	-		2016/17	1	2018/19	5	2015/16
MOOR LANE	HOLYWELL	Holywell West	11	2015/16	1	25	N/A	-	2018/19	5	2015/16
MOORFIELDS	HOLYWELL	Holywell West	71	2015/16	31	3,7,8,10,11,13,15,18,23,26,32,38,42,44,45, 46,47,49,50, 51, 53,54,59,61,63,73,75,77,79,80,81	2016/17	24	2018/19	5	2015/16
NANT Y COED	HOLYWELL	Holywell East	72	N/A	-		N/A	-	2018/19	13	2015/16
NANT Y GRO	HOLYWELL	Gronant	26	2015/16	4	14,24,67,73, Sheltered Bung	2016/17	14	2018/19	3	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
OLD CHESTER ROAD	HOLYWELL	Holywell West	4	N/A	-		N/A	-	2018/19	1	
PANTON PLACE	HOLYWELL	Holywell Central	29	2015/16	24	1 Wardens House 2,3,4,5, 8, 10- 22,24,25,26,27,28	N/A	-	N/A	-	
PARK HALL ROAD	HOLYWELL	Greenfield	5	2015/16	3	5,7,9	2016/17	2	N/A	-	
PEN Y BALL STREET	HOLYWELL	Holywell Central	1	N/A	-		2016/17	1	N/A	-	
PLAS DŴI	HOLYWELL	Holywell Central	14	2015/16	2	1,3,	2016/17	10	N/A	-	2015/16
QUEEN'S ROAD	HOLYWELL	Greenfield	32	2015/16	3	4,28,39	2016/17	3	2018/19	1	2015/16
RHYDYLLYNYDD	HOLYWELL	Brynford	3	N/A	-		N/A	-	N/A	-	2015/16
SCHOOL LANE	HOLYWELL	Greenfield	4	2015/16	3	24,25,27,	2016/17	1	N/A	-	
SPRING FIELDS	HOLYWELL	Holywell West	10	2015/16	4	8,12,14,16	2016/17	5	N/A	-	
STRAND CLOSE	HOLYWELL	Holywell Central	14	2015/16	3	6,7,10,	2016/17	1	2018/19	4	2015/16
STRAND CRESCENT	HOLYWELL	Holywell Central	15	2015/16	7	53,59,62,67,75,79, 87, Houses	2016/17	4	N/A	-	
STRAND PARK	HOLYWELL	Holywell Central	14	N/A	-		N/A	-	2018/19	9	2015/16
STRAND WALK	HOLYWELL	Holywell Central	34	2015/16	10	10,13,14,15,21,33, 51,53,79,89, Houses	2016/17	9	2018/19	7	2015/16
SUNDAWN AVENUE	HOLYWELL	Holywell East	5	N/A	-		2016/17	1	2018/19	1	
SWAN COTTAGES	HOLYWELL	Caerwys	2	2015/16	2	2,3 Houses	N/A	-	N/A	-	
TAN Y BRYN	HOLYWELL	Greenfield	20	2015/16	4	4,11,18,40,	2016/17	11	2018/19	2	
THE CLOSE	HOLYWELL	Greenfield	20	2015/16	3	9,11,12a,	2016/17	14	2018/19	1	
TREM Y FOEL	HOLYWELL	Halkyn	5	2015/16	4	5,House 13,14,15	N/A	-	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	2015/16 Property No's	K&B	No	B&H	No	WHP EXTERNAL
STREET	DISTRICT	Ward	TOTAL	Year			Year		Year		
TRINITY ROAD	HOLYWELL	Greenfield	15	2015/16	7	9,12,15,23,25,29, 33,	2016/17	5	2018/19	3	
WATS DYKE AVENUE	HOLYWELL	Holywell Central	20	2015/16	6	6,9,12,16,17,20	2016/17	14	N/A	-	
WIRRAL VIEW	HOLYWELL	Mostyn	8	2015/16	7	2,8,9,10,11,20,21	N/A	-	2018/19	1	2015/16
Y BERTHLOG	HOLYWELL	Trelawnydd & Gwaenysgor	23	2015/16	5	2,9,11,22,33	2016/17	1	2018/19	15	2015/16
Y DREFLAN	HOLYWELL	Mostyn	9	N/A	-		N/A	-	2018/19	2	2015/16
Y GERDDI	HOLYWELL	Mostyn	6	2015/16	3	3,7,12,	2016/17	1	N/A	-	2015/16
Y WERN	HOLYWELL	Ffynnongroew	1	2015/16	1	Glan, Coast Road	N/A	-	N/A	-	2015/16

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
ABER CRESCENT	MOLD	Northop	4	N/A	-	N/A	-	2015/16	1	8,
ACACIA CLOSE	MOLD	Mold Broncoed	19	N/A	-	2017/18	7	N/A	-	
AEL Y BRYN	MOLD	Gwernymynydd	2	2016/17	2	N/A	-	N/A	-	
ALEXANDRA ROAD	MOLD	Mold East	5	N/A	-	N/A	-	N/A	-	
ALYN MEADOW	MOLD	Mold West	37	2016/17	8	2017/18	23	N/A	-	
ALYNDALE	MOLD	Hope	2	N/A	-	2017/18	2	N/A	-	
AMBROSE TERRACE	MOLD	Mold East	3	N/A	-	N/A	-	N/A	-	
ASH GROVE	MOLD	Mold West	11	N/A	-	N/A	-	N/A	-	
BEECHORVE	MOLD	Mold West	10	N/A	-	2017/18	2	N/A	-	
BLAENWERN	MOLD	Gwernymynydd	26	2016/17	5	2017/18	16	N/A	-	
BRIDGE STREET	MOLD	Mold East	8	N/A	-	N/A	-	N/A	-	
BRO ALUN	MOLD	Mold East	10	2016/17	1	N/A	-	2015/16	1	24 House
BROMFIELD PARK	MOLD	Mold Broncoed	53	2016/17	1	2017/18	5	N/A	-	
BRONCOED PARK	MOLD	Mold Broncoed	21	N/A	-	2017/18	2	N/A	-	
BROOKSIDE CRESCENT	MOLD	Northop Hall	5	N/A	-	2017/18	2	N/A	-	
BRYN CLYD	MOLD	Leeswood	18	2016/17	1	2017/18	5	N/A	-	
BRYN DEDWYDD	MOLD	Cilcain	6	N/A	-	N/A	-	2015/16	4	2,3,4,5 M Bung
BRYN GARMON	MOLD	Mold Broncoed	24	N/A	-	2017/18	4	2015/16	2	14,47, Houses
BRYN LANE	MOLD	New Brighton	5	2016/17	1	2017/18	1	N/A	-	
BRYN MEIRION	MOLD	Leeswood	2	2016/17	1	2017/18	1	N/A	-	
BRYN OFFA	MOLD	Argoed	8	N/A	-	2017/18	1	N/A	-	
BRYN ROAD	MOLD	New Brighton	1	N/A	-	2017/18	1	N/A	-	
BRYN YORKIN	MOLD	Caergwrie	20	N/A	-	2017/18	16	N/A	-	
CEDAR GROVE	MOLD	Mold West	11	N/A	-	2017/18	4	N/A	-	
CEGIDOG AVENUE	MOLD	Llanfynydd	7	2016/17	1	2017/18	6	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
CLWYD CRESCENT	MOLD	New Brighton	11	2016/17	7	2017/18	1	N/A	-	
CONWAY CLOSE	MOLD	Caergwrle	7	N/A	-	2017/18	2	N/A	-	
CORWEN ROAD	MOLD	Llanfynnydd	2	N/A	-	2017/18	1	N/A	-	
COUNCIL BUNGALOW	MOLD	Llanfynnydd	4	2016/17	3	N/A	-	N/A	-	
CROSSWAYS	MOLD	Caergwrle	7	2016/17	5	2017/18	1	N/A	-	
DERBY ROAD	MOLD	Caergwrle	6	2016/17	4	2017/18	1	2015/16	1	60, Houses
DREFLAN	MOLD	Mold West	19	2016/17	10	2017/18	9	N/A	-	
EAST VIEW	MOLD	New Brighton	4	2016/17	1	N/A	-	2015/16	2	1,13,Houses
EDINBURGH AVENUE	MOLD	Caergwrle	2	2016/17	1	N/A	-	N/A	-	
ELM DRIVE	MOLD	Mold West	27	2016/17	9	2017/18	6	2015/16	5	9,22,23,30,47,Houses
ELM DRIVE	MOLD	Northop Hall	8	2016/17	3	2017/18	3	N/A	-	
ERW R FLAN	MOLD	Cilcain	1	N/A	-	N/A	-	2015/16	1	7 House
ESTYN CLOSE	MOLD	Hope	2	N/A	-	2017/18	2	N/A	-	
FAGL CANE	MOLD	Hope	1	N/A	-	N/A	-	N/A	-	
FFORDD CELYN	MOLD	Leeswood	12	2016/17	3	N/A	-	2015/16	7	5,7,8,10,11,13,16, Houses
FFORDD EDWIN	MOLD	Northop	6	2016/17	1	N/A	-	N/A	-	
FFORDD ELDON	MOLD	Northop	9	N/A	-	N/A	-	2015/16	2	8, 11,
FFORDD ESTYN	MOLD	Leeswood	3	N/A	-	N/A	-	2015/16	3	1,4,7 Houses
FFORDD GLYNDWR	MOLD	Northop	2	N/A	-	N/A	-	2015/16	1	2,House
FFORDD GWYNEDD	MOLD	Northop	13	N/A	-	2017/18	2	N/A	-	
FFORDD OWEN	MOLD	Northop	11	N/A	-	2017/18	1	2015/16	1	7,House
FFORDD SIARL	MOLD	Leeswood	10	2016/17	1	N/A	-	2015/16	5	5,6,10,11,12, Houses
FFORDD Y LLAN	MOLD	Treuddyn	8	2016/17	5	N/A	-	2015/16	1	14, Sheltered
FFORDD Y RHOS	MOLD	Treuddyn	13	2016/17	7	N/A	-	2015/16	1	23, Sheltered Bung
FIR GROVE	MOLD	Mold West	20	N/A	-	N/A	-	2015/16	6	4,7,13,14,20, 22

