



Denbighshire County Council

Housing & Homelessness Strategy

Action Plan December 2024

J Abbott



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Introduction

The Housing & Homelessness Strategy and accompanying Action Plans were adopted by the Council in December 2020 and are an amalgamation of all our actions concerned with housing, homelessness, and housing related support. As a result, the implementation of the Strategy is being undertaken by several different departments, in many instances working with partner organisations.

The relevant actions have been included in each service business plan as appropriate and are monitored by the relevant Lead Members and Heads of Service through the Corporate Plan Housing Board, chaired by Councillor Rhys Thomas in his role as Lead Member for Housing & Communities. The Housing & Homelessness Strategy is based around 6 key themes, and the Action Plan is structured around these themes, setting out the key actions required to deliver the desired outcomes for each key theme:

1. More homes to meet local need and demand.
2. Creating a supply of affordable homes
3. Ensuring safe and healthy homes
4. Preventing & ending homelessness in Denbighshire
5. Homes and support for vulnerable people
6. Promoting and supporting communities

	Major issues - action stalled or will not meet targets
	Minor Issues - some slippage but actions taken to address
	No issues - action on track
	Action now complete or part of Business As Usual work



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Theme Title	Reference	Action	Justification / Context	Update	RAG Status	Completion Date	Lead Member / Head of Service
More homes to meet local need & demand	1.01	Review LDP housing allocations and policies as part of statutory LDP Review	Current LDP covers the period up to 2021, a review of policies and land use for the County is a statutory requirement.	We are working to progress background technical evidence and candidate sites assessments for Denbighshire's Replacement LDP. The Delivery Agreement has been revised and was approved by Council (6th December 2022) and subsequently submitted to and approved by WG. This sets out a revised timetable for the LDP. We have held workshop sessions with councillors to discuss candidate sites assessments. We are currently awaiting new WG flood risk guidance (TAN15) to enable this work to be completed (Dec 2024)		Apr-25	Alan James Emlyn Jones
More homes to meet local need & demand	1.02	To develop an Infrastructure Plan for Denbighshire	Identification of infrastructure issues and requirements to inform policies and land allocations to enable housing growth and development.	Infrastructure Plan will be further developed as part of the work on the replacement LDP and site assessments. A continuous review process required for this. (Dec 2024)		Apr-25	Alan James Emlyn Jones
More homes to meet local need & demand	1.03	Update Local Housing Market Assessment incorporating housing need and demand data.	Current assessment was completed in 2019. Statutory requirement to provide an updated assessment every 2 years	WG guidance, template and toolkit for undertaking LHMA published in June 2022. A revised LHMA tool was devised by Welsh Government in June 2023. Development of new LHMA for Denbighshire is currently underway and the data is being transferred to the revised LHMA tool. Some issues with the LHMA tool and another version was issued in Dec 2023. Data will need to be transferred and the model re-run. Work currently being completed. (February 2024). Extensive work was carried out and the draft LHMA was approved by Cabinet Briefing on 7 May 2024 and Cabinet on 21 May 2024. Draft LHMA was submitted via the portal on 3 June 2024. Preliminary feedback highlighted the need to rework the rents figures and work is ongoing undertake this work and amend the LHMA. No further		Apr- 25	Rhys Thomas Emlyn Jones

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				updates on the extent and timescales for Welsh Government feedback (August 2024). Feedback has highlighted the need to rework the rents figures and other tweaks - work is ongoing undertake this work and amend the LHMA before resubmitting to Welsh Government. Welsh Government are looking to revise the LHMA methodology (December 2024)			
More homes to meet local need & demand	1.04	Undertake a Gypsy & Traveller accommodation needs assessment and take action on its findings.	Housing (Wales) Act 2014 requires an updated Gypsy & Traveller Accommodation Assessment to be carried out every 4 years and for any needs identified to be addressed.	New G & T Assessment has been undertaken as part of the background evidence for the LDP. Work was led by Project Board and Task and Finish Group. Draft GTAA approved by Cabinet in December 2021 and submitted to WG for approval. Original action completed. A new Project Board and Scrutiny Task and Finish Group was re-established to review the GTAA to ensure that it is as up to date as possible, and all families have been included. Families previously involved with the GTAA were re-interviewed to ensure needs information is up to date. The revised GTAA was completed and approved by Cabinet for re-submission to WG in November 2023. Revised GTAA was submitted in December 2023 and further questions received from WG. GTAA approved by WG 31/5/2024 – GTAA will be published on DCC website (May 2024). DCC responded to the further issues raised by Welsh Government regarding the draft GTAA and Welsh Government approved it on 24 May 2024 (August 2024)		Dec-22	Alan James Emlyn Jones
More homes to meet local need & demand	1.05	Implement the Empty Homes Delivery Plan	Better use of existing housing stock by continuing to target empty homes across the County.	Empty Homes matching service was launched in October 2020. Signposting to the DCC leasing scheme is utilised whenever feasible. Empty Homes Project Officer was appointed in Nov 2022 and is providing additional resource to focus on bringing empty homes back into use. (May 2023). 59 letters issued to date. 9 properties have been forwarded to Homeless Service in regard to PRS scheme. Site visit with Cllr Rhys Thomas recently undertaken to a few LTE's in Rhyl to highlight the issues with empties. Cllr Thomas found the visit very informative. Draft Comms Plan developed and sent to Comms Team. Presentation has been developed and		Dec-26	Rhys Thomas Emlyn Jones

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				delivered to all MAGs. WG National Empty Homes Grant Scheme - 10 enquiries in total received of which 3 applications cancelled, 3 waiting survey; 4 SoWs completed and returned to RCT of which 1 hasn't progressed, 2 are awaiting approval and 1 has been approved (February 24). Empty Homes Officer role is currently vacant, and the job description is being reviewed in preparation of the role being transferred to Housing & Communities service. It is envisaged the new role will also need to be strategic as well as operational to ensure a more strategic approach for empty homes (December 2024)			
More homes to meet local need & demand	1.06	Take action on recommendations of the Gypsy & Traveller Accommodation Needs Assessment	Housing (Wales) Act 2014 requires an updated Gypsy & Traveller Accommodation Assessment to be carried out every 4 years and for any needs identified to be addressed.	Revised GTAA was submitted to WG in December 2023 and further questions received from WG. Consultants ORS currently drafting responses. Project Board & Member Task & Finish Group to be re-established to explore how identified accommodation can best be met. (February 2024) The Welsh Govt approved the revised GTAA and identified a need to be met. This has partly been resolved through a local private landowner who has been granted Planning Permission for 7 Mobile homes, in Rhyl. The Council have a temporary site to accommodate 4 Mobile homes (September 2024) for a family identified in both the previous GTAA and the most recent one. This temporary support is for the interim, whilst the council identify land and manage to secure Planning for a permanent site, which the family will be able to use for a minimum of 20 years without the need to move. A new Project Board and Task and Finish group are in the process of being organised to fulfil the outstanding need and to ensure it is met, in a timely fashion. (December 2024).		Dec-26	Alan James Emlyn Jones