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
GER Y PISTYLL	MOLD	Gwernymynydd	14	2016/17	2	N/A	-	2015/16	10	3,4,5,6,7,8,9,12, 14, Sheltered Flats 24 house
GLAN ALUN	MOLD	Mold Broncoed	10	N/A	-	2017/18	2	N/A	-	
GLAN YR EGLWYS	MOLD	Northop	7	2016/17	2	2017/18	1	2015/16	1	2 Sheltered
GOSMORE ROAD	MOLD	New Brighton	1	2016/17	1	N/A	-	N/A	-	
HAFAN DEG	MOLD	Llanfynydd	5	2016/17	4	N/A	-	2015/16	1	3 MBung
HAFAN DEG	MOLD	Treuddyn	9	2016/17	5	N/A	-	N/A	-	
HAWARDEN ROAD	MOLD	Caergwrlle	10	2016/17	2	N/A	-	2015/16	5	32,40,54, 68,70, Houses
HAWARDEN ROAD	MOLD	Hope	10	2016/17	5	2017/18	3	N/A	-	
HAWTHORNE AVENUE	MOLD	Mold West	49	2016/17	9	2017/18	24	2015/16	3	22,23,35 Houses
HAZEL GROVE	MOLD	Mold West	15	2016/17	8	2017/18	2	2015/16	3	7,9,12 Houses
HEOL Y DDERWEN	MOLD	Leeswood	12	2016/17	3	2017/18	7	N/A	-	
HEOL Y GORON	MOLD	Leeswood	30	2016/17	11	2017/18	9	2015/16	2	20,25 Houses
HEULWEN CLOSE	MOLD	Hope	18	2016/17	8	N/A	-	2015/16	7	1,5,7,8,11,12,14,
HIGH STREET	MOLD	Northop	1	2016/17	1	N/A	-	N/A	-	
HOLLY DRIVE	MOLD	Mold West	10	2016/17	2	N/A	-	2015/16	4	1,3,Flats11,13,Houses
IS Y MYNYDD	MOLD	Cilcain	8	2016/17	1	N/A	-	2015/16	6	1,3,5,7,9,13,MBungs
IVY CRESCENT	MOLD	Mold West	24	2016/17	2	2017/18	3	2015/16	10	4,10,15,20,23,26,30,36,38,42 Houses
LEETE AVENUE	MOLD	Cilcain	3	N/A	-	N/A	-	2015/16	3	6,13,18 Houses
				N/A	-	N/A	-	2015/16	28	5,8,9,10,12,18,22,47,48,Houses 13,14,24,25,26,27,28,29,30,31, 32,34,35,37,50,51,54,56 Sheltered 23 (Warden)
LLYS ALUN	MOLD	Cilcain	36							
LLYS ANN	MOLD	Leeswood	6	2016/17	3	2017/18	2	N/A	-	

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WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
MAES CIBYN	MOLD	Caergwrle	20	2016/17	2	2017/18	4	2015/16	1	9, Flat
MAES CILAN	MOLD	Cilcain	2	N/A	-	N/A	-	2015/16	2	16,32, Houses
MAES GLAS	MOLD	Treuddyn	13	2016/17	11	2017/18	1	N/A	-	
MAES GLYNDWR	MOLD	Treuddyn	34	2016/17	3	N/A	-	2015/16	1	37, House
MAES GRUFFYDD	MOLD	Northop	6	2016/17	1	2017/18	5	N/A	-	
MAES LLAN	MOLD	Gwernaffield	8	2016/17	1	2017/18	1	2015/16	4	1,4,6,8 Sheltered Bungalows
MAES LLEWELLYN	MOLD	Treuddyn	5	2016/17	5	N/A	-	N/A	-	
MAES OWEN	MOLD	Mold West	5	N/A	-	N/A	-	2015/16	1	10 House
MAES Y DRE	MOLD	Mold West	3	2016/17	2	N/A	-	N/A	-	
MAES Y MEILLION	MOLD	Leeswood	10	N/A	-	N/A	-	2015/16	1	9, Sheltered
MAES Y WERN	MOLD	Gwernymynydd	4	2016/17	1	2017/18	3	N/A	-	
MAESTEG	MOLD	Llanfynnydd	15	2016/17	8	2017/18	4	N/A	-	
MEADOW CRESCENT	MOLD	Caergwrle	10	2016/17	1	2017/18	3	2015/16	1	5 MBung
MILFORD STREET	MOLD	Mold West	22	2016/17	6	2017/18	12	2015/16	1	16 House
MOEL FAMMAU ROAD	MOLD	New Brighton	11	2016/17	6	2017/18	2	N/A	-	
MOEL VIEW DRIVE	MOLD	Northop Hall	9	N/A	-	N/A	-	2015/16	6	2,4,6,7,8,10, Sheltered
MOLD ROAD	MOLD	Caergwrle	3	2016/17	2	N/A	-	N/A	-	
MOUNT CLOSE	MOLD	New Brighton	7	N/A	-	N/A	-	2015/16	1	14, M Bung
NANT GARMON	MOLD	Mold Broncoed	11	N/A	-	2017/18	1	2015/16	1	4, House
OLD SCHOOL COURT	MOLD	Caergwrle	12	2016/17	4	2017/18	3	N/A	-	
PARC ALUN	MOLD	Mold East	11	N/A	-	2017/18	2	2015/16	3	15,32,35, Houses
PARK AVENUE	MOLD	Mold West	2	N/A	-	N/A	-	2015/16	1	4, House
PRIMROSE CLOSE	MOLD	Northop Hall	8	N/A	-	2017/18	1	2015/16	1	17

WHQS Programme – *Mold District*



WHQS CAPITAL WORKS PROGRAMME 2015-2020				WHP	No	K&B	No	B&H	No	2015/16 Property No's
STREET	DISTRICT	Ward	TOTAL	Year		Year		Year		
QUEEN STREET	MOLD	Treuddyn	4	2016/17	4	N/A	-	N/A	-	
QUEENS PARK	MOLD	Mold West	42	2016/17	8	2017/18	24	2015/16	2	6, 28 Houses
QUEENSWAY	MOLD	Hope	3	N/A	-	2017/18	2	N/A	-	
RAIKES LANE	MOLD	Northop	1	N/A	-	2017/18	1	N/A	-	
SARN LANE	MOLD	Caergwrlle	7	N/A	-	2017/18	7	N/A	-	
SARN LANE	MOLD	Hope	1	2016/17	1	N/A	-	N/A	-	
ST CYMARCHS AVE	MOLD	Hope	9	2016/17	3	2017/18	1	2015/16	3	3,17, 20,Houses
ST DAVIDS LANE	MOLD	Mold East	1	N/A	-	N/A	-	N/A	-	
ST MARYS DRIVE	MOLD	Northop Hall	13	N/A	-	2017/18	2	2015/16	5	5,9 Sheltered Bung 14,18,19 Houses
TAN YR HAFOD	MOLD	Gwernaffield	28	2016/17	7	N/A	-	2015/16	12	9, 10,14,18,50,51,52,54, Sheltered Bungs 30,39,45, Houses 24 Wardens House
TAN YR RHOS	MOLD	Gwernymynydd	2	2016/17	1	N/A	-	2015/16	1	3 House
TAN-Y-BRYN	MOLD	Caergwrlle	7	2016/17	2	2017/18	4	N/A	-	
TEGFAN COURT	MOLD	Caergwrlle	10	2016/17	8	N/A	-	N/A	-	
VICTORIA CRESCENT	MOLD	Llanfynnydd	13	N/A	-	N/A	-	2015/16	3	3,11a,25, Houses
VOWNOG NEWYDD	MOLD	Northop	6	2016/17	1	N/A	-	2015/16	1	9,
WARED DRIVE	MOLD	Northop Hall	5	2016/17	2	N/A	-	2015/16	2	5,Sheltered12, Houses
WILLOW AVENUE	MOLD	Hope	6	N/A	-	N/A	-	2015/16	3	6,17,33, Houses
WINDSOR AVE	MOLD	Caergwrlle	5	2016/17	2	2017/18	2	N/A	-	
WREXHAM ROAD	MOLD	Llanfynnydd	13	2016/17	2	2017/18	8	N/A	-	
Y WAEN	MOLD	Gwernaffield	5	N/A	-	N/A	-	2015/16	4	22,26,31,33 Houses

WHQS – Summary

- The WHQS 2020 Programme has been created to ensure all Flintshire County Council properties can comply to the WHQS by the year 2020 as required by Welsh Government.
- The Programme of Works is a ‘Live’ document and the delivery of the Programme will generally remain as is.
- However, as the Programme is a ‘Live’ document, specific property addresses are subject to changes that occur during each financial year.
- Properties become void (empty) each year and some properties may be brought forward where required.
- Some tenants refuse to have the works completed for various reasons. These properties will be re-introduced into the Programme in another year.

WHQS – Summary

- When properties have been Surveyed, we often find that some tenants have replaced their own fixtures and fittings (kitchens & bathrooms) and no longer require the Upgrade works to be completed. This provides the Capital Works Team with the opportunity to bring forward additional properties and complete the works earlier than first planned.
- Other properties are subject to Disabled Facility Grants and these properties may often be re-scheduled dependent on the Occupational Therapist's assessment and personal circumstances of the individuals concerned.
- For these and many other reasons that are presented to the team, we are often required to review the Programme and sequence of works.

WHQS – Thank you

- Flintshire County Council would like to thank all those involved in the development of the Programme and look forward to investing and upgrading our stock for the welfare of our tenants.
- We would also like to take this opportunity to request each tenant's co-operation and assistance in delivering this exciting project.
- If you have any queries or feel you would like to be involved in developing future work streams or plans, please do not hesitate to contact us:-
- E-mail: Capitalworks@flintshire.gov.uk
- Team: 01352 701659
- Call Centre: 01352 701660

Mae'r dudalen hon yn wag yn bwrpasol

Mae'r dudalen hon yn wag yn bwrpasol



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Auditor General for Wales

The Service User Perspective – the Welsh Housing Quality Standard – **Flintshire County Council**

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Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

The team who delivered the work comprised Paul Goodlad, Charlotte Owen, Richard Hayward, Gwilym Bury and Jeremy Evans directed by Huw Rees.

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Summary report

- 1 In housing, as in many local government service areas, users have no choice of service provider or, where alternative providers exist, their choice is limited by cost or other reasons. In this situation, their ability to influence services to meet their needs relies on users having a 'voice' in service design.
- 2 It is especially important that service users can feed in their views, experiences and hopes as the Council decides which services to reduce, increase or change in the current environment where finances are under pressure. Taking account of the users' voice means redesigned services are more likely to meet people's needs and be better value for money.
- 3 The Welsh Government stresses the importance of developing a partnership with citizens. Involvement is one of the five ways of working and it requires local authorities to adopt to meet the Well-being of Future Generations (Wales) Act 2015 (WFG Act). And in its Local Government White Paper (January 2017) the Welsh Government states:

'We want to develop a more equal partnership with citizens. The role of public services should be to support people to live independent lives and to seek to de-escalate demand, intervening only when necessary and only for as long as required. In doing so, the focus inevitably shifts to prevention and a public service that is able to put more effort into helping people to avoid crisis, rather than one which is focused on supporting people in crisis. This is about creating prudent public services for the future.'¹
- 4 In 2017-18, the Wales Audit Office completed work to understand the 'service user perspective' at every Council within Wales. We followed a broadly similar approach at each council, although we agreed the specific focus and approach to the work with each one individually. In Flintshire County Council (the Council), we reviewed the housing service. In particular tenants' engagement with, and degree of choice experienced in, delivering the Welsh Housing Quality Standard (WHQS) and their view on the quality of the service they receive from the Council.
- 5 In 2001, the Welsh Government set out its long-term vision for housing in Wales entitled **Better Homes for People in Wales**. The WHQS is the Welsh Government standard of housing quality. The WHQS was first introduced in 2002 and aims to ensure that all dwellings are of good quality and suitable for the needs of existing and future residents. The Welsh Government set a target for all social landlords to improve their housing stock to meet the WHQS as soon as possible, but in any event by 2020.
- 6 The Council decided against transferring its housing stock following a tenant ballot which rejected stock transfer, and it is confident it will achieve WHQS compliance by December 2020. Consequently, the Council retains its housing stock and role as landlord. It is one of 11 councils in Wales to do so. The Council is one of six

¹ Welsh Government, **White Paper Reforming Local Government: Resilient and Renewed**, January 2017.

remaining councils still having stock which is not fully compliant as at March 2017 with only five councils reporting² 100% compliance.

- 7 The Council owns approximately 7,167 properties of which it reported that 24 properties met the standard to 'full compliance' and 7,143 did not as at 31 March 2017. The Council reported that it believed none of its properties were judged to be 'acceptable fails' as defined by the Welsh Government in its guidance³. Full compliance refers to dwellings where the WHQS standard is achieved for all individual elements, but there can be situations where achieving the standard for an individual element is not possible. Such situations may include the cost or timing of the work, residents choosing not to have the work done or where there are physical constraints to the work. In these instances, the social landlords may record one or more elements as acceptable fails. Where a dwelling contains one or more acceptable fails but all other elements are compliant, the dwelling is deemed by the Welsh Government to be compliant subject to acceptable fails. However, the Council did report that some individual elements of some homes are currently acceptable fails (such as 1,334 kitchens where tenants have refused the offer) but it still hopes that by December 2020 most of these will have had the improvements carried out.
- 8 Although we could not talk to everyone, engaging with a sample of service users⁴ helped us better understand their perspective. In addition, we held a focus group with the Flintshire Tenants Federation (the Federation) and visited some of the Council's housing estates. This information, as well as data on performance and service standards, informed our discussions with the Council. This helped us understand the Council's rationale for their approach to WHQS, and how the Council approaches and responds to the needs and expectations of service users.
- 9 Overall, we found that **the Council is making good progress towards achieving the Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes.**
- 10 We came to this conclusion because:
- the Council is making good progress towards achieving the WHQS by December 2020;
 - tenant engagement has worked well in the past with good officer involvement and the Council is actively developing new approaches to ensure everyone continues to have a voice;

² Welsh Government, **Welsh Housing Quality Standard Welsh Government Annual Report, October 2016**

³ Since undertaking the fieldwork the Council has been continuing to make progress on WHQS works and as at 10 August 2018 reported that 1,288 properties meet the standard in full with a further 727 meeting the standard as an 'acceptable fail.'