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<p>Creating a supply of affordable homes</p>	<p>2.01</p>	<p>Review of Local Development Plan policies such as affordable housing in rural areas and commuted sums</p>	<p>To ensure that affordable housing requirements are balanced against viability of site delivery and the amount of affordable housing being delivered by private developers is maximised without impacting overall housing delivery. Requirements for rural affordable housing, and the Council's approach, will also be reconsidered to ensure this supports sustainable rural communities.</p>	<p>This will form part of the Replacement LDP evidence and methodology. Updated development viability assessment will be essential to inform our approach in the Replacement LDP. Work will include testing a range of methods for calculating financial contributions towards affordable housing, with the aim of reducing the number of calculations currently used. We will also test a range of approaches to calculating the value of affordable properties, to ensure this is set at an appropriate level. (December 2024)</p>		<p>Dec-26</p>	<p>Alan James Emlyn Jones</p>
<p>Creating a supply of affordable homes</p>	<p>2.02</p>	<p>Review the current approach and thresholds for affordable housing requirements in LDP policies</p>	<p>To ensure that affordable housing requirements are balanced against viability of site delivery and the amount of affordable housing being delivered by private developers is maximised without impacting overall housing delivery. Requirements for rural affordable</p>	<p>This will form part of the Replacement LDP evidence and methodology. Updated development viability assessment will be essential to inform our approach in the Replacement LDP and this will be undertaken in due course. The Strategic Planning and Housing Team are currently working on the development of the Development Viability Model which will form the basis of this work. (December 2024)</p>		<p>Dec-26</p>	<p>E Alan James Emlyn Jones</p>

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			housing, and the Council's approach, will also be reconsidered to ensure this supports sustainable rural communities.				
Creating a supply of affordable homes	2.03	Promotion of Tai Teg affordable housing register	Tai Teg is the Affordable Housing Register for Denbighshire, ensuring promotion will enable applicants to find suitable accommodation and the list is used in planning application responses as an indication of demand.	This action is on-going, and press releases have been produced, and a video recorded to actively promote the Tai Teg register and promote all types of schemes available Homebuy, Rent to Own, Intermediate Rental & Shared Equity. Tai Tag was promoted at the Cost-of-Living Crisis Summit (public event) on 29 November 2022 through Grwp Cynefin who discussed the affordable housing register with members of the public that attended. Economic and Business Development included an article about Tai Teg in the March digital edition of the Business Bulletin. (August 2023). A brief for a CRM system has been developed by the partners to assist with future development of the LHMA and are currently seeking funding from Welsh Government (Dec 2023). Meeting with partners to establish costings, minimum £50,000 needed to redevelop the site and will take approximately 12 months - information fed back to WG for consideration (Mar 2024). The funding bid to Welsh Government has been unsuccessful and the partners will have to have to look at alternative funding options. The personal information of applicants has been removed and put on the Grwp Cynefin server to protect this information as much as possible (August 2024). The CRM is going out to tender in December 2024/January 2025 and the timetable will be circulated by Grwp Cynefin shortly (December 2024).		Dec-26	Rhys Thomas Emlyn Jones

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<p>Creating a supply of affordable homes</p>	<p>2.04</p>	<p>Publicise successful affordable housing schemes with relevant partners</p>	<p>Promotion will enable applicants to find suitable accommodation and the list is used in planning application responses as an indication of demand</p>	<p>Strategic promotion of affordable housing schemes with partners both before and after development to maximise applicants and success stories. Relevant local Members are advised of properties available in their area. New scheme completed at Glasdir, Ruthin by Clwyd Alyn – Members & Officers attended the open day (August 2023). Visits/photos arranged as and when appropriate (Mar 2024). Ongoing process to publicise schemes as and when they come forward (August 2024). Cllrs & Officers visit to Land adjacent to Ysgol Pendref, Denbigh - Oct 2024 - tenants moving in January 2025 and redeveloped Edward Henry St prior to tenants moving in Dec 2024. (November 2024)</p>		<p>Dec-26</p>	<p>Rhys Thomas Emlyn Jones</p>
<p>Creating a supply of affordable homes</p>	<p>2.05</p>	<p>Develop & adopt a Council Housing Asset Strategy</p>	<p>Develop an Asset Strategy which includes a development & maintenance programme to include the carbon zero aspirations of the Council</p>	<p>Draft document agreed. Final document to be progressed through the democratic process. (Feb 2021). Strategy to be presented to SLT & Cabinet Briefing Oct - Nov. (Sept 2021) FWP of SLT oversubscribed. Scheduled for presentation Jan 2022 (Nov 2021) Adopted (Feb 2023)</p>		<p>Dec-21</p>	<p>Rhys Thomas Liz Grieve</p>
<p>Creating a supply of affordable homes</p>	<p>2.06</p>	<p>Review existing housing portfolio with emphasis on providing suitable accommodation to the future older person demographic of Denbighshire</p>	<p>The purpose of this review is to inform the future type of Council Housing needed in Denbighshire</p>	<p>There is on-going review existing DCC stock portfolio including non-housing assets to assess viability for repurposing and suitability to meet the future older person demographic in Denbighshire. A number of projects are underway to ensure assets are used effectively into the future (Nov 2021) Ongoing (Dec 2023). Best Use of Stock Plan ensures that housing stock is utilised in the best manner sometimes setting up a chain of moves which can mean several people are provided with more appropriate accommodation. Llys Llen & Llys Elizabeth developments targeted under occupiers in general needs housing to free up 23 family homes and provide quality accommodation for older people. (Dec 2024)</p>		<p>Apr-21</p>	<p>Rhys Thomas Liz Grieve</p>