⁴ We spoke to a sample of 96 tenants. We conducted a doorstep survey, Appendix 1 shows details.

- most Council tenants are satisfied with the quality of the service and their homes; and
- tenants can access the services they need, and the Council has tried to address the impact of service change.

Detailed report

The Council is making good progress towards achieving Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes

The Council is making good progress towards achieving the WHQS by December 2020

- 11 The Council engaged widely with stakeholders on its housing modernisation programme for WHQS and estate improvements. It is making good progress on its five-year plan, which is supported by appropriate funding, to achieve the WHQS by December 2020. For example, most homes have been fitted with new kitchens and bathrooms. The Council consulted on the proposed timetable for carrying out WHQS works. It used the results to help shape its plan with work on kitchens and bathrooms being completed before beginning external works such as replacing roofs. Looking longer term the Council has plans in place aimed at ensuring that housing quality is maintained, for example, making sure that components such as windows and roofs are replaced when required.
- 12 Tenants receive an annual letter detailing the planned WHQS work for the year ahead and can phone the Housing service to get updates on progress. Individual tenants were given a significant voice in how the WHQS work was undertaken in their homes with considerable choice about the type of new kitchen and bathroom units. Tenant feedback on early stages of the WHQS also prompted the Council to review its implementation with more officers working on day-to-day contact with tenants as the work was carried out.
- 13 The Council takes an independent and robust approach to the monitoring of contractor performance and takes action where quality issues are identified. Most of the tenants we spoke to did not feel there is generally any inconsistency in the kitchens and bathrooms offered by the different contractors or in the quality of work. The councillors we spoke to have a detailed knowledge and understanding of their local areas and also believed that arrangements are in place to monitor and challenge contractor performance.
- 14 The Council has 617 homes which did not yet meet the WHQS standard for warmth (SAP 65⁵ or above rating). Over recent years the Council has invested in a range of new approaches, such as external wall insulation, to help overcome the problem of cold homes. The Council is investing additional resources in future

⁵ SAP 65. 2015. WHQS states the Welsh Government vision that 'all households in Wales.... shall have the opportunity to live in good quality homes that are adequately heated, fuel efficient and well insulated.' The target energy rating to comply with the WHQS is a Standard Assessment Procedure (SAP) rating of 65.

years to address the issue of the remaining homes which did not meet the WHQS standard for warmth.

Tenant engagement has worked well in the past with good officer involvement and the Council is actively developing new approaches to ensure everyone continues to have a voice

- 15 The housing staff we spoke to have a good understanding of the needs of tenants. Through their daily interactions with tenants, staff receive regular feedback and opinions. This provides a useful and informal conduit of information between tenants and the service. A dedicated team (Tenant Involvement Officers) work to support tenants on all aspects of the WHQS programme, such as a selection of kitchen worktop colours and finishes. Accommodation Support Officers, who provide a range of support for new tenants during the first year of their tenancy, also provide further support for work on WHQS related issues. It complements the comments available through day-to-day repairs satisfaction feedback forms and the online comments facility on the Council's website. Housing staff also attend local estate events to promote the housing service and speak to members of the public. This includes non-tenants such as Right to Buy owners, who often form most of the people living on an estate.
- 16 The Council has long-standing established mechanisms for formal consultation, and officers and members meet regularly with tenants through local tenant associations and the Federation group of about 20 tenants. The Federation membership is largely drawn from the local groups, and provides a formal method to consult and gain feedback from tenants. Federation members also are invited to participate in the selection of contractors for WHQS work. There is a newsletter delivered twice a year to all tenants' homes which provides feedback and information. The Federation members help produce this newsletter. The housing service also surveys all tenants every few years to gain feedback on performance. Although the last survey was in 2013 a new survey is planned for 2018.
- 17 However, the Council recognises that tenant involvement has declined in recent years and is actively developing new approaches to ensure everyone continues to have a voice. Although the Council does have an Engagement Strategy the Council's local tenant engagement strategy is out of date. The number of active tenants and recognised tenants groups has declined since its peak at the time of the stock transfer ballot over six years ago. The Federation is not a sufficiently representative approach to gaining the views of 7,000 tenants and consumes officer time in engaging with a small group of people.
- 18 The Housing service section of the website is well designed and easy to use. There is an annual sheltered housing conference which over a hundred residents attend and various fun days and other events where staff informally engage with tenants about planned changes, such as on the introduction of new service charges.

19 One member of staff is working with tenants to involve them more in shaping and influencing future service delivery. However, at present, engagement work is focused understandably on the WHQS programme and we saw little evidence where residents are routinely engaged with and offered other choices to help shape future housing services.

Most Council tenants are satisfied with the quality of the service and their homes

20 Most of the tenants we spoke to value the housing service and many commented on the quality customer service provided by most housing staff. They were grateful to still have what they regarded as a good service for carrying out repairs by the Council's own directly employed staff. They also valued having a local housing office near to where they lived.

21 Our survey of tenants also showed that people are very satisfied with the quality of the housing service:

- 66% of the tenants we spoke to feel the Council listens to and acts on what they say about the condition of their home. Although boundary fencing is an issue for some.
- 92% of the tenants we spoke to were happy with the quality of their kitchens and 85% were happy with their new bathrooms.
- 89% of the tenants we spoke to thought that their neighbourhood is a good place to live.

22 Our survey of tenants showed that only seven per cent of the tenants we spoke to felt they had problems with damp and condensation in their home. We have conducted a similar survey in the last 12 months at all 11 councils that retained their housing stock, and this issue is a more significant problem elsewhere in Wales. Damp and condensation issues are a complex problem, and without conducting a full house survey we cannot say why tenants in Flintshire reported this issue. We did not undertake the survey on all of the estates in Flintshire and some staff we spoke to felt that on a few estates there are some issues of damp, where affected homes are at more exposed locations where there is more rainfall and frequent high winds leading to greater water penetration.

23 Although the majority of tenants we spoke to feel their homes were warm enough in winter, 24% did not. The fieldwork was undertaken during the coldest week of the winter and this may have affected the survey results. Also a large number of the tenants who reported to us feeling cold in their homes in winter are living in the three high rise blocks in Flint; whilst generally happy some felt the newly installed radiator in one room, their lounge, provides inadequate heating.

24 Some of the tenants we spoke to are dissatisfied (only 56% are happy) with the environment outside their home. They also felt there is a lack of consistency over issues such as fencing. However, the Council is just beginning its WHQS external

works programme which they believe will address these issues over the coming years.

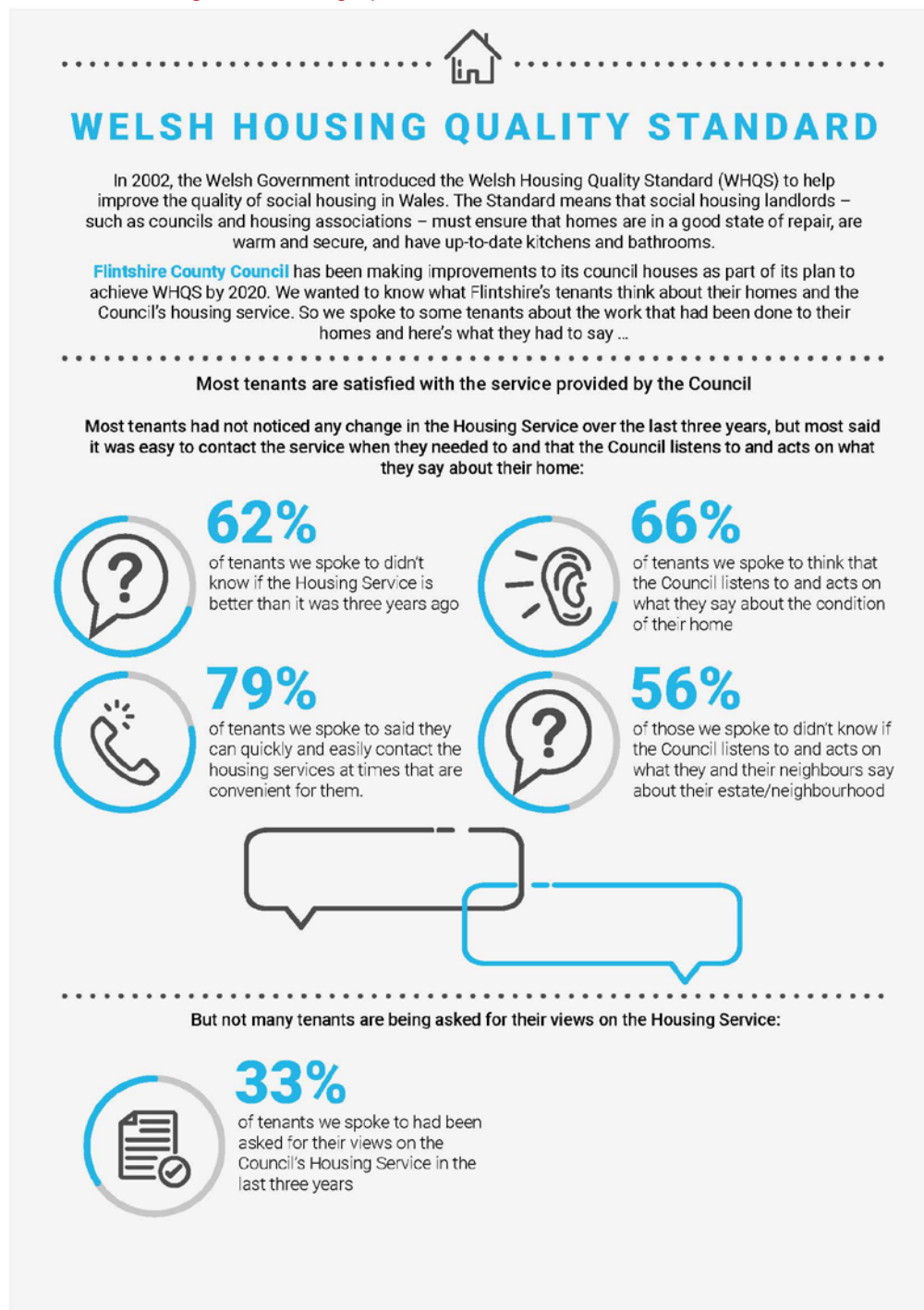
Tenants can access the services they need, and the Council has tried to address the impact of service change

- 25 Most of the tenants we spoke to felt they could access the housing services they needed, and the housing service opening hours in local offices are convenient for them. The housing section of the Council's website provides a convenient way for residents to provide feedback to the Council. The complaints procedure is publicised on the website and resulting statistics are centrally monitored and reported to members. Within the housing section of the Council's website there is an easy-to-use way for tenants to provide feedback. Although the Council recognises it could do more to increase the range of access to Housing services through the internet. The telephone service for tenants to contact the Council is well publicised and the tenants we spoke to felt it worked well.
- 26 The Council has a range of performance targets for the Housing service, such as responding to repairs requests and the targets are subject to regular scrutiny by senior officers and councillors. Although, in the past, the housing service has worked with the Federation on a range of innovative ways to measure changes to the service, such as mystery shopping, this practice has declined. The Council currently relies predominantly on key performance indicators and satisfaction surveys to evaluate the service. Only 33% of the tenants we spoke to felt that in the last three years they had been asked for their views on the housing service.
- 27 Many of the sheltered housing tenants we spoke to told us they value the housing service and are happy in their homes. However, they feel that although they are informed and consulted about changes, the level of service has declined over time. At one scheme we were told that a well-used communal lounge and centre had been removed to provide an additional flat with no alternative provision being offered, and as a consequence the residents we spoke to now felt more isolated. Many of the sheltered housing tenants we spoke to regret the withdrawal of the dedicated site-based warden service and its replacement with a community-based accomodation service across Flintshire, and as a consequence some felt lonely and isolated. The new service concentrates on providing high-level support to those tenants with the greatest need for support based on an objective assessment. In addition, the Council engages the befriending services of third-sector agencies to drop in and chat to provide the good neighbour services which the Council can no longer offer..

Appendix 1

Infographic summarising the key findings from the completed surveys

Exhibit 2: housing service infographic



.....

Most tenants are happy with the standard of their homes

The Council has fitted new kitchens and bathrooms in the majority of council homes and most tenants we spoke to were pleased with these rooms:



92%

were happy with the condition of their kitchen



85%

were happy with the condition of their bathroom

But the Council has only just started improvement works to the outsides of people homes and fewer tenants we spoke to were happy with the outside of their homes:



56%

of those we spoke to were happy with how the outside of their home looks. Some tenants were unhappy with the garden maintenance and unreliable lifts

.....

Most tenants find their homes warm enough and very few reported problems with damp:



76%

of those we spoke to thought that all the rooms in their home were warm enough in the Winter



7%

of tenants we spoke to have experienced problems with damp or mould in their home

.....

Most tenants we spoke to were happy with the estate they live on:



89%

of tenants we spoke to think their estate/neighbourhood is a good place to live



.....

Read the full report on Flintshire County Council's housing service on our website: www.audit.wales

We spoke to 96 tenants. This represents around 1% of all council tenant households.

.....

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WAO/WHQS – L001
10th August 2018
Sean O'Donnell
01352 701642

Dear Sirs,

The Service User Perspective - the Welsh Housing Quality Standard - Flintshire County Council

Thank you for the WAO report which we have found positive and constructive in terms of its content and suggestions. We would wish to pass comment on certain aspects of the report, which we feel provides additional clarity and identifies our commitment moving forward.

Firstly, the Council proposes to complete all WHQS Upgrade works by 31st December 2020. The report refers to a target date of March 2021.

Secondly, through our WHQS Programme, tenants and members of the Tenants Federation are invited to participate in the interview process when we are procuring WHQS contractors.

We agree that the Tenants Federation is not a sufficiently representative group in the context of delivery of the WHQS works, however tenant engagement has now shifted towards the individual tenants through pre-entry surveys at which the works are discussed and where applicable the tenants are able to select styles & types of finishes etc. This is then followed up with visits during the works by the contractor's representatives and FCC's Tenant Liaison Officers to ensure the works are delivered as smoothly as possible.

Although the number of tenants groups has declined, the individual engagement has increased significantly to the extent that through the delivery of the WHQS works, every tenant receives personal engagement which allows the Council to shape the services it delivers to their individual needs and requirements.

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Moving forward, we believe the tenants will be able to influence services and engage more proactively through social media and the Council's internet based services i.e Twitter, Facebook, Council's webpage.

In addition we have also redesigned many of our internal forms along with the questions we ask tenants during the satisfaction survey. The Capital Works Team achieved a score of 95.8% as an overall score for 2017-2018 for all WHQS Upgrade workstreams combined.

Each workstream is scored from 10 Questions and this maps the tenant's journey through the upgrade works. Each FCC TLO completes the Tenant Satisfaction Survey face to face and asks for honest feedback that can help the team and service to improve moving forwards. Some tenants prefer to complete the Survey in their own time and can return it via Free Post or can have it collected.

This important part of the process enables the team to gather Key Performance Data that is used to correctly measure the Contractors Customer Focus onsite.

We feel this method demonstrates our commitment to tenant engagement and how tenants can become involved and assist us to improve the customer focus aspect.

Thirdly, since the report was completed; we have now confirmed that our overall stock has increased to 7219 properties due to the new build programme. We have also confirmed that 1288 properties now achieve a 'WHQS full compliance status' as opposed to 24 properties that were reported the previous year. In addition to this, 727 properties are subject to the 'Acceptable Fail' criteria which further increases our compliance stock figure. Due to a major data cleansing exercise that was completed recently by our team, we have now seen our overall stock compliance percentage increase to 28%.

Finally with regards to the proposed improvement, an extensive consultation programme was undertaken during 2010 with key stakeholders (tenants, local members, and staff) on how the Council's Sheltered Housing Warden Service could be improved. Based upon the outcomes from the consultation programme the Council took the decision that a large-scale service improvement programme needed to be developed and implemented in order to transform the Sheltered Housing Warden Service into a Community Based Accommodation Support Service.