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<p>Creating a supply of affordable homes</p>	<p>2.07</p>	<p>Practical completion of new homes through Housing Development Programme</p>	<p>Corporate Priority of 170 homes by April 2022</p>	<p>Planning applications approved for Llys Anwyl , Granite & Next in Rhyl, the former library site in Prestatyn. Tenders received for The Dell apartments in Prestatyn. (Jun 2021) Remaining property in the terrace of HMOs in Bath Street in Rhyl purchased to enable a more comprehensive conversion scheme to be undertaken (Feb 2023). The new build Passivhaus apartments on Caradoc Road in Prestatyn have been completed. Shell repairs to the terraced houses in Aquarium Street in Rhyl completed. Planning permission granted for an amended scheme to convert the terrace of HMOs in Bath Street in Rhyl into apartments to include the additional property purchased. Planning application for conversion of former Post Office on Wellington Road in Rhyl to provide residential units on upper floors validated. (March 2024). Planning application for redeveloping the building which previously housed the Goldilocks salon on Queen Street in Rhyl approved. Contractor appointed to complete ground works at Llwyn Eirin development in Denbigh. (June 2024). Development of new apartments at Llys Liên on Nant Hall Road in Prestatyn and apartments provided through the conversion of Llys Anwyl on Churton Road in Rhyl handed over. Contractor appointed to complete internal fit-out of the terraced houses in Aquarium Street in Rhyl. (September 2024). Contractor appointed to complete facade works to new homes at Llwyn Eirin in Denbigh following liquidation of previous Principal Contractor and Planning permission granted for conversion of former Post Office at 26 Wellington Road in Rhyl into apartments (December 2024).</p>		<p>Dec 2026</p>	<p>Rhys Thomas Liz Grieve</p>
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<p>Ensuring safe & healthy homes</p>	<p>3.01</p>	<p>To ensure Council accommodation is maintained to meet the Welsh Housing Quality Standard</p>	<p>Funding has been given to DCC towards achieving these standards which have to be achieved by December 2020 and maintained after this date.</p> <p>In October 2023, Welsh Government launched a revised standard, known as WHQS 2023. The standard includes new measures which came into force on 1st April 2024. There was also a revision to WHQS 2023 issued in April 2024.</p>	<p>Although WHQS has been achieved in Denbighshire, considerable works are required now and, in the future, however the pandemic has impacted on the delivery of internal refurbishments (kitchens & bathrooms) since 2020. External works were prioritised during 20/21 & 21/22 to ensure compliance in these areas were maintained, and we now intend to recommence our internal programmes of work during 2023. This will see approx. 80 properties improved internally as well as a further 250 properties improved as part of the voids process. Internal improvements are also being delivered via our voids framework and as part of our reactive works unit which annually delivers more than 250 property improvements each year.</p> <p>WG released a new version of WHQS in October 2023. There are new items that came into force on 1st April 2024, such as introducing flooring at change of tenancy. The new standard is quite prescriptive about what landlords must do, namely:</p> <p>Timeline for achievement of the Standard</p> <p>By 31 March 2025, landlords must:</p> <ul style="list-style-type: none"> • Assess the condition of their stock and the work necessary to meet the Standard; • Estimate the investment needed to achieve the Standard; • Complete tenant engagement on the programme; • Prepare and submit a Compliance Policy to the Welsh Government; and • Update the Business Plan to reflect the programme. <p>By 31 March 2027, landlords must:</p> <ul style="list-style-type: none"> • Produce Target Energy Pathways, informed by their Whole Stock Assessment; <p>By 31 March 2034, landlords should have:</p> <ul style="list-style-type: none"> • Confirmed that all their housing stock meets the Standard. <p>Capital works programmes continue to be delivered but cost increases are impacting on the volume of work in terms of affordability. Budgets are being closely monitored</p>		<p>Dec-26</p>	<p>Rhys Thomas Liz Grieve</p>
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				and programmes of works amended and prioritised accordingly. Gas compliance remains high with all properties receiving an annual gas check where applicable and all properties on either solid fuel or oil-fired heating also being checked. We are currently also checking all the electrical installations in our properties to ensure all properties are checked every 5 years, to comply with new legislation from this year. All properties with a communal area are also being annually checked by a dedicated Fire Safety Officer to ensure our Fire Risk Assessments remain up to date and compliant. (Dec 2024)			
Ensuring safe & healthy homes	3.02	Decarbonisation of social housing stock by 2030	Climate & Ecological Change Strategy commitment	Programmes of work have been developed and implemented to tackle decarbonisation to meet WG targets and our Corporate target of zero carbon emissions by 2030. Intelligent Energy System (IES) are being installed across the housing stock to gather data on property condition in preparation for improvement works . Meeting the decarbonisation targets will be subject in part to the allocation of grant funding, which previously we submitted bids. DCC's settlement is considerably less than the previous grant award, this will have an impact on the type and quantity of works we can complete as part of the programme. (Sept 2021). Surveying work has now commenced to properties in Denbigh and Rhyl as part of the 2023/24 external improvement programme's. A community-based project has been delivered in Betws GG, which involved a ground source heat pump which includes both tenanted and privately owned properties. The scheme has been funded as part of the Optimised Retrofit Project and included additional insulation and PV improvements to the council housing stock in the village. Additional members of staff have now been recruited to undertake surveys and data analysis for current and previous programmes of works (August 2023) WHQS 2023 sets out the following: All homes must meet a minimum of SAP 75 - EPC C by 31st March 2030.		Dec-30	Rhys Thomas Liz Grieve

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				By 31 March 2027, landlords must produce Target Energy Pathways, informed by their Whole Stock Assessment; (Dec 2024)			
Ensuring safe & healthy homes	3.03	Develop and adopt a new Housing Revenue Account borrowing strategy	Changes in how the Housing Revenue Account can be leveraged need to be taken into account in the 30-year business plan	Devise and adopt a new HRA borrowing Strategy to consider changes in permitted borrowing levels and capping – 30-year business plan. Research undertaken and proposals are being developed (June 2021) Works undertaken to determine costs and funding levels required going forward. Revised date for strategy to be confirmed following SLT review and Housing Management Structure. (Feb 2023). The recent expansion of the HRA capital programme to meet WHQS standards and new build and net carbon zero targets has not been accompanied by a corresponding increase in external funding, meaning the Council's only option is to fund the capital programme through borrowing. However, when combined with high inflation and rises in interest rates the level of HRA borrowing is limited by the cost of financing that debt (MRP and interest). Therefore, until there is a significant change in the financial climate, the current HRA borrowing strategy is to borrow up to the limit of what can be sustained by the revenue account. Borrowing less means reducing the capital programme further than is already necessary, borrowing more is unaffordable (May 2024)		Sep-21	Rhys Thomas Liz Grieve
Ensuring safe & healthy homes	3.04	Support Rent Smart Wales	Set up by Welsh Government to comply with the Housing (Wales) Act 2014 with regards to Landlord licensing	Promote Rent Smart Wales and ensure new and existing landlords have undertaken the training and are licensed through the scheme. Very few properties are not registered any properties inspected for Homelessness Prevention are checked and there is a section on the HMO application form to ensure compliance, so procedures are in place to gather information and compliance from new landlords (Oct 2021). Property checks are continuing, and unregistered properties are reported to Rent Smart Wales as and when any are identified (Dec 2024).		Dec-26	Rhys Thomas Emlyn Jones