The aim of the improvement programme was the introduction of a support service that operated from within Flintshire's local communities and delivered an in-person accommodation support service to any older person, irrespective of tenure, who needed support to live independently and safely within their own homes and delay the need for more intensive (and more costly) interventions from other Council services.

The improved service delivery model aspires to deliver support services that are aligned, as far as possible, to the individual needs of service users and is flexible so the service provided can fluctuate as a service user needs fluctuate. To attain this aim it was necessary to introduce an objective needs assessment process that enables

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the individual needs of service users to be identified and support plans to be produced for all service users, outlining the support that they will receive.

As a result of the needs assessment process, the level of support a service user is able to receive has increased. For example, some service users are able to receive several support visits throughout the day (The previous service model was a one size fits all approach with all service users receiving a morning visit only). Other service users, who used to receive one support visit per week, are now receiving support five days a week. The improved service model has been designed as a customer focused service that places service users at the centre of service delivery and the service planning and improvements processes.

A full review of the support plan is carried out on an annual basis for every sheltered tenant, however, service users are made aware that they can request a review at any time or if their circumstances change. This ensures that every sheltered tenant has the opportunity to discuss their circumstances with the Support Officer and feelings of loneliness and social isolation will be addressed as a support need.

Following the withdrawal of the warden service in 2011, further consultation events have taken place whereby all sheltered tenants have been given the opportunity to attend an event. The outcome of the events show that that 95% of those who attended an event, have stated that they are happy with the support that they receive from the Community Based Accommodation Support Service and all efforts are being made to address the discontentment of the remaining 5%. These concerns are predominantly around the change from the daily, good neighbour service that the previous warden service offered to a visit based on assessed need with tenants stating that the warden may have been the only person that they saw from one day to the next. In order to address this concern, the Community Based Service engages the befriending services of third sector agencies to drop in and chat and provide the good neighbour services, which the Community Based Support Service can no longer offer.

An independent assessment was been carried out by Flintshire County Council's Supporting People Reviewing Officers randomly selecting residents to interview about their experience of the new service. Thirty residents were selected to take part in the initial evaluation, however further reviews are due to be undertaken as part of an on-going evaluation of the support service.

The Community Based Support Service remains committed in continuing to learn from customers as to what is working well and what may remain as an area of concern. In order to provide the means by which tenants are encouraged to remain engaged in the continued development of their support service, it is intended that regular feedback sessions will continue to be held. A programme of consultation events is planned for September 2018 with sheltered tenants and as part of these events, tenants will have the opportunity to discuss their support services. The purpose of these sessions is to encourage tenants to feel confident in voicing their opinions on the new service model and where further improvements to the service can be openly and transparently discussed.



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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croeso i gyswlltu'n Gymraeg neu'n Saesneg

It is only by listening to our tenants and their expectations of their support service are we able to determine what areas can be assessed and improved. This continues to be a critical and central component of our service improvement plan. From this we will continue to ensure that service user involvement and feedback sessions, drive forward our on-going service improvements.

We trust the above reinforces the positive report the Council has received and hope it assists to clarify the recommendation made within the report.

Yours sincerely,



Neal Cockerton
Chief Officer, Housing and Assets
Flintshire County Council

Copies to:
Sean O'Donnell, Capital Works Manager

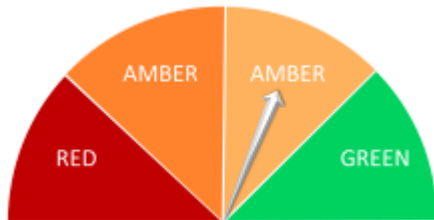
Flintshire Internal Audit

Audit Report

Title: Welsh Housing Quality Standard 17/18
Portfolio: Housing & Assets
Issued Dated: May 2019
Report No: 15-2017/18
Report Status: Final Report

Internal Audit engagements are conducted in conformance with the Public Sector Internal Audit Standards.

Audit Opinion



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1 Executive Summary:

Introduction and Scope:

An audit of the Welsh Housing Quality Standard (WHQS) was undertaken as part of the Internal Audit Plan for 2018/19.

The Welsh Government has set a vision for Housing in Wales called “Better Homes for People in Wales”. In 2002 the Welsh Housing Quality Standard was introduced, which was revised in 2008. The standards will introduce a common target standard for all housing in Wales. The target for bringing all homes up to standard is by 2020. The projected costs to deliver the programme finishing in 2020/21 is £103 million. The Council currently owns 7,219 properties as at December 2018. WHQS has not been previously reviewed by Internal Audit.

The audit review considered the adequacy and effectiveness of the operating controls in relation to WHQS and focus was placed upon:

- The project management of the WHQS.
- The business planning arrangements in place.

A recent Wales Audit Office review was carried out called "The service user perspective - the Welsh Housing Quality Standard," the report was issued in August 2018. The overall conclusion found that the Council is making good progress towards achieving the Welsh Housing Quality Standard and most Council tenants are satisfied with the quality of the service and their homes.

The service has experienced several issues during the procurement process whilst procuring works, which has significantly delayed and impacted on the tender process. The delay has been formally documented and reported to the Housing Programme Board and has also been discussed with the Procurement Team. Controls have been implemented to improve communication & methods of working between procurement, however until this process is embedded the risk will remain.

Audit Opinion:

In each report we provide management with an overall assurance opinion on how effectively risks are being managed within the area reviewed. Appendix A of the report details our assurance levels:

Assurance:	Explanation
Amber Green - Reasonable	<p>Key Controls in place but some fine tuning required:</p> <ul style="list-style-type: none"> • Some refinement or addition of controls would enhance the control environment • Key objective could be better achieved with some relatively minor adjustments <p>Conclusion: key controls generally operating effectively.</p>

The table below highlights the number and priority of agreed actions to be implemented.

Priority	High (Red)	Medium (Amber)	Low (Green)	Total
No.	0	3	4	7

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2 Summary Findings:

Areas Managed Well	Areas for Further Improvement
<ul style="list-style-type: none">• There is an effective programme in place to deliver the WHQS.• Stock condition of properties has been carried out and is continually assessed.• The allocated budget is on target.• Regular reporting to the Housing Board to detail progress including risk management and strategy.• Annual performance returns to the Welsh Government.• The Council is making good progress towards achieving the Welsh Housing Quality Standard.	<ul style="list-style-type: none">• Future planning and forecasting of the Housing stock needs to be considered.• Energy ratings of all properties should be tested.• Plans and policies should be reviewed and brought up to date.• Decisions surrounding the physical access to Council properties where access has been denied.• The introduction of a maintenance programme for individual components.• The Open Housing system should be fully completed and replicated with all of the data held on the WHQS spreadsheet.

3 Action Plan:

Priority	Description
High (Red)	Action is imperative to ensure that the objectives of the area under review are met.
Medium (Amber)	Requires action to avoid exposure to significant risks in achieving the objectives of the area.
Low (Green)	Action encouraged to enhance control or improve operational efficiency.

No.	Findings and Implications	Agreed Action	Who	When
1 (A)	<p>In properties where the Council has implemented new components to meet WHQS, no future preventative maintenance programme or service programme is in place to increase or reach the life cycle of components. i.e. windows, doors and other components may begin to fail or fall into disrepair.</p> <p>This may place a large financial burden upon the Council in the future as replacement costs may be large due to no repair programme being invested in.</p>	<p>Currently the Capital Works Team do work to a planned maintenance programme where components are replaced when they are reaching the end of their lifecycle.</p> <p>We also complete statutory servicing such as Gas, Oil and Electrical Systems as required by law.</p> <p>Moving forward we will be reviewing the performance of our components which have been installed since this major investment works programme commenced. This is something we will be exploring over the current financial year (2019/20) to ascertain any known trends in terms of component failure and if a Servicing Programme would prolong the life of a component or ensure it reaches its expected end of lifecycle.</p> <p>We would need to analyse data relating to failures and repairs to effectively ascertain at which point each component would benefit the most from a service and if the cost associated with this would be effective & efficient.</p> <p>Flintshire County Council may not introduce a Preventive Maintenance Programme if the servicing costs do not extend or help achieve the lifecycles of the components.</p> <p>URN 02409</p>	Sean O'Donnell	31/12/2020

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No.	Findings and Implications	Agreed Action	Who	When
2 (A)	<p>A Standard Assessment Procedure (SAP) rating, forms part of an Energy Performance Certificate (EPC), which must be carried out annually. The Energy Team within Housing manage this process and it is performed by external providers.</p> <p>The Council has an environmental programme and this has to ensure each property meets the environmental standard for SAP 65. There are 2,125 properties that do not meet the SAP 65 as at August 2018. There is a backlog due to staff resources within the Energy team and this has resulted in surveys/analysis not being carried out. The SAP rating is not currently recorded on the Open Housing system.</p> <p>Without the SAP rating not being known and recorded on the Open Housing system this may result in the WHQS not being achieved.</p>	<p>As the SAP rating score is part of the WHQS assessment criteria, ideally all EPC's to void properties should be completed. The data should be captured assessed and all returns and data uploaded into the UNO system before it is transferred into the Housing's Open Housing System.</p> <p>URN 02418</p>	Sean O'Donnell	31/12/2020
3 (A)	<p>The data used to monitor and prepare key performance indicators is within a spreadsheet maintained by WHQS. A large amount of this data is replicated within the Open Housing System, with the spreadsheet holding a large amount of specific data relating to the components, including tenants colour choices for kitchen and bathrooms etc.</p> <p>The data requires uploading to the Open Housing system to fully populate and ensure all specific details relating to properties can ease maintenance in the future and to enable all housing staff to have access to the complete set of information for each property.</p> <p>The risk of the data being corrupted or lost is significant within a spreadsheet.</p> <p>If this data is uploaded to Open Housing it will ease planning of any repairs in the future and provide all staff with the specifications of each property. It will also assist in providing the KPI's directly from the system, once all</p>	<p>It would be beneficial for all service areas to be able to access WHQS data as they may be able to deal with any queries more effectively and coordinate works/ access jointly. This is due to be completed as part of the Total Mobile Solution.</p> <p>The data should be imported into the Open Housing System relating to handover packs and certificates so that the aforementioned can be achieved.</p> <p>URN 02436</p>	Sean O'Donnell	31/12/2019

No.	Findings and Implications	Agreed Action	Who	When
	the data is transferred.			
4 (G)	<p>Whilst there is a Housing Asset Management Plan and a WHQS Compliance Policy in place, both have not been updated since 2016.</p> <p>Without an up to date Housing Asset Manager and WHQS policy, Members, Management and Capital Works officers may not apply consistent practices across the service and may impact on the implementation of future years' service delivery.</p> <p>The implications of these documents not being up to date could result in the failure of WHQS.</p>	<p>The WHQS Compliance Policy will be amended to state that the Policy will only be updated as and when WG Guidance is changed or there are significant and material changes externally that may impact upon policy.</p> <p>The position as observed in that the document had not been updated is considered to present no risk as Welsh Government had not updated their guidance documentation from which any of our amendments would naturally flow.</p> <p>URN 02417</p>	Sean O'Donnell	30/09/2019
5 (G)	<p>There are Council properties where tenants are refusing to provide access to WHQS officers. As a result it is unknown if the property meets or fails to meet WHQS.</p> <p>Properties where access to the Council is denied by the tenant are identified within the Open Housing System and may remain as non-compliant with WHQS. The WHQS staff update the Housing Officers with details of tenants where access has been denied.</p> <p>There are many reasons why Council staff are refused access into a Council property, a joint approach with the Housing Officers should ensure access is permitted.</p> <p>Future budget pressures may leave the Council vulnerable in the future if WHQS has to be applied retrospectively due to access refusal and cause a potential delay of achieving the WHQS deadline. Whilst capital allocation would be rolled over inefficiencies would be created due to economies of scale.</p>	<p>The Housing Management Service and Capital Works Service will work together to develop and implement a more robust procedure to address any tenants who refuse access to our properties. Although this is not a significant risk as WG are aware there will always be 'Acceptable Fails' this is something that should be implemented to address the no access properties as service delivery would improve with regards to future work programmes etc.</p> <p>URN 02430</p>	Sean O'Donnell	31/12/2019
6 (G)	On completion of all WHQS works a handover pack is completed and signed by both the Contractor and the	It would be beneficial for all service areas to be able to access WHQS data as they may be	Sean O'Donnell	31/12/2019

No.	Findings and Implications	Agreed Action	Who	When
	<p>Council. The pack contains all details of each component installed and all other works completed, i.e. roof, windows etc. There is a backlog of handover packs being uploaded and included on the Open Housing system. From the testing carried out not all handover packs have been uploaded on the system.</p> <p>Without the data not being fully available within the system, does not allow for all users of the system to have a complete picture of works completed in the property.</p>	<p>able to deal with any queries more effectively and coordinate works/ access jointly. This is will be completed as part of the Total Mobile Solution.</p> <p>The data should be imported into the Open Housing System relating to handover packs and certificates so that the aforementioned can be achieved.</p> <p>URN 02421</p>		
7 (G)	<p>The Open Housing System is capable of scenario planning and the system has a module to facilitate this. The tool is not currently utilised.</p> <p>The forecasting of the Council stock for future planning purposes will provide Housing with meaningful management information to allow for a long term business plan to be prepared and implemented.</p> <p>The service is currently introducing electronic handheld information devices (PDA) across the service.</p> <p>With the introduction of the PDA equipment across the Capital Works Team, the data gathered in the future within the open housing system will support the use of scenario planning.</p>	<p>The data should be imported into the Open Housing System so that Scenario Planner can be fully utilised to forecast and smooth work flow along with ascertaining resource requirements.</p> <p>URN 02429</p>	Sean O'Donnell	31/12/2020

4 Distribution List:

Name	Title
Sean O'Donnell	Accountable Officer (Officer Accountable for the Implementation of Agreed Actions)
Neal Cockerton	Chief Officer - Housing and Assets
Sean O'Donnell	Capital Works Team Manager







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Appendix A – Audit Opinion:

The audit opinion is the level of assurance that Internal Audit can give to management and all other stakeholders on the adequacy and effectiveness of controls within the area audited. It is assessed following the completion of the audit and is based on the findings from the audit. Progress on the implementation of agreed actions will be monitored. Findings from **Some** or **Limited** assurance audits will be reported to the Audit Committee.

Assurance	Explanation
Green - Substantial	<p>Strong controls in place (all or most of the following)</p> <ul style="list-style-type: none"> • Key controls exist and are applied consistently and effectively • Objectives achieved in a pragmatic and cost effective manner • Compliance with relevant regulations and procedures • Assets safeguarded • Information reliable <p>Conclusion: key controls have been adequately designed and are operating effectively to deliver the key objectives of the system, process, function or service.</p>
Amber Green – Reasonable	<p>Key Controls in place but some fine tuning required (one or more of the following)</p> <ul style="list-style-type: none"> • Key controls exist but there are weaknesses and / or inconsistencies in application though no evidence of any significant impact • Some refinement or addition of controls would enhance the control environment • Key objectives could be better achieved with some relatively minor adjustments <p>Conclusion: key controls generally operating effectively.</p>
Amber Red – Some	<p>Significant improvement in control environment required (one or more of the following)</p> <ul style="list-style-type: none"> • Key controls exist but fail to address all risks identified and / or are not applied consistently and effectively • Evidence of (or the potential for) financial / other loss • Key management information exists but is unreliable • System / process objectives are not being met, or are being met at an unnecessary cost or use of resources. <p>Conclusion: key controls are generally inadequate or ineffective.</p>
Red – Limited	<p>Urgent system revision required (one or more of the following)</p> <ul style="list-style-type: none"> • Key controls are absent or rarely applied • Evidence of (or the potential for) significant financial / other losses • Key management information does not exist • System / process objectives are not being met, or are being met at a significant and unnecessary cost or use of resources. <p>Conclusion: a lack of adequate or effective controls.</p>

Mae'r dudalen hon yn wag yn bwrpasol

Name		Contractor				
Address		Contract				
Contact Details		Date			FCC Initials	TLO REW
Before the Works Started:						
1	How satisfied were you with the first letter from Flintshire County Council informing you of the works that would be completed at your home?	1	2	3	4	5
2	How satisfied were you with the visits and arrangements made by the Contractors and the notice given before any works commenced?	1	2	3	4	5
During the Works and Completion:						
3	Were you shown identification by the Contractor when they visited your home?	Yes		No		
4	How satisfied were you that you and your home were treated with respect?	1	2	3	4	5
5	How satisfied were you that the work was completed within agreed timescales?	1	2	3	4	5
6	How satisfied were you that all appointments were made and kept?	1	2	3	4	5
7	How satisfied were you that you were able to contact someone with any problems or queries?	1	2	3	4	5
8	How satisfied were you overall with the completed works to your home?	1	2	3	4	5
9	How satisfied were you with the Contractor who completed the works?	1	2	3	4	5
10	How satisfied were you with the Contractors Tenant Liaison Officer and the information and communication they provided to you?	1	2	3	4	5

Your scores comments will be recorded and used to assess the Contractors Performance.