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<p>Ensuring safe & healthy homes</p>	<p>3.05</p>	<p>Work directly with landlords to Improve standards in the Private Rented Sector</p>	<p>Improve communication & engagement with landlords to improve standards in the Private Rented Sector</p>	<p>EPC & Rent Smart Wales data used to inform best locations for targeted work. Increase awareness of energy schemes such as NEST & Arbed. This action was impacted by the need to divert resources due to the pandemic, but we are now beginning to move back to business as usual functions but have backlog of work to catch up on. Arbed have their own work plan to target areas of need and access to Rent Smart Wales data. The Landlord Forum has been put on hold for 12 months as the pandemic has meant we could not run them as usual, however previous feedback about moving the venue for the forum around the County and putting it on at different times was well received. (Oct 2021). In discussions with Conwy over holding joint virtual Landlord Roadshow over MS Teams in the next 6 months (Feb 22). Joint landlord roadshow with Conwy didn't happen, but now planning to run one before the Renting Homes Wales implementation date instead (Aug 22). Denbighshire Landlord Roadshow to be held in Rhyl on 24th November - 3 speakers covering the following topics: The introduction of the Renting Homes Wales legislation in December 22, update on Rent Smart Wales and DCC private leasing scheme (Nov 22). Looking at holding another landlord roadshow before the end of the year - no firm date agreed yet though but now aiming for early 2024. (Dec 23). Landlord Roadshow put on-hold due to lack of staff resources; currently reviewing whether we can support this in the future (December 24).</p>		<p>Dec-26</p>	<p>Rhys Thomas Emlyn Jones</p>
<p>Ensuring safe & healthy homes</p>	<p>3.06</p>	<p>Implement & enforce Minimum Energy Efficiency Standards (MEES) in the private rented sector</p>	<p>Statutory requirement under Energy Efficiency (Private Rented Sector) England & Wales Act 2015</p>	<ul style="list-style-type: none"> · Develop a fines policy & procedure · Implement enforcement of applicable fines for serial non-compliance and non-engagement of MEES <p>This has now been completed and implementation is part of business as usual (June 2021). Meeting held to discuss implementation of MEES, standardised Policy & procedures not available yet. Data Sharing agreement required with Rent Smart Wales & we are waiting for approval to be granted before we can obtain current information on the number of F&G EPC rated properties in</p>		<p>Apr-21</p>	<p>Rhys Thomas Emlyn Jones</p>

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				<p>Denbighshire (Feb 23). Data Sharing Protocol submitted to RSW and awaiting approval, but as soon as it has been in the next few months, we are ready to start identifying F&G rented properties and contacting owners. (May 23). Still waiting for data sharing agreement to be signed off by RSW and therefore until this has been completed, we are unable to progress things (Sept 23). No further update at present (March 2024). Data sharing agreement has been signed off by RSW. From the information provided from Rent Smart Wales, 145 'F' rated and 74 'G' rated properties have been identified in Denbighshire. Over the next month, the owners of these properties will be contacted and advised that they cannot rent out properties with 'F' or 'G' rated properties unless they have a valid exemption. We expect the number of 'F' & 'G' properties on the list to be reduced after contact for a number of reasons, e.g. the data isn't 100% accurate - some property owners may have already applied for an exemption, or will do so after receiving this letter, some EPCs will be out of date as the owners will have already carried out work to improve the energy efficiency of their properties. Once we have established the true numbers of 'F' & 'G' properties in Denbighshire, these will be targeted for further action. (Dec 24)</p>			
<p>Ensuring safe & healthy homes</p>	3.07	<p>Implement Additional Licensing for HMO's scheme now extended to Prestatyn, Denbigh & Llangollen</p>	<p>Raise standards of properties & their management.</p>	<p>Additional Licensing of HMO's scheme in force in Rhyl recently extended to include Prestatyn, Denbigh & Llangollen (June 2021). Majority of licences issued since 2021 have now had full inspection carried out, but there is still a backlog of risk-based inspections of HMOs that still need carrying out which is being addressed (Feb 22). Since the new Additional Licensing scheme was introduced in 1st December 2020 we have issued 72 licences (8 new and 64 renewals). There are now a total of 172 HMO licenced premises in Denbighshire and we have started expanding the scheme to Prestatyn and Denbigh and will be commencing Llangollen shortly. (Aug 22). Backlog of HMO proactive inspections completed, and 86 new and renewal</p>		Dec-26	<p>Rhys Thomas Emlyn Jones</p>

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				HMO licences issued since the HMO Additional licensing Scheme came into force. (Nov 22). Since the Additional Licensing scheme was introduced in 1st December 2020 we have issued 163 licences (44 new and 119 renewals) (Mar 24). Since the Additional Licensing scheme was introduced in 1st December 2020 we have issued 191 licences (54 new and 136 renewals) (December 24).			
Ensuring safe & healthy homes	3.08	Target financial resources to ensure housing will be more energy efficient helping the environment and improving housing quality	To improve energy efficiency in housing and reduce fuel poverty	Arbed scheme was closed in November 2021 prior to additional schemes being carried out. ECO4 went live in December 2022 and is being administered on behalf of DCC by Flintshire County Council. A total of 83 homes in Denbighshire are being improved through ECO4 measures (including improved insulation, solar PV panels, air source heat pumps etc) in January - May 2023. (August 2023). A total of 517 homes in Denbighshire have had measures approved through ECO4 for FY 23/24 (May 24).		Dec-26	Rhys Thomas Emlyn Jones
Ensuring safe & healthy homes	3.09	Unauthorised residential occupation of holiday caravans will be reduced	Many people are living in caravans which do not have planning permission for permanent residency. Some caravans provide poor housing conditions, and this will ensure that people are not living in unsuitable accommodation.	There is evidence of people living permanently in substandard holiday caravans in the County, highlighted even more during the pandemic. Not only is this unsuitable accommodation for many of these people but the permanent residential accommodation is unauthorised. A multi-department approach to dealing with the issue is being planned but has been delayed due to Covid restrictions and reallocation of resources. This has been identified as a large project requiring a strategic/corporate approach needing additional resources. (Oct 2021). Research continuing to take place to determine the extent of the problem (Feb 22). Task and finish group currently reviewing data to determine whether any proactive enforcement is required. (Aug 22). Officer has been retained in Public Protection to update the outstanding caravan site licencing work (currently 2 days a week until the end of October) and they will be		Dec-26	Rhys Thomas Emlyn Jones

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				checking unauthorised residential occupation of holiday caravans during the inspection of the sites (Sept 23) Officer carrying out caravan project is due to retire end Dec 23 and after that there are no plans to continue with pro-active caravan site visits. (Mar 24). Officer has retired from DCC and not been replaced - only reactive work now being carried out on caravan site licensing - e.g. new site applications, variations & investigation of high-risk complaints. (Aug 24.)			
Preventing & ending Homelessness in Denbighshire	4.01	Develop easily accessible information and advice for prevention of homelessness	Easily accessible information enables citizens to make informed choices regarding their housing situation.	- Housing support programme strategy now published on DCC website, further media campaigns will be released following submission of the Rapid Rehousing Plans (September 2022), also marketing of the PRS leasing scheme Wales in readiness for next years target lease acquisition. (Feb 2023). Media coverage for PRS on hold, this year's target is 8 properties, we currently have 7 properties, and all are likely to be signed up, if WG provide funding over and above the target media campaign will be reconsidered (June 2023). This work is ongoing. We are working with the Web Team to streamline the referral form for Housing Related Support e.g., floating support to ensure it is more accessible (Sept 2023). We continue to ensure the website is up to date with all information. The Homeless Prevention Triage team are the first point of call and are readily available with information and advice to support people to make choices regarding their housing situation (March 2024). No further update currently required (May 2024)		Apr-21	Rhys Thomas Ann Lloyd

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<p>Preventing & ending Homelessness in Denbighshire</p>	<p>4.02</p>	<p>Develop an early intervention and prevention service, involving a wide range of partners to support households at risk of homelessness</p>	<p>Housing Act (Wales) 2014 requires Local Authorities to prevent homelessness and ensure access to services to support households at risk of homelessness</p>	<p>Building on best practice to procure early intervention services that provide robust support to households at risk of homelessness e.g. debt advice, Mediation, support to Landlords, etc. The Early Intervention and Prevention project was awarded April 2022, the provider has been through a recruitment exercise and due to begin from 9th September (Aug 2022). My Home Denbighshire project established as a consortium of Shelter Cymru, Clwyd Alyn, and Warm Wales (Feb 23). Project fully operational 2nd tranche of homelessness awareness training being delivered to LA's and third sector, looking to expand to private sector e.g., bus drivers, pharmacies, qtr. 4 - 90% prevention rate (June 2023). The project is continuing to look at ways to strengthen the awareness of the services e.g., social media platforms, marketing materials. The project is creating links within communities by doing walk and talk sessions, drop in's and linking with established partner agencies such as the iCan Hub (Sept 2023). The service has supported 491 citizens to date with the aim of providing rapid early intervention support to reduce people entering Statutory Services. The project continues to see an increase in the number of referrals for those within with Private Rented Sector with figures from Quarter 1 2024/25 showing 81.71% of all referrals. A strategic review of the project is underway to understand the current learning from the project i.e. trends, evaluate its effectiveness, and to continue to strengthen the project to enhance its early intervention offer within Denbighshire. (December 2024)</p>		<p>Dec-22</p>	<p>Rhys Thomas Ann Lloyd</p>
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<p>Preventing & ending Homelessness in Denbighshire</p>	<p>4.03</p>	<p>Develop a homelessness hub with access to wrap-around services through multi-disciplinary interventions for those experiencing homelessness</p>	<p>Welsh Government Phase 3 Plan to end homelessness</p>	<p>Recruit a multi-disciplinary team to provide wrap-around services to those households experiencing homelessness. Multi-disciplinary team is now fully in place. In addition to the Team Critical Time Intervention support Workers have been relocated from Housing First into Homelessness Prevention. The team now deliver over and above statutory work: Social Work led support; Counselling; Critical Time Interventions; and Substance Misuse / Mental Health services (Feb 2022). Team structure continues to develop. The trial for CTI working in the same manner as HSP's has been positive to improve the customer journey and is ongoing. There have been leads created within HSP's e.g., Senior Substance Misuse HSP and a Mental Health HSP as these have been areas identified where targeted support is required (Sept 2023). The multi-disciplinary team continues to see success and continuous improvements to the service. In recent months, there has been a change to the structure to include Senior Homeless Support Practitioners, which has ensured that each of the professions (SMS, Occupational Therapist, Social Worker) can focus solely on their disciplines, whilst ensuring that the HSP's have accessible line managers. This change has seen a significant impact on the prevention work and team morale (March 2024). The team is very well settled now and have been instrumental in supporting citizens at the end of October 2024 there were 309 households overall in temporary accommodation, 133 in Emergency B&B & 176 in Leased accommodation (Nov 2024)</p>		<p>Dec-22</p>	<p>Rhys Thomas Ann Lloyd</p>
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<p>Preventing & ending Homelessness in Denbighshire</p>	<p>4.04</p>	<p>Establish in-house emergency accommodation facilities for homeless citizens</p>	<p>Welsh Government Phase 3 Plan to end homelessness</p>	<p>Contract awarded for the conversion of the former care home in Brighton Road in Rhyl (Feb 2023) Technical Design for conversion works being developed by Principal Contractor in line with Design & Build contract prior to works starting on site. Additional consents required for fire protection works at the former care home on Brighton Road in Rhyl which has delayed progress with the conversion. (December 2023) Application for Listed Building consent for fire protection works at the former care home on Brighton Road in Rhyl submitted. (March 2024). Application for Listed Building consent for fire protection works at the former care home on Brighton Road in Rhyl approved enabling contractor to be instructed to commence conversion works. (June 2024). Contractor took possession of the former care home on Brighton Road in Rhyl to undertake conversion works. (September 2024).</p>		<p>Dec-26</p>	<p>Rhys Thomas Ann Lloyd</p>
<p>Preventing & ending Homelessness in Denbighshire</p>	<p>4.05</p>	<p>Develop a rapid rehousing model for citizens affected by homelessness with appropriate support</p>	<p>Welsh Government Phase 3 Plan to end homelessness</p>	<p>Work has started on developing the Rapid Rehousing Transition Plans in line with WG guidance draft for June 22 and final for September 22. The pilot Private Rented Sector Leasing scheme pilot with Conwy has now ceased and been replaced with a Wales wide scheme offering leases of between 5-20 years, project scheme currently under review with legal and project team being set up to scope out the scheme for DCC. The scheme has a 10-year programme of securing 80 leased properties up to 2027 followed by no further acquisitions but a managed portfolio of the 80 to 2032. (Feb 2022). Rapid rehousing plan live from April 1st, section 7 resources plan now to be monitored for performance against plan, too early to give indications of progress (June 2023). The transition towards Rapid Rehousing is being considered in all aspects of delivery including MDT way of working, and all contract reviews are considered in line with Rapid Rehousing approach. As Rapid Rehousing requires a Corporate Approach, a Rapid Rehousing Delivery Group, with lead officers from across the council, will be driving the agenda</p>		<p>Dec-26</p>	<p>Rhys Thomas Ann Lloyd</p>

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				forward (Sept 2023). The rapid rehousing delivery group is now fully established, and project managed, three priority workstreams have been identified including revising the plan and associated strategy documents. (May 2024)			
Preventing & ending Homelessness in Denbighshire	4.06	Review services provided internally & externally through Housing Support Grant (HSG) to ensure a range of support is available	Welsh Government Phase 3 Plan to end homelessness	Strategic lead and commissioning jointly looking at the revision of support services in line with contract end and requirements for rapid rehousing, various contracts for renewal from Oct 23 - Mar 24 (Feb 23). The review process has begun and all support contracts have been mapped out, we are currently plotting the customer journey to establish what is required going forward opposed to what we currently have, current support contracts are in varying processes of extension to Oct 2024 in order to give enough time to ensure that the review is accurate and that any changes do not create increased numbers into homelessness (June 2023). The tender for one of our re-tendered projects 'Keep My Home' in line with Rapid Rehousing is due to close this quarter. Once this tender has been successfully awarded, we will monitor the project and the impacts of its implementation as we continue to review the wider support services. We have several strategic reviews to complete for contracts that are approaching their final years (March 2024). Rapid Rehousing Delivery Group continues to develop and is seeking project management / transformational support to drive the agenda forward as the previous project manager left the local authority. Great links have been made to increase collaboration across the council to support Rapid Rehousing and in particular the plan to move away from using unsuitable B&B temporary accommodation. Contract has now been awarded for 'Keep my Home' (November 2024)		Jun-22	Rhys Thomas Ann Lloyd
Preventing & ending Homelessness in Denbighshire	4.07	Deliver workshops to secondary school aged children on homelessness	To identify children at risk of homelessness at an early stage and ensure that support	To deliver accredited & non- accredited workshops to young people within schools, colleges & youth centre. The Youth Service homelessness prevention team have delivered Information events to two Year 7-year groups to 2 secondary schools providing them with key information		Mar-26	Rhys Thomas Ann Lloyd

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		and available support	and guidance is available.	on factors of homelessness, challenging ideas and values of how they view homelessness as well as support services available. 34 young people identified as vulnerable and potentially at risk of becoming homeless by their school have completed Agored accreditations to enable them to build resilience and confidence to seek advice, as well as them being aware of self and support available to them with housing issues. (Nov 22). Youth Homelessness projects to be reviewed March 23 (Feb 23). Early Intervention Youth Workers and Early Intervention Project (My Home Denbighshire) have been working collaboratively to target schools and young people. This work will be picked up as part of the newly established Rapid Rehousing Group, to ensure this work is streamlined and we ensure it is a two-way conversation to engage young people and reduce the stigmas of homelessness (March 2024). Now a workstream on Rapid Rehousing, no further update at present (May 2024).			
Preventing & ending Homelessness in Denbighshire	4.08	Identify young people at risk of homelessness through training professionals working in their environment	To identify children at risk of homelessness at an early stage, through a range of environments, referring them for applicable support	Offer bespoke youth work interventions to young people who are referred to the service through schools, colleges, self or from other professional bodies/organisations (Police etc) My Home Denbighshire are targeting schools and other services that support young people as part of their communication strategy to offer support of identifying the early signs of homelessness. Youth Services and My Home Denbighshire are building links to work closely together (Sept 2023). Early Intervention Youth Workers and Early Intervention Project (My Home Denbighshire) have been working collaboratively to target schools and young people. This work will be picked up as part of the newly established Rapid Rehousing Group, to ensure this work is streamlined and we ensure it is a two-way conversation to engage young people and reduce the stigmas of homelessness. We will also be working to identify other ways outside of schools as part of this work, to identify young people at risk of homelessness (March		Mar-26	Rhys Thomas Ann Lloyd

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				2024). Now a workstream on Rapid Rehousing, no further update at present (May 2024)			
Preventing & ending Homelessness in Denbighshire	4.09	Extend the Housing First project	Welsh Government Phase 3 Plan to end homelessness	To develop a plan on integrating Housing First into the Homelessness Support Pathway. WG are carrying out an evaluation of Housing First across 2022/23 to determine the delivery method for subsequent years. The current model has been extended across into Flintshire with all three counties being managed by a single operational Manager in DCC (Jan2022 - March 2023) Trail blazer extended to March 24. All current arrangements are extended to March 2024 (June 2023). The Housing First funding for 2024/25 has been confirmed for Conwy and Denbighshire. The decision has been made to disband the additional Flintshire County Council bolt on partnership as of 31st March 2024 (FCC HSG funded), as it is evident that delivering the service across 3 counties was creating inefficiencies from a logistical perspective (March 2024). FCC element of Housing First now handed back and the project is now back in line with the original pathfinder agreement for Conwy and Denbighshire. A review is underway from both authorities with regards how service delivery will continue to be delivered in line with individual rapid rehousing plans (Dec 2024)		Mar-22	Rhys Thomas Ann Lloyd
Preventing & ending Homelessness in Denbighshire	4.10	Development of the Youth Service digital youth work to promote and engage young people in the issue of Youth Homelessness in Denbighshire.	Develop a greater understanding of homelessness, so that young people know when they can access support	See 4.07 & 4.08 (May 2024)		Mar-22	Rhys Thomas Liz Grieve

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<p>Preventing & ending Homelessness in Denbighshire</p>	<p>4.11</p>	<p>Provide good quality, well managed temporary accommodation solutions during the homelessness assessment process</p>	<p>Homelessness applicants need good quality well-managed accommodation, for their well-being and health.</p>	<p>· Private Rented Sector pilot project is being embarked on with Conwy Council, which will provide temporary accommodation solutions. · Work with Community Housing and RSLs to increase the number of properties they provide to the Homelessness Prevention Team, across the County. Although numbers are still small, we are engaging with landlords and going through the sign up process (Feb 2021). Update on PRS LSW 4.05, properties continue to be supplied through CH to homelessness (Aug 2022) 'PRS LSW - on target for the first 4 properties, a great deal of interest being shown by private Landlords, next year's target is 8 properties taking the total to 12. (Feb 2023). Last year's target met, this year's target of 8 is well on its way with potential 7 to sign up, the Pathfinder with CCBC has now been disbanded and the grant award proportional to DCC has been transferred to us, this includes 7 properties (June 2023). Work is ongoing with Community Housing and RSLs to increase the number of properties within Denbighshire (Mar 2024). Issues are being experienced from a legal support perspective, this year's target is 20 additional properties, legal are supporting the process of trying to commission external support (Dec 2024)</p>		<p>Dec-26</p>	<p>Rhys Thomas Ann Lloyd</p>
<p>Preventing & ending Homelessness in Denbighshire</p>	<p>4.12</p>	<p>To provide bespoke youth work support to young people engaging with other DCC departments and partners.</p>	<p>To identify young people at risk of homelessness at an early stage and ensure that support and guidance is available.</p>	<p>See 4.07 & 4.08 (May 2024)</p>		<p>Mar-22</p>	<p>Rhys Thomas Liz Grieve</p>
<p>Homes & support for vulnerable people</p>	<p>5.01</p>	<p>Three Extra Care facilities in development or</p>	<p>Corporate Priority for current Corporate Plan</p>	<p>Planning approved for Llys Awelon extension, Ruthin – tender process due to commence (Nov 2020) Options for hub & spoke facility in Corwen being explored (Feb 2021) Residents moved into Awel Y Dyffryn January</p>		<p>Dec-26</p>	<p>Elen Heaton Ann Lloyd</p>

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		completed by 2026		<p>2022. Task and Finish Group looking at feasibility of Corwen facility (Feb 2022). Following the temporary stalling of plans for Corwen, work has recently begun again in earnest, with a working group meeting fortnightly. This will now be taken forward without Community Housing due to conflicting timescales. A prior information notice is being drafted to be circulated to RSLs to gage their interest in partnering with CSS to develop this extra care provision. Corwen work is progressing and BCHU have been invited to the fortnightly meetings. Llys Awelon, monthly project team and bimonthly board meetings are being held and managed by Grwp Cynefin. Confirmation that application for additional funding via HCF has been approved in principle. Discussions ongoing with Learning Disabilities Team regarding possible proposals with the units funding. Site signboard has now been erected. (Feb 2023). Corwen have had interest from RSL's expression of interest to engagement event being published on sell2wales for RSL's to attend (Sept 2023). Llys Awelon due to be completed Jun 2024 (Mar 2024). In last 3 site meetings Llys Awelon Read Construction have confirmed the 26th of June 2024 completion date. Grwp Cynefin advised that the anticipated date for training/demonstrations/orientation is 5th July 2024 for a period of two weeks. It was agreed that relevant Managers from DCC be involved in these training days at the outset before rolling out to care staff. (May 2024)</p>			
Homes & support for vulnerable people	5.02	Investigate more 'own front door' schemes for vulnerable people	Over 100 vulnerable adults in Denbighshire would benefit from the enablement and support which comes from living in these schemes	<p>Working with social landlords to include specialist units on new developments and adapt existing dwellings. 4 units coming forward on Plas Deva development in Meliden (Feb 2021). Update on Meliden – the 4 tenants have moved into their flats in summer 2022 (build delay). The support service has been commissioned. Initial feedback from the tenants has been very positive, in that they like having their own front door, along with the peer support from each other (and some paid support). The 4 flats in Awel y Dyffryn for people with a learning disability are also</p>		Dec-26	Rhys Thomas Ann Lloyd

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				<p>an own front door model, and we are exploring options with Grwp Cynefin for another block of 4 flats in the south of the county. As a model we are finding that it works well, including because there is less of an issue with compatibility than in traditional shared supported living (November 2022). Discussions ongoing with Grwp Cynefin re south of the county, pulling together options for a business case (Feb 2023). Data received from CSS so need can be fed into the next iteration of the Affordable Housing Prospectus which RSLs use to help inform their development plans. (Mar 2024). This has been discussed at length and there is at present a stage 0 form being submitted at the next stage of submissions for prioritisation, this will then potentially allow funding for a project manager to run the scheme of Own Front Door (May 2024). Discussions ongoing with First Choice Housing Association to develop a scheme in Prestatyn/Rhyl (Dec 2024)</p>			
<p>Homes & support for vulnerable people</p>	5.03	<p>Investigate funding options including the SHG/ICF for the Corwen Extra Care Scheme</p>	<p>Corporate priority of increasing Extra Care in Denbighshire</p>	<p>Sian Lloyd Price is working up the scheme to get it ready to bid for SHG funding if appropriate and available (Feb 2022). Phosphates issues have stalled the project as no build work can commence in the River Dee area, work is underway to resolve the issue as it is also affecting other planning applications in the area. (Aug 2022). As above, following the temporary stalling of plans for Corwen, work has recently begun again in earnest, with a working group meeting fortnightly. Housing Strategy colleagues have been invited to the next working group to explore options for use of SHG/RIF (November 2022). Corwen work is progressing and BCU have been invited to the fortnightly project team meetings. Expression of Interest has been published with a closing date on 13/3 and a Council Briefing has been shared with the local members 20/2. (Feb 2023). Llys Awelon now in building phase, Corwen have had interest from RSL's expression of interest to engagement event being published on sell2wales for RSL's to attend (June 2023). The engagement event for the</p>		Mar-23	<p>Elen Heaton Ann Lloyd</p>

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				<p>Corwen Extra Care Project was completed and this established concerns with the size of the development and units which would be required to incorporate an RSL which then directed the team to commence work on the discussion paper. The update on the phosphates highlighted that from December 2025 Welsh Water have confirmed that additional capacity can be added due to ongoing work and improvements to the treatment plant. This was welcomed news and as a result opened the table for all options to be considered, this potentially incorporating a hub and spoke facility, this potentially including surrounding DCC owned properties located in the vicinity of CYG. A visit to Marleyfields was undertaken (Jan 24) by the team to view their new facility which then presented a firsthand look on what could be delivered as a potential on the existing site. SHG funding is allocated for the next 3 years but they can consider schemes for reserve which can be brought forward for slippage money, but they are looked at on their own merits a major factor being deliverability. At present we are too far away to be considered for this funding although this along with IRCF and HCF will be the main source of funding if the project team can establish a worthwhile and deliverable scope (Dec 2024)</p>			
Promoting & supporting communities	6.01	Implement Tenant Engagement Strategy	It is vital for Denbighshire Housing to work closely with our tenants and households, so we understand their needs and aspirations. Feedback and co-production will influence our community investment, service	<p>The Bi-annual survey of all Denbighshire Housing households has been completed. Detailed analysis is underway. The feedback will be reviewed and will help inform next steps and input into the development of an engagement plan for 2021/22. (Feb 2021). An action plan to respond to the survey is now in place which includes actions to increase engagement. This has been shared with the Tenants' Federation. Support has been put in place to support tenants' groups to resume their activity post Covid. (Aug 2021). A plan is being developed to engage with council tenants during 2023/24. This will include the STAR Survey 2023, a series of Summer Roadshows and a mini consultation on Rent Setting (May 2023). The</p>		Dec-26	Rhys Thomas Liz Grieve

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			development and plans. This is particularly vital due to the impact of Covid-19 on our communities.	Engagement Plan for 23/24 is in progress and includes actions for events at Meliden and Rhyl and to work with tenants on Rent Setting Policy (Sept 2023) We have just completed our B-biannual STAR survey of all households with a 25% response. The outcomes will be taken to Communities Scrutiny in February 2024. The tenants federation recently completed the WBIA for housing rent increase and Budget setting for 24/25. (Dec 2023). We are currently working on the Engagement Plan for 2024, partly in response to the STAR survey feedback and to help us continue to get to know our tenants better. This will include a series of Summer Roadshows around our communities (Feb 2024). Engagement Plan for 2024 is underway and includes priorities such as WHQS engagement and growing our engagement. (May 2024). We have commissioned TPAS Cymru (Tenant Participation Advisory Service) to carry out an audit of our engagement activities to assess where we currently are and to inform the action plan we will need going forwards (August 2024) We have recently completed a self-assessment prior to the TPAS Cymru assessment. Work is ongoing to increase participation including a successful Tenant Takeover week on social media. (November 2024)			
Promoting & supporting communities	6.02	Review SARTH	The regional Allocations Policy has been in operation since 2017 in Denbighshire. It is vital to ensure that the policy remains fit for purpose and the regional partners have agreed to review the policy.	The regional group are monitoring developments since Covid-19 and the potential need for a new approach to the Allocations Policy. An additional review has been commissioned to assess the strength of the council's current approach to providing effective housing options advice and coordination of services to support the prevention of homelessness (Feb 2021). Further updates are expected from WG regarding Allocations Policy considering their Rapid Rehousing proposal. The SARTH review findings did not suggest any major structural changes however there are actions which will be discussed with all SARTH partners in Q3 (Aug 2021). The regional group are looking at the higher-level arrangements and monitoring WG guidance on Allocations Policy. The group		Mar-22	Rhys Thomas Liz Grieve

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				<p>have offered to pilot any new approach to this with WG and a workshop has been arranged for March 2022. Actions from the review to improve the operational service are underway. (February 2022) Work is ongoing to develop a joint working approach with WG and the SARTH partners around a new Allocations Policy Framework. WG has commenced the review of legislation around Homelessness and housing allocations with a view to delivering Rapid-Rehousing. Denbighshire has submitted evidence to the review and attended consultation events. (May 2023). SARTH Regional Partnership are carrying out a review of the current operation of the policy and with the changes likely to be included in the new legislation to model future policy. (Dec 2023). We are supporting WG with research into the consultation on Social Housing Supply and we responded to the consultation on Allocations and Homelessness in January 2024. We are awaiting further guidance, but the SARTH partnership is moving forwards with interim measures to help ensure the policy supports the current housing need situation. (Feb 2024). A project brief for external consultant support has been developed by the partners to look at short term issues to support Rapid Rehousing and effective operation of SARTH with longer term WG Policy development to be considered. (MAY 2024) The review project is currently out to tender with an anticipated start date of October 2024 (August 2024). Tenders for the review have been received and are currently being evaluated. (November 2024)</p>			
Promoting & supporting communities	6.03	Develop a 5-year rent policy	In 2020, Welsh Government introduced a 5 year Rent Policy which gives certainty for the HRA but also adds additional requirements to ensure the Council	The Cabinet decision on the Rent Increase in 2021 included assessments of Value for Money, Efficiencies and Affordability as part of the annual Council Housing stock business plan and rent increase process. (June 2021)		Apr-21	Rhys Thomas Liz Grieve

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			considers affordability and value for money when applying the annual rent increase for council homes.				
Promoting & supporting communities	6.04	Work with police, registered social landlords & other partners on focused neighbourhood management in West Rhyl	Complementing the extensive regeneration work which has been carried out in the area with the removal poor quality accommodation by supporting the community.	Multi agency/service group relaunched in Oct 2017, new terms of reference and chaired by Emlyn Jones (June 2021). Public Protection are attending in a 'partnership' role. i.e. there may be some issues in HMO's that crop up that Public Protection need to or can deal with (Feb 22).		Dec-26	Rhys Thomas Emlyn Jones
Promoting & supporting communities	6.05	Bring first point of contact for SARTH in-house	To better integrate the approach with Denbighshire response and create efficiencies in the process by doing so.	Project in place and new arrangements due to go live on schedule on 1st April 2023. Further benefits of the new approach have been identified and will be maximised going forwards. (Feb 2023). This is now complete and business as usual. Further service development to follow. (May 2023). SARTH service is now business as usual (May 2024)		Mar-23	Rhys Thomas Ann Lloyd