This will contribute to the Capital Works Team's assessment of the Contractor and will also have an impact on any future work orders.

If you have any comments where you feel the service/ Contractor can improve, please kindly use the reverse of this form and we will reply to these comments as soon as possible.

Comments:

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Please tick ✓ the box if you wish for your comments to remain Private & Confidential.
Flintshire County Council will NOT share this information with any third party.

Thank you for taking the time to complete this Customer Satisfaction Survey Questionnaire

Capital.Works@flintshire.gov.uk

Eitem ar gyfer y Rhaglen 7



COMMUNITY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Wednesday, 6 November 2019
Report Subject	Private Sector Home Improvement Loans
Cabinet Member	Cabinet Member for Planning and Public Protection
Report Author	Chief Officer (Planning, Environment and Economy)
Type of Report	Operational

EXECUTIVE SUMMARY

The home improvement loans programme provides a cost-effective way of improving the quality of life and well-being of households in Flintshire. The programme includes three separate loan products:

1. Landlord Loans
2. Owner Occupier Loans
3. Owner Occupier Financial Assistance

The loans are described in more detail in the report together with the management arrangements for the programme.

RECOMMENDATIONS

1	That Members review the progress made in delivering private sector home improvement loans.
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REPORT DETAILS

1.00	Explaining the home improvement loans
1.01	The County has delivered loans to improve the condition of private sector homes for many years using both its own capital resources and capital secured from other sources, predominantly Welsh Government. Home improvement loans represent a cost-effective way of improving the well-being and quality of life of residents especially those in low-income or vulnerable households.

1.02	The portfolio of loans on offer has changed over time as the availability of funding and funder requirements have changed. The current loan products offered by the Council are set out below. The criteria for the loans are largely set by Welsh Government although some local flexibility is possible.
1.03	<p>Landlord Loans</p> <p>Landlord Loans are intended to improve private rented properties and to bring empty properties into use for future rental in order to increase the housing stock available in the county. Since 2013, 36 loans worth a total of £1,645,815 have been issued. The maximum loan value for each property is £25,000 repayable within 2 years if the owner intends to sell the property following renovation, 5 years if they intend to rent the property themselves or 10 years if they allow the local authority to nominate tenants and accept an affordable rent. The loan is issued interest-free although the Council is able to charge a variable administration fee to cover the costs of administering the loan.</p>
1.04	<p>Owner Occupier Loans</p> <p>Owner Occupier Loans are intended to bring dwellings to a safe, warm and secure standard in order to improve the quality of life of residents. Since 2014, 24 loans worth a total of £343,828 have been issued. The maximum loan value for each property is £25,000 repayable within 5 years if the owner does not live in the property or up to 10 years otherwise. The loan is issued interest-free although the Council is able to charge an administration fee of up to £500 to cover the costs of administering the loan.</p>
1.05	<p>Owner Occupier Financial Assistance</p> <p>This loan has recently been issued by Welsh Government and no loans have yet been issued. The purpose of the loan is identical to the Owner Occupier Loans but it is a fund of last resort for householders who cannot afford to make the repayments on that product. The loan is only repaid when the property is sold or transferred to another owner. The loan is issued interest-free although the Council is able to charge an administration fee of up to £250 to cover the costs of administering the loan.</p>
1.06	The home improvement loans are programme managed by the Housing Regeneration team. The team also manages the individual loan products themselves with the exception of the Landlord Loans which are managed by the Environmental Health team as part of their wider approach to working with landlords and tackling empty properties in the county.
1.07	The Owner Occupier Loans have been issued through a contract with an external provider, Street UK; an arrangement which was established regionally some years ago. As of 1 November 2019 the Council will directly issue these loan products itself and anticipates being able to provide a high quality, flexible and timely service to customers.
1.08	<p>The Council applies a robust risk management process in issuing home improvement loans including:</p> <ul style="list-style-type: none"> • checking the identity of the person applying for the loan; • checking that the loan applicant owns the property to be improved;

	<ul style="list-style-type: none"> • placing a legal charge for the value of the loan against the property to enable the loan to be safeguarded; • paying the loan capital to the customer in instalments with each instalment only being released once the progress of the improvements to the property have been verified; and • inspection of the property before and after the works.
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2.00	RESOURCE IMPLICATIONS
2.01	<p>The capital funding for the home improvement loans has been provided by Welsh Government. £869,411 has been provided as a grant to the Council to part-support the administration costs of providing the loans and to fund loans themselves. £1,081,709 has been provided as repayable finance to the Council and is due for repayment to Welsh Government in March 2031.</p> <p>The staff costs of delivering the home improvement loans are partly covered by the Welsh Government and by the management fees charged to customers. The Council provides £42,000 of funding annually to cover the core staff costs needed to effectively deliver the service.</p> <p>There are no new implications to either capital or revenue arising from this report.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT						
3.01	<p>The risks to the Council from delivering the home improvement loans are set out below:</p> <table border="1"> <thead> <tr> <th>Risk</th> <th>Mitigation</th> </tr> </thead> <tbody> <tr> <td>Loan customers default on payments</td> <td> <p>Section 1.08 outlines the controls in place in issuing the home improvement loans which reduce the risk of defaults on payments. In addition, the repayment of loans is monitored on weekly basis and prompt action is taken to discuss issues with customers including negotiating amended repayment terms to prevent customers being driven into financial hardship or into unsustainable high-cost lending to make repayments.</p> <p>Welsh Government have undertaken to pay 50% of the cost of any loan defaults that cannot be recovered.</p> <p>Ultimately, the Council holds a legal charge for the value of each loan secured against each property.</p> <p>The experience across Wales is that there have been very few defaults on repayments and none in Flintshire.</p> </td> </tr> <tr> <td>Failure to issue loans in accordance with the WG criteria</td> <td> <p>A detailed process map is in place to ensure that all steps required are taken with the appropriate checks and balances made. This is subject to periodic spot-checking by staff outside of the service.</p> </td> </tr> </tbody> </table>	Risk	Mitigation	Loan customers default on payments	<p>Section 1.08 outlines the controls in place in issuing the home improvement loans which reduce the risk of defaults on payments. In addition, the repayment of loans is monitored on weekly basis and prompt action is taken to discuss issues with customers including negotiating amended repayment terms to prevent customers being driven into financial hardship or into unsustainable high-cost lending to make repayments.</p> <p>Welsh Government have undertaken to pay 50% of the cost of any loan defaults that cannot be recovered.</p> <p>Ultimately, the Council holds a legal charge for the value of each loan secured against each property.</p> <p>The experience across Wales is that there have been very few defaults on repayments and none in Flintshire.</p>	Failure to issue loans in accordance with the WG criteria	<p>A detailed process map is in place to ensure that all steps required are taken with the appropriate checks and balances made. This is subject to periodic spot-checking by staff outside of the service.</p>
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	A more detailed risk register has been prepared for the management of the home improvement loans.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Niall Waller Enterprise and Regeneration Manager Telephone: 01352 702137 E-mail: niall.waller@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	<p>Healthy Homes Healthy People – a programme delivered across North Wales to encourage an integrated approach to assessing customer needs and strengthen cross-referral between agencies, including General Practitioners, to meet those needs.</p> <p>Legal charge – a legal process of securing a sum of money against the value of a property. The money is repaid should the property be sold or transferred to another person.</p